

# COMMUNITY MATTERS.

*Impact Report*  
2017 -2018



# Mission & Core Values

## Our Mission:

*Frisco Family Services is a 501(c)(3) non-profit helping members of our Frisco and Frisco ISD communities, which include parts of Plano, McKinney and Little Elm, 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 for 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

**President**  
**Stephen Hadzima, M.D.**  
*Texas Health Presbyterian Hospital Plano*

**Vice President Operations Development**  
**Tyler Clutts**  
*ESRP Realty*

**Treasurer**  
**Robert Chase**  
*BB&T Bank*

**Secretary**  
**Ken Schwartz**  
*Conifer Health Solutions*

**Assistant Secretary**  
**Lara Salinas**  
*Essilor of America, Inc.*

## MEMBERS

**Shane Arledge**  
*McKesson Corporation*

**Molly Bullington**  
*Community Volunteer*

**Gary P. Carley**  
*North Dallas Bank & Trust Co.*

**Russell Goin**  
*NewcrestImage*

**Michael Howard**  
*Parkhill, Smith & Cooper*

**Shanna Keaveny**  
*Texakoma*

**Christopher A. Korst**  
*Rent-A-Center*

**Lesley Regalado**  
*Career Resource Services*

**Tom Reitingner**  
*Community Volunteer*

**Abel Silva**  
*Validus Technology Group*

**Martin Thornthwaite**  
*Clark Hill Strasburger*

## Staff

**Nicole S. Burse, MSW**  
Executive Director

**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

**Debra vanBolden**  
Assistant Resale Store Manager

**Dee Silva**  
Bilingual Case Manager

**Sonia Schwinn**  
Bookkeeper

**Brittany Elder**  
Development Associate

**Deonica Gary**  
Case Manager

**Ronny Hill**  
Food Pantry Manager

**Katie Carnival**  
Marketing Manager

**Doris Cordova**  
Office Manager

**Lizzie Davis**  
Program Coordinator

**Randie Osgood**  
Resale Store Manager

**Gentry Ward**  
Special Events Manager

**Nina Wall**  
Volunteer Services Manager



Photo taken by:

*J. Ridout*  
PORTRAITS

## Letter from the Executive Director

Dear Friends:

I am both humbled and proud to be a part of such an amazing community. As a supporter and partner in our work, you do not simply talk the talk, you walk the walk. Families in crisis in our community know that they matter because YOU are supporting them through some of their most difficult life challenges. **Your continued support has not only been a beacon of light, but an affirmation that community matters.**

Your support this year has been incredible. Because of amazing partners like YOU, we were able to expand our Summer Lunch Program to nine weeks, ensuring that children in our community, who are typically eligible for free or reduced lunch during the school year, had a nutritious meal throughout the entire summer. Your caring heart has made it possible for our team to strengthen and expand our programs for seniors and families to ensure that the services we provide are relevant to those we serve. **YOU my friend, have made it possible for us to meet the needs of the most vulnerable in our community, demonstrating that community matters.**

Since the agency's inception, you have generously given your time, talent and treasure. YOU have made these past 24 years possible. **Without a doubt, YOU matter.** On behalf of our Board, staff and the families you help us serve, I say thank you.

**"You have not lived today until you have done something for someone who can never repay you."**

- John Bunyan



A handwritten signature in black ink that reads "Nicole S. Bursey".

**Nicole S. Bursey, MSW**

## Your Support Matters to Seniors in Crisis.

### Meet Sam:

I came to Frisco to raise my family 18 years ago. My children have since grown up and moved away, and my wife has passed, but it is still the place I call home.

Because of my health, I was unable to work a full-time job, and medical bills quickly became overwhelming. My social security was no longer enough to keep me in my home. My children helped me for as long as they could, but with families of their own, the added expenses became too much.



I tried skipping meals but still could not pay all my bills. I was forced to reach out for assistance. It's not just the help that Frisco Family Services provided me that I have so much appreciation for, but how they gave it. I have never had to ask for help like this before, but the way they approached my specific needs didn't make me feel ashamed to ask. I visited the Food Pantry where they had food I could eat, and their help with partial utility and prescription medication payments gave me the ability to get healthy, stay in my home and get back on my feet. I am doing handyman projects once a week and I'm now independent once again.

*Your Caring helps provide programs that change lives and build community.*

## Preventing Hunger Matters.



**Frisco Family Services Food Pantry** is client choice, where 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 nutritious food – including meat, dairy and organic produce from our community garden – hygiene and household products are also available.

This past year, YOUR support provided 398,813 meals to our neighbors in crisis through Frisco's only community Food Pantry.

**Summer Lunch Program** - provides lunches and snack packs throughout the summer to local children typically eligible for free and reduced lunch at school, and is located at multiple sites. Children also enjoy participating in physical activities, games, social time and reading.



**Thanksgiving Meal Program** - provides individuals and families with a turkey and everything needed to prepare a traditional Thanksgiving meal in the comfort of their own home, breakfast for the next morning, and a movie or game the whole family can enjoy together.



Because YOU cared, this past year Frisco Family Services assisted 3,447 individuals right here in our local community.

# Opportunity and Stability Matters.



**Emergency Financial Assistance** helps families stay in their homes, keep utilities connected, purchase prescription medication, offset childcare expenses, and provide for other critical needs.



