

# 2020-2021 Impact Report



*Together is Better!*



## OUR 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.



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# Together is Better!

## Staff



*J. Ridout*

J. Ridout, Portrait Artist  
JRidout.com

### Front row, l-r:

Sonia Schwinn, Bookkeeper; Randie Osgood, Volunteer Services Manager; Chidi Okafor, Client Services Director; Joni Klarin, Director of Strategy; Nicole S. Burse, MSW, Executive Director; Bob Robertson, Director of Business Services; Susan LaRoux, Development Director; and Debra vanBolden, Assistant Retail Store Manager.

### Back row, l-r:

David Torres, Resale Store Driver; Michael Straughter, Marketing Manager; Lisa Anderson, Special Events Manager; Jessica Torres, Bilingual Case Manager; Catrice Hines, Resale Store Manager; Karen Wilson, Program Manager; Doris Cordova, Office Manager; Deonica Gary, Case Manager; and Ronny Hill, Market Manager.

## From Our Executive Director



**Dear Friends,**

Reflecting on the past 20 months, no one can deny that we all have continued to face many challenges and changes. However, we have also learned so much – about ourselves, about others, and about our community.

We have all learned that a crisis can happen to anyone at any time, and we have come to realize and appreciate what is truly important.

One thing I have learned for sure is that **TOGETHER is BETTER.**

**TOGETHER**, we have been able to meet the critical and urgent needs of our neighbors and ensure they do not have to navigate their crisis alone. This makes a difference!

I have been humbled and blessed to witness the generosity and sincere caring of so many community members, groups and businesses joining **TOGETHER** with Frisco Family Services in offering and doing what they can, to support our neighbors during their time of greatest need.

When we reached out with an urgent need – generous donors stepped up by providing financial and in-kind gifts to support our programs and the Frisco Family Services Market. Many donated their new- or like-new clothing, furniture, and home goods to our UPSCALE Frisco Resale store. **TOGETHER we provided more than 582,000 meals.**

Without our asking – many generous donors and supporters stepped in to see what we needed and how they could help their neighbors. **TOGETHER we helped more than 3, 300 individuals** – our neighbors and local community members – many of whom had never needed assistance before.

When our volunteers felt safe enough, they returned to serve with us to meet the needs of our neighbors. Many even volunteered additional hours, while others continued sheltering in place, making financial contributions to continue their support. These dedicated individuals ensured the increased demand for programs and services was met. **TOGETHER they provided 24,678 hours of volunteer time.**

For 27 years, you all have stood with us - as true partners and in turn, **TOGETHER** we have transformed lives and improved the quality of life for those who needed us most.

On behalf of our Board, staff and the clients you help us serve, I say thank you — we could not do it without you.

With sincere gratitude,

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

**Nicole S. Bursey, MSW**

*A person's most useful asset is not a head full of knowledge,  
but a heart full of love, an ear ready to listen,  
and a hand willing to help others.*

## Our Core Values

**DIVERSITY**

**FORWARD THINKING**

**INTEGRITY**

**SERVANT LEADERSHIP**

**EXCELLENCE**



# Building HOPE & STRENGTH



## Investing to Meet the Needs of our Community

Frisco Family Services has seen great success since its beginning in 1994. However, our Frisco and Frisco ISD community has changed dramatically in the past 27 years.

Having long operated at maximum capacity at our 3rd Street location, and the Resale Store and Market at another location, we dreamed of (and planned for) **expanding space for programs and services, and creating a single location.**

In December 2020, thanks to foresight and contributions to our capital campaign, we opened the doors to a 19,000 sq. ft. facility. For the first time in our history, we're able to house the Agency, the Market, and our UPSCALE Frisco Resale store on one campus to make accessing services easier.

**The new Client Services Building provides space for program expansion, vocational training, on-site counseling and offers a better, and more streamlined client experience with greater privacy.**

This increased capacity with greater efficiency helps ensure that Frisco Family Services is able to keep up with the growing and diverse needs of the city as it continues to grow.

