

Caring for the Community...

— For —

20 YEARS

Annual Report

2013-2014

Helping members of our communities who are facing hunger, homelessness and other urgent needs improve their quality of life and achieve self-sufficiency.



Dear Friends,

As I think about the support Frisco Family Services (FFS) has received over the years from amazing and committed partners like you, I am deeply humbled. It warms my heart to know that just as a small group of concerned community members cared enough to establish the agency 20 years ago, that same deep level of compassionate caring and support is felt today and allows our team to deliver on our mission with a sense of purpose, passion and intentionality.

As a community that cares, your support over the years has made it possible for FFS to serve our neighbors in need in a meaningful and relevant way. In 1994, as a core service, we began distributing gently used clothing to our neighbors in crisis. Today, as a result of your generous donations of clothing, household goods and other items, we operate an amazing upscale resale store that is shopped by individuals near and far. Frisco Resale not only provides essential revenue to fund services for neighbors in need, but also provides families served by the agency with the goods they need at no cost. **This is all possible because you care.**

As a result of caring friends like you, in 1994 we began preventing hunger by providing neighbors in need with a prepared bag of groceries which contained food donated by a small (at the time), but generous community. FFS now operates Frisco's only food pantry which provides individuals, families and seniors with a wide variety of healthy food to choose from which includes meat, dairy, fruit and fresh organic vegetables and herbs that are harvested from the FFS Community Garden. As a result of very generous donors who provided the agency with a temperature controlled truck, this past year we began our Mobile Food Pantry Program which allows volunteers to safely transport groceries to the homes of seniors, individuals and families in our communities who are confronted with medical, transportation or other difficult circumstances that makes accessing food a challenge. **As a community, we are preventing hunger because you care.**

We thank you for being a partner who cares. You make all the difference. Whether you have provided in-kind donations to the food pantry, Frisco Resale, holiday programs or special events, you have demonstrated that you care. Through facilitating a CHAMPS (CHallenging Adult Minds for Personal Success) workshop or helping us expand the services we provide in some meaningful way, we know you care. Maybe you have given a financial gift to help ensure that neighbors in our communities have critical needs met. That's evidence you care. On behalf of our Board of Directors, staff and neighbors we serve, I truly thank you for being a community that cares. **We are 20 years strong because of you!**

Nicole S. Bursey, MSW
Executive Director

Spotlight: The Westerfield Family

Kevin and Shirley Westerfield never thought they would need assistance. However, after Shirley was put on disability in September 2013 and Kevin was laid off just two months later, the Westerfields, who have four children ages 11-22, turned to Frisco Family Services (FFS).

"The services we received and the food pantry visits were a huge blessing," Shirley said. "At the time, I had a reduced income and my husband had no income coming in. Had it not been for Frisco Family Services, we would not have been able to keep food on the table."



Maria Flores-Akinwunmi, their FFS case manager, provided the family with additional resources and helped lead Kevin to a recruiter.

"Maria was instrumental in leading us to a head hunter, and that was the thing that helped Kevin land a job," Shirley said. "It can be hard to find a job at the level you were before. Contacting the head hunter was crucial to leading him to the job he now has."

Kevin also participated in a resume writing class through FFS' CHAMPS (CHallenging Adult Minds for Personal Success) workshops. Kevin had not written a resume in years and the workshop helped him create an effective resume. Kevin became gainfully employed in June 2014, and the family is once-again self-sufficient. The family is now able to donate back to FFS and the food pantry.

"When I was at the food pantry, I noticed they were out of garbage bags," Shirley said. "On pay day, I get 20 containers of garbage bags and drop them off at the food pantry. It's a privilege to donate and is absolutely the right thing to do."

One memory that is extra special to Shirley was seeing her son's basketball coach volunteering at the food pantry.

"Seeing Noah's basketball coach volunteering with his Leadership Frisco class was so special to me," Shirley said. "He didn't see me, but I noticed him. To donate his time putting food on the shelves meant a lot."

While the Westerfields are no longer using any services, they remember how well cared for they were.

