



Caring for Our Community

IMPACT REPORT 2019-2020





We Are

Mission:

For more than 25 years Frisco Family Services has helped members of our Frisco and Frisco ISD communities who are facing hunger, homelessness and other urgent needs improve their quality of life and achieve self-sufficiency.

Core Values

Integrity	Servant Leadership
Forward Thinking	Diversity
Excellence	

Board of Directors

Officers

Lara Salinas - President
 Tyler Clutts - President Elect, Vice President
 Operations Development
 Stephen Hadzima, M.D. - Immediate Past President
 Shane Arledge - Treasurer
 Russell Goin - Secretary
 Michael Howard - Assistant Secretary

Members

Molly Bullington	Geneva Polster
Gary P. Carley	Tom Reitingger
Jason Cooley	Justin K. Sauls
Shanna Keaveny	Martin Thornthwaite
Christopher A. Korst	
Kevin Peters	

Staff

Nicole S. Burse, MSW
 Executive Director
Keri S. Keck
 Client Services Director
Bob Robertson
 Director of Business Services
Joni Klarin
 Director of Strategy
Melanie Smoot
 Development Director
Donna Buttrill
 Assistant Resale Store Manager
Debra vanBolden
 Assistant Resale Store Manager
Jessica Torres
 Bilingual Case Manager
Sonia Schwinn
 Bookkeeper



Deonica Gary
 Case Manager
Jackie Kuwitzky
 Development Associate
Lisa Anderson
 Special Events Manager
Gina Hethcock
 Marketing Manager
Ronny Hill
 Food Pantry Manager
Doris Cordova
 Office Manager
David Torres
 Resale Store Driver
Catrice Hines
 Resale Store Manager
Randie Osgood
 Volunteer Services Manager
Lizzie Davis
 Program Coordinator

Socially distanced but still connected and forever Committed to Our Community.

A Community That



Words of gratitude from our Executive Director

YOU are truly amazing. As I reflect on this past year, my heart overflows with a deep appreciation for the **CARE, COMPASSION** and **SUPPORT** that **YOU** have shown and continue to show toward our mission and the work we do.

While I'm sure you would agree that 2020 has been a year unlike any other and full of uncertainties, what I know for sure is that you made our **IMPACT** possible. Who would have imagined that shortly after the excitement of breaking ground on our new Client Services building, that life as we knew it, would quickly change? Yes, in addition to the thousands of individuals we typically serve each year, we had to quickly expand our capacity to meet the needs of our neighbors impacted by COVID-19. Because of your support, we remained on the front lines helping our neighbors stay in their homes, put food on the table and keep their utilities connected. Your incredible response and generosity has been the wind beneath our wings and provided us **STRENGTH** to meet every challenge.



We made many changes in how we delivered our programs and services and operated Frisco Resale to ensure that protocols were in place to keep our clients, volunteers, customers and staff healthy and safe. I'm proud to share that this past year, you helped us serve nearly 4,000 individuals, distribute 592,179 meals out of Frisco's only community food pantry, and provide 31,886 meals to children through our Summer Lunch Program.

We could not have done this without **YOU!**

On behalf of our Board, staff, and the clients you help us serve, I say thank you. Thank you for providing a sense of **HOPE** to our neighbors as a reminder that they do not have to go through challenging times alone.

Nicole S. Bursey, MSW

"We rise by lifting others."

~ Robert Ingersoll

When a Crisis Hits, Frisco Family Services is Here to Help

Meet Jacqueline Perry



Former Client,
Entrepreneur, Author

Two years ago, she was laid off while earning her Master's degree. It wasn't long before Jacqueline walked through our doors needing help with food and rent.

"Sometimes you feel ashamed of the circumstances, but I realized my struggles have made me stronger," Jacqueline says. "When people think of Frisco, they don't think of people having a hard time with life. But sometimes you lose your job or get sick. Don't be ashamed, is what I'd say. I am so thankful to Frisco Family Services and what they do in the community. Now, I'm doing much better."

Today, she is the author of two books, owns her own business and has earned her degree.