“

*We are grateful for the extraordinary generosity of our donors which made it possible for us to make this important investment in our community.*

”

**— Mike Mullen,  
Capital Campaign Chairman**

## Capital Campaign Donors

- Daniel & Karen Agnew
  - Michael & Allison Arledge
  - Richard & Helen Babbe
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  - Gary & Kathy Bedard
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- Hillcrest Foundation
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  - TXU Energy





## Who We Serve

### Community is Everything!

**Together is Better** is something we experience firsthand at Frisco Family Services and we're proud of our 27-year record of providing emergency assistance to our neighbors facing hunger, homelessness, and other urgent needs.

Many are surprised to learn that there is need here in Frisco. However, life-altering events such as a job loss, a medical diagnosis, or a divorce can (*and do*) happen to any one of us as evidenced by a recent report released by Children's Health<sup>1</sup>.

- Based on family income, Frisco ISD is home to 8,500 students that qualify for free- or reduced-price meals.<sup>2</sup>
- During 2019, 17,875 (or 7%) school-age children across Collin County lived in a household earning less than the federal poverty level of \$26,500 annually for a family of four (or \$2,208 per month).
- During 2020, 1,071 children lacked a fixed regular or permanent nighttime residence due to a recent economic hardship.

Together, we can ensure our neighbors regain self-sufficiency when a crisis strikes.

***TOGETHER, we prevented hunger by providing for more than 582,000 meals right here in Frisco and Frisco ISD.***



1. *Beyond ABC, 2021-2022 Assessing The Well-Being of Children in North Texas*, Children's Health<sup>SM</sup>  
2. Frisco ISD

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***TOGETHER, during the last fiscal year, we were able to provide \$1.6 million in annual program support to our neighbors across Frisco and Frisco ISD.***

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## During a Crisis, a Hand Up, Not a Hand Out

### Meet Catherine, a Proud Grandmother of Three



Catherine is a proud grandmother of three. Two are currently attending college, and the third is completing her senior year of high school. She has had legal custody since they were very young. "I simply could not permit them to remain in foster care," says Catherine.

She admits that there were tough times and further emphasizes that unexpected changes in circumstances also required her to make hard choices.

For example, deferring her own clothing, medical and mental health needs in order to put food on the table; or, after being displaced by Hurricane Katrina, living with various friends and relatives until she could secure permanent housing. Moreover, simply asking for help was the hardest she says. "It just wasn't something I was comfortable with."

**She also adds that during these times, Frisco Family Services had been a great help** – "particularly with my utilities, and for sure getting the children prepared for school in the fall as well as gifts during the seasonal holidays."

She also shared that she has been humbled by our attention to detail. For example, while shopping for much-needed groceries at the Frisco Family Services Market, she not only found a birthday cake, but candles and gift bag as well for her granddaughter's upcoming birthday. Otherwise, it would have been another hard choice to do without it.

She said that those small details had a huge impact for her family as one of the grandchildren had been recently diagnosed with a brain tumor. "It provided a bright spot during a dark, turbulent time." She has found Frisco Family Services' approach to a crisis, "one of sincere caring".

"I never felt belittled. Amid a crisis they take your hand and guide you through it to get you back up on your feet."



# Preventing Hunger in Our Community

## Frisco Family Services Market

Clients 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 choices – including meat, dairy, and fresh produce, hygiene and household products are also available.**

Thanks to the Leadership Frisco Class XXI project we developed an expanded produce section for greater client access to a variety of fresh fruits and vegetables.

## Market Express – *new this year!*

Market Express is an online shopping alternative for those who are ill, do not feel comfortable with in-person shopping, or have limited availability due to their work schedule. Similar to retail curbside pickup, clients access an online shopping list, make their selections, and schedule a pickup time.

The service is convenient as well as confidential.

## Mobile Market

For our seniors and other individuals who are unable to drive, are without transportation, or suffering from an illness, the Mobile Market provides home delivery.

