



13801 Hutton Dr.

Suite #150

Farmers Branch, Texas 75234

972-446-2100

Programs and Services

2018

Serving Carrollton, Farmers Branch, Addison, Coppell, and city of Dallas in Denton County

Working Families Success Center

Metrocrest Services is a Working Families Success Center. This means we use a model that provides individual clients and families with integrated or “bundled” services across three critical and connected areas:

1. Employment placement, job retention, GED or higher education and skill improvement.
2. Financial coaching and counseling, and
3. Accessing income supports and asset building

Providing all three kinds of services and support together in a purposefully integrated way helps low income families and seniors in our community increase their earnings and savings, reduce their financial costs, and enhance their financial stability over time in the face of life’s unexpected emergencies. Each of the services and programs listed here are a part of the interconnected areas and help us achieve major positive outcomes with clients as we work to “build a stronger community together.”

Emergency Assistance/Basic Needs

Description: We provide services to families who are in crisis due to insufficient income resources to adequately meet their needs. Provided resources include...

- Rent and/or utilities assistance
- Food
- Clothing/ household items
- Bus passes/gas vouchers for transportation to help find employment
- Limited medical needs
- Information & referral

Serving: 8,195 Families

Location: MS office

Times/Date: Monday through Friday 8:00 a.m. to 5:00 p.m. and Saturday 9:00 to 1:00p.m.

Volunteers: None

Employment Assistance Program

Description: Our employment program, in conjunction with Jewish Family Services, assists individuals with...

- Personalized job counseling- job referrals, opportunities for education and training
- Employment skills training- resume assistance, gas/bus vouchers, clothing & haircuts
- Information for other needs & referral to other agencies
- Networking groups
- Over 50 program, special employment Assistance for seniors
- Computer training for job search and resume preparation
- set-up of personalized email account

Serving: 532 Individuals

Location: MS office & Computer lab

Times/Date: Monday through Friday 8:00 a.m. to 5:00 p.m. and Saturday 9:00 to 1:00p.m.

Volunteers: Three volunteers Tuesday, Thursday and Saturday.

Financial Education

Description: Caseworkers work with families to develop a "client-specific" self-sufficiency plan that includes budget counseling to develop a monthly budget and financial spending goals. They also participate in 90 minute modules on an interactive computer-based FDIC Money Smart financial training program. After completion of the program they are tested to assure they retained the information presented. In addition, clients receive materials that include referrals to MS VITA program and monthly income/expense worksheet; daily spending diary; budget tools; and additional information on credit counseling.

Serving: 1,085 households

Location: MS office & Computer lab

Times/Date: Monday through Friday 8:00 a.m. to 5:00 p.m. and Saturday 9:00 to 1:00p.m.

Volunteers: One Lab Volunteer

GED Preparation

Description: Our GED preparation program, in conjunction with LIFT, assists individuals in preparing to take the GED test for certification. It offers classroom or computer lab training to help students prepare to take the test required to receive their GED.

Serving: 94 individuals

Location: MS office & Computer lab

Times/Date: Tuesday and Thursday evenings from 6:00 to 8:00 p.m.

Volunteers: Two volunteers each night

Food Pantry

Description: Distribute food to local families through free-choice food pantry. Clients “shop” in the food pantry with a volunteer for a week's worth of food. Free produce is available from local community gardens. The food pantry alone distributed 1,203,688 pounds of food last fiscal year.

Serving: Families; on average 200 families a week

Location: Metrocrest Services Office

Times/Date: Monday – Friday 8am – 5pm & Saturday 9am – 1pm

Volunteers:

- Pantry Supervisors for each “Shift”. Monday morning, afternoon, Tuesday morning, afternoon, etc; pantry supervisor shifts are flexible. (around 8 every day)
- Short term volunteers: 8am – 1pm or Noon – 5pm

Back to School Extravaganza

Description: One-day event where students will receive a “pack” of supplies, uniforms, haircuts and dental screenings to Coppell ISD and Carrollton-Farmers Branch ISD students.

Serving: 1,316 students

Location: CFB-ISD Gymnasium

Times/Date: Tuesday before school starts

Volunteers: 150-200 volunteers

Back to School Shoes

Description: Distribute shoes to Coppell ISD and Carrollton-Farmers Branch ISD students. Payless opens early to let our clients choose what shoes they want. We have volunteers that help them try-on and select their shoes.

Serving: 911 students

Location: Payless Shoes, Trinity Mills and Old Denton

Times/Date: Saturday & Sundays in August; 8am – 10am

Volunteers: 20-24 volunteers each shift; 100-120 total

Thanksgiving

Description: Distribute boxes of food and turkeys to local families. Box includes staples to get families through the week the students are out of school.

Serving: 581 families

Location: Metrocrest Services office

Times/Date: Saturday before Thanksgiving; drive-thru in the back parking lot; 9am – 2pm

Volunteers: Day of event – 100 volunteers; 150-200 to sort food beforehand

Holiday Program

Description: Distribution of toys and food to local families. Store is set up like a toy store, so parent can come choose what gifts they give their children. Each family is given a base amount of points and additional points are given for each child.

Serving: 874 families (2,503 children)

Location: Holiday Site – last 3 years: Midway & Trinity Mills

Times/Date: December

Volunteers: 800 volunteers

Sack Summer Hunger

Description: When school ends so does the nutritious breakfasts and lunches that students get through the free/reduced lunch program. Sack Summer Hunger distributes snacks and easy-to-prepare meals to youngsters during summer months when they don't have access to those meals. In conjunction with 12 local organizations, Metrocrest Services will distribute food to over 1,900 students. Each week a variety of food is given to each young recipient which allows them to prepare their own simple meals or just enjoy yummy snacks. Bags of groceries, given weekly, include enough for breakfast, lunch and a snack for at least 5 days.

Serving: 1,900 students in Carrollton – Farmers Branch ISD & Coppell ISD, and Dallas ISD (GHWB Elementary and Cabel Elementary)

Location: Multiple locations

Times/Date: June – August

Volunteers: Thursday, Friday and Saturday (around 75 each week coordinated by Metrocrest Services; each church coordinates their own volunteers)

Eat Smart, Live Strong Senior Food Program

Description: Distributing additional food and produce (fruits and vegetables) to seniors along with their PAN (People and Nutrition) box.

Serving: 148 seniors

Location: Metrocrest Services office

Times/Date: 2nd Friday of every month

Volunteers: 8-10 assembling bags of food; 8-10 for distribution every month volunteers each night

Transportation Program

Description: Metrocrest Services provides transportation services to seniors and younger disabled residents in coordination with family, DART or SPAN. Transportation is provided by volunteers using their private vehicles at their own expense and by Metrocrest Services vans. Metrocrest Services vans and volunteers will transport clients within 5 miles of the geographic limits of Addison, Carrollton, Coppell, and Farmers Branch. For medical appointments, clients can travel 10 miles beyond the city limits of our agency service area. Metrocrest Services may transport clients to other facilities and their immediate environs when the client requires services that are beyond the normal service area. This is determined on a case by case basis.