"The volunteers and the staff at the food pantry and agency are just a wonderful group of people," Shirley said. "They are very supportive, very caring, very loving and very conscientious of what they are doing. They were always inquiring about my back and telling us about jobs for Kevin to look into. It was a wonderful experience."

The Westerfields are most thankful that Frisco Family Services was there for them during their time of need.

"A lot of people are still being laid off, and we quickly become the poor," Shirley said. "Most are one paycheck away from being homeless. I'm just thankful that FFS has been here for as long as it has."

2013-2014 Accomplishments:

Frisco Family Services Celebrates 20 Years Strong

For the past 20 years, FFS has remained the only non-profit social service agency in Frisco providing emergency assistance to those living in the Frisco and Frisco ISD communities who are facing hunger, homelessness and other urgent needs improve their quality of life and achieve self-sufficiency.

"We are so grateful to be 20 years strong, Nicole Bursey, executive director, said. "We are truly thankful to be able to serve the Frisco community and would not be here today without the community's support."



FFS (formerly Frisco's Project for the Future) was founded on Feb. 18, 1994, by a small group of concerned and caring citizens to help individuals and families in need, initially providing food and clothing. Today the agency still provides food and emergency financial assistance and has expanded its programs and services to meet the diverse needs of the Frisco community, including the Summer Lunch Program, Back to School Fun Fair, Thanksgiving Meal Program and Holiday Store Program. FFS also offers life skills classes, educational assistance and employment support to adult clients.

Through 20 years, FFS has relied on the dedication of volunteers. Solely operated by volunteers in 1994, FFS now utilizes more than 250 volunteers each month who devote their time and energy to support agency programs and activities, demonstrating their commitment to helping those in crisis and exemplifying the spirit of volunteerism, which has become an integral part of Frisco Family Services' mission since its inception.

"Our volunteers are at the heart of what we do," Bursey said. "They selflessly give their time helping their neighbors in need and giving much needed support to the agency."

Frisco Resale, originally established as an outlet to provide clothing and furniture for families in need, has evolved into a well-known upscale resale store, owned and operated by FFS. Not only does Frisco Resale provide clothing, furniture and household goods for FFS clients at no cost, but Frisco Resale also sells those items to the public which funds programs and services offered by the agency. It is only through the generous contributions and caring support from those in the community that FFS has been able to remain 20 years strong and looks forward to serving the community for another 20 years and beyond.

"As I look back over the years and talk with those that have supported FFS from the beginning, our very existence is a direct result of the generosity of those that understand we can do more together than any of us can do alone," Bursey said. "Frisco is an amazing community. I'm excited about the future and consider it an honor to serve our neighbors in need."

Students receive free eye exams through community partnership

Through a partnership with the **Essilor Vision Foundation**, all students participating in the **Back to School Fun Fair** were able to receive free vision screenings and, if necessary, eye glasses that were produced on site through their mobile vision van. The Essilor Vision Foundation gave 105 free vision screenings, 55 exams and 38 new pair of glasses at the Aug. 12, 2013, program. This valuable service helped further FFS' efforts to ensure that students are ready to learn when school begins.



Frisco Automotive donates minivan to Frisco Family Services client

On Friday, Dec. 20, 2013, Claudia Landin arrived at Frisco Family Services' office to pick up holiday gifts from the Holiday Store Program. As her case manager walked her to the agency driveway, she received much more.

As board and staff members watched, Charles Haley, owner of Frisco Automotive, presented Landin and her two children with a minivan, which he donated.

Landin was struggling to provide for her children after becoming a single mother. Overwhelmed with meeting her family's needs, Landin turned to FFS for help with rent, food and gas. After securing a full-time job as an administrative assistant and credentialing specialist, she shared her fear of retaining her new job because of low self-esteem and a history of previous job losses. She also shared that getting to work was challenging because she had to rely on friends for transportation, borrowing a car each week.



"I lived each day with so much anxiety," Landin said. "It's an ugly feeling to need a car and not be able to have a dependable car to get to work, especially when you just got a job."



