

2018 ANNUAL REPORT

HERE FOR A REASON

OUR MISSION SINCE 1988.

To provide for, serve, and empower children and young adults experiencing abuse, neglect, or homelessness.



City House

Protecting Youth.
Empowering Change.
Transforming Lives.

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

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.



OUR PROGRAMS

Today we serve youth ages newborn to 24 years through five primary programs:

- **Emergency Shelter** for children newborn to 17 years
- **Transitional Living Program** comprised of several residential homes
- **Rapid Rehousing**
- **Community Outreach Services** including a Youth Resource Center
- **Counseling Services** for individuals and families

FROM THE EXECUTIVE DIRECTOR

Dear Friends

I, along with our staff, Board of Directors, and volunteers, am so appreciative for the support given to City House over the years. With this support, our agency continues to fulfill our mission to provide for, serve, and empower children and young adults experiencing abuse, neglect, or homelessness. What started in 1988 as a six-bed teen shelter serving homeless students has grown into a 48-bed multi-faceted organization.

Fiscal year 2018 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.

In August, 2018, we moved into a larger, more functional Youth Resource & Community Outreach Center, which now includes need amenities for our clients and street youth such as laundry, shower, kitchen, and more private counseling rooms. The center has seen a 55% increase in traffic since August 2018.

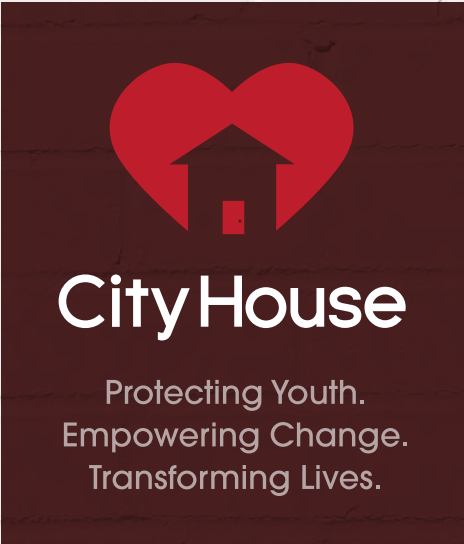
Back in 2017, City House explored the meaning of our mission and the impact of our programming on staff, volunteers, donors, and the greater community. The three-year strategic plan that was developed then is more than ahead of schedule. We are happy to report that two years into our three-year strategic plan, our key focus areas have been met, and are continuing to strengthen in new ways to enhance our mission: Board Development, Staff Capacity, Fundraising & Development, Marketing & Communications, Volunteer Management, Programs & Services, and Infrastructure. The 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, is accomplished on a daily basis.

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 this. 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 2018. We look forward to your continued support and partnership as we celebrate our 31st Anniversary of protecting youth, empowering change, and transforming lives.

With gratitude,

Sheri Messer
Executive Director



EMERGENCY SHELTER:

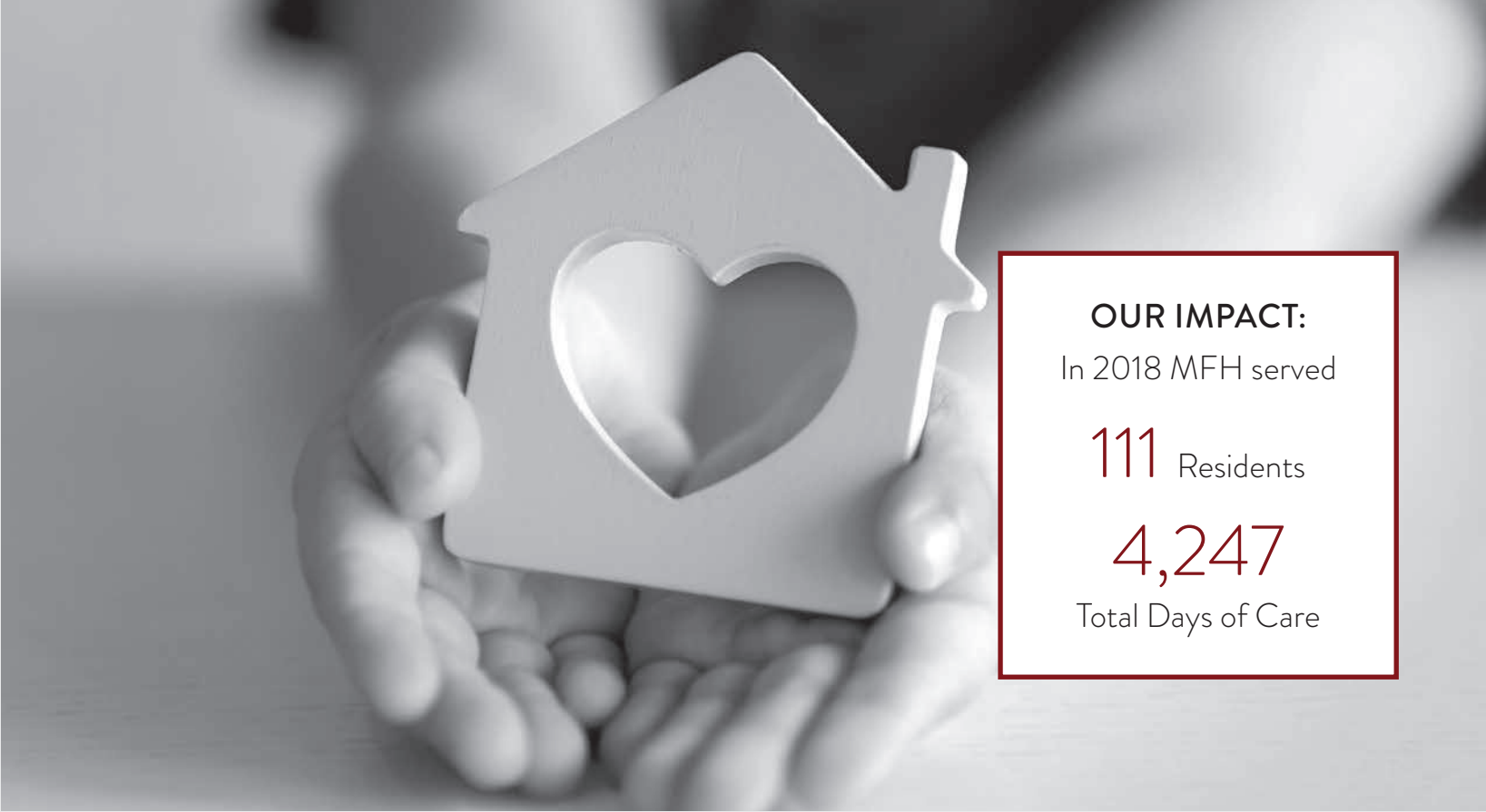
Known as My Friend’s House (MFH), our emergency shelter provides around-the-clock residential care and services in partnership with Child Protective Services for kids who have been removed from their homes due to abuse and/or neglect. RHY (Runaway and Homeless Youth) are also granted support through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

My Friend’s House serves all surrounding counties, and is the only shelter of its kind in Collin County that specializes in keeping sibling groups together, and providing services to runaway and homeless youth with a focus on family reunification.

- 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



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



OUR IMPACT:
In 2018 MFH served

111 Residents

4,247
Total Days of Care

DEMOGRAPHICS:



Male_____43%

Female_____57%



African American__24%

Caucasian_____40%

Hispanic_____17%

Other/Multi-Racial_19%



TRANSITIONAL LIVING PROGRAM

Transitional Living Program (TLP) is 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.

Our objective is to provide these young people with the skills and confidence to be self-sufficient, and live independently as contributing members of their community.