Serving: 214 seniors and disabled adults and providing over 10,900 trips a year

Times/Date: Monday - Friday

Volunteers: 12 Volunteers

Home Delivered Meals

Description: Metrocrest Services provides home delivered meals to residents who are 60 years of age and older or younger disabled residents who are unable to maintain their daily nutritional needs and other means are not available or feasible. Home Delivered Meals are available on a daily basis, Monday through Friday. The meals are delivered by volunteers should be

delivered to clients between 11:15 am and 12:30 pm. Meals are prepared by Pete's Café. The food is prepared in the same fashion as that served to restaurant patrons, therefore may not be appropriate for all diets. If the client's doctor has placed them on a modified diet, the client should consult their case manager to see if Home Delivered Meals are appropriate for them. If home delivered meals will not meet the client's dietary needs, the case manager will refer the client to other community resources.

Serving: 100 seniors and disabled adults providing over 9,600 meals a year

Times/Date: Monday – Friday

Volunteers: 70 individuals and 4 businesses

Home Repair Program

Description: The home repair program of Metrocrest Social Services assists residents age 60 or older and younger disabled residents with home modifications that improve the health, safety and independence of the residents.

Serving: 122 seniors providing over 630 jobs this past year

Times/Date: Monday – Friday and Group Projects on the weekend

Volunteers: 25 individuals and 31 groups (churches, schools, businesses, & civic groups)

Holiday Basket Program

Description: The purpose of the Holiday Basket Program is to provide seniors with evidence that their community is aware of them and cares about them. It allows community members to become involved with seniors by providing gifts and food to low income clients during holidays. The program also raises visibility among community members about the agency.

Serving: 211 Seniors

Time/Date: December

Volunteers: 30 Groups and 44 Individuals

Vial of Life Program

Description: The Vial of Life contains information about medical conditions, insurance and emergency contacts. Presence of the Vial of Life is entered into the Enhanced 911 database for residents of the cities of Addison, Carrollton, Coppell, and Farmers Branch, so that emergency personnel will know to get it from the refrigerator upon arrival at a home. People from other cities are welcome to use the Vial of Life, but it may not be noted in their city's emergency database. One yellow sticker is affixed to the outside of the front

door and one to the refrigerator door to remind emergency personnel to remove the Vial of Life. People with life threatening medical conditions and drug allergies are especially encouraged to participate in the Vial of Life program.

Serving: The Vial of Life is handed out by the case managers, information and referral, senior centers, and fire departments of Addison, Carrollton, Farmers Branch, and Coppell.

Life Line

Description: Lifeline Program is a service to seniors that provides emergency services assistance through a wearable fob that is light-weight and ideal for seniors to permit independent living with security of getting help when needed.

Serving: 29 Seniors

At Metrocrest Services, we help people get through their most challenging moments but most importantly, we give them hope for the future. Our programs and services are intended to lead these individuals, families, or seniors on a path to self-sufficiency and fostering independence. **In 2017, we assisted 5,235 families and this is just one of those stories.**

When we first met Sergio he felt completely hopeless. As a father, “he feared the internal torment of not being able to provide for his family” said Janet, a Metrocrest Case Manager. Seeking a better life for his family, Sergio and his wife left everything to move to Texas. A modest savings helped them rent a mobile home, but after immediately not finding a job, their family was in crisis.

Metrocrest Services addressed Sergio’s crisis by providing his family food and electricity assistance, as he worked with an Employment Counselor to learn the best practices for job searches, resume and cover letters, and even identify potential job leads. “I was stressed more than I knew and I needed help thinking clearly and making a plan,” he said.

Within weeks of working with our Employment Counselor, Sergio was placed in a job as a Groundskeeper. Now, a year later, Sergio is being groomed to be a Lead Groundskeeper. He also continues to work with Metrocrest Services on a match-savings bank program for his daughter and son’s college tuition.

To provide programs for individuals, families, and seniors that lead to self-sufficiency and foster independence.

2017 Community Impact Report



metrocrest  **services**
building a stronger community together

metrocrest
services

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Mike Bomgardner, City of Farmers Branch
Fran Powell, Town of Addison
Lou Sartor, Advisory Council
Oscar Lopez, Brookhaven College

What's Your Impact?

972.446.2100 • metrocrestservices.org

13801 Hutton Drive, Suite 150
Farmers Branch, Texas 75334

“Metrocrest Services was like family to us, they stood with us every step of the way. They made a difference in my family’s life.”

- Sergio, Metrocrest client

Know Your Impact

Your volunteer activities, financial gifts, and support allowed our programs to impact the lives of **14,892** individuals.



Emergency Assistance

1,372 individuals avoided eviction
1,437 individuals were able to stay in their home with water and electricity



Natural Disaster Assistance

297 Hurricane Harvey & Irma evacuees were assisted with emergency food and living assistance



Employment & Financial Education

162 individuals upgraded their employment
1,085 households improved their financial literacy



Special Programs

1,939 students received **157,800** meals through Sack Summer Hunger
1,316 students received backpacks & school supplies to get ready for school



Holiday

211 seniors received holiday baskets of gifts and food, donated & delivered by the community
2,503 children received holiday gifts, toys, and food



Senior Care

10,948 rides to critical life appointments
9,629 hot meals delivered to seniors who are homebound and need a wellness check
631 home repairs completed for **122** seniors so they can live in their home safely



Tackling Hunger

1,203,688 pounds of food distributed, equaling **1,011,079** meals



Volunteers

Our community volunteered **37,780** hours



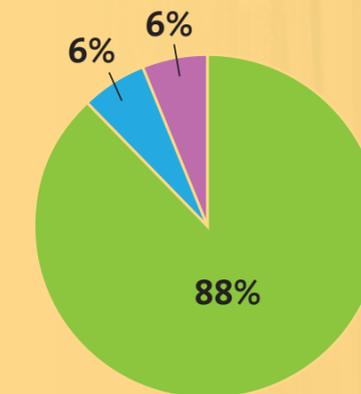
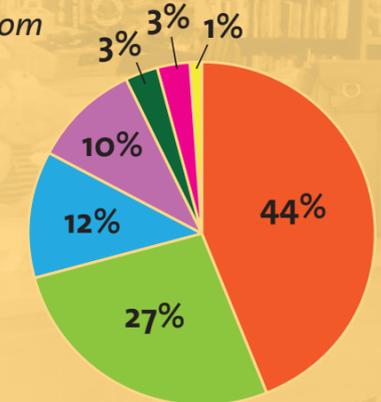
Metrocrest Resale

Generated **\$576,886** to support critical programs

Community Impact

Where Our Funding Comes From

In-Kind	44%
Individual/Corporate/Foundation Giving	27%
Cities	12%
Resale Store	10%
Events	3%
United Way	3%
Other	1%



How We Use Our Resources

Programs & Services	88%
Development & Fundraising	6%
Administration	6%

OGDEN UT 84201-0029

In reply refer to: 4077591934
May 22, 2014 LTR 4168C 0
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BODC: TE

METROCREST SERVICES
METROCREST SOCIAL SERVICES
13801 HUTTON DR STE 150
FARMERS BRNCH TX 75234-9040



106826

Employer Identification Number: 75-1548334
Person to Contact: Ms. Wiles
Toll Free Telephone Number: 1-877-829-5500

Dear Taxpayer:

This is in response to your Mar. 21, 2014, request for information regarding your tax-exempt status.