Overwhelmed, Landin was moved to tears and shared that having dependable transportation would put her on the right track.

Not only did Haley and his employees donate the minivan, Frisco Automotive also donated the first year of insurance and a year's worth of maintenance.

In September 2014, Landin celebrated one year of full-time employment and credited the new car, participating in the Intensive Self-Sufficiency Program and having a mentor as part of the reasons she became self-sufficient.

ISSP Program

The first class of Intensive Self-Sufficiency Program (ISSP) graduated this past fiscal year. ISSP is an intensive and individualized program that focuses on assisting individuals in building and maintaining strong, healthy families and achieving economic independence. The eight participants developed an intensive self-sufficiency action plan, which included a financial, educational and career plan tailored to fit their needs and goals.

All eight participants reported they learned self-empowerment, accountability, problem solving and self-care, and said they will continue to use the skills learned in CHAMPS (*CHallenging Adult Minds for Personal Success*) workshops, such as positive parenting, job readiness and stress management.

One participant said after the program ended, "I'm doing great. My relationship with my daughter has blossomed, and we are a lot closer than before. The tools I relearned from ISSP have helped me in being more confident."

This next fiscal year a new group of participants will benefit from this growing program, gaining the confidence and skills needed to regain or maintain their self-sufficiency.

2013-2014 Accomplishments:

Riding 4 Meals Motorcycle Run



On Sept. 21, 2013, Frisco Family Services held its inaugural Riding 4 Meals Motorcycle Run. Led by Frisco Mayor Maher Maso, 80 bikers and 40 passengers rode 144 miles of North Texas roads to raise funds to keep the Frisco Family Services Food Pantry stocked.

Presented by the Pat Lobb Auto Group, the ride started and ended at Frisco Resale's parking lot where participants enjoyed food from area restaurants and competed in bike games.

Feed Frisco initiative helps stock food pantry shelves

In the summer of 2013, the Feed Frisco initiative was launched to keep the food pantry shelves stocked during the critical summer months when fewer donations are received and the food pantry is utilized more as students who are typically eligible for free or reduced meals no longer have that resource during the summer months. The initiative not only provided an opportunity to donate to Frisco's only food pantry, but the opportunity to bring awareness regarding the issue of hunger in our community.



Even with food collected during the summer of 2013, because of a 20 percent increase in food pantry usage, the food pantry shelves were almost empty at the start of October 2013.

So FFS called out to the community to collect 60,000 pounds of food in one month. The community responded in a big way, demonstrating their caring support for their neighbors in crisis by donating more than 70,000 pounds of food in three weeks.

Families made extra room in their grocery budgets and used the experience as a teaching moment for their children. HOAs, businesses and play groups held food drives. Cobb Middle School held an additional food drive and collected more than 1,800 pounds of food in four days.



The Potter's House of North Dallas asked their members to each donate \$30 to the food pantry. They collected more than \$8,000 and were able to buy more than four pallets of food from Kroger. Bent Tree Bible Fellowship issued a call to collect 10 tons of food, which they accomplished.

One donor made an online contribution to the food pantry because she remembered having to "eat beans and franks" and leaving her groceries on the store counter because she did not have enough money to pay for them.

The community's response was and is overwhelming and extremely appreciated. We truly could not do our work without that support.

Mobile Food Pantry

Thanks to a generous donation of a refrigerated box truck, Frisco Family Services launched the Mobile Food Pantry in March 2014. The service allows clients who are homebound to have their food pantry selections delivered directly to their home. Since the program started, the Mobile Food Pantry has served 12 clients.

After an illness made it difficult for her to get up and down the stairs at her apartment, FFS client Delores Nobles was struggling to get to the food pantry and get the food up to her apartment. Then, after a liver transplant, she was unable to leave her home.

"Without the Mobile Food Pantry and the volunteers and staff's help, I really don't know what I would do," Ms. Nobles said. "It's been a life-saver. It's allowing me to get my strength back."