It is just another way we work to ensure our homebound clients have access to the same nutritious food that is available at our Market location.

## Summer Lunch Program

The FFS Summer Lunch Program provides lunch daily and weekend meals throughout the summer to local children typically eligible for free and reduced lunch during the school year.

This year we distributed nutritious produce boxes each week on *Fresh Fridays*.

Children also enjoy participating in recreational activities, social time and meeting new friends.

## Thanksgiving Meal Program

The FFS Thanksgiving Meal Program provides individuals and families with a turkey and everything needed to prepare breakfast and a traditional Thanksgiving meal in the comfort of their own home.

A game or movie is also included to encourage quality family time together.



*The FFS Market permits eligible clients to use their existing financial resources on other expenses without sacrificing putting food on the table.*



***During the past fiscal year,  
TOGETHER we distributed more  
than 28,600 meals during the  
FFS Summer Lunch Program.***





# Steps to Self-Sufficiency

## Emergency Financial Assistance

We help families stay in their homes, keep utilities connected, purchase prescription medication, and assist with other critical needs. Payments are made to utility providers, landlords and other entities on behalf of the clients. To apply for emergency financial assistance, a prospective client must live within the city of Frisco or within Frisco ISD.

## CHAMPS: Challenging Adult Minds for Personal Success

CHAMPS workshops are facilitated by local businesses and professional volunteers in the community who provide each client with tools, training, skills and support necessary to achieve or maintain self-sufficiency and success.

## ISSP: Intensive Self-Sufficiency Program

This program provides critical support to clients who have limited education and employment experience. Through one-on-one intensive case management, an individualized plan of action is developed that allows the client to remove barriers and obtain their financial independence once again.

***TOGETHER, during the past fiscal year, we met urgent essential needs of more than 3,300 individuals right here in our local community.***

## Seasonal Programs

Throughout the year, Frisco Family Services' seasonal programs provide support and a sense of normalcy to individuals and families. Seasonal programs are made possible through generous financial contributions, in-kind donations, and invaluable volunteers who want to make a difference in our community.

### Back2School Fun Fair

Eligible Frisco and Frisco ISD students, grades K-12, receive a new backpack filled with grade-appropriate school supplies, new clothing and shoes, hygiene items, haircuts, vision screenings, glasses, and more to ensure they are ready for a new school year.

Parents and caregivers are provided helpful community resources.



### Holiday Store Program

To help ensure individuals and families have a joyous holiday season during a time of crisis, generous donors provide toys, bicycles, shoes, gift cards, new clothes, and household items for eligible clients to select at our “no-cost” holiday store.

### Silver Bells Holiday Social & Celebration

With your help, the Frisco Family Services' Silver Bells Holiday Social & Celebration spreads joy to our senior clients who join together to socialize and enjoy fun games, food, and holiday gifts!





# Volunteers Demonstrate *Together is Better* at Frisco Family Services

Volunteers are critical to the success of Frisco Family Services. We welcome individuals, families and groups to join us as we work together to make a genuine difference in the lives of the people we serve! **During the past year, 3,520 volunteers generously served a combined 24,678 hours by fulfilling various roles throughout the Agency, the Market, and UPSCALE Frisco Resale Store.**

## Volunteer Spotlight: Mary Beth Watson

Retiring after 28 years as a Middle School PE teacher in Plano ISD, veteran volunteer Mary Beth Watson started volunteering every week for Frisco Family Services in 2004.

**Seventeen years later, Mary Beth is still serving every week in the Frisco Family Services Market.**

During the pandemic, like many FFS volunteers, Mary Beth temporarily suspended volunteering. However, as soon as it was safe again and clients were returning to shop at the Market, she not only returned to her regular shift but also took on an additional weekly shift to help ensure that those needing help would continue having access to food for their families.