Our records indicate that you were recognized as exempt under section 501(c)(3) of the Internal Revenue Code in a determination letter issued in October 1998.

Our records also indicate that you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section(s) 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for Federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

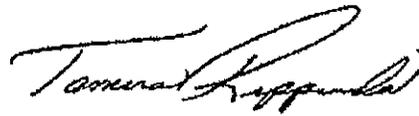
Please refer to our website www.irs.gov/eo for information regarding filing requirements. Specifically, section 6033(j) of the Code provides that failure to file an annual information return for three consecutive years results in revocation of tax-exempt status as of the filing due date of the third return for organizations required to file. We will publish a list of organizations whose tax-exempt status was revoked under section 6033(j) of the Code on our website beginning in early 2011.

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May 22, 2014 LTR 4168C 0
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METROCREST SERVICES
METROCREST SOCIAL SERVICES
13801 HUTTON DR STE 150
FARMERS BRNCH TX 75234-9040

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely yours,



Tamera Ripperda
Director, Exempt Organizations



REPORT OF INDEPENDENT AUDITORS
AND FINANCIAL STATEMENTS
FOR

METROCREST SERVICES

September 30, 2017 and 2016



MOSSADAMS

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Report of Independent Auditors

To the Board of Directors
Metrocrest Services

Report on the Financial Statements

We have audited the accompanying financial statements of Metrocrest Services, which comprise the statements of financial position as of September 30, 2017 and 2016, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Metrocrest Services as of September 30, 2017 and 2016, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Moss Adams LLP

Dallas, Texas
January 8, 2018

Metrocrest Services
Statements of Financial Position

	September 30,	
	2017	2016
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 151,807	\$ 208,031
Investments, current	333,132	381,367
Support receivables	147,496	161,057
Inventories	191,646	151,949
Prepaid expenses and deposits	31,282	28,510
Total current assets	855,363	930,914
PROPERTY AND EQUIPMENT, net	143,890	158,228
INVESTMENTS, long term	319,313	278,496
SECURITY DEPOSITS	12,819	12,819
Total assets	\$ 1,331,385	\$ 1,380,457
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$ 31,757	\$ 71,848
Payroll and related liabilities	49,868	41,053
Deferred revenue	88,000	58,904
	169,625	171,805
NET ASSETS		
Unrestricted	438,053	465,957
Temporarily restricted	510,165	549,153
Permanently restricted	213,542	193,542
Total net assets	1,161,760	1,208,652
Total liabilities and net assets	\$ 1,331,385	\$ 1,380,457

Metrocrest Services
Statement of Activities
Year Ended September 30, 2017

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
REVENUE AND SUPPORT				
Contributions and grants	\$ 1,151,945	1,183,219	\$ 20,000	\$ 2,355,164
Resale store operations, including \$578,653 of donated goods	1,155,539	-	-	1,155,539
Program service revenue	49,780	-	-	49,780
Special event revenue	163,661	-	-	163,661
Donated goods and services - other	1,883,750	-	-	1,883,750
Investment income, net	6,001	19,266	-	25,267
Net assets released from restrictions	1,241,473	(1,241,473)	-	-
Total revenues and support	<u>5,652,149</u>	<u>(38,988)</u>	<u>20,000</u>	<u>5,633,161</u>
EXPENSES				
Programs - resale store operations	1,099,406	-	-	1,099,406
Programs - other	3,887,744	-	-	3,887,744
Supporting services	333,998	-	-	333,998
Fundraising	358,905	-	-	358,905
Total expenses	<u>5,680,053</u>	<u>-</u>	<u>-</u>	<u>5,680,053</u>
CHANGE IN NET ASSETS	(27,904)	(38,988)	20,000	(46,892)
NET ASSETS, beginning of year	<u>465,957</u>	<u>549,153</u>	<u>193,542</u>	<u>1,208,652</u>
NET ASSETS, end of year	<u>\$ 438,053</u>	<u>\$ 510,165</u>	<u>\$ 213,542</u>	<u>\$ 1,161,760</u>

Metrocrest Services
Statement of Activities
Year Ended September 30, 2016

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
REVENUE AND SUPPORT				
Contributions and grants	\$ 1,009,341	\$ 1,100,163	\$ 120,000	\$ 2,229,504
Resale store operations, including \$558,233 of donated goods	1,116,523	-	-	1,116,523
Program service revenue	66,627	-	-	66,627
Special event revenue	149,666	-	-	149,666
Donated goods and services - other	1,495,546	-	-	1,495,546
Investment income, net	3,911	9,239	-	13,150
Miscellaneous income	6,626	-	-	6,626
Net assets released from restrictions	751,647	(751,647)	-	-
Total revenues and support	4,599,887	357,755	120,000	5,077,642
EXPENSES				
Programs - resale store operations	1,011,697	-	-	1,011,697
Programs - other	3,308,799	-	-	3,308,799
Supporting services	269,784	-	-	269,784
Fundraising	348,184	-	-	348,184
Total expenses	4,938,464	-	-	4,938,464
CHANGE IN NET ASSETS	(338,577)	357,755	120,000	139,178
NET ASSETS, beginning of year	804,534	191,398	73,542	1,069,474
NET ASSETS, end of year	\$ 465,957	\$ 549,153	\$ 193,542	\$ 1,208,652

Metrocrest Services
Statement of Functional Expenses
Year Ended September 30, 2017

	Programs - Resale Store Operations	Programs - Other	Supporting Services	Fundraising	Total
Salaries and wages	\$ 272,319	\$ 772,924	\$ 114,181	\$ 185,541	\$ 1,344,965
Payroll taxes	20,034	56,737	8,189	12,720	97,680
Fringe Benefits	64,099	74,531	64,786	18,138	221,554
Contracted services	21,872	40,991	57,187	22,679	142,729
Supplies general	7,347	26,426	12,463	3,939	50,175
Postage and shipping	258	22,665	1,576	16,516	41,015
Vehicle expense	18,201	123,015	740	2,240	144,196
Program specific costs	-	646,255	174	992	647,421
In-kind expenses	572,352	1,851,095	-	-	2,423,447
Occupancy costs	105,825	159,164	14,157	10,834	289,980
Telephone and internet	3,575	17,510	1,452	1,167	23,704
Equipment costs	1,581	34,392	21,585	7,335	64,893
Depreciation	2	31,609	30,054	95	61,760
Business insurance	3,355	7,265	509	-	11,129
Marketing	20	18,734	128	57,481	76,363
Bank and credit card fees	8,034	900	5,357	5,472	19,763
Other	532	3,531	1,460	13,756	19,279
	<u>532</u>	<u>3,531</u>	<u>1,460</u>	<u>13,756</u>	<u>19,279</u>
Total expenses	<u>\$ 1,099,406</u>	<u>\$ 3,887,744</u>	<u>\$ 333,998</u>	<u>\$ 358,905</u>	<u>\$ 5,680,053</u>

