



2017 Annual Report



CityHouse

30 years

serving Collin County & North Texas

Protecting Youth.
Empowering Change.
Transforming Lives.

830 Central Parkway E., #350
Plano, TX 75074
972.424.4626 www.cityhouse.org



OUR MISSION

The mission of City House is to provide for, serve, and empower children and young adults experiencing abuse, neglect or homelessness.

WHAT WE DO

Our vision of success is that every child, youth and young adult develops the confidence he or she needs to forward the betterment of their life especially while coping with difficult relationships and circumstances. We strive to give every child and young adult who comes into our care the skills and confidence to succeed in life.

OUR CORE VALUES:
Compassion, Diversity, Integrity



Today you are You,
that is truer than true.
There is no one alive
who is Yover than You.
—Dr Seuss

FROM THE EXECUTIVE DIRECTOR

Dear Friends

I, along with the staff, Board of Directors, and Volunteers, are so thankful and appreciative for the support given to City House over the last 30 years. With this support, our agency continues to fulfill our mission to provide for, serve, and empower children & young adults experiencing abuse, neglect, or homelessness. What started as a six-bed teen shelter serving Plano ISD homeless students has grown into a 48-bed multi-faceted organization.



Fiscal year 2017 was a very busy time for our agency as we continue our critical work at our emergency shelter –My Friend’s House, our Transitional Living Program (TLP), street outreach and counseling. We served a total of 901 unduplicated clients, including 188 residential clients (Emergency shelter – 150, Transitional Living – 38). We served 170 non-residential clients at our Outreach Center, and 23 clients through street and community outreach, and responded to 520 crisis calls.

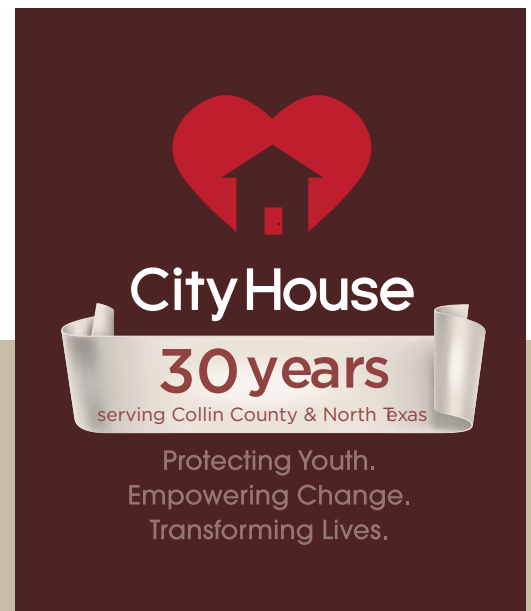
In addition, City House explored the meaning of our mission and the impact of our programming on staff, volunteers, donors, and the greater community, and completed our three-year strategic planning process. Our new strategic plan focuses on seven key areas: Board Development, Staff Capacity, Fundraising & Development, Marketing & Communications, Volunteer Management, Programs & Services, and Infrastructure. We also made a commitment to developing a framework for our interactions with our program participants that will enhance our ability to meet them where they are, and give them the level of support they need and deserve.

As always, we encourage you to follow us @Texascityhouse on Facebook, Instagram, and Twitter for updates on our programs and activities. We would also like to invite you to tour our children’s emergency shelter. Please email Chey Reynolds, creynolds@cityhouse.org to arrange it. You’ll find more information on our website: www.cityhouse.org.

Thank you again for the vital role you played in the success of City House in 2017. We look forward to your continued support and partnership as we celebrate our 30th Anniversary of protecting youth, empowering change, and transforming lives.

With gratitude,

Sheri Messer
Executive Director





OUR PROGRAMS AND SERVICES

EMERGENCY SHELTER:

Known as My Friend's House, our emergency shelter provides around-the-clock residential care and services in partnership with Child Protective Services for kids who have been removed from their homes due to abuse and/or neglect. RHY (Runaway and Homeless Youth) are also granted support through MFH with an average stay of 21 days, often referred through the juvenile court system, school districts, or word of mouth.

