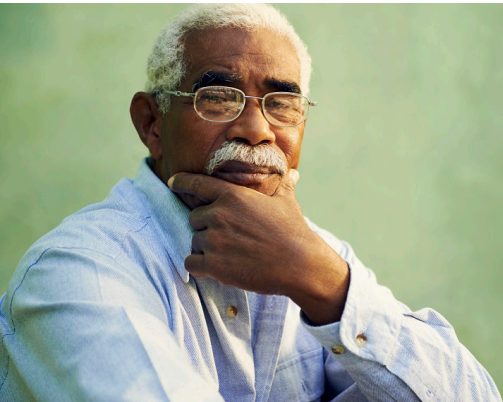


WHEN YOU *Care,* YOU BUILD *Community.*



MISSION & CORE VALUES

Our Mission:

Frisco Family Services is a 501(c)(3) non-profit tax-deductible organization who has for over 23 years helped members of our communities who are facing hunger, homelessness and other urgent needs improve their quality of life and achieve self-sufficiency.

Our Core Values:

Integrity: We employ the highest ethical standards, delivering on our mission, with honesty and fairness in every action.

Forward Thinking: We operate with a sense of possibility, perseverance and responsibility, meeting the needs of our communities today, while proactively anticipating and planning the needs of tomorrow.

Excellence: We commit to excellence in all we do.

Servant Leadership: We lead by passionately serving the needs of members of our communities in a compassionate and respectful way.

Diversity: We embrace diversity as fundamental to our culture.

Board of Directors

OFFICERS

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Stephen Hadzima, M.D.

*Texas Health Presbyterian
Plano Hospital*

Immediate Past President

Karen Cunningham

The Hopkins Group

Treasurer

Dan Manley

Business Consultant

Vice President Operations Development

John Walker

360 IT Services

Secretary

Ken Schwartz

Conifer Health Solutions

Assistant Secretary

Andrew Sefzik

Strasburger & Price LLP

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InnerWorkings

Molly Bullington

Community Volunteer

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North Dallas Bank & Trust

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Staff

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Keri S. Keck

Client Services Director

Lance Kimrey

Director of Business Services

Joni Klarin

Director of Strategy

Melanie Smoot

Development Director

Donna Buttrill

Assistant Resale Store Manager

Sonia Schwinn

Bookkeeper

Madie Fox

Development Associate

Deonica Gary

Case Manager

Priscilla Haros

Lead Case Manager

Katie Carnival

Marketing Manager

Doris Cordova

Office Manager

Randie Osgood

Resale Store Manager

Gentry Ward

Special Events Manager

Elaine Smith-Poyourow

Volunteer Services Manager



Photo taken by: *J. Ridout*
PORTRAITS

Letter from the Executive Director

Dear Friends:

You are truly the wind beneath our wings. As I think about your caring support, my heart is overwhelmed. Your faithfulness to Frisco Family Services provides a sense of hope to individuals, families and seniors in crisis in our community and serves as a reminder that we do not have to go through challenging times alone. Your support serves as a reminder that a *community* is not simply where we live, but what we build as we lift up the arms of our neighbors.

As a community that cares, you have been instrumental in helping ensure that our team is equipped with the support necessary to meet the needs of our growing community. You have logged thousands of volunteer hours, serving passionately as our hands and feet, and meeting crucial administrative, program and fundraising needs. You have helped us prevent hunger in our community, meeting the increased demand for food donations in Frisco's only community Food Pantry. Because of your generous financial support, we have been able to meet the critical needs of the most vulnerable in our community. You have not only helped put Frisco Resale on the map as a premiere place to shop, but have also repurposed your family's gently used clothing, furniture and other items by donating them to the resale store so we are able to provide client families with essential items that they need and fund our programs and services.

Your caring makes all the difference. We only exist because of YOU. We are able to carry out our mission because of YOU. We are building community TOGETHER. On behalf of the families who have received a hand up because of YOU, our Board of Directors and staff, I say thank you.

"I can do things you cannot, you can do things I cannot; together we can do great things." - Mother Teresa.



A handwritten signature in black ink that reads "Nicole S. Bursey". The signature is fluid and cursive.