Metrocrest Services
Statement of Functional Expenses
Year Ended September 30, 2016

	Programs - Resale Store Operations	Programs - Other	Supporting Services	Fundraising	Total
Salaries and wages	\$ 228,381	\$ 710,248	\$ 107,313	\$ 206,453	\$ 1,252,395
Payroll taxes	17,684	53,459	7,746	15,320	94,209
Fringe Benefits	48,640	65,372	26,688	19,865	160,565
Contracted services	14,953	40,987	31,795	5,730	93,465
Supplies general	6,576	33,090	13,794	12,002	65,462
Postage and shipping	4,356	18,940	1,463	26,705	51,464
Vehicle expense	21,143	117,081	929	2,266	141,419
Program specific costs	3,176	579,376	-	-	582,552
In-kind expenses	552,816	1,465,273	-	-	2,018,089
Occupancy costs	90,751	127,318	12,599	9,569	240,237
Telephone and internet	4,441	13,072	1,033	864	19,410
Equipment costs	1,471	13,979	17,708	3,377	36,535
Depreciation	3,441	38,983	26,391	163	68,978
Business insurance	2,641	7,275	8,422	-	18,338
Marketing	1,090	18,868	20	42,311	62,289
Bank and credit card fees	8,997	37	7,095	2,097	18,226
Other	1,140	5,441	6,788	1,462	14,831
Total expenses	\$ 1,011,697	\$ 3,308,799	\$ 269,784	\$ 348,184	\$ 4,938,464

Metrocrest Services

Statements of Cash Flows

	Year Ended September 30,	
	2017	2016
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$ (46,892)	\$ 139,178
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation	61,760	68,978
Net investment income	(25,267)	(13,150)
Loss of disposal of fixed assets	-	4,869
Changes in assets and liabilities:		
Support receivables	13,561	(51,680)
Inventories	(39,697)	(30,523)
Other assets	(2,772)	9,142
Accounts payable	(40,091)	34,817
Accrued liabilities	8,815	(45,323)
Deferred revenue	29,096	30,374
Net cash (used) provided by operating activities	<u>(41,487)</u>	<u>146,682</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchases of property and equipment	(47,422)	(49,686)
Proceeds from redemption of investments	127,685	25,000
Purchases of investments	<u>(95,000)</u>	<u>(220,000)</u>
Net cash used in investing activities	<u>(14,737)</u>	<u>(244,686)</u>
NET DECREASE IN CASH AND CASH EQUIVALENTS	(56,224)	(98,004)
CASH AND CASH EQUIVALENTS, beginning of year	<u>208,031</u>	<u>306,035</u>
CASH AND CASH EQUIVALENTS, end of year	<u>\$ 151,807</u>	<u>\$ 208,031</u>

Note 1 – Description of Operations and Summary of Significant Accounting Policies

Description of Operations

Metrocrest Services (Agency) was established in 1977 as a Texas nonprofit corporation that provides emergency assistance to low-income individuals and families as well as supportive services, information and advocacy for residents aged 60 and older and their families. The Agency is a United Way service provider. Specific assistance, as reflected on the statement of functional expenses, includes distribution of food, clothing, household products, baby products, medical costs, rent and utility payments, transportation and employment. The program goals include supporting the independent functioning and quality of life of older adults. These goals are accomplished through direct services to individuals and education activities directed at the community as a whole. The agency operates a resale store containing donated merchandise that is sold to the public. The Agency's primary sources of revenue include contributions and donated supplies from various donors and special events. The Agency also receives support from the municipal governments of Addison, Carrollton, Coppell, and Farmers Branch, Texas as well as certain other governmental entities.

The accompanying financial statements classify case management, home repairs, information and referral, transportation, one-to-one outreach and other direct services as direct aid.

Basis of Presentation

The accompanying financial statements have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America. Revenues and expenses are recognized in the period in which they are incurred. Net assets and revenues, expenses, gains and losses are classified based on the existence or absence of donor-imposed restrictions. Accordingly, net assets of the Agency and changes therein are classified and reported as follows:

Unrestricted net assets – Net assets not subject to donor-imposed stipulations.

Temporarily restricted net assets – Net assets subject to donor-imposed stipulations that may or will be met by actions of the Agency and/or the passage of time.

Permanently restricted net assets – Those funds limited by the donor(s) for permanent investment of principal and use of income.

Revenues are reported as increases in unrestricted net assets unless use of the related asset is limited by donor-imposed restrictions. Expenses are reported as decreases in unrestricted net assets. Expirations of temporarily restricted net assets (i.e., the donor-stipulated purpose has been fulfilled and/or the stipulated time period has elapsed) are reported as reclassifications between the applicable classes of net assets. Contributions of assets other than cash are recorded at their estimated fair value.

Cash and Cash Equivalents

For purposes of the statement of cash flows, the Agency considers all currency on hand, demand deposits with banks or financial institutions, and highly liquid short-term investments with original maturities of three months or less to be cash and cash equivalents.

Metrocrest Services

Notes to Financial Statements

Note 1 – Description of Operations and Summary of Significant Accounting Policies (continued)

Investments

Investments consist primarily of certificates of deposit and are valued at fair value within the statement of financial position. Unrealized gains and losses are included in the change in net assets. Interest income and realized gains and losses related to the certificates of deposit are included in investment income and reported as increases or decreases in unrestricted net assets.

The remaining investments consist of endowment funds. See Note 5 for additional information regarding the Agency's endowment funds.

Contributions Receivable and Promises to Give

Contributions are recognized when the donor makes a promise to give to the Agency that is, in substance, unconditional. Contributions that are restricted by the donor are reported as increases in unrestricted net assets if the restrictions expire in the fiscal year in which the contributions are recognized. All other donor-restricted contributions are reported as an increase in temporarily or permanently restricted net assets depending on the nature of the restrictions. When a restriction expires or is satisfied, temporarily restricted net assets are reclassified to unrestricted net assets.

The Agency uses the allowance method to determine uncollectible unconditional promises receivable. The allowance is based on prior years' experience and management's analysis of specific promises made. No allowance has been deemed necessary at September 30, 2017 and 2016, respectively.

Inventories

Consisting primarily of food, household products, school supplies, furniture and clothing, is carried at cost or estimated fair value at the date of donation. Inventories are valued based on the first-in first-out method.

The Agency receives contributions of goods and materials and processes these contributions as merchandise available for sale in its resale store. The merchandise available for sale in its resale store consists mainly of clothing and household items.

The Agency also receives contributions of food, hygiene items, cleaning products and household supplies which are distributed without charge to qualifying clients.