When a crisis happens, Frisco Family Services helps our neighbors regain self-sufficiency and improve their quality of life.

Watch others share their stories: www.friscofamilyservices.org/communitycaring.

You Made Our



Food Pantry

Frisco's only community Food Pantry is client choice, where clients can shop in a grocery store-like setting for the food they know their families will eat. As a result of COVID-19, clients enjoyed safe access to the food pantry and shopped while social distancing. We utilized our mobile food pantry, which delivered groceries and other food pantry items to our seniors and home-bound clients, to reduce the risk of exposure for those sheltering at home.



Impact Spotlight

4,000
Individuals Served

31,886
Summer Meals
Distributed

592,179
Meals Distributed

\$346,559
in Emergency Financial
Assistance

Self-Sufficiency

Emergency Financial Assistance helps families stay in their homes, keeps utilities connected and provides for other critical needs. Adult Life Skills classes provide tools to help clients get back on their feet. Since the pandemic began, we followed safety guidelines by moving our face-to-face classes online.



As the only social service organization in Frisco helping families in crisis, many who have been financially impacted by COVID-19, we continued to change and adjust our operations to adapt to our new and unprecedented environment. We are here, and we will continue to provide for the critical and most urgent needs of our community.



POSSIBLE

SEASONAL PROGRAMS:

Summer Lunch Program

The program provides free lunches and weekend meal bags to local children during the summer. This year, we added "Fresh Fridays" where boxes of fresh produce were distributed. Due to COVID-19, we adapted the program to follow safety recommendations, where parents and children "drove-through" to pick up their meals during the nine-week program.



Thanksgiving Meal Program

We provided individuals and families with a turkey and groceries to make their Thanksgiving meal at home, as well as breakfast items and a DVD or a family game.

Back2School Program

Eligible students received a new backpack filled with school supplies, new clothing, shoes, hygiene items and more to ensure they are ready for the new school year, thanks to generous supporters and sponsors.



Holiday Store Program

Generous donors provided new toys, gift cards, household and other items for eligible clients to select at our "no-cost" holiday store.



Silver Bells Holiday Social & Celebration

Seniors came together for a fun breakfast to socialize, play games and receive gifts that can be used throughout the year.

You Provided STRENGTH

By Donating

Our community showed just how strong we could be by providing financial gifts, Food Pantry and Resale donations and sponsoring events.



By Shopping Frisco Resale

When you shop and donate at Frisco Resale, you are supporting your local neighbors in crisis.



By Volunteering

Our volunteers donate their time by fulfilling various roles throughout Frisco Family Services and Frisco Resale.



Frisco Resale revenue helps fund the programs and services provided to clients.

Thank you to the individuals who gave \$500 or more in the 2019-2020 Fiscal Year (July 2019-June 2020)

