

BECAUSE YOU CARE



Frisco Family Services
Annual Report 2014-2015



MISSION & CORE VALUES

Our Mission:

Frisco Family Services is a 501(c)(3) non-profit tax-deductible organization who has for over 21 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.



Photo Courtesy of J Ridout Portraits

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A LETTER FROM THE EXECUTIVE DIRECTOR



Nicole S. Bursey, MSW
Executive Director

Because You Care

Dear Friends:

The care, compassion and support that you show toward the work of Frisco Family Services (FFS) is AMAZING! Because YOU choose to care, a sense of hope is being given to moms, dads, children and seniors in our community every day.

Because YOU care, our neighbors experiencing unforeseen circumstances such as a sudden job loss, illness or other life-altering situations are able to keep a roof over their heads and provide a meal for their family.

Because YOU care, the holidays are made special for families in crisis in our community. Moms and dads are able to maintain a bit of normalcy during the holiday season for their children because of the holiday gift donations YOU provide. Seniors don't have to feel invisible or forgotten because of the gifts YOU make possible. Parents and seniors alike are able to maintain a sense of dignity by having the ability to prepare their own Thanksgiving meal as a result of the meal box donations YOU provide because you care.

Because YOU, our community partners care, thousands of volunteer hours have been logged as you have compassionately served with us to carry out our mission this past year. You have served on the front lines

helping us to ensure that the needs of families are met, provided administrative support, accepted and processed donations at the resale store, helped make our special events a success and served in a variety of other ways across our organization.

It is with a sense of community pride that I am so honored to share that FFS has never had to turn anyone away due to a lack of available funds because of the financial support YOU provide. YOU make possible EVERYTHING we do. We could not meet the needs of our growing community without YOU.

On behalf of the families who have received a hand up because of YOU, our Board of Directors and staff, we thank YOU for caring. ***Never believe that a few caring people can't change the world. For, indeed, that's all who ever have. - Margaret Mead.***

A handwritten signature in black ink, appearing to read 'Nicole S. Bursey'.

Nicole S. Bursey, MSW
Executive Director



COMMUNITY GARDEN

At our community garden, **35 volunteers** cultivated **920 pounds of organic produce**, which was distributed to clients through the Food Pantry. The harvest included peppers, tomatoes, okra, cucumbers, eggplant, onions, potatoes and green beans. **Because YOU CARE families have a choice of rich, organic produce.**

SERVICES

FFS FOOD PANTRY

The FFS Food Pantry is one of the agency's most utilized resources, distributing more than **542,000 pounds of food** last year. The FFS food pantry is client choice, meaning client families 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. The Mobile Food pantry allows us to reach those that are unable to leave their homes to shop. Items for the food pantry are donated by various organizations such as Frisco ISD, the Boy Scouts, the Post Office food drive, churches, businesses, groups and individuals. **Because YOU CARE families can shop with dignity.**

THANKSGIVING FOOD DISTRIBUTION

Your donations and volunteer service ensured that **271 families** received turkeys and everything needed to prepare a traditional Thanksgiving meal and keep their families fed throughout the holiday. **Because YOU CARE our clients can have a nourishing Thanksgiving Meal.**

EMERGENCY FINANCIAL ASSISTANCE

More than **\$287,000** was provided in Emergency Financial Assistance to residents of Frisco and Frisco ISD last year. The effects of job loss, divorce, illness and other financial hardships drove many people, who have never required assistance before, to seek help. Your financial contributions helped almost **3,700 neighbors** stay in their homes, keep their utilities connected, purchase prescription medicine, offset childcare expenses and provided other essential services during their time of greatest need. **Because YOU CARE individuals and families don't have to choose between meals and paying bills.**



DRIVER VOLUNTEERS

The men on the food pantry driving team have volunteered a **combined total of 18 years at Frisco Family Services**. They are the most-called upon volunteer group in the agency, and come rain or shine, these men go above and beyond to pick up food donations for Frisco Family Services at local grocery stores and the Frisco ISD schools on a weekly basis to make the lives of those in our communities better.