Financial accounting standards require that contributions received be recognized as revenues or gains in the period received and as assets, decreases of liabilities or expenses depending on the form of the benefits received. Contributions should be measured at their fair value. The agency believes that the inventory of contributed goods and materials does not possess an attribute that is easily measureable or verifiable with sufficient reliability to determine an inventory value at the time of donation. It is only through the value-added processes that prepare the donated inventory for sale that the donated inventory has value. Accordingly, contributed goods and materials inventory are valued at zero prior to being offered for sale. The Agency considers the costs associated with bringing the donated inventory to sale (i.e., donation collection, transportation, sorting and pricing expenses) in its estimate of the fair value of inventories.

Note 1 – Description of Operations and Summary of Significant Accounting Policies (continued)

Property and Equipment

Property and equipment in excess of \$1,000 is capitalized at cost or estimated fair market value of donated assets at the date of donation. Depreciation is computed using the straight-line method over the estimated useful lives of the assets. Maintenance charges are expensed as incurred. Repairs that materially extend the life of an asset are capitalized.

The estimated useful lives of property and equipment are as follows:

	<u>Estimated Useful Lives</u>
Trucks and vans	5 years
Computers and equipment	3-5 years
Furniture and fixtures	5-7 years
Leasehold improvements	7 years

Deferred Revenue

The Agency receives payments for special events and programs in advance of the period in which those services are performed and activities are conducted.

Income Taxes

The Agency is a nonprofit Agency that is publicly supported as described in Internal Revenue Code (IRS) Section 501(c)(3) and accordingly, is exempt from federal income taxes under Internal Revenue Code Sections 509(a)(1) and 170(b)(1)(A)(vi). Accordingly, no provision has been made for income taxes in the accompanying financial statements.

The Agency applies the provision of Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) No. 740-10, Accounting for Uncertainty in Income Taxes, relating to accounting for uncertain tax positions. The Agency recognizes the tax benefit from uncertain tax positions only if it is more likely than not that the tax positions will be sustained on examination by the tax authorities, based on the technical merits of the position. The tax benefit is measured based on the largest benefit that has a greater than 50% likelihood of being realized upon ultimate settlement.

Management has concluded that any tax positions that would not meet the more-likely-than-not criterion of FASB ASC No. 740-20 would be immaterial to the financial statements and do not include any provision for uncertain tax positions, and no related interest or penalties have been recorded in the statement of activities or accrued in the statement of financial position as of and for the years ended September 30, 2017 and 2016.

Metrocrest Services

Notes to Financial Statements

Note 1 – Description of Operations and Summary of Significant Accounting Policies (continued)

Fair Value Measurements

The Agency has adopted the provisions of the FASB ASC 820, Fair Value Measurements and Disclosures, which provides the framework for measuring fair value, and expands disclosures about fair value measurements. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value hierarchy requires an entity to maximize the use of observable inputs and minimize the use of unobservable inputs when measuring fair value. There are three levels of inputs that may be used to measure fair value:

- Level 1* Quoted prices in active markets for identical assets or liabilities.
- Level 2* Observable inputs other than level 1 prices, such as quoted prices for similar assets or liabilities; quoted prices in markets that are not active; or other inputs that are observable or can be corroborated by observable market data for substantially the full term of the assets or liabilities.
- Level 3* Unobservable inputs that are supported by little or no market activity and that are significant to the assets or liabilities.

The asset or liability's fair value measurement level within the fair value hierarchy is based on the lowest level of any input that is significant to the fair value measurement. Valuation techniques maximize the use of relevant observable inputs and minimize the use of unobservable inputs.

Following is a description of the valuation methodologies used for assets measured at fair value.

Certificates of deposit - Certificates of deposit are valued at fair value by discounting the related cash flows based on current yields of similar instruments with comparable durations considering the credit-worthiness of the issuer.

Pooled assets - The endowments held by the Agency are invested in a pooled asset fund which includes mutual funds and bonds. The fair values of the pooled assets are valued based on the value of the underlying investments allocated to endowments in the proportionate share of the total pooled asset account held by the custodian of the endowments.

Functional Expenses

The costs of providing the various program and supporting services have been summarized on a functional basis in the statements of activities and functional expenses. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

Note 1 – Description of Operations and Summary of Significant Accounting Policies (continued)

Contributed Goods and Services

Donations of noncash assets, such as contributions to the food pantry and the resale store, are recorded as contributions at their estimated fair value. The Agency also records donated rent at the estimated fair value.

A substantial number of unpaid volunteers have made significant contributions of their time (37,591 and 41,317 hours for the years ended September 30, 2017 and 2016) to develop and implement the programs of the Agency, principally the resale store, food pantry, and special programs such as the mobile meals, home repair, and transportation programs. The value of this time is not reflected in these financial statements. Revenue for these contributed services do not meet criteria described in Note 10 and has not been recognized as revenue in the financial statements.

Advertising

Advertising and marketing costs are expensed as incurred. Marketing expense for the years ended September 30, 2017 and 2016 were \$76,363 and \$62,289, respectively.

Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

New Accounting Pronouncements

The FASB issued Accounting Standards Update 2016-14, Not-for-Profit Entities: Presentation of Financial Statements of Not-for-Profit Entities (ASU 2016-14) during August 2016. ASU 2016-14 revises the current net asset classification requirements and information presented in financial statements and notes about a not-for-profit entity's liquidity, financial performance, and cash flows. ASU 2016-14 is effective for fiscal years beginning after December 15, 2017, with early adoption permitted. Management is evaluating the effect that implementation of ASU 2016-14 will have on the financial statements of the Agency.

Metrocrest Services

Notes to Financial Statements

Note 1 – Description of Operations and Summary of Significant Accounting Policies (continued)

The FASB issued Accounting Standards Update 2016-02, Leases (ASU 2016-02) during February 2016. The amendments in this update affect any entity that enters into a lease transaction. The primary change from this guidance is that the lessee should recognize the assets and liabilities that rise from all leases over 12 months in length. If the lease is 12 months or less in length, a lessee is permitted to make an accounting policy election by class of the underlying asset not to recognize lease assets and liabilities. If this election is made, the lessee should recognize the lease expense on a straight line basis over the lease term. ASU 2016-02 is effective for fiscal years beginning after December 15, 2019, with early adoption permitted. Management is evaluating the effect implementation of ASU 2016-02 will have on the financial statements of the Agency.

The September 30, 2017 financial statements reflect adoption of FASB Accounting Standards Update 2014-15, Disclosures of Uncertainties about an Entity's Ability to Continue as a Going Concern (ASU-2014-15). ASU 2014-15 defines management's responsibility to evaluate whether there is a substantial doubt about an organization's ability to continue as a going concern and to provide related footnote disclosures. The Agency adopted this ASU and concluded there was not a substantial doubt of continued operations.

Reclassifications

Certain amounts from the prior year financial statements have been reclassified for comparative purposes to conform to the presentation in the current year financial statements. Such reclassifications do not affect previously recorded net assets.