“Coming here is not only about shopping for what they need,” says Mary Beth, “it is social time and helps relieve some of the stress of what they are going through. Our clients are like our extended family - we look forward to



*Market volunteers Alexa Williams, Mary Beth Watson (center), and Nancy Raffa.*

seeing them and they look forward to seeing us.” Mary Beth looks forward to working together with her team each week and appreciates the relationships and friendships she has built with them.

**Congratulations Mary Beth for 17 years of service with Frisco Family Services!**

## UPSCALE Frisco Resale

SHOP ♥ DONATE ♥ VOLUNTEER



[friscoresale.org](http://friscoresale.org)

Frisco Resale is a place to find name brand-new, and like-new merchandise at exceptional prices. On every trip, you are sure to find something that is just your style, a little unique and priced significantly lower than retail.

One hundred percent of all merchandise sold at Frisco Resale is donated by local citizens and businesses, and the proceeds help fund the programs and services we provide.

### Neighborhood Pickups — We Will Come to You!

Connect us with your HOA, organization, or company to coordinate an on-site pickup on a specific date.

## Honoring Our Donors

**Thank you to the individuals who gave \$500 or more during the 2020-2021 fiscal year (July 2020-June 2021).**

- Roy Adams • Ms. Kim Adams • Mr. Niyi Adedeji • Suann Adkins • Ms. Diana Alexander • Jack Alldredge • Randi Allen • Mr. Chowdary Aluri
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Visit [FriscoFamilyServices.org/Donors](https://www.FriscoFamilyServices.org/Donors) for a complete list of individuals, organizations, and businesses that gave  
 \$250 or more during the 2020-2021 fiscal year.



# Special Events & Fundraising

## Gala-ONE

Held each spring, the annual Gala-ONE is a fun and purposeful event where friends, neighbors 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.** While the 2021 Gala-ONE was virtual, our sponsors, supporters and “attendees” ensured that it was a success. **A special thank you to Texas Health Frisco for being our 2021 Title Sponsor!**

### Thank you to our 2021 Gala-ONE Sponsors:

- City of Frisco • CORE Construction • HALL Group • Hancock Whitney Bank • KPMG, LLP
- The Mullen Family • NextAfter • North American Life Plans • North Dallas Bank & Trust • PBITPro
- QuikTrip Corporation • Rent-A-Center, Inc. • Texas Bank • Texas Bank and Trust • Texas Health Hospital Frisco • Texas Health Presbyterian Hospital Plano • TXU Energy • Carol Wilson



## Mayor's Golf Classic



**Save the Date: June 20, 2022**  
**(20th Anniversary)**

Local community leaders and Frisco Family Services' supporters enjoy a great day of golf, food, prizes and fun, at the exclusive Stonebriar Country Club, while supporting FFS's mission to help those in crisis.

### Thank you to our 2021 Mayor's Golf Classic Sponsors:

- b1BANK • Blackson Brick Co. • Blue Bee Construction • Brown & Gay Engineers, Inc.
- Cobb Fendley & Assoc. • CORE Construction • Freese and Nichols, Inc. • H & B Industries Inc.
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- Town & Country Roofing

# When a Crisis Hits, Frisco Family Services is Here For You!

## Meet John, a Single Father of Four

John, a father of four, worked several years establishing an office and successfully selling products for a supplemental insurance firm.

Then, in 2020 without the ability to conduct in person meetings, he saw his new sales decline by 60% and existing clients gone when businesses closed. As sales declined across the corporation, more changes were made and John, paid on commission, was not earning enough to meet his family's basic needs.

In addition to this financial crisis, John's wife left the family and his mother passed away leaving John to hold his family together.

"I was struggling to have food in the fridge for the kids," said John when his pastor referred him to Frisco Family Services.

**John was able to visit Frisco Family Services Market to access groceries for his family, receive help with his utilities, and bring his children to the Back2School Fun Fair for school supplies.**

John is adamant about doing whatever it takes to support his family and be self-sufficient once again. He recently approached his apartment complex to work as a maintenance supervisor which provides a discount on his rent and allows him to continue his insurance sales in the evening.