- For children ages newborn to 17 years
- Food, shelter & clothing provided
- Medical & dental assistance
- Psychological assessments & counseling services
- Case management & developmental evaluations
- Education assistance & life skills training



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OUR IMPACT:

In 2017, MFH served

150 Residents

4,384 Total Days of Care

DEMOGRAPHICS:



41% Males | **59%** Females



African American - **31%** | Hispanic - **24%**

Caucasian - **42%** | Other/Multi-Racial - **3%**



TRANSITIONAL LIVING PROGRAM

Transitional Living Program (TLP) Is a designed to transform the lives of homeless young adults, focusing on helping them grow and learn to live independently. These young adults are aspiring individuals, often coming from a home with unresolved family conflict, having aged out of foster care, or are victims of abuse, neglect, or homelessness.

- For homeless & at-risk young adults ages 18 – 21 years
- Food, clothing & shelter provided
- Case management & education assistance
- Job / life skills training & financial management
- Medical & dental assistance
- Counseling services



OUR IMPACT:

In 2017, TLP served

37 Residents

3,808
Total Days of Care

DEMOGRAPHICS:



49% Males | 51% Females



African American - 59% | Hispanic - 5%
Caucasian - 30% | Other/Multi-Racial - 5%

YOUTH RESOURCE CENTER & COMMUNITY

Our community Youth Resource Center for at-risk young adults up to 21 years is in a highly accessible location, within walking distance of a DART station and bus stop.

- Food, clothing, snacks & toiletries
- Transportation assistance
- Crisis consultation in person or by phone
- Access to computers and a resource & reference library
- Resources referrals & case management
- Education and life skills assistance
- Job training & money management
- Roving street team to identify at-risk youth
- Counseling Services

OUR IMPACT:

Nearly **890**
Crisis Calls Handled in 2017



YOUTH & FAMILY COUNSELING SERVICES

Free counseling services provided to any youth, young adult, and their families with licensed experienced on-staff therapists.

Providing preventative counseling and addressing issues such as:

- Running away
- At-risk behaviors
- Family & relationship conflict
- School-based concerns
- Self-image