While they come from all walks of life, from Chemical Engineer to Military Officer, Regional Sales Manager to Missionary, Military Veteran to IT Professional, they all have the same passion-to help those in need. **“They are truly phenomenal individuals that work so hard to make the lives of those better in our community,”** says Food Pantry Manager, Don Kirkwood, of his hard-working crew.



BACK TO SCHOOL

Going back to school means children need backpacks, school supplies, athletic shoes and more. Fortunately for our clients, your donations provided **284 students**, grades K-12, with a new backpack filled with all of the supplies required for school during the annual Back To School Fun Fair. They also received clothing, shoes, hygiene items, on-site haircuts provided by local hairstylists, free eye exams and eyeglasses provided by Essilor Vision Foundation, so students were ready for their first day of school. **Because YOU CARE children can go back to school with a sense of pride and are ready for a successful school year.**



SUMMER LUNCH FOR KIDS

Through partnerships with several area churches, FFS was able to provide over **9,000 sack lunches & weekend snack packs** for children this summer – almost double the number from the previous year. Each day during the eight-week program, children who are eligible for free and reduced lunch during the school year received a healthy lunches and enjoyed arts and crafts and physical activities. They also received weekend snack packs full of healthy snack items – ensuring they did not go hungry over the weekend. **Because YOU CARE children don't have to worry about where they will get their next meal.**

PROGRAMS

INTENSIVE SELF-SUFFICIENCY PROGRAM

To better serve and support FFS clients with limited employment and life skills, the Intensive Self-Sufficiency Program (ISSP) provides critical support. ISSP is an intensive and individualized program that focuses on assisting individuals to build strong, healthy families while achieving economic independence. The Intensive Self-Sufficiency Program provides clients with one on one intensive case management and other resources to help remove barriers to obtaining independence. **Because YOU CARE we were able to provide those in our community with the resources to gain financial independence.**



HOLIDAY STORE PROGRAM

The Holiday Store Program relieves much of the stress that families and seniors face during the holiday season. Generous donors like you provided toys, shoes, gift cards, new clothes and household items so that eligible clients could shop at our no-cost "holiday store". Because of you, **935 children, parents and seniors received gifts** through the holiday program. **Because YOU CARE families, individuals, and seniors can have a brighter holiday season.**



C.H.A.M.P.S.

Helping clients achieve self-sufficiency is a key component of our work at FFS. The CHAMPS (Challenging Adult Minds for Personal Success) adult life skills workshops provided **530 adults** 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. CHAMPS is facilitated by staff, volunteers and local businesses.



FRISCO RESALE

Frisco Resale is an essential source of funding for the programs and services provided by FFS, generating over half of the agency's revenue. Frisco Resale saw continued growth through generous donations from individuals and businesses. The community generously donated **\$906,000** worth of new and gently used furniture, household goods, clothing, accessories, shoes, toys and books. In the past year, **157 families/707 FFS clients** utilized the Resale Store voucher program and received clothing, furniture and household goods at no cost.

In an effort to more closely align the Furniture Depot with Frisco Resale and serve as an extension for the Frisco Resale brand, the Furniture Depot was redesigned and re-branded to Furniture, Decor & More. On June 8, the Furniture, Decor & More opened with a new look and New inventory. **Because YOU CARE FFS clients are not only able to get the tangible goods and household items they need, but also financial resources available to address critical family needs.**

FFS FUNDRAISING

Frisco Family Services depends on financial support to continue changing the lives of those we serve. Our fundraising events enable us to share our mission and raise the revenue necessary to support our programs and services. **Because YOU CARE we are able to meet needs.**

GALA 2016 - ONE: SPRING

The annual Gala ONE is held each spring and is a fantastic time where friends and neighbors get together to raise money to help those facing hunger, homelessness and other urgent needs. We come together as ONE Community for ONE Purpose, making ONE Big Impact at this exciting and fun event where food, music and so much more are enjoyed by all. Thank you to 2015's title sponsor Advanced Fixtures, Inc.

