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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

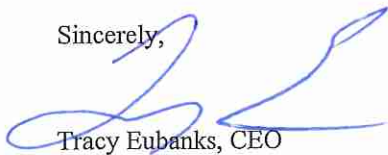
- 133 Farmers Branch families received assistance with rent and utilities to stay in their homes
- 418 Farmers Branch families accessed nutritious food through the pantry
- Provided 1,054 senior residents with transportation to access healthcare and other personal needs
- Delivered 4,532 hot meals to 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