Nicole S. Bursey, MSW

MEET ALBERT:

When we think of our neighbors in crisis, we often think of families with young children, but the reality is that senior citizens are one of the fastest growing demographics in Frisco, and for many seniors, their only source of income is social security. As Frisco continues to grow, and the cost of living increases, many seniors who are living on a monthly fixed income are left unable to meet their basic needs.



Albert has lived in Frisco since 1949. He is a proud community member and enjoys keeping up with the growth of the city, but the soaring costs of prescription medication, housing, gasoline and groceries made it impossible for him to make ends meet.

"I had heard stories about the wonderful work being done at Frisco Family Services from others around the community," said Albert. "After I had my second pacemaker put in, my medical bills started piling up, and when I had to pick between paying my mortgage or buying groceries, I knew I needed to find help."

Albert reached out to Frisco Family Services and received the assistance he needed to get back on his feet. He was able to catch up on his medical bills, stay in his home, and visit the Food Pantry, which provided him with the healthy and nutritious food needed to keep him strong. He even participated in a "Matter of Balance" class offered by Frisco Family Services, specifically for seniors that helped him stay active and healthy.

Your *CARING* helps to provide Programs and Services that build Hope and Change Lives by...

PREVENTING HUNGER:

FRISCO'S ONLY COMMUNITY FOOD PANTRY

Frisco Family Services Food Pantry is one of the agency's most utilized resources. The Food Pantry is client choice, meaning clients can shop in a grocery store-like setting for the food they know their families will eat, enabling them to avoid hunger while using their limited financial resources for other essential needs. In addition to healthy food choices - including produce, dairy and meat - hygiene and household products are also available. Items for the Food Pantry are donated by schools, organizations, churches, businesses, groups and individuals.



The **Mobile Food Pantry** allows Frisco Family Services to reach those that are homebound to shop for food and other items from the Food Pantry inventory.

At our **Community Garden**, volunteers plant, cultivate and harvest organic produce for Frisco's only community Food Pantry.