OUR IMPACT:

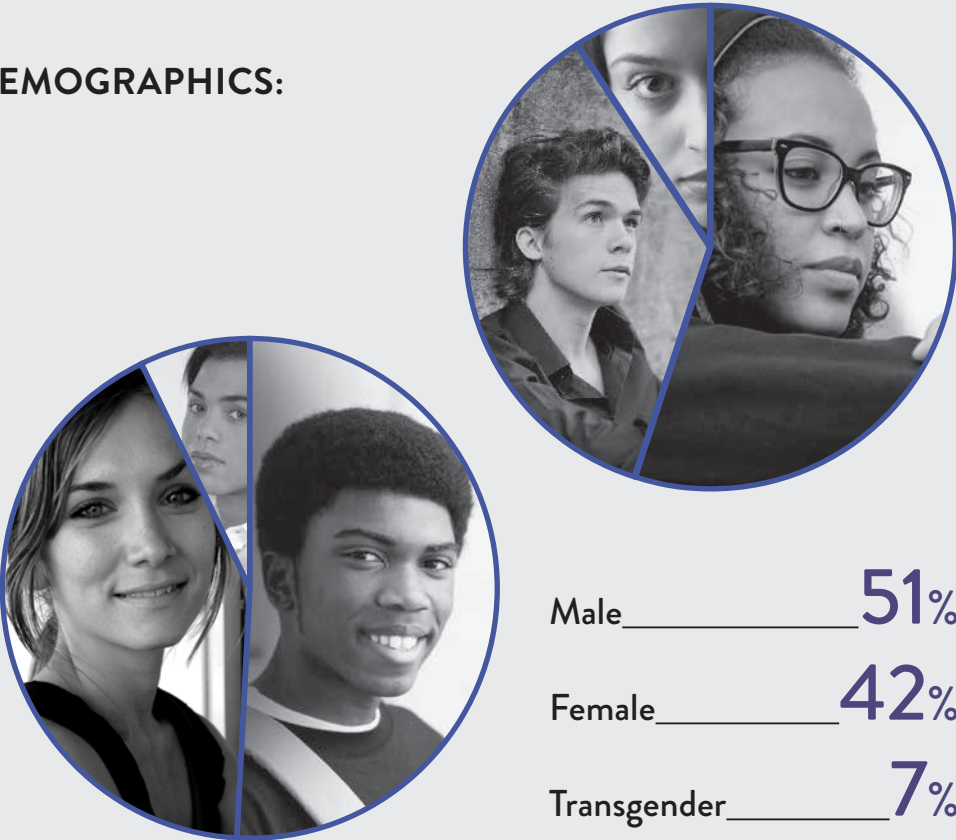
In 2018, TLP served

45 Residents

4,384

Total Days of Care

DEMOGRAPHICS:



TLP Program Services:

- Case Management
- Individual counseling
- Educational Assistance (tutoring, GED, trade school, and college preparation and scholarship aid)
- Job Training and Financial Management Skills
- Mentorship/Life Coaching
- Basic Life Skills (based on assessment)
- Rapid rehousing for graduating residents ready to live independently but requiring minimal program support



RAPID REHOUSING PROGRAM

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

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



OUR IMPACT:

Nearly 600

Crisis Calls Handled in 2018

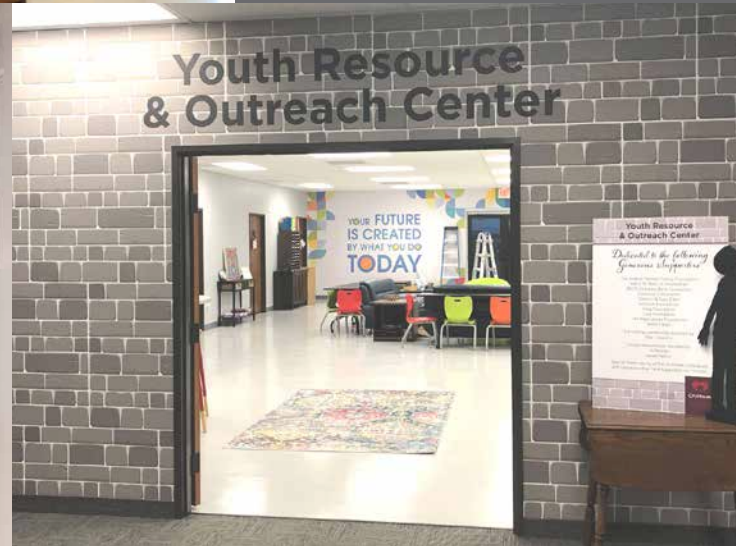
YOUTH RESOURCE & COMMUNITY OUTREACH CENTER