2016 MAYOR'S GOLF CLASSIC: JUNE 20, 2016

Join the Mayor of Frisco, community leaders and FFS supporters for a great day of golf, food, prizes and fun. Play the exclusive Stonebriar Country Club club course while supporting FFS's mission to help those going through crisis. Thank you to 2015's title sponsor Baylor Medical Center at Frisco.

RIDING 4 MEALS MOTORCYCLE RUN: FALL

North Texas motorcycle riders enjoy a nice ride with entertaining stops as a way of helping to keep the shelves stocked at Frisco's only community food pantry. Join us for a ride that starts with a tour of the food pantry and ends with delicious food, live music and prizes. Thank you to 2015's title sponsor Patt Lobb's Toyota of McKinney.



MEET DARLENE

Darlene and her husband moved to Frisco as their retirement destination. As the wife of a veteran pastor of 46 years, her life was thrown into turmoil when he was diagnosed with colon cancer shortly after the move. When he passed one year later, she found herself with mounting debt and no income. Darlene was devastated, with all of her savings depleted, her car sold and her only "career" having been supporting her husband's church work, she didn't know where to turn. That's when she learned that Frisco Family Services could help her put a plan into place to pick herself up and focus on gaining her independence. With her case managers' loving encouragement, she downsized into an affordable apartment and used TAPS for transportation to get to work and all classes and seminars offered through our programs. She now has two jobs, an affordable car and has a goal of being completely off FFS assistance as of December 31, 2015!

Almost

3700

Individuals Assisted



Helped

530

Individuals With
Life Skills Classes

Issued

\$22,723

In Vouchers For Clothing
& Household Goods
At Frisco Resale



Distributed

9,266

Lunches & Snack Packs through
the Summer Lunch Program



10

WAYS YOUR
CARING
HAS CHANGED
LIVES IN
2014-2015

Provided

935

Parents, Children
& Seniors With
Holiday Gifts



Over

\$287K

In Emergency
Financial Assistance



Distributed

542K

Pounds Of Food
Through FFS'
Food Pantry



Provided

271

Families With
Thanksgiving
Meal Boxes



Helped

284

Children With
Back-to-school
Clothing, Shoes
& School Supplies



Frisco Family Services provides services to individuals and families who live in Frisco and Frisco ISD which includes parts of Plano, McKinney and Little Elm

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2015 GALA-ONE SPONSORS

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PDQ
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2015 MAYOR'S GOLF CLASSIC

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2014 RIDING 4 MEALS

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and Treats
Prosper Bank
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iCream Cafe
Massage Envy Spa

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We THANK YOU for your
continued support and for
helping us change lives.



VOLUNTEERS

This past year Frisco Family Services' **3,460 volunteers** gave **33,937 hours** of their time to fulfill vital roles for the agency, providing office support, assisting clients in the food pantry, sorting donations at Frisco Resale, facilitating life skills workshops, staffing special events, and planting and harvesting the community garden. They assisted with our Special Programs by participating in Thanksgiving Meal Box distribution, setting up and stocking our Holiday Store Program, serving lunches at our Summer Lunch Program and setting up for our Back to School Fun Fair. They served as individuals, families and groups representing companies, civic organizations, schools and churches. On behalf of the Board of Directors, staff and clients, we say THANK YOU! We simply could not do it without you. Their efforts represent a contribution to FFS of **\$836,886** (based on \$24.66 per volunteer hour). **Because YOU CARE we can do all that we do.**

MEET CHRISTOPHER

Christopher and his teacher Catherine began volunteering at the food pantry in September 2012. She has been Christopher's special needs caregiver for ten years and teacher for five. She got the idea of them volunteering together when she overheard Christopher's mom and sister discussing it, and Catherine thought Christopher might enjoy it too. He has been volunteering regularly ever since. His duties at the food pantry include stocking donations, helping with weekend bags, emptying the restock cart, and organizing the pantry shelves. But Christopher says, **"The best thing about the food pantry is scanning."** Catherine's role is to explain instructions to him and make sure that he understands the tasks. Christopher likes to help others, and he likes to work hard and loves to go to the food pantry every week. Catherine explained it is an excellent way for him to contribute to the community, and she loves to see him interact with the other Friday afternoon volunteers.