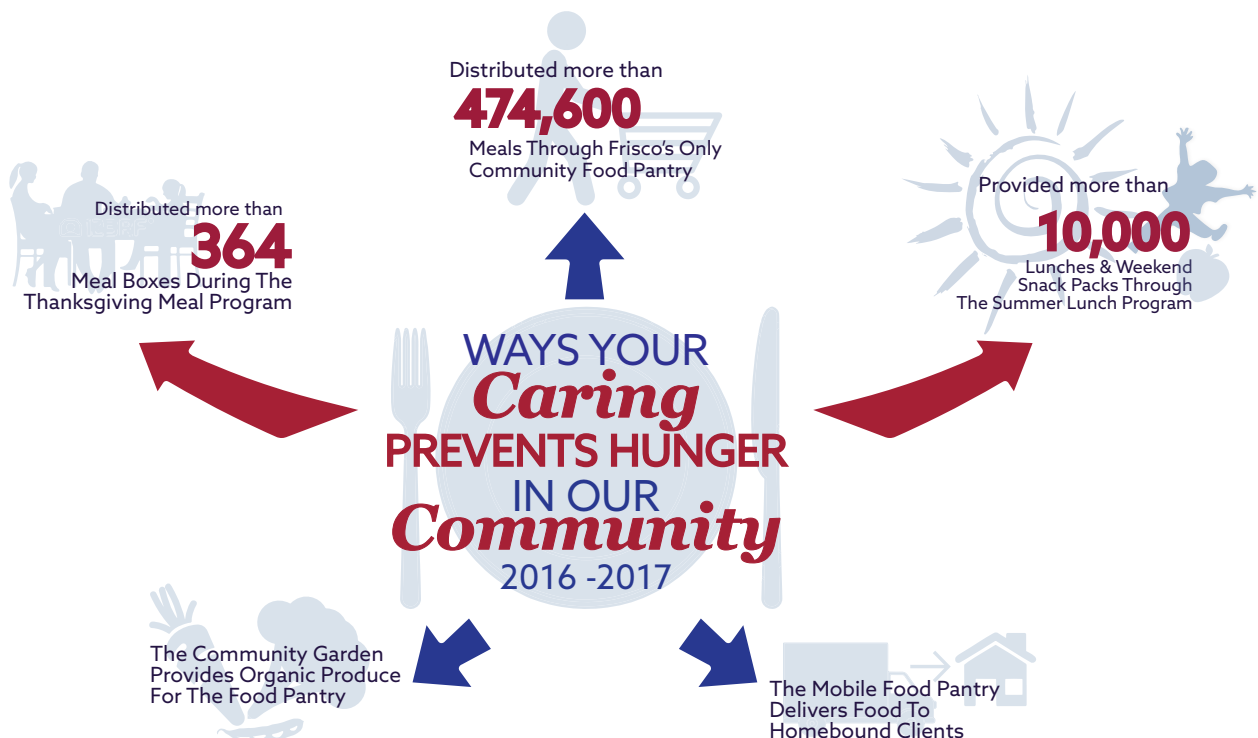


SUMMER LUNCH PROGRAM

Through partnerships with several area churches, Frisco Family Services is able to provide **lunches and weekend snack packs** to children during summer break. Each day during the eight-week program, children who are eligible for free and reduced lunch during the school year receive healthy lunches and enjoy arts and crafts, physical activities, games and reading. They also receive weekend snack packs full of healthy snack items - ensuring they do not go hungry over the weekend.

THANKSGIVING MEAL PROGRAM

Your donations and volunteer time ensure that individuals and families can receive a turkey and everything needed to prepare a traditional Thanksgiving meal in the comfort of their own home. Also provided is breakfast for the next morning and a few movies and games that the whole family can enjoy.



PROVIDING OPPORTUNITY AND STABILITY:

EMERGENCY FINANCIAL ASSISTANCE

ISSP INTENSIVE SELF-SUFFICIENCY PROGRAM

CHAMPS CHALLENGING ADULT MINDS FOR PERSONAL SUCCESS

EMERGENCY FINANCIAL ASSISTANCE

The effects of job loss, divorce, illness and other financial hardships drive many people, who have never required assistance before, to seek help. Last year, because of your financial contributions, **more than 3,490 neighbors in crisis** were able to stay in their homes, keep their utilities connected, purchase prescription medication, and offset childcare expenses during their time of greatest need.

INTENSIVE SELF-SUFFICIENCY PROGRAM (ISSP)

The Intensive Self-Sufficiency Program (ISSP) provides critical support to clients who have limited employment and life skills. Through one-on-one intensive case management, an individualized plan of action is built that allows the client to remove barriers and obtain independence.

CHALLENGING ADULT MINDS FOR PERSONAL SUCCESS (CHAMPS)

Helping clients achieve self-sufficiency is a key component of the mission of Frisco Family Services. CHAMPS workshops are facilitated by volunteers and local businesses within the community that provide each client with the education, tools, training and support necessary for success. Workshop topics included positive parenting, credit repair, job readiness, nutritional education and money management to name a few.

ENSURING THAT A CRISIS DOES NOT PREVENT SPECIAL MOMENTS FROM BEING MADE:

BACK TO SCHOOL FUN FAIR

Do you remember the excitement of getting that fresh box of crayons, a new backpack, new clothes, or a notebook in your favorite color? While back-to-school shopping may be a little stressful for some parents, for others it is impossible. Fortunately for our clients, your donations provided **more than 300 FISD students**, grades K-12, with a new backpack filled with all-age appropriate school supplies during the annual Back to School Fun Fair. They also received clothing, shoes, hygiene items, on-site haircuts provided by local hairstylists, and free eye exams and eyeglasses provided by Essilor Vision Foundation, so students were ready for their first day of school. A resource fair provides parents the opportunity to gather information on other programs or needs they may have.



THE HOLIDAY STORE PROGRAM

The Holiday Store Program relieves much of the stress that families and seniors face during the holiday season. Generous donors provided toys, shoes, gift cards, new clothes and household items so that eligible clients could shop at our no-cost "holiday store". **More than 900 parents, children and seniors** were provided holiday gifts last year.

"It is hard to get my children to understand how fortunate we are to live the way that we do. During the holiday season, we go shopping together as a family and pick out gifts to donate to Frisco Family Services' Holiday Store. It makes me happy that we get to spend time together doing something that makes a difference in our community. My kids get excited when we go drop the gifts off, knowing that they are helping to brighten the holidays for families that are going through hard times." - Donor and supporter of Frisco Family Services

SILVER BELLS HOLIDAY SOCIAL & CELEBRATION

Frisco Family Services' Silver Bells Holiday Social & Celebration spreads joy to senior citizen clients during the holiday season. **More than 65 senior citizen clients** joined together last year for a fun breakfast where they played games, socialized and received gifts they could use throughout the year.