While she was in the hospital for two months, all the food in her house spoiled. Thanks to a special delivery from the Mobile Food Pantry, Ms. Nobles returned home to a house full of fresh food.

"The staff and volunteers at the food pantry are polite, kind, courteous, loving and caring," Ms. Nobles said. "I have never seen people more loving than the people at Frisco Family Services. I just can't give them enough credit."

The bi-weekly visits not only provide her with food but with visits and friendships. While she is home regaining her strength, she is looking forward to the day when she can go back and shop at the food pantry.

"I can't wait to go bee bopping in there," Ms. Nobles said. "I just enjoy going in there because of the friendliness and kindness. They made me feel so welcome and feel so warm and fuzzy inside. That's what people like me need. I just can't say enough good about them. They are a special group to me over there."



Frisco Family Services' 20th Annual gala brings Frisco community together as ONE



An evening of cowboy boots and bling set the tone for 650 guests at FFS' 20th annual gala on April 26, 2014, at the Dr Pepper Arena in Frisco. Presented by Rent-A-Center, Gala 2014 – ONE featured the sounds of The Drywater Band, thrilling mechanical bull rides, armadillo races, a trick cowboy, pictures with a live steer and bidding on hundreds of fabulous live and silent auction items. FFS' generous supporters also raised money during the event to help support FFS' Emergency Financial Assistance program. The evening paid tribute to Clark and Brigid Lund who have dedicated their time and resources to every FFS gala since its inception 20 years ago.

"We came together celebrating 20 years of keeping our community strong," Nicole Bursey, executive director said. "Our family of supporters ensured that families in our community have their critical needs met such as a warm meal on the table, utilities connected and a place to call home."

Our volunteers *care* for the community through their support.

2013-2014 Volunteers

This past year, Frisco Family Services volunteers (**3,504 individuals**) gave **41,769** hours of their time. Volunteers fulfilled vital roles for the agency by providing office support, assisting clients in the food pantry, sorting donations at Frisco Resale, facilitating life skills workshops, staffing special events, planting and harvesting the community garden, helping with agency beautification projects, and assisting with FFS' Back to School Fun Fair, Thanksgiving Meal Program, Holiday Store Program, and Summer Lunch Program. They served as individuals, families and as 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. FFS volunteers' efforts represented a contribution to FFS of **\$977,394 (based on \$23.40 per volunteer hour)**.

Thank you to the individuals who contributed 50+ hours:

Susan Adamson	Toby Kronick
Diane Baker	Donald Lauer
Jennifer Barnes	Joanne Leitz
Christopher Berlien	Sara Lempke
Eric Bertoldo	Debra Light
Sue Black	Trudy Lindgren
Renate Blatt	Martha Littenberg
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Nazanin Ghadially	Jane Sobieski
LeAnn Graham	Frances Stewart
Mallory Graham	Marcella Sutherland
Efosa Guobadia	Rita Toyooka
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Jennifer Howard	Alexa Williams
Sue Hutson	Jamie Williams
Catherine Irwin	Shirley Williams
Caroline Jackson	Christian Windley
Lori Jackson	Carole Woodard
Michelle Jones	Jerry Wu
Patti Kilmer	Diana Yates
Barbara Kraft	

Thank you to the following groups who served from July 1, 2013-June 30, 2014:

All Saints Catholic Church Mission	Liberty HS
Possible – Plano 1 Region	Liberty HS Teen Leadership
AmerisourceBergen Specialty Group	Liberty Mutual Insurance
Alpha Kappa Alpha Sorority	Liquid Agents Healthcare
Bank of America	Little Hands
Believe & Achieve	Lone Star HS Step Forward
Benchmark Hospitality International	Lone Star HS Teen Leadership 2
Bent Tree Life Group	Market Street
Ben E. Keith	MomoTrips
Boy Scouts of America	National Charity League
Christ Community Church Frisco	National Junior Honor Society
Church of Jesus Christ of LDS (5th Ward)	One Church DV8 Youth Group
Cinemark	One Community Church
City Life Church	OptumRx
Clear Investigative Advantage	Paciugo Frisco South
Collin College	PepsiCo
Community Trust Bank	Philadelphia Insurance Companies
Consulting for the Spectrum	Prestoncrest Church of Christ
Cristina's Fine Mexican Restaurant	Preston Trail Community Church Ginn/Thomas Bible Study
Dallas Junior Forum	Primrose School of Lakehill
DFW Marathi Mandal	Prosper Bank
Disney Store, Stonebriar Mall	Raising Cane's
Dr Pepper Snapple Group	Rejoice Lutheran Church of Frisco
Ebby Halliday Realtors	Republican Women of North Collin County
Elevate Life Church	SanDisk
Epic Source Food Company	Sigma Gamma Rho Sorority, Inc.
Ericsson, Inc.	Spearhead
Frisco HS	St. Francis of Assisi Catholic Community
Frisco HS Student Council	St. Francis of Assisi, Women of St. Francis
Frisco Noon Rotary Club	Starbucks
Frisco Police Department	Stonebriar Community Church
Frisco Sunshine Rotary Club	Texas Health Presbyterian Hospital Plano
Frisco Women's League	The Hopkins Group
Frito-Lay	UnitedHealthcare
Gateway Church	Vazata
Genband, Inc.	Vierus HP
Glazers Texas Chain Team	Wakeland HS Teen Leadership
Glazers Texas Trade Development	Westin Stonebriar
Grace Avenue United Methodist Church	Young Men's Service League
Granite Properties	
Havertys	
Healthy Housewives	
Heritage HS – National Junior Honor Society	
Hewlett-Packard Company	
Home2 Suites	
Hope Community Church	
Intuit	
Jabian Consulting	
JCPenney Men's E2023 Group	
Legacy Presbyterian Church Youth Group	

Volunteer Spotlight: Diane Baker

For the past 14 years, Diane Baker has been volunteering with Frisco Family Services. What started out as a desire to give back to her hometown through an opportunity with the National Charity League has turned into a weekly commitment and dedication to serving her neighbors in crisis.

Over the years, Diane has served in many different capacities throughout the agency. She began working in the food pantry when it was located at the agency's original building on John Elliot Drive and has helped with the Thanksgiving Meal Program, Holiday Store Program, Post Office Food Drives, Frisco Resale, and was the Décor Committee chair for the first gala at the Dr Pepper Arena. Today, Diane can be found volunteering in the food pantry every Wednesday.

"My favorite thing about volunteering is my interaction with the clients and helping to meet all of their needs, whether that is a needed diaper size, type of bread or recipe sharing," Diane said.

Recently an FFS client was shopping in the food pantry and was hesitant to put canned goods in his shopping cart. When Diane and another volunteer asked him why, the client said he did not have a can opener. While one volunteer waited on him, another volunteer ran over to Frisco Resale to buy an opener. Such a small act of kindness had such a great impact.

"We have our regulars and know each by name," Diane said. "We look forward to catching up with them and try to give all the support we can. Sometimes it's more about a smile and an ear to listen to their problems than it is about the food. Nourishment can come in many different forms."

Diane continues to serve as a volunteer because of the dedicated volunteers she works with, FFS staff and clients alike.



"If I were not able to volunteer, I would miss sharing stories and laughing with the six other women I work with each week," Diane said. "We have truly become a 'team' and look out for each other. I will always consider each of them a good friend."

Diane says the greatest reason she volunteers is the satisfaction she gets from knowing she has helped a neighbor in need.

"Volunteering with FFS will put a smile on your heart," Diane said. "I guarantee it."

Committed to caring for our neighbors in crisis for 20 years

2013-2014 Numbers at a Glance

Frisco Family Services provided services to 1158 families/3,953 individuals.

\$349,582 distributed in Emergency Financial Assistance.

572,453 pounds of food distributed through Frisco's only food pantry to 1,113 families/3,846 individuals.

438 pounds of organic produce harvested from the FFS Community Garden.