**CHAMPS (CHALLENGING ADULT MINDS FOR PERSONAL SUCCESS)** workshops are facilitated by local businesses and professional volunteers in the community who provide each client with the education, tools, training, skills and support necessary for self-sufficiency and success.



**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 their independence once again.

# Celebrating Special Occasions Matters.

**Back2School Fun Fair** - provides a new backpack filled with grade-appropriate school supplies, new clothing and shoes, hygiene items, haircuts, vision screenings and helpful resources, to eligible Frisco ISD parents and students, grades K-12, ensuring they are ready for a new school year.



**Holiday Store Program** - ensures individuals and families can have a joyous holiday season during their time of crisis. Generous donors provide toys, shoes, gift cards, new clothes and household items for eligible clients to select at our "no-cost" holiday store.

*"I can't tell you how long it's been since I got a present. I was just excited to have gifts for my kids this holiday season. It was a really great feeling to know that people in my community care so much about my family and me."*  
- Holiday Store Program participant, and Father of three



**Silver Bells Holiday Social & Celebration** - brings seniors (65+) together for a fun breakfast where they play games, socialize and receive gifts that can be used throughout the year, generously provided by our community.

*Your support helps provide tools and resources that transform lives and build hope in our community.*

## Your Giving Matters.

### Gala 2019 - ONE: March 23, 2019

The annual Gala - ONE is held each spring and is a fun and purposeful event where friends, neighbors and business leaders come together as ONE Community, for ONE Purpose, making ONE Big Impact. Thank you to Texas Health Presbyterian Hospital Plano for being our Title Sponsor for the second year in a row!



#### Thank you to our Gala 2018 - ONE Supporters:

Ahh! Photography, AmerisourceBergen, Bannecker Family Operated GNCs, Baylor Scott & White Medical Center - Frisco, BB&T Bank, Bonnie Ruth's Neighborhood Bistro, David & Molly Bullington, Cantina Laredo, City of Frisco, Clark Hill | Strasburger, CORE Construction, Dr. Pepper Snapple Group, EG Steak, Essilor of America, FastSigns, FC Dallas, Frisco Style, HALL Group, Hilton Dallas/Plano Granite Park, Kendra Scott, KPMG, LLP, Jaguar Land Rover Frisco, Montgomery Coscia Greulich LLP, Origin Bank, PBIT Pro, QuikTrip Corporation, Rent-A-Center, Inc., Richardson Mechanical, RPM xConstruction, LLC, Sam Roach Business Center, Texakoma, Texas Bank, Texas Bank and Trust, Texas Health Presbyterian Hospital Plano, The Mullen Family, Tupelo Honey, Union Bear Brewing Co., Jack & Carol Wilson, Worldwide Commercial, Zigatta



### 2019 Mayor's Golf Classic: June 19, 2019

Local community leaders and Frisco Family Services' supporters enjoy a great day of golf, food, prizes and fun, at Stonebriar Country Club, while supporting Frisco Family Services' mission to help those in crisis. Thank you to 2018's Title Sponsor, Baylor Scott & White Medical Center - Frisco.

#### Thank you to our 2018 Mayor's Golf Classic Supporters:

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, Half Associates, Inc., HALL Group, Jaguar Land Rover Frisco, Liberty Glass & Mirror, LLC, Mario Sinacola Companies, Maverick Color, North Dallas Bank & Trust Co., Oncor Electric Delivery, Parkhill, Smith & Cooper, Peak Roofing & Construction, PlainsCapital Bank, Randy Forwark, Rent-A-Center, Inc., Rowley Roofing & Construction, RPM xConstruction, LLC, Smoothie King, St. Ives Realty, LLC, State Representative Justin Holland, Steward Energy, Suad Bejtovic Photography, Summer Moon Coffee, Texakoma, Texas Bank and Trust, Town & Country Roofing, Trinity Roofing & Construction

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

## Your Time Matters.

This past year, volunteers gave over 37,000 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.**





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

## Your Support Matters to Families in Crisis.

***According to Molly-*** You have never met someone so grateful to have a permanent job that allows me to have a stable home and food to eat for every meal. I have always lived a humble life, but after I made the decision to come out of my domestic violence situation, the challenges of being a newly relocated, single mother left me with the uncertainty of us being able to make it on our own. My past circumstances left me with no family or friends to go to for help.

I went into Frisco Family Services with the hope of a better life for my 2-year-old daughter, Tessa, and myself. After qualifying to receive services, I met with a Case Manager every week to plan how I was going to turn my hope into reality. I was encouraged to be part of the ISSP (Intensive Self-Sufficiency Program), where I attended classes provided by Frisco Family Services that gave me the tools to get a job for the first time. The classes helped me build the life for my family I had hoped for, and during my transition, if it weren't for weekly visits to the Food Pantry, there would have been days when Tessa and I would have nothing to eat.

I can't say thank you enough for supporting me and staying by my side so I could finally stand on my own and care for my daughter.



When YOU Care, YOU Build Community  
... and **COMMUNITY MATTERS.**

**FriscoFamilyServices.org**

Visit our website to learn more and to sign up for our online monthly newsletters!