More than \$1.24 million was provided in annual program support during the 2016 - 2017 fiscal year.

Fundraising - When you Give, you build Hope in your Community.

Frisco Family Services also relies on financial support to continue changing the lives of those we serve. Due to the generous donors that support Frisco Family Services, we are able to continue to meet the needs of our growing community.

GALA 2018 - ONE: MARCH 3, 2018

The annual gala - ONE is held each spring and is a fun and purposeful event where friends, neighbor and business leaders come together to raise funds to help those facing hunger, homelessness and other urgent needs. We come together as ONE Community, for ONE Purpose, making ONE Big Impact.



2018 MAYOR'S GOLF CLASSIC: JUNE 18, 2018

Join Mayor Cheney, community leaders and FFS supporters for a great day of golf, food, prizes and fun. Play at Stonebriar Country Club while supporting FFS' mission to help those in crisis. Thank you to 2017's title sponsor, Baylor Scott & White Medical Center - Frisco.

THANK YOU TO THE GALA 2017 - ONE SUPPORTERS:

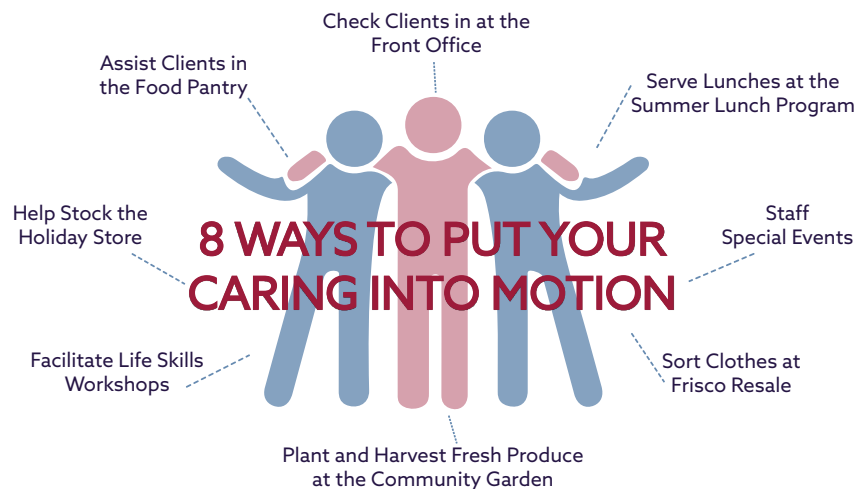
Ahh! Photography, Bannecker Family Operated GNCs, Baylor Scott & White Medical Center - Frisco, Ben E. Keith, Bonnie Ruth's Neighborhood Bistro, David & Molly Bullington, Celebrity Café & Bistro, Community Impact, Creative Cuisine & Events, Dr. Pepper Snapple Group, Essilor of America, Inc., FastSigns, FC Dallas, Frisco Style, Half Shells Seafood Grill, Honi's Coffee House, ICS - An AmerisourceBergen Company, Ironroot Republic, KPMG, LLP, Kroger, Land Rover Frisco, Montgomery Coscia Greilich LLP, Origin Bank, Pinnacle Montessori of Frisco, Progressive Waste, QuikTrip Corporation, Rent-A-Center, Inc., Richardson Mechanical and Trust, St. Philip's Episcopal Church, Star Local Media, Strasburger & Price, LLP, Texas Bank, Texas Bank and Trust, Texas Health Presbyterian Hospital Plano, The Cheney Group, Triad Event Solutions, Verona Villa, Jack & Carol Wilson

THANK YOU TO THE 2017 MAYOR'S GOLF CLASSIC SUPPORTERS:

Atmos Energy, Bannecker Family GNCs, Baylor Scott & White Medical Center - Frisco, BB&T Bank, BGE, Inc., Blue Star Land, CobbFendley, Core Construction, Dr Pepper Snapple Group, Essilor of America First United Bank, Fuzzy's Taco Shop, Garver, Halff Associates, Inc., HALL Group, Kilburn Management, Land Rover Frisco, Liberty Glass & Mirror, LLC, Mario Sinacola Companies, Maverick Color, Mosquito Authority, North Dallas Bank & Trust Co., Oncor Electric Delivery, Parkhill, Smith & Cooper, Pat Lobb's Toyota of McKinney, Peak Roofing Systems, PlainsCapital Bank, Randy Forwark, Rent-A-Center, Republic Title of Texas, RPM xConstruction, LLC, St. Ives Realty, LLC, Steward Energy, Suad Bejtovic Photography, Summer Moon Coffee, Texas Bank and Trust, Town & Country Roofing and Construction, Transworld Business Advisors of North DFW, Vilhauer Enterprises, LLC

Volunteers - Volunteers change lives by putting their Caring into Motion.