Subsequent Events

Subsequent events are events or transactions that occur after the statement of financial position date but before financial statements are available to be issued. The Agency recognizes in the financial statements the effects of all subsequent events that provide additional evidence about conditions that existed at the date of the statement of financial position including the estimates inherent in the process of preparing the financial statements. The Agency's financial statements do not recognize subsequent events that provide evidence about conditions that did not exist at the date of the statement of financial position but arose after the statement of financial position date and before the financial statements are available to be issued.

Note 2 – Cash and Cash Equivalents

	September 30,	
	2017	2016
Cash	\$ 33,462	\$ 91,114
Money markets	118,345	116,917
Total cash and cash equivalents	<u>\$ 151,807</u>	<u>\$ 208,031</u>

Metrocrest Services Notes to Financial Statements

Note 3 – Support Receivables

Support receivables consist of the following:

	September 30,	
	2017	2016
United Way	\$ 123,750	\$ 123,750
Program Services	4,746	9,172
Various Donors	19,000	28,060
Other	-	75
	\$ 147,496	\$ 161,057

Note 4 – Fair Value Measurements

The Agency classifies its investments in accordance with the fair value hierarchy discussed in Note 1. The following table discloses by level the fair value hierarchy as of September 30:

	Investment Assets at Fair Value as of September 30, 2017			
	Level 1	Level 2	Level 3	Total
Certificates of deposits	\$ -	\$ 410,398	\$ -	\$ 410,398
Pooled assets	-	242,047	-	242,047
	\$ -	\$ 652,445	\$ -	\$ 652,445

	Investment Assets at Fair Value as of September 30, 2016			
	Level 1	Level 2	Level 3	Total
Certificates of deposits	\$ -	\$ 457,082	\$ -	\$ 457,082
Pooled assets	-	202,781	-	202,781
	\$ -	\$ 659,863	\$ -	\$ 659,863

Net investment income for the years ended September 30, 2017 and 2016 consisted of the following:

	2017	2016
Interest income	\$ 9,695	\$ 14,307
Realized gains	4,695	5,943
Change in unrealized gains	13,799	(7,008)
Investment fees	(2,922)	(92)
Total investment income	\$ 25,267	\$ 13,150

Metrocrest Services

Notes to Financial Statements

Note 5 – Endowment Funds

As required by generally accepted accounting principles, net assets associated with endowment funds, including funds designated by the Board of Directors to function as endowments, are classified and reported based on the existence or absence of donor-imposed restrictions.

The Board of Directors of the Agency has interpreted the State Prudent Management of Institutional Funds Act (SPMIFA) as requiring the preservation of the fair value of the original gift as of the gift date of the donor-restricted endowment funds absent explicit donor stipulations to the contrary. As a result of this interpretation, the Agency classifies as permanently restricted net assets as (1) the original value of the gift, and (2) the original value of subsequent gifts to the fund.

The remaining portion of the donor-restricted endowment fund that is not classified as permanently restricted net assets is classified as temporarily restricted net assets until those amounts are appropriated for expenditure by the Agency in a manner consistent with the standard of prudence prescribed by SPMIFA. In accordance with SPMIFA, the Agency considers the following factors in making a determination to appropriate or accumulate donor-restricted endowment funds:

- The duration and preservation of the fund,
- The purposes of the Agency and the donor-restricted endowment fund
- General economic conditions
- The possible effect of inflation and deflation
- The expected total return from income and the appreciation of investments
- Other resources of the Agency
- The investment policies of the Agency

The Agency has adopted investment and spending policies for endowment assets, the objective of which is to preserve and enhance the purchasing power of assets held for the benefit of the Agency while providing a stream of income to provide financial support for the Agency.

In order to achieve this objective, the Agency selects one or more investment advisors and instructs those advisors as to the proper allocation of the assets under their individual management. In general, assets are allocated among stocks, mutual funds, bonds and cash or cash equivalents.

The Agency has a policy of appropriating for distributions the net interest and dividends of its endowment funds. In establishing this policy, the Agency considers the long-term expected return on its endowment. This is consistent with the Agency's objective to maintain the purchasing power of the endowment assets held in perpetuity or for a specified term as well as to provide additional real growth through new gifts.

Metrocrest Services
Notes to Financial Statements

Note 5 – Endowment Funds (continued)

Endowment net asset composition by type of fund as of September 30, 2017:

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Donor-restricted endowment funds	\$ -	\$ 28,505	\$ 213,542	\$ 242,047
Total	<u>\$ -</u>	<u>\$ 28,505</u>	<u>\$ 213,542</u>	<u>\$ 242,047</u>

Changes in endowment net assets for the fiscal year ended September 30, 2017:

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Endowment net assets, beginning of year	\$ -	\$ 9,239	\$ 193,542	\$ 202,781
Investment return	-	2,574	-	2,574
Net appreciation (realized and unrealized)	-	16,692	-	16,692
Total investment return	-	19,266	-	19,266
Contributions	-	-	20,000	20,000
Endowment net assets, end of year	<u>\$ -</u>	<u>\$ 28,505</u>	<u>\$ 213,542</u>	<u>\$ 242,047</u>

Metrocrest Services

Notes to Financial Statements

Note 5 – Endowment Funds (continued)

Endowment Net Asset Composition by Type of Fund as of September 30, 2016:

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Donor-restricted endowment funds	\$ -	\$ 9,239	\$ 193,542	\$ 202,781
Total	<u>\$ -</u>	<u>\$ 9,239</u>	<u>\$ 193,542</u>	<u>\$ 202,781</u>

Changes in Endowment Net Assets for the Fiscal Year Ended September 30, 2016:

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Endowment net assets, beginning of year	<u>\$ (2,057)</u>	<u>\$ -</u>	<u>\$ 73,542</u>	<u>\$ 71,485</u>
Designation of unrestricted-undesignated funds to cover deficiencies of perpetual endowments	<u>2,057</u>	<u>(2,057)</u>	<u>-</u>	<u>-</u>
Investment return	<u>-</u>	<u>9,883</u>	<u>-</u>	<u>9,883</u>
Net appreciation (realized and unrealized)	<u>-</u>	<u>1,413</u>	<u>-</u>	<u>1,413</u>
Total investment return	<u>-</u>	<u>11,296</u>	<u>-</u>	<u>11,296</u>
Contributions	<u>-</u>	<u>-</u>	<u>120,000</u>	<u>120,000</u>
Endowment net assets, end of year	<u>\$ -</u>	<u>\$ 9,239</u>	<u>\$ 193,542</u>	<u>\$ 202,781</u>

Note 6 – Inventories

At September 30, 2017 and 2016, inventories consisted of the following:

	<u>September 30,</u>	
	<u>2017</u>	<u>2016</u>
Resale store	\$ 39,531	\$ 49,732
Food pantry	152,115	69,569
School supplies	<u>-</u>	<u>32,648</u>
Total	<u>\$ 191,646</u>	<u>\$ 151,949</u>

Metrocrest Services
Notes to Financial Statements

Note 7 – Property and Equipment

At September 30, 2017 and 2016, property and equipment at cost consist of the following:

	September 30,	
	2017	2016
Trucks and vans	\$ 343,657	\$ 318,308
Computers and equipment	197,007	262,797
Furniture and fixtures	18,459	29,027
Leasehold improvements	37,053	40,357
	596,176	650,489
Accumulated depreciation	(452,286)	(492,261)
	\$ 143,890	\$ 158,228

Depreciation expense was \$61,760 and \$68,978 for the years ended September 30, 2017 and 2016, respectively.