Roy Adams, Ms. Judy Adams, Adams Charitable Fund, Mr. Niyi Adedeji, Suann Adkins, Mr. & Mrs. Daniel Agnew, Ms. Michelle Ahl, Ms. Vickie Alarie, Ms. Diana Alexander, Jack Alldredge, Mr. & Mrs. Reid Allison, Mr. Chowdary Aluri, Mr. & Mrs. Dale Appleby, Mr. & Mrs. Michael Arledge, Ms. Amy Arnold, Ann Augustin, Sujata Ayyagari, Mr. & Mrs. Richard Babbe, Mr. & Mrs. Michael Bailey, James Barron, Mr. & Mrs. Tirri Bartels, Michael Beaudry, Mr. & Mrs. Gary Bedard, Ms. Catherine Behan, Mr. Dan Bennett, Steve Bird, Biting Charitable Fund, Mr. & Mrs. Michael Blackburn, Mr. & Mrs. Paul Blair, Ms. Renate Blatt, Terry Born, Mr. & Mrs. Kenneth Botta, Mr. & Mrs. James Bowen, Ms. Debby Bowman, David Box, Mr. & Mrs. Scott Boxer, Mr. & Mrs. Paul Boyd, Angela Boyd, Ms. Michelle Brekken, Dr. & Mrs. C. R. Brockman II, Christina Brooks, Jane Broughton, Mr. & Mrs. Greg Brown, Mr. & Mrs. Aaron Brown, Blake Brunson, Arvo Buck, Mr. & Mrs. David Bullington, Mrs. Diane Burau, Mr. & Mrs. Jessie Burgess, William J. Burkhalter, Mr. Greg Burns, Mr. & Mrs. Othel Bursey, Mr. & Mrs. Blake Caffrey, Mr. John Caffrey, Mr. & Mrs. Jeff Cameron, Nancy Cannaday, Mr. & Mrs. Eric Carlisle, Mr. & Mrs. Timothy Chase, Mr. & Mrs. Thomas Clarke, Cheryl Clinton, Ms. Tricia Coleman, David Coles, Ms. Angelina Collier, Venkata Collurru, Mr. & Mrs. Scott Eckerty, Mr. & Mrs. Ken Edwards, Mr. Brent Conrad, Mr. & Mrs. Doug Cook, Mr. Luke Corbin, Jennifer Crawford, Ms. Deborah Crump, Dr. & Mrs. Ivan Darius, Manoj Dasyam, Ms. Helen Davids, Mr. & Mrs. Jeff Davids, Robert A. Davidson, Mr. & Mrs. Gary Davis, Mr. & Mrs. Alfred Day, Francisco De Sousa, Mr. Harold DeGraff, Mr. Michael DeJesus, Ms. Cathy Dial, Ms. Rebecca Dickinson, Ms. Caroline Dickson, Melissa Difflho, James Do, Mr. & Mrs. James Dorrell, Mr. & Mrs. Dwayne Dosssett, Victoria Dunn, Mr. & Mrs. Scott Eckerty, Mr. & Mrs. Ken Edwards, Ms. Karen Egle, Mr. & Mrs. Lawrence Elkin, Zainab Ellam, Mr. & Mrs. Bradley Elledge, Mr. & Mrs. Stephen Elliott, Mr. & Mrs. Scott Enderle, Mr. Rajesh Ernest, Mr. Bob Espy, Richard and Patricia Estes, Joseph Farrell, Mr. Steven Fass, Mr. & Mrs. Kenneth Ferer, Michael Fininn, Mr. Jason Ford, Mrs. Patricia Franklin, Mr. & Mrs. Nathan Frazier, Douglas Frederick, Michelle Fredrickson, Mr. & Mrs. John Freshwater, Mr. & Mrs. Edd Fritz, Ms. Kay Fuhrman, Mr. & Mrs. Willard Girdler, Mr. & Mrs. Russell Goin, Mr. Nicholas Goodrich, Mr. & Mrs. John Goodson, Mr. & Mrs. Terry Gottberg, Mr. Ed Gover, Mr. & Mrs. James