This past year, **11,226 volunteers** gave **41,930 hours** of their time to fulfill vital roles for the agency. On behalf of the Board of Directors, staff and clients, we say THANK YOU! We simply could not do it without you.



TURN YOUR CARING INTO IMPACT.

Frisco Resale - When you donate and shop at Frisco Resale, you help provide the tools and resources that help build and transform lives.

Frisco Resale is an upscale resale store that sells new and gently used furniture, household goods, clothing, shoes, accessories, books and toys at excellent prices. All proceeds are used to help fund programs provided by the agency. Resale vouchers are provided to qualified Frisco Family Services' clients to shop in the store.

DONATE + SHOP + VOLUNTEER

new and gently used items find upscale resale items at great prices help accept, sort and process donations for the sales floor

SUPPORTING OUR NEIGHBORS IN CRISIS, LIVING IN OUR FRISCO AND FRISCO ISD COMMUNITY.



Financials - 2016 2017 Statement of Activities and Changes in Net Assets

Revenues & Support

Contributions, Grants and Other Support	\$666,387
Donated Goods and Services	\$1,581,292
Special Events and Fundraising	\$374,856
Resale Store Sales	\$1,769,903
Government	\$134,793
Total Unrestricted Revenues and Support	\$4,527,231

Increase in Unrestricted Net Assets	\$556,766
Increase in Restricted Assets	\$0
Change in Net Assets	\$556,766
Net Assets at Beginning of the Year	\$5,233,894
Net Assets at End of the Year	\$5,790,660

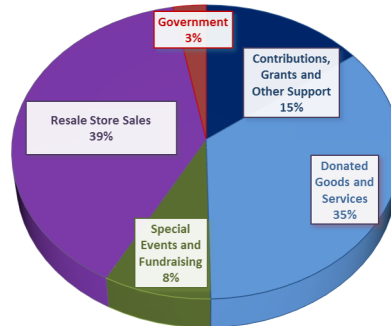
Resale Store Expenses

Direct Costs	\$899,628
Cost of Goods Sold	\$892,396
Total Resale Store Expenses	\$1,792,024

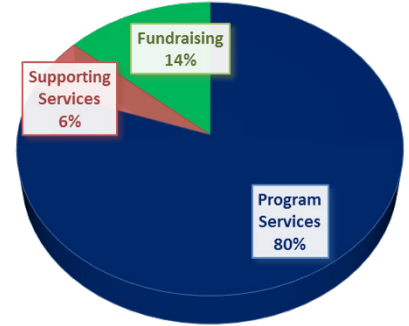
Functional Expenses

Program Services	\$2,788,290
Supporting Services	\$210,596
Fundraising	\$471,376
Total Functional Expenses	\$3,470,262

Organizational Revenues



Functional Expenses



THANK YOU TO THE INDIVIDUALS WHO GAVE \$500 OR MORE IN THE 2016-2017 FISCAL YEAR (JULY 2016 - JUNE 2017):