THANK YOU TO THE INDIVIDUALS WHO CONTRIBUTED 50+ HOURS:

Susan Adamson	Joyce Ludwig
Diane Baker	Linda Manno
Sue Black	Barbara Mazzeo
Renate Blatt	Jean McCombs
Deborah Bowers	Mary McDonald
Eric Breese	Carol McDowell
Linda Callender-Smith	Brooks Medina
Christopher Campos	Loretta Medina
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Lyne Hebig	Rita Toyooka
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Martha Littenberg	

THANK YOU TO THE FOLLOWING GROUPS WHO SERVED IN 2014-2015:



ABSG	FC Dallas
AKA Sorority	First Baptist
Akshaya Patra Volunteering	Frisco Chamber
All Saints Catholic Church	Frisco HS Soccer
AmeriCorps NCCC/ FEMA Corps	Frisco ISD
AmerisourceBergen	Frisco Kids Dentistry
ASD Health Care	Frisco Vandeventer Middle School
AT&T	Frito-Lay--PR TEAM
ATX Windows	FUNC
Bank of America	FWL
Boy Scout 51	Gateway Church
Boy Scouts, Todd Beck	Gateway Church Bless A Life Day
BSA Troop 8187 (group)	GENBAND
Capital One	Giving Tree Ministries
Capital One-Auto Financing	Glazer's
Centennial HS Work Group A	Grace
Centennial HS Work Group B	Grace Church Frisco
Collin Co. Aggie Moms	Granite Properties
Collin Serves (College)	I.H.S.
Community Trust Bank	Home2Suites
Conrad Realty Group	Homewood Suites
CROSSMARK	Hope Fellowship
Day Nine	HP
Disney Store	HRE Neighborhood
DJF	Humana Volunteers
Ebby Halliday	IBM
Elevate Life Church	Infor
Ericsson	

Integrated Health Services	Rent-A-Center
Intuit	RIA Financial Nationwide
Jack and Jill Students	San Disk Group
Jesuit College Prep	Serve With Liberty - Liberty
Keller Williams	Mutual Week of Service
Keller Williams -	Spears Boys of Faith
"Red Day" of service	St. Francis Of Assisi
Landsafe	St. Gabriel Catholic Church
LDS Missionaries	St. Phillips
Legacy Christian Academy	Step Beyond
Legacy Presbyterian Church	Stonebriar Community Church
Youth Group	Synchrony Financial
Liberty High School	Target
Liberty Mutual	Texas Health
LiquidAgents Healthcare	The Church of Jesus Christ of
Lutheran	Latter Day Saints
Market Street	Time Warner Cable
McAfee	TXU
NCL - Frisco	Vazata
NCL - North Dallas	Village Home Group
NCL - Preston Bluebonnet	VT Seva Group
NCL - Prestonwood	WR Starkey Mortgage, LLP
One Community Church	YMSL - Frisco
Pepsi Co	YMSL - Impact Frisco
Plano West NHS	YMSL - Prestonwood
Prince of Peace Catholic School	Zion Lutheran
Raising Canes	
RBFCU	



MEET BARBARA

Barbara has been giving her time at the agency office every week since November 2014, usually managing data entry. She also donates her time to special programs such as FFS Thanksgiving Meal Box Distribution, Holiday Store Program, and the Back to School Program, as well as fundraising events such as Gala-ONE, Mayors Golf Classic, and Riding for Meals. She says she volunteers at FFS because of the effective and efficient human services the organization provides in a community which, on the surface, would appear to not have families in need. Barbara likes that FFS represents those in need in a meaningful and compassionate way to individuals and corporations alike. Since Barbara has been volunteering, she has seen the agency become more technologically savvy and is confident that clients, volunteers, and donors will reap the benefits of this progress. Barbara says she gets to use her accumulated life skills and talents in the work she does volunteering at Frisco Family Services. **"It helps fill my heart with compassion, my mind with challenge and renews my spirit every day."**