Graham, Mr. & Mrs. David Graham, Mr. John Vincent Graham, Arlene Green, Mr. & Mrs. Jeffrey Griffiths, Mr. & Mrs. Robert Grimmer, Leon Grinnell, Ms. Teri Lynn Guajardo, Mr. Manuel Guerra, Dr. Stephen Hadzima & Dr. Laurie Reitman, Mr. & Mrs. Ray Hambrick, Mark Harris, Mr. Eric Harris, Mr. & Mrs. Del Harris, Mr. & Mrs. Don Harrison, Mr. & Mrs. Gary Hartwell, Ms. Kembrelee Jan Hatch, Ms. Peggy Hawkins, Mr. & Mrs. Mark Haynie, Mr. & Mrs. Glenn Heinemann, Ms. Janet Henry, Mr. & Mrs. Rob Hickox, Mr. & Mrs. Douglas Hicks, Mirtha Hilburn, Mr. & Mrs. Chris Hines, Karen Hodges, Mr. & Mrs. Rick Hodges, Mac Hopkin, Mr. & Mrs. Michael Howard, Mr. Thomas Humphrey, Mr. & Mrs. Ben Hyde, Mr. Tim Ifland, Edward Issacs, Mr. & Mrs. Roger Ivey, Mr. & Mrs. Broc Jahnke, Mr. & Mrs. John Jansky, Mr. Michael Johnson, Mr. Robert Johnson, Ms. Kim Johnson, Mr. & Mrs. Noel Johnston, Mr. & Mrs. Mark Johnston, David Jones, Ms. Denise Jones, Mr. Ernest Jordan, Dony Kalluvilayil, Mr. & Mrs. Spyridon Karakizis, Mr. & Mrs. Jamie Keaveny, Rev. & Mrs. Donald Keck, Mr. & Mrs. Matthew Keck, Mr. & Mrs. John Kelley, Mr. & Mrs. Josh Kenyon, Larry Kestila, Mr. Larry Key, Ms. Natalya Kiley, Dr. Damion Kistler, Mr. Josh Klarin, Ms. Joni Klarin, Robyn Knight, Mr. & Mrs. James Koehling, Mr. & Mrs. Paul Konen, Robert Kopitke, Mr. & Mrs. Christopher Korst, Mr. Theodore Krauss, Mr. & Mrs. Dylan Krieg, Mr. Arnold Krieger, Ms. Marilyn Kuhlman, Mr. & Mrs. Greg Ladd, Mr. & Mrs. Doug Landrum, Ms. Tina LeGrand, Paula Levay, Mr. & Mrs. Christopher Lewis, Mr. Lawrence Lewis III, R. D. Logan, Mr. & Mrs. George Lollis, Mr. & Mrs. Mario Lopez-Belio, Charan Lota, Mr. & Mrs. Clark Lund, Mr. Scott MacDonald, Lynne and Steve Maggard, Mr. Stephen Marroquin, Ms. Dovie Marshall, Ms. Dee Marshall, Mr. & Mrs. Derek Martin, Mr. & Mrs. Billy Martin, Mr. & Mrs. Simon Martin, Mr. James Martinez, Mr. & Mrs. Venkata Masina, Mr. & Mrs. Andrew Mattson, Mr. & Mrs. Gareth Maurice, Mr. & Mrs. Daniel McCain, Ms. Sharon McCormick, Doreen McDonnell, Mr. & Mrs. Dennis McDowell, Karen McLeland, Mr. & Mrs. Thomas McLoughlin, Ms. Lee McNear, Mr. & Mrs. Terence Milholland, Mr. Douglas Mille, Razal Minhas, Ms. Connie Moore, Mr. & Mrs. Michael Morgan, Mr. & Mrs. George Morschauer, Ms. Kendall Mullen, Mr. & Mrs. Mike Mullen, Silpa Munukutla, SriNivas & Hosna Nallanthi, Ms. Diana Nelson, Kelli Nesseth, Mr. & Mrs. Shawn Newton, Mr. & Mrs. David Newton, Joanne Normandin, Mr. & Mrs. Steven