Mr. & Mrs. Albert Adams, Ms. Michelle Ahl, Mr. & Mrs. Vernon Alexander, Mr. & Mrs. Reid Allison, Ms. Christina Andrea, Mr. & Mrs. Dale Appleby, Mr. & Mrs. Michael Arledge, Ms. Amy Arnold, Mr. & Mrs. Richard Babbe, Mr. Gary Bailey, Mr. & Mrs. Michael Bailey, Mr. Matthew Bannecker, Mr. Scott Bannecker, Mr. Tim Bannecker, Jr., Mr. & Mrs. Michael Barnes, Mr. Gary Biberstein, Mr. & Mrs. Kenneth Botta, Mr. & Mrs. James Bowen, Mr. & Mrs. Scott Boxer, Ms. Michelle Brekken, Dr. & Mrs. C. R. Brockman II, Mr. & Mrs. David Bullington, Mr. & Mrs. Roland Burns, Mr. & Mrs. Othel Bursey, Mr. & Mrs. John Caffrey, Ms. Deborah Caldwell, Mr. Jeff Cameron, Dr. & Mrs. Jeffrey Canose, Mr. & Mrs. Michael Casey, Mr. & Mrs. Robert Chase, Mr. & Mrs. Timothy Chase, Ms. Becky Chollett, Mr. & Mrs. Jay Clark, Mr. & Mrs. Thomas Clarke, Ms. Jessica Clemmer, Mr. & Mrs. Tyler Clutts, Mr. & Mrs. Harold Colvin, Mr. & Mrs. Doug Cook, Mr. & Mrs. Jason Cooley, Mr. Luke Corbin, Mr. & Mrs. Craig Cunningham, Mr. & Mrs. Steve Cunningham, Mr. & Mrs. Jeff Davids, Ms. Helen Davids, Mr. & Mrs. Christopher Dehaven, Mr. Michael DeJesus, Ms. Caroline Dickson, Mr. & Mrs. Allen Dill, Mr. & Mrs. Dwayne Dossett, Ms. Darla Dover, Mr. & Mrs. Todd Ebert, Mr. & Mrs. Scott Eckerty, Mr. & Mrs. Ken Edwards, Mr. & Mrs. Scott Enderle, Ms. Kimberley Evans, Ms. Kathleen Fitzpatrick, Mr. Chris Forsythe, Mr. & Mrs. Jeff Francis, Mr. & Mrs. Nathan Frazier, Mr. & Mrs. Edd Fritz, Mr. William Gough, Mr. & Mrs. James Graham, Mr. & Mrs. Jim Gray, Mr. & Mrs. Robert Grimmer, Mr. & Mrs. Ravinder Gulati, Dr. Stephen Hadzima and Dr. Laurie Reitman, Mr. & Mrs. Andrew Hardin, Mr. Eric Harris, Mr. & Mrs. Mark Haynie, Mr. & Mrs. Steven Heffner, Ms. Cindy Herbert, Mr. & Mrs. Rob Hickox, Mr. & Mrs. Rick Hodges, Mr. & Mrs. Doug Hoggard, Ms. Rosemarie House, Mr. Titaniel Indra Irawan, Mr. & Mrs. John Jansky, Mr. & Mrs. Chris Johnson, Mr. & Mrs. Mark Johnston, Mr. Ernest Jordan, Mr. Tim Kachuriak, Mr. & Mrs. Balraj Kanwar, Mr. & Mrs. Bruce Kardon, Mr. & Mrs. David Kazarian, Mr. & Mrs. Jamie Keaveny, Mr. Ryan Kemp, Mr. & Mrs. Josh Kenyon, Mr. & Mrs. Lance Kimrey, Dr. Damion Kistler, Mr. & Mrs. Mark Klingenberg, Mr. & Mrs. James Koehling, Mr. Arnold Kriegler, Ms. Marilyn Kuhlman, Mr. and Mrs. Greg Ladd, Mr. & Mrs. David Lane, Ms. Tina LeGrand, Mr. Lawrence Lewis III, Mr. & Mrs. Mario Lopez-Belio, Mr. & Mrs. John Lovelady, Mr. & Mrs. Clark Lund, Mr. & Mrs. Dan Manley, Mr. Stephen Marroquin, Mr. & Mrs. Justin Marshall, Mr. & Mrs. Keith Mayberry, Mrs. Barbara Mazzeo, Ms. Sharon McCormick, Mr. & Mrs. Thomas McLoughlin, Mr. & Mrs. Rajesh Menon, Mr. & Mrs. Bruce Michelich, Mr. Mike Mills, Mr. Ethan Monreal-Jackson, Mr. & Mrs. Michael Morgan, Ms. & Mrs. Richard Morrin, Mr. & Mrs. Dannye Mote, Mr. & Mrs. Mike Mullen, Mr. Clemence Mumford, Mr. & Mrs. Paul Myers, Mr. & Mrs. Kalpesh Nanji, Ms. Diana Nelson, Mr. & Mrs. David Newton, Mr. James Northcutt, Mr. & Mrs. Richard Nowakowski, Ms. Hollie Ober, Mr. & Mrs. Jared Olfers, Ms. Jan Orendain, Mr. Gilbert Ortiz, Bill & Lee Palmer, Ms. Gail Parker, Mr. & Mrs. Matt Pashby, Phanisree Pasumarthi, Mr. & Mrs. Tim Penny, Mr. & Mrs. Gregory Podemski, Mr. & Mrs. John Ponzillo, Mr. Melvin Randle, Mr. & Mrs. Allan Redenbaugh, Mr. & Mrs. Joel Reedy, Mr. & Mrs. Peter Reid, Mr. Thomas Reitingger, Mr. Glenn Rhea, Mr. and Mrs. Gregory Richardson, Mr. & Mrs. Sam Roach, Mr. & Mrs. Brian Rodgers, Mr. & Mrs. Joseph Rodriguez, Mr. & Mrs. Ray Rosenbaum, Mr. David Sedlock, Ms. Rita Seelen, Ms. Karren Shilson, Mr. & Mrs. Efreem Silerio, Mr. & Mrs. Paul Silguero, Mr. & Mrs. Nick Smith, Mr. & Mrs. Jimmy Smith, Mr. & Mrs. Jeff Smoot, Mr. Brian Sorin, Mr. & Mrs. Mark Speese, Mr. & Mrs. Chris Statzer, Ms. Kathy Stearman, Mr. John Stepczyk, Mr. & Mrs. Barry Stewart, Mr. & Mrs. Steven Strachan, Ms. Sarah Taber, Mr. & Mrs. Gregory Taylor, Mr. & Mrs. Sam Thornal, Mr. & Mrs. Steve Toton, Mr. & Mrs. Russ Trimble, Mr. & Mrs. John Valker, Mr. & Mrs. Roy Varghese, Mr. & Mrs. Patrick Vedra, Mr. & Mrs. Chris Ward, Mr. Chris Watkins, Mr. & Mrs. David M. Watts, Mr. & Mrs. Grier and Joyce White, Mr. Ward White, Mr. & Mrs. Daniel Whitt, Ms. Rosalyn Wiener, Ms. Alexa Williams, Mr. Paul Wilson, Mr. & Mrs. Jack Wilson, Dr. & Mrs. Jay Woody, Mr. & Mrs. John Yarborough, Ms. Lisa Young, Mr. & Mrs. Neil Youngblood, Mr. & Mrs. Bob Zimmer