TOTAL SERVED: **101**

Resource & Community Outreach: **29**

My Friend's House
(children's emergency shelter): **38**

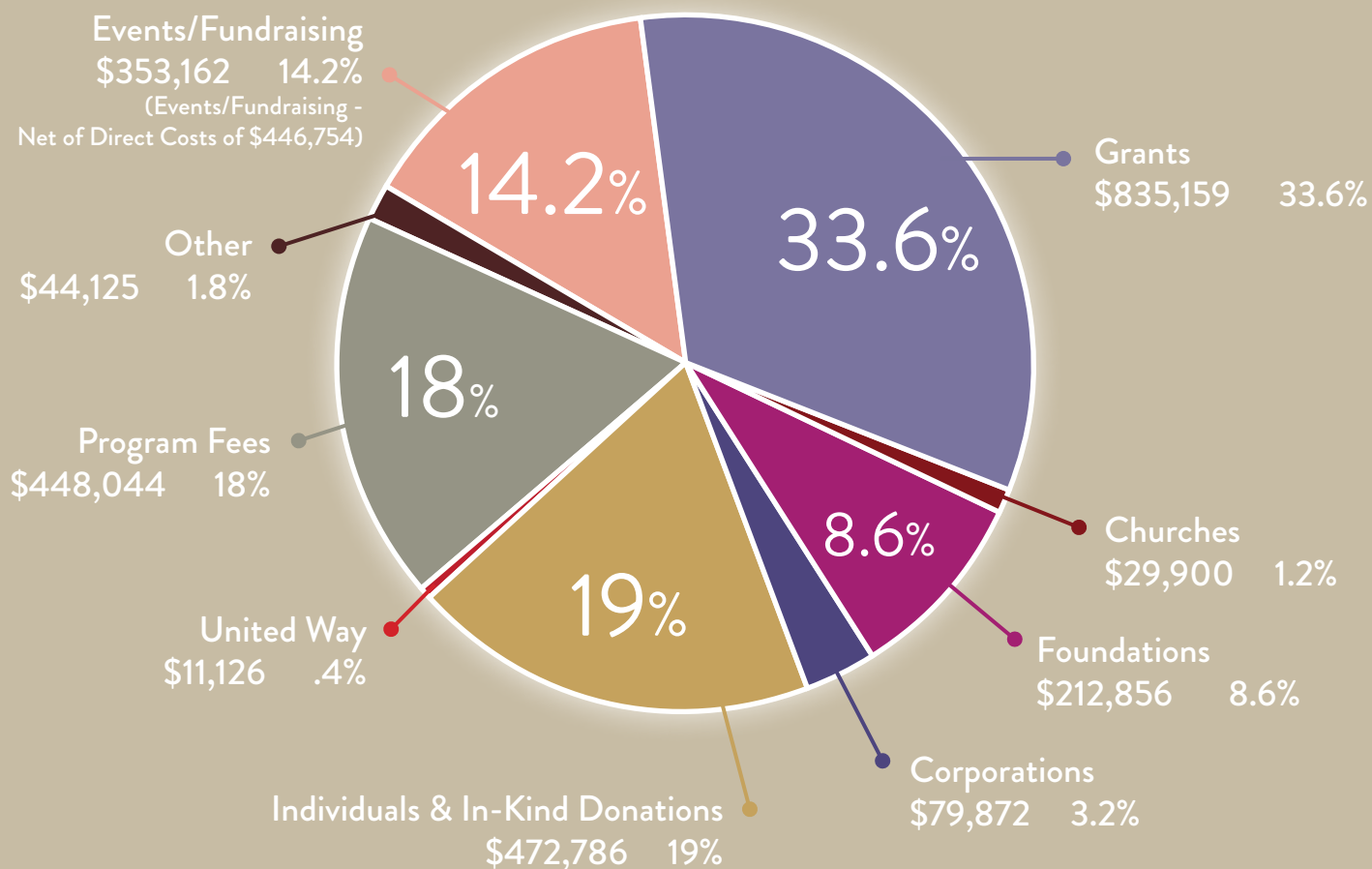
Transitional Living: **34**



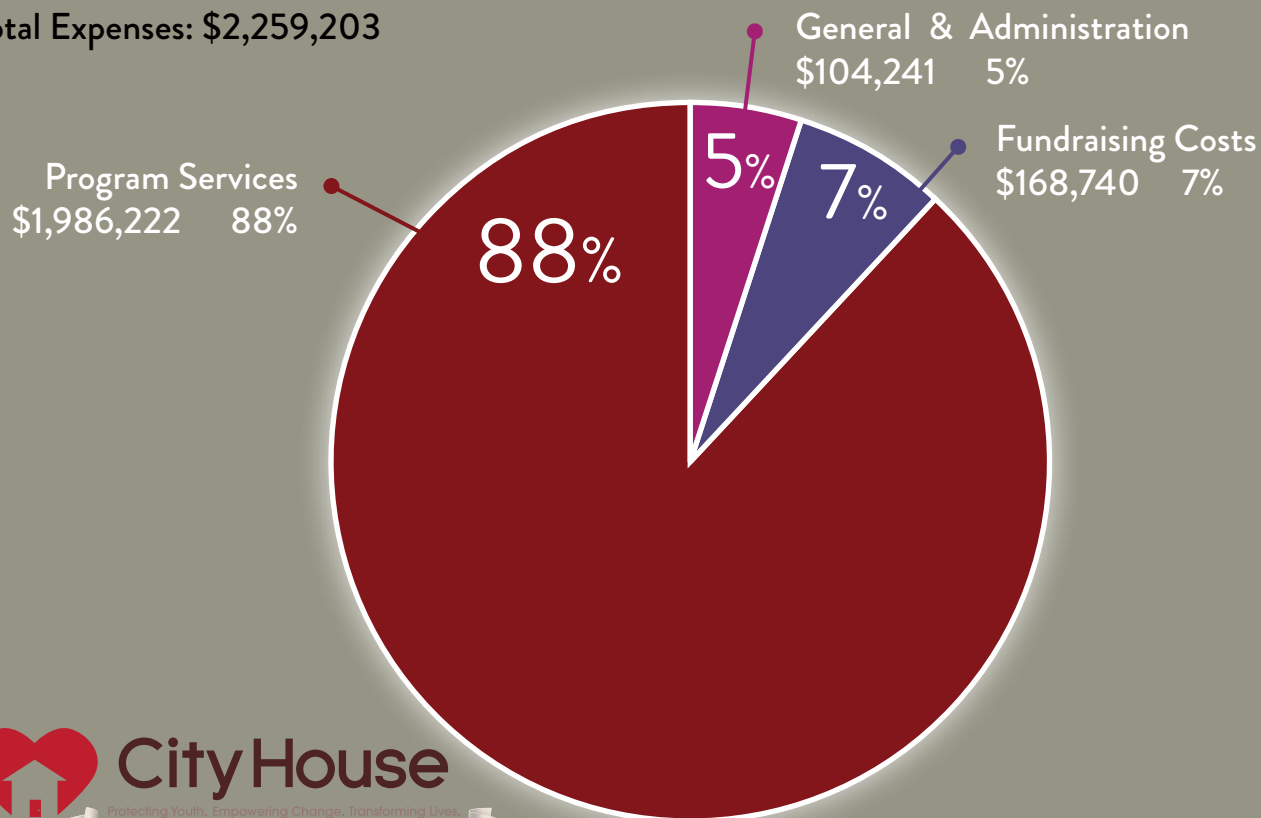
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OUR FINANCIALS Total Income: \$2,487,030