Note 8 – Lease Commitments

The Agency leases various buildings and equipment under noncancellable operating agreements through 2020. Future minimum lease payments required under these agreements are as follows:

2018	\$ 83,475
2019	61,333
2020	56,222
	\$ 201,030

Lease expense was \$289,980 and \$240,237 for the years ended September 30, 2017 and 2016, respectively, including the in-kind contribution detailed in Note 10.

Metrocrest Services

Notes to Financial Statements

Note 9 – Temporarily Restricted Net Assets

Temporarily restricted net assets at September 30, 2017 and 2016 consisted of the following:

	<u>2017</u>	<u>2016</u>
United Way	\$ 123,750	\$ 113,750
Transportation - Medical Rides	102,483	-
Social Services	90,493	58,000
Endowment Related	28,505	9,239
Disaster Relief	26,952	35,910
EFSP-FEMA	26,529	-
Housing Assistance	26,333	-
Lifeline & Senior Security	21,142	33,358
Utilities Assistance	17,428	37,706
Financial Education	16,728	-
School Supplies and Shoes	15,535	16,041
Medical Assistance	14,287	27,540
Weekend Backpacks	-	105,973
Sack Summer Hunger	-	55,363
Technology	-	49,543
Eye Glasses and Eye Exams	-	5,595
Holiday Programs	-	1,135
	<u>\$ 510,165</u>	<u>\$ 549,153</u>

Metrocrest Services Notes to Financial Statements

Note 9 – Temporarily Restricted Net Assets (continued)

Net assets released from restrictions during the years ended September 30, 2017 and 2016 were as follows:

	<u>2017</u>	<u>2016</u>
Pantry	\$ 358,316	\$ 49,531
United Way	155,000	123,750
Weekend Backpacks	106,624	34,030
Sack Summer Hunger	104,330	103,340
Transportation	103,676	40,299
EFSP-FEMA	91,471	5,060
Utilities Assistance	49,778	37,681
Technology	49,543	60,457
Social Services	47,397	115,215
Financial Education	43,272	25,000
School Supplies and Shoes	34,358	32,518
Holiday Programs	29,778	40,947
Housing Assistance	23,667	-
Lifeline & Senior Security	17,216	42,738
Medical Assistance	13,253	830
Disaster Relief	8,958	2,924
Eye Glasses and Eye Exams	3,095	5,225
Home Repair	1,604	2,102
Home Delivered Meals	137	-
Employment	-	30,000
	<u>\$ 1,241,473</u>	<u>\$ 751,647</u>

Note 10 – Contributed Goods and Services

Donated goods and services are recognized as contributions in accordance with U.S. GAAP, if the services (a) create or enhance nonfinancial assets or (b) require specialized skills, are performed by people with those skills, and would otherwise be purchased by the Agency.

The Agency received \$2,363,497 and \$1,977,289 of in-kind food pantry, resale store, school supplies, rent, and holiday store items during the years ended September 30, 2017 and 2016, respectively, that met the accounting requirement for recognition in the financial statements. In addition, the Agency received \$98,906 and \$75,622 of donated rent for warehouse space for the years ended September 30, 2017 and 2016, respectively.

Metrocrest Services

Notes to Financial Statements

Note 10 – Contributed Goods and Services (continued)

For the years ended September 30, 2017 and 2016, numerous volunteers contributed over 37,500 and 41,000 to the Agency in the resale store, food pantry, and special programs. These volunteer hours did not meet the criteria for recording in the financial statements.

Note 11 – 401(k) Plan

The Agency has a 401(k) defined contribution retirement plan covering all eligible employees. The plan features automatic enrollment of employees at a deferral rate of 6% of eligible wages. The Agency contributes 50% of employee elective deferral contributions up to the employee contribution of 6%. Employer contributions were \$27,528 and \$34,907 for the years ended September 30, 2017 and 2016, respectively.

Note 12 – Economic Dependency

The Agency is supported primarily through donor contributions and grants, municipal assistance, and retail operations. Sales from retail operations were approximately 10% and 11%, municipal assistance represented approximately 12% and 13%, and in-kind donations were approximately 44% and 41% of the Agency's support and revenue for the years September 30 2017 and 2016, respectively. One donor represented 84% and 77% of the supports receivables as of September 30, 2017 and 2016, respectively.

The Agency is dependent on future support and revenue in order to meet its obligations as they become due and continue its current level of operations. While no formal long-term arrangements exist, this support is expected to be received from external sources.

Note 13 – Concentration of Credit Risk

The Agency maintains its cash balances in national financial institution branches located in Frisco, Texas. The balances are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000, and at times they exceed depository insurance limits, and therefore expose the Agency to credit risk. Management does not believe that these funds are at risk.

Note 14 – Subsequent Events

The management of Metrocrest Services evaluated subsequent events through January 8, 2018, which is the date that the financial statements were available to be issued.

Texas Sales and Use Tax Exemption Certification

This certificate does not require a number to be valid.

Name of purchaser, firm or agency <i>Metrocrest Services</i>	
Address (Street & number, P.O. Box or Route number) <i>13801 Hutton Drive #150</i>	Phone (Area code and number) <i>972-446-2100</i>
City, State, ZIP code <i>FARMERS BRANCH TX 75234</i>	

I, the purchaser named above, claim an exemption from payment of sales and use taxes (for the purchase of taxable items described below or on the attached order or invoice) from:

Seller: _____

Street address: _____ City, State, ZIP code: _____

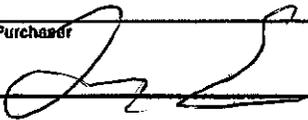
Description of items to be purchased or on the attached order or invoice:

Purchaser claims this exemption for the following reason:

501(c)3 Non Profit 75-1548334

I understand that I will be liable for payment of all state and local sales or use taxes which may become due for failure to comply with the provisions of the Tax Code and/or all applicable law.

I understand that it is a criminal offense to give an exemption certificate to the seller for taxable items that I know, at the time of purchase, will be used in a manner other than that expressed in this certificate, and depending on the amount of tax evaded, the offense may range from a Class C misdemeanor to a felony of the second degree.

sign here 	Purchaser	Title <i>CEO</i>	Date <i>8/2/17</i>
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NOTE: This certificate cannot be issued for the purchase, lease, or rental of a motor vehicle.

THIS CERTIFICATE DOES NOT REQUIRE A NUMBER TO BE VALID.