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

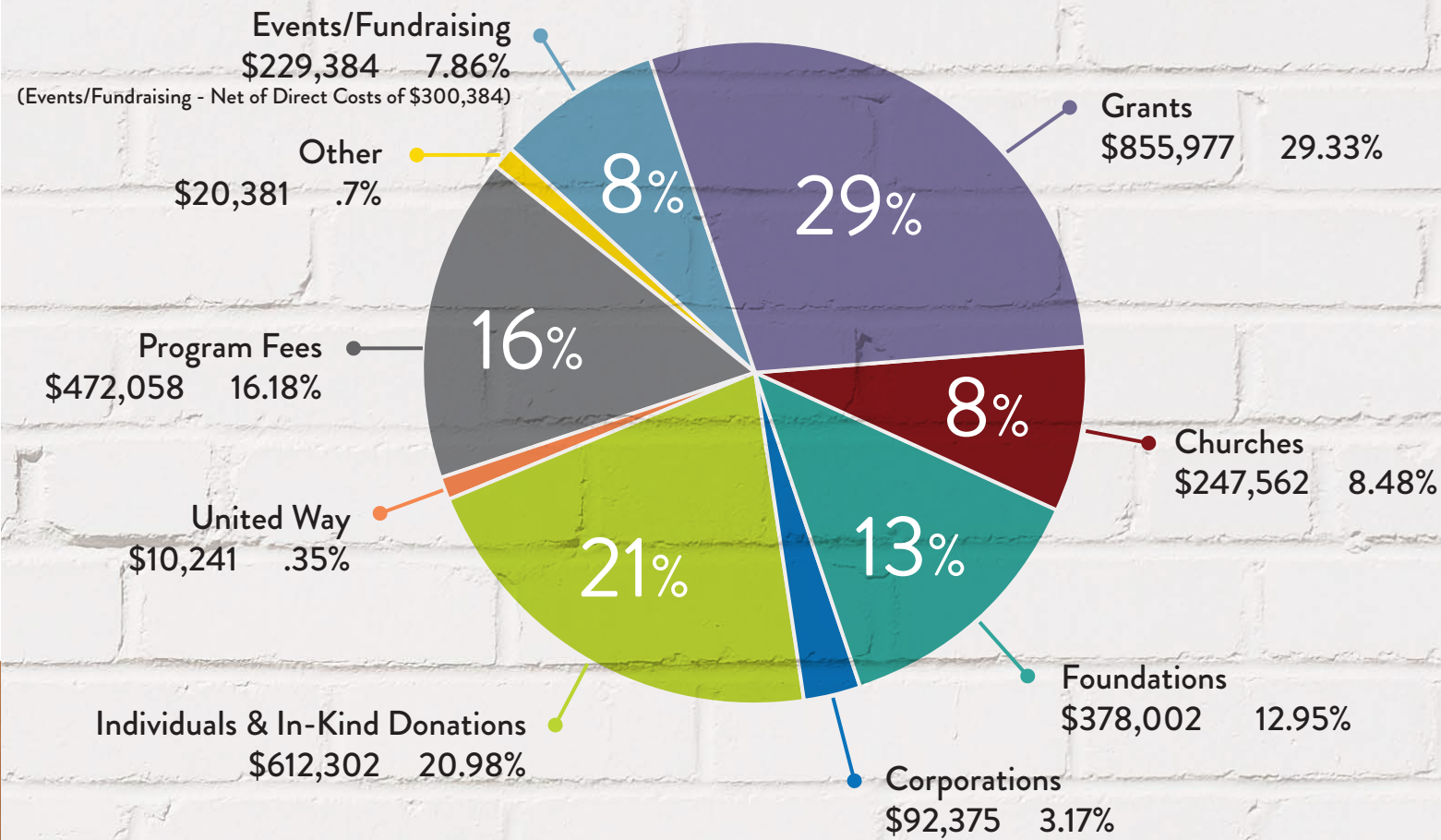


TOTAL SERVED:	404
Resource & Community Outreach:	120
My Friend's House (children's emergency shelter):	111
Transitional Living:	45
Counseling Services:	112
Rapid Rehousing:	16