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS 2014-2015

Revenues & Support

Contributions, grants and other support	\$617,788
Donated Goods and Services	\$1,483,126
Special Events and Fundraising	\$416,484
Resale Store Sales	\$1,812,872
Government	\$106,663
Interest & Other Income	\$7,363
Total Unrestricted Revenues and Support	\$4,444,296

Resale Store Expenses

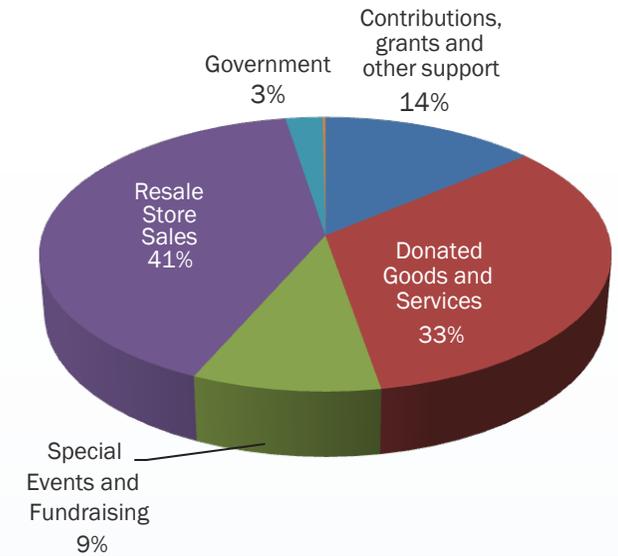
Direct Costs	\$890,621
Cost of Goods Sold	\$902,536
Total Resale Store Expenses	\$1,793,157

Functional Expenses

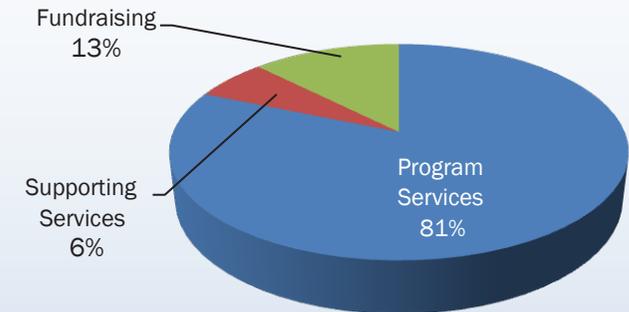
Program Services	\$2,624,734
Supporting Services	\$199,598
Fundraising	\$403,074
Total Functional Expenses	\$3,227,406

Increase in Unrestricted Net Assets	\$314,354
Increase in Restricted Assets	\$0
Change in Net Assets	\$314,354
Net Assets at Beginning of the Year	\$4,476,577
Net Assets at End of the Year	\$4,790,931

Organizational Revenues



Functional Expenses





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MEET NELDA & FRED

Nelda and Fred had worked hard all their lives. Their goal was to be independent, and save and prepare for retirement, which they enjoyed for three months prior to Fred falling ill with liver problems. All the doctor's visits, hospital stays, medications and ongoing treatments quickly depleted the savings they worked so hard to accrue. Although it was very difficult, they made the decision. They decided to give up their home, move to a small apartment, and sell one of their cars. Nelda went back to work part-time. But still, their fixed income was not enough to cover their expenses despite their best efforts. To help make ends meet, they started buying less food each week and even skipped meals.

"This was not what we thought our golden years would be like." Still hanging on to their independence, a neighbor finally convinced them to seek assistance from Frisco Family Services. Nelda and Fred not only received financial assistance with rent, utilities and prescription medications, but also nutritious food and produce they selected, delivered twice a month to their door as part of the FFS Mobile Food Pantry program. **"The services and support they provided us relieved so much stress. We so look forward to the friendly, smiling volunteers who bring us groceries. This is truly what being a part of a community that cares is really about."**

COMMUNITY BEGINS WITH CARING



Frisco Family Services
8780 Third St.
Frisco, Texas 75034