Sales and Use Tax "Exemption Numbers" or "Tax Exempt" Numbers do not exist.

This certificate should be furnished to the supplier. Do not send the completed certificate to the Comptroller of Public Accounts.

DIRECTORS

*Jamie Robertson
Chair*

*Susan Watson
Past Elect*

*Richard Fleming
Treasurer*

*Beccy Ratliff
Secretary*

Mary Ann Burns

Reggie Carney

Andy Dastur

Kenny Dickson

Dianne Fletcher

Andy Folmer

Margie Gunther

Diane Moreau-Randall

Jack Stotz

ADVISORY COUNCIL

Lou Sartor, Chair

Shawn Bhagat

Gary Blanscet

Dr. Bobby Burns

Dr. Thom Chesney

Charles B. Heath

Scott Orr

Linda Rutherford

Dr. Hooman Sedighi

Susan Watson

Mike Whelan

Ron Whitehead

Craig Woodfield

May 23, 2018

Mayor Robert Dye and Council
ATTN: Ben Williamson, MPA, PMP
Assistant to the City Manager
City of Farmers Branch
13000 William Dodson Parkway
Farmers Branch, TX 75234

Dear Mayor Dye and Council,

Thank you for the opportunity to request funding for services provided by Metrocrest Services to residents of Farmers Branch.

The individuals, families, and seniors who receive services from Metrocrest are primarily those challenged by joblessness, illness, fixed income, or lack of a local caregiver. Overall, the economy is performing well, but many of our neighbors are still coping with the tight and often very selective labor market and the long term effects of debilitating disease/illness. Our service of direct financial assistance with rent and utilities helps our neighbors withstand their financial stresses while they are striving to regain self-sufficiency. Our longer term assistance with food, employment services, financial education, and GED preparation help families build their resources for a stronger future. Our senior-focused programs provide transportation, home repairs, and home delivered meals to help foster independence so they may age in place.

For James and Betty, an elderly couple in Farmers Branch, assistance couldn't have come at a more opportune time in helping them get back to better health and a higher quality of life. After a critical fall, James required two months of physical rehabilitation leaving him using a wheelchair. "We're getting by the best we can", said his wife Betty, but it was only a matter of time before she too endured medical issues herself. Eventually, the in-home care costs were too much for this couple to handle and they came to Metrocrest for some much-needed relief.

During the initial visit, Case Manager Coaches arranged for home-to-healthcare transport, as well as enrolling them in our Home Delivered Meals program. In addition to the meal, this also serves as a regular wellness check to ensure they were safe and getting everything they need to help them age in place. Your support allows us to continue to provide these key programs, giving our neighbors the ability to lead a self-sufficient, independent life.

Many are familiar with our seasonal programs which provide shoes and school supplies for students headed back to class and Holiday programs which provide food, clothing, and gifts. One of our largest seasonal programs, Sack Summer Hunger, provides a healthy breakfast, lunch, and snack to school-age children.

Farmers Branch Clients Key Statistics in FY2017

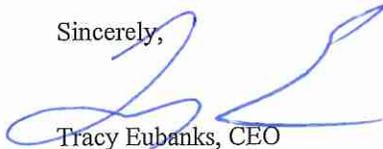
- 133 Farmers Branch families received assistance with rent and utilities to stay in their homes
- 418 Farmers Branch families accessed nutritious food through the pantry
- Provided 1,054 senior residents with transportation to access healthcare and other personal needs
- Delivered 4,532 hot meals to homebound seniors
- Through the Sack Summer Hunger program, 559 Farmers Branch students received 50,310 meals during Summer 2017

Over the last several years we have begun to form deeper relationships with our clients to find permanent solutions to generational poverty or helping seniors in our community to live independently, like the relationship that was built with James and Betty. Therefore, the way we work with our clients has evolved. We are investing more time and resources with each client to increase long-term impact. For instance, in the past year, 182 Farmers Branch families received Financial Literacy training to help secure a financially stable future, while 77 Farmers Branch residents received services to upgrade their employment. These types of services will ultimately provide low-income Farmers Branch residents the ability to break the cycle of poverty.

For FY2019 (Oct 2018-Sept 2019), we anticipate providing direct assistance to 3,262 Farmers Branch residents at a cost of \$1,190,058. **For these purposes, we respectfully request funding of \$205,000 for FY2019**, which is 17% of the funding required to meet the needs of Farmers Branch residents and accounts for 4% of the agency budget. The remaining funds will be raised through grants and community giving. Farmers Branch residents account for 21% of all services provided by the agency. Funding provided by the City of Farmers Branch will be utilized solely for client services provided to residents and does not include event sponsorships.

Again, thank you for the opportunity to present Metrocrest Services for funding through the City of Farmers Branch. I will be pleased to discuss our services and this proposal at your convenience.

Sincerely,



Tracy Eubanks, CEO
Metrocrest Services

Enclosures

- Program Information
- Current operating budget
- Audited Financial Statements
- IRS Determination Letter
- State Tax Exemption
- List of Board of Directors
- Additional agency information

METROCREST SERVICES BOARD ROSTER 2017/18

Revised 10-13-17

Officers:

Jamie Robertson, Chair, 9/30/20

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COMMITTEES: E=Executive

D=Development G=Governance

F=Finance P=Program

T=Technology

Dates shown are term ends

**Metrocrest Services
Fiscal Year 2018 Budget
October 2017 to September 2018**

	FY 2018 Budget
Income	
40-000 · RESTRICTED GRANTS\DONATIONS	955,140
42-000 · UNRESTRICTED GRANTS\DONATIONS	1,261,393
43-000 · IN-KIND CONTRIBUTIONS	2,392,439
44-000 · RETAIL SALES	624,650
45-000 · PROGRAM FEES	57,444
46-000 · SPECIAL EVENTS	235,000
49-000 · MISCELLANEOUS INCOME	18,000
Total Income	5,544,066
Gross Profit	5,544,066
Expense	
60-000 · SALARIES & WAGES	1,489,932
61-000 · PAYROLL TAXES	105,945
62-000 · FRINGE BENEFITS	223,830
63-000 · CONTRACTED SERVICES	89,873
64-000 · SUPPLIES GENERAL	52,711
65-000 · POSTAGE/SHIPPING	18,824
66-000 · VEHICLE EXPENSE	135,009
68-000 · PROGRAM SPECIFIC COST	583,426
69-000 · IN-KIND EXPENSES	2,392,439
72-000 · OCCUPANCY COSTS	253,899
73-000 · TELEPHONE & INTERNET	18,960
74-000 · EQUIPMENT COST	29,422
79-000 · DEPRECIATION EXPENSE	49,920
81-000 · BUSINESS INSURANCE	15,480
82-000 · INTEREST	0
83-000 · MARKETING	62,526
84-000 · MOVING COSTS	0
85-000 · BANK & CREDIT CARD FEES	13,200
89-000 · OTHER	6,820
Total Expense	5,542,216
Net Income	1,850

2018 Budget