A COMPLETE LIST OF INDIVIDUALS AND ORGANIZATIONS THAT GAVE \$100 OR MORE IN THE 2016 - 2017 FISCAL YEAR CAN BE FOUND ONLINE AT FRISCOFAMILYSERVICES.ORG.

A FAMILY IN CRISIS FINDS HOPE ... AND COMMUNITY.

Carol, Perry and their two children moved to Frisco after Perry was offered a promotion that required them to relocate. Unfortunately, their new and exciting season was interrupted by a series of challenging circumstances. Shortly after the move, Perry fell ill and was diagnosed with a brain aneurysm. Even though Perry had endured serious health problems in the past, this was an unexpected turn that brought fear and uncertainty to their family.

After an emergency brain surgery and his consequent inability to work to support the family, Carol had to secure a second job to cover their growing expenses. Things took a turn for the worse when less than a year after Perry's surgery, Carol was diagnosed with breast cancer. Unable to handle the demands of her schedule while also requiring intensive medical attention, she was forced to leave one of her jobs.



As expected, their medical bills were piling up, and they began to fall behind on their rent and other financial obligations. Providing food and necessities for their children became impossible.

During this time, the family was referred to Frisco Family Services where they met with a case manager who provided support and encouragement, and worked with them to provide the assistance they needed. Frisco Family Services Emergency Financial Assistance helped them with rent and a portion of their medical bills. They got healthy meals from the Food Pantry and were able to focus on recovery and getting back on their feet, stabilizing their household once again.

"It has been a long, tough road but it helped to have Frisco Family Services by our side," said Carol. "They stood by us when we needed it most, and we can't wait to give back so others can enjoy the support and love we have experienced."

BUILD *Hope* IN YOUR *Community* TODAY.

Frisco Family Services
P.O. Box 1387
Frisco, Texas 75034

[FriscoFamilyServices.org](https://www.FriscoFamilyServices.org)

A community built on the foundation of caring since 1994.