Novick, Mr. & Mrs. Richard Nowakowski, Ms. Hollie Ober, Ms. Susie O'Hara, Mr. & Mrs. Jared Olfers, Mr. & Mrs. Gary and Kimberly Omlor, Mr. Sam Orendain, Mr. & Mrs. Bill Orender, Mr. & Mrs. Matt Pashby, Ms. Sue Patient, Mr. & Mrs. Robert Perrenot, Mr. & Mrs. Kevin Peters, Janice Peveto, Barbara Pickelman, Mr. John Pickens, Ms. Lavonne Pietsch, Mr. & Mrs. Brian Polster, Mr. & Mrs. John Ponzillo, Mr. & Mrs. Rick Porter, Crane Prather, Mr. & Mrs. Timothy Pullen, Ms. Mary Kelly Ravestijn, Ms. Linda Reager, Mr. & Mrs. Jerad Rector, H.M. & J.S. Reed, Mr. & Mrs. Peter Reid, Mr. & Mrs. Thomas Reiting, Mr. Glenn Rhea, Mr. & Mrs. Gregory Richardson, Mr. & Mrs. Martin Rinker, Mandy Ristow, Mr. & Mrs. Samuel Roach, Mr. & Mrs. Robert Robertson, Virginia Robertson, Mr. & Mrs. Brad Rodgers, Mr. & Mrs. Brian Rodgers, Ms. Linda Rovito, Mr. & Mrs. Stephen Rubin, Mr. & Mrs. Sean Salinas, Ms. Valerie Salter, Ms. Peggy Sanders, Mr. & Mrs. Justin Sauls, Mary Jo Sawyer, Todd Scallorn, Dr. & Mrs. Timothy Schacherer, Ms. Christiane Schurrer, Kurt Schwartz, Mr. & Mrs. Brian Scott, Mr. Ray Sedey, Ms. Debbie Sellers, Mr. & Mrs. Charles Senn, Mr. Larry Shelton, Ms. Karren Shilson, Mr. & Mrs. Craig Smith, Mr. & Mrs. Jimmy Smith, Mr. & Mrs. Jeff Smoot, Mr. & Mrs. Jarrod Sohosky, Mr. & Mrs. Greg Speer, Ms. Catherine Spencer, Ms. Gayle Stallings, Mr. & Mrs. John Stepczyk, John Stevens, Mr. & Mrs. Barry Stewart, Mr. Steven Strachan, Mr. & Mrs. Alvin Stredler, Steven Stultz, Mr. James Stutler, Joyce Summers, Ms. Elizabeth Sutton, Sherif Tariq, Mr. & Mrs. Gregory Taylor, Mr. Lance Taylor, Charles Taylor, Mr. Narasinga Rao Telidevara, Jenny Thomas, Pamela Thompson, Mr. & Mrs. Sam Thornal, Mr. & Mrs. Martin Thornthwaite, Mr. Gary Tinney, Mr. David Torres, Deborah Ann Trampe, Mr. & Mrs. Russ Trimble, Bill Trout, Mr. & Mrs. Kenneth Truitt, Mr. & Mrs. Tom Utecht, Laura Van Poppel, Mr. & Mrs. Roy Varghese, Mr. & Mrs. Greg Vaughn, Mr. & Mrs. Patrick Vedra, Sai S. Vikram, Karthik Viswanathan, Mr. Anthony Vitek, Mr. & Mrs. Alan Wagner, Mr. & Mrs. James Walter, Thomas Wang, Ms. Julie Warren, Mr. & Mrs. Marshall Warren, Mr. Chris Watkins, Mr. Rickey White, Ward & Joyce White, Grier & Joyce White, Mr. Darrin Whitney, Mr. & Mrs. Daniel Whitt, Ms. Rosalyn Wiener, Mr. & Mrs. Michael Wilkerson, Mr. & Mrs. Dan Wilkins, Quida Williams, Ms. Alexa Williams, Ms. Lori Williamson, Mr. Paul Wilson, Ms. Carol Wilson, Mr. & Mrs. Keith Wright, Mr. & Mrs. John Yarborough, Mr. Jeffrey Ziegler