When asked why **he wanted to share his story with donors**, John said: "It's my way of giving back a little. We've been helped a lot. It's a great way for people to realize they can have a great impact on others."

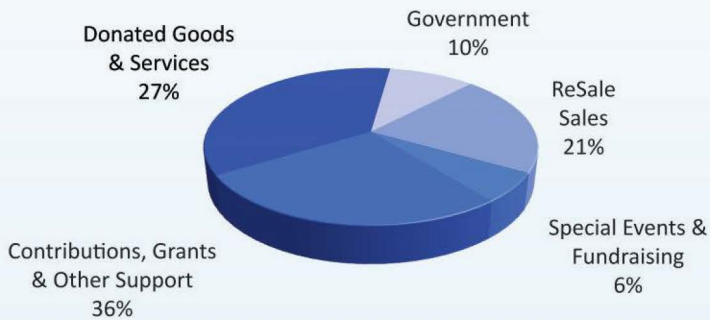




# Financials

(Fiscal Year 2020-2021 Statement of Activities and Changes to Net Assets)

## Revenues and Support



Contributions, Grants & Other Support	\$1,805,601
Donated Goods & Services	\$1,389,185
Special Events & Fundraising	\$291,947
Resale Store Sales	\$1,055,477
Government	505,457
<b>Total Unrestricted Revenues &amp; Support</b>	<b>\$5,047,667</b>

## Net Assets

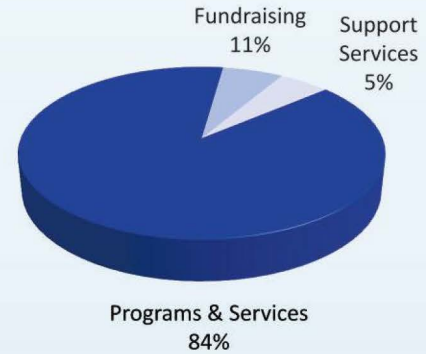
Increase in Unrestricted Net Assets	\$1,780,923
Decrease in Restricted Net Assets	(\$895,532)
Change in Net Assets	\$885,391

## ReSale Store Expenses

Direct Costs	\$693,971
Cost of Goods Sold	\$527,968
<b>Total Resale Store Expenses</b>	<b>\$1,221,939</b>

## Functional Expenses

Programs & Services	\$3,033,654
Support Services	\$187,130
Fundraising	\$413,524
<b>Total Functional Expenses</b>	<b>\$3,634,308</b>



Net assets at Beginning of the Year	\$6,766,623
Net Assets at End of the Year	\$7,652,014

## A Message From Our Board President

### To Have an Impact...Together IS Better!

I have called Frisco home for 21 years and in that time, we have grown from a small town to a large city with more growth on the way.

I've also witnessed the impact partnerships have had on creating our successful city. In the past 20 months, **I've learned that no matter our size, as a community, we need each other.** The mission of FFS has been critical for more than 27 years, but it has never been more so than as we've all faced a pandemic together.



“***Our city will always have challenges and I know that with FFS and your support we will be able to face them.***”

During the pandemic, while almost every business and organization had to close its doors, Frisco Family Services remained open to help and offer assistance to the record number of people that were impacted by job loss and illness.

**I choose to support locally as I am passionate about where I live, work and play and I want to see the impact in the community I love.**

I have never been prouder to be a resident of Frisco than when watching our community come together to help each other during a time that is critical for all of us. Our city will always have challenges and I know that with FFS and your support we will be able to face them.

No matter how large we grow, with your help, FFS can continue the mission to help our own.

**Geneva Polster**  
President, Board of Directors



Frisco Family Service  
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Frisco, TX 75034

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## Keeping Our Community Strong For More Than 25 Years



[FriscoFamilyServices.org](http://FriscoFamilyServices.org)

*Together is Better!*