508 participants attended 77 CHAMPS (CHallenging Adult Minds for Personal Success) workshops

117 families/262 students received a new backpack filled with essential school supplies through the Back to School Fun Fair.

291 Thanksgiving meal boxes provided to 214 families/699 individuals through the Thanksgiving Meal Program.

246 families/850 individuals received gifts through the Holiday Store Program.

9,342 lunches were served through the Summer Lunch Program.

172 families/772 individuals utilized the Frisco Resale store voucher program and received clothing, furniture and household goods at no cost totaling more than \$27,720 in saved expenses.

The community donated \$874,721 in gently used furniture, household goods, clothing, accessories, shoes, jewelry, toys and books to Frisco Resale.

Frisco Family Services assists residents of Frisco and Frisco ISD, which includes Frisco and portions of McKinney, Little Elm and Plano.

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Our donors *care* for the community through their support.

2013-2014 Corporate and Organization Financial Contributors

Gala 2014 – ONE Sponsors & Underwriters

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Gala 2014 – ONE Restaurant Partners

3 Dimensional Catering
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Three Squares

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2013 Riding 4 Meals Motorcycle Run Sponsors

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3 Stacks Smoke & Tap House
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Rock 101 Grill Little Elm

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CoServ Charitable Foundation
Crane Pharmacy
Dallas Junior Forum, Inc.

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The Westin Stonebriar Resort
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TRANSAMERICA Life & Protection
TXU Energy
Vandeventer Middle School
Village at Frisco Lakes Womans Golf Association
Voyager Insurance Agency
Xi Alpha Alpha Beta

Our donors *care* for the community through their support.

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Statement of Activities and Changes in Net Assets for the year ended June 30, 2014

Revenues & Support	
Contributions, Grants and Other Support	\$750,526
Donated Goods and Services	\$1,487,824
Special Events	\$390,213
Resale Store Sales	\$1,749,242
Government	\$133,646
Interest & Other Income	\$3,690
Total Unrestricted Revenues and Support	\$4,515,141

Resale Store Expenses	
Direct Costs	\$904,170
Cost of Goods Sold	\$868,721
Total Resale Store Expenses	\$1,772,891

Functional Expenses	
Program Services	\$1,831,762
Supporting Services	\$153,474
Fundraising	\$364,539
Total Functional Expenses	\$2,349,775

Total Expenses	
Increase in Unrestricted Net Assets	\$392,475
Increase in Restricted Assets	\$0
Change in Net Assets	\$392,475
Net Assets at Beginning of the Year	\$4,084,102
Net Assets at End of the Year	\$4,476,577

Statement of Financial Position June 30, 2014

Assets	
Cash	\$876,138
Investments	\$979,382
Accounts Receivable	\$70,724
Inventory	\$152,455
Prepays	\$8,888
Property & Equipment, Net	\$4,103,143
Total Assets	\$6,190,730

Liabilities & Net Assets	
Current Liabilities	
Accounts Payable	\$11,567
Accrued Liabilities	\$71,961
Current Portion of Notes Payable	\$97,500
Total Current Liabilities	\$181,028

Notes Payable, Long Term	\$1,533,125
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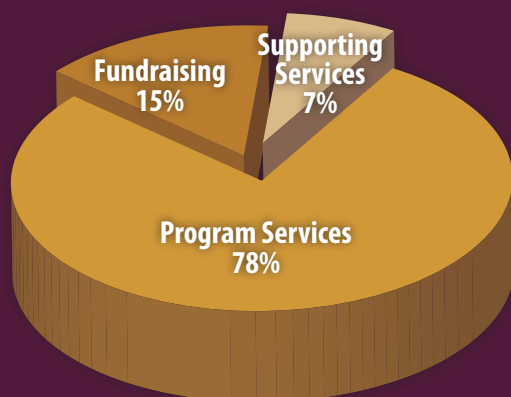
Net Assets	
Unrestricted	\$4,476,577
Temporarily Restricted	\$0
Total Net Assets	\$4,476,577

Total Liabilities & Net Assets	\$6,190,730
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Organizational Revenues



Functional Expenses



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For

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