Thank YOU to our Gala 2020 - ONE sponsors who chose to commit their support to our community's most critical needs, in response to the cancellation of our Gala 2020-ONE.

Baker Tilly, Baylor Scott & White Medical Center Frisco, City of Frisco, CORE Construction, David & Molly Bullington, GEICO Local Office, HALL Group, Carol Wilson, Jaguar Land Rover Frisco, Kanya Siddhi Hanuman Temple (KSHT), KPMG LLP, NextAfter, North American Life Plans, North Dallas Bank & Trust, PBITPro, QuikTrip, Quilling, Selander, Lownds, Winslette & Moser, P.C., Rent-A-Center, Sam Roach Business Center, Texakoma, Texas Bank, Texas Bank & Trust, Texas Health Hospital Frisco, Texas Health Presbyterian Hospital Plano, The Mullen Family, Town & Country Roofing, TXU Energy

Thank you to our 2020 Mayor's Golf Classic Sponsors

Alpha Consulting Engineers, B1 Bank, Bankston Sprinklers Inc., Baylor Scott & White Medical Center Frisco, Blackson Brick Co., Blue Bee Construction, CallTower, CobbFendley & Associates, Inc., Conceptual Interiors, CORE Construction, Dena L. Wicker, H & B Industries Inc., Half Associates, Inc., Hall Group, Hancock Whitney Bank, Jaguar Land Rover Frisco, Jenny Dowdy, Keller Williams Frisco, John Kraft, CLU, ChFC, Liberty Glass & Mirror, MW Cloudfirst Solutions LLC, NextAfter, North Dallas Bank & Trust, Parkhill, Smith, & Cooper, Peak Roofing & Construction, PHD Communications, LLC, Pride Logistics, QuikTrip Corporation, RBFCU, SERVPRO of Plano, Steward Energy, Stonewood Custom Homes, Texas Health Hospital Frisco, Texas Republic Bank, Thunderbird Roofing and Construction LLC, Town & Country Roofing, Inc., United Parcel Service

Financials: 2019-2020 Statement of Activities and Changes in Net Assets

Revenues and Support

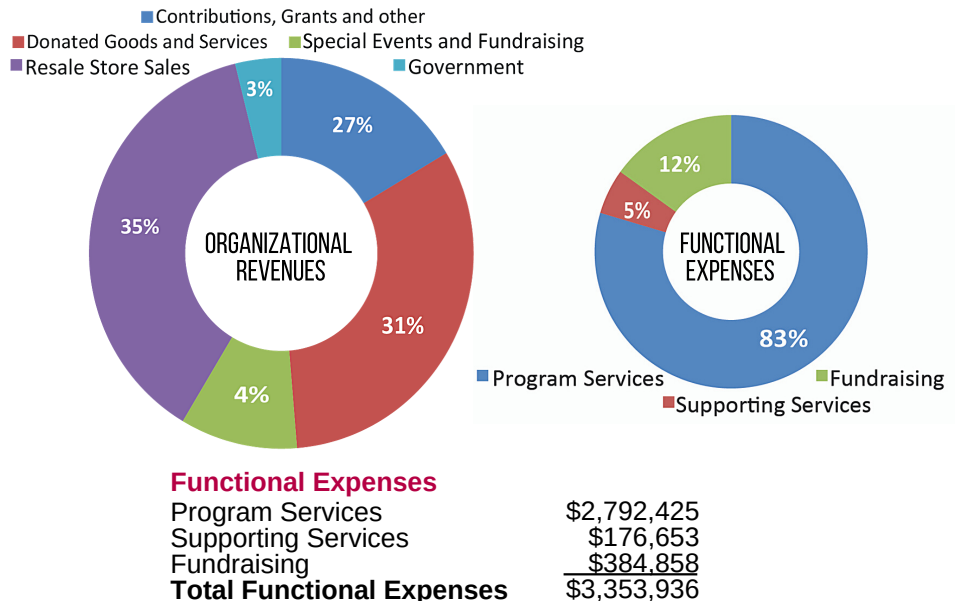
Contributions, Grants and Other Support	\$1,553,659
Donated Goods and Services	\$1,351,711
Special Events and Fundraising	\$156,351
Resale Store Sales	\$1,174,872
Government	<u>\$133,255</u>
Total Unrestricted Revenues and Support	\$4,369,848

Resale Store Expenses

Direct Costs	\$805,301
Cost of Goods Sold	<u>\$587,980</u>
Total Resale Store Expenses	\$1,393,281

Increase in Unrestricted Net Assets	\$215,293
Increase in Restricted Net Assets	\$212,639
Change in Net Assets	\$427,932

Net assets at Beginning of the Year	\$6,338,691
Net Assets at End of the Year	\$6,766,623



A complete list of individuals and organizations that gave \$100 or more in the 2019 - 2020 fiscal year can be found online at FriscoFamilyServices.org.

Frisco Family Services
8780 Third St.
Frisco, TX 75034-4113

You Inspired



Earlier this year, we broke ground on our new Client Services Building next to our food pantry and Resale Store.

Becoming one campus means increased capacity that will strengthen our ability to grow and meet the needs of our growing community.

FriscoFamilyServices.org/CapitalCampaign