Total Expenses: \$2,259,203



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FOUNDATIONS

Dallas Morning News Charities

City House is proud to have been designated as an official *Dallas Morning News* charity for the second consecutive year.



The Andrea-Mennen Family Foundation

TAFF is committed to enhance the quality of life and to build a positive foundation for children and young adults to meet and overcome life's mental and physical challenges through support, educational programs, medical research, housing, and caring for the betterment of future generations.



Ballew Foundation

Celanese Foundation

Charity Services Centers, P.A.

Communities Foundation of Texas

CoServ Charitable Foundation

Dallas Women's Foundation

DonateWell

Elsie and Marvin Dekelboum Family Foundation

Exxon Mobil Foundation

HCA Caring for the Community

J.L. Williams Foundation

JC Penney Change for the Better Campaign

LJD Co.

Maverick Capital Foundation

Mobil Retiree Matching Gifts Program

PNC Institutional Asset Management

Schwab Charitable Fund

State Farm Foundation

Texas Instruments Foundation

The Arthur M. Blank Family Foundation

The Betty and James Muns Foundation

The GE Foundation

The Gil and Dody Weaver Foundation

Tulsa Community Foundation

OUR PARTNERS

An Official Safe Place Partner

City House is proud to be an official Safe Place organization. We have partnered with QuikTrip (QT) in Collin & Denton Counties to provide youth immediate safety and access to supportive resources. If anyone walks into a QT looking for help 24/7, QT calls our hotline number and City House works to get them help.



Other agencies & organizations that we work with to fulfill our mission:

Collin County Homeless Coalition

North Texas Shelter Coalition

Collin County Family Violence Coalition

Collin College

All Collin County ISDs

Children's Hospital and Clinic

REACH Clinic of Dallas

Smile Design Dental

Community Family Dental

Jr. League of Collin County

YMSL -Young Men's Service League

NCL-National Charity League

Collin County Juvenile Court System

Collin and Dallas County CPS

CASA of Collin County

Children's Advocacy Center of Collin County



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LEADERSHIP

Sheri Messer, Executive Director

Chey Reynolds, Director Marketing & Fundraising

Donna Melton, Director Operations & Administration

Jennifer Patten, Sr. Program Director

Lisa Rodgers, Director Volunteer Resources

Shelly McDaniel, Director of Finance

Karen Voelker, Community and Donor Relations Manager

VOLUNTEERS

Total volunteers for 2017 were
over **2,360** with total volunteer
hours of **49,644**, including
corporate and individual workgroups
and special events.

BOARD OF DIRECTORS

Executive Director

Sheri Messer

President

Marc Miller

Sr. Vice President, Capital Title

Vice President

Rick Link

Senior Vice President, UBS

Treasurer

Trey Kennedy

Partner, BKM Sowan Horan, LLP

Directors

Amy Adams

President, Preferred Imaging

Lindsey Altwine

VP Global Human Resources/Compensation

Consultant, Bank of America

Connie Cagle

Partner, BKD National Healthcare Group

Bill Durkin

Sergeant, Plano Police Department

Tracie Gusola

Business Banking Dallas Market Executive, Capital One

Lisa Halfmann

VP of Human Resources, Daryl Flood Relocation
& Logistics

Jennifer Hipskind,

SVP, Group President, Southern Stores Division
JCPenney

Jodi Miller

Educator, Plano ISD

Dr. Deborah Moon

Lakeside Vision & Optical

Michael Mox

Business Manager, RE/MAX Dallas Suburbs

James Thomas

Student Services Coordinator, Plano ISD

Barbara Walch

Associate Publisher & Food Editor, *Plano Profile*
Magazine

THANK YOU

to all who
generously donated throughout 2017,
making it possible for City House
to sustain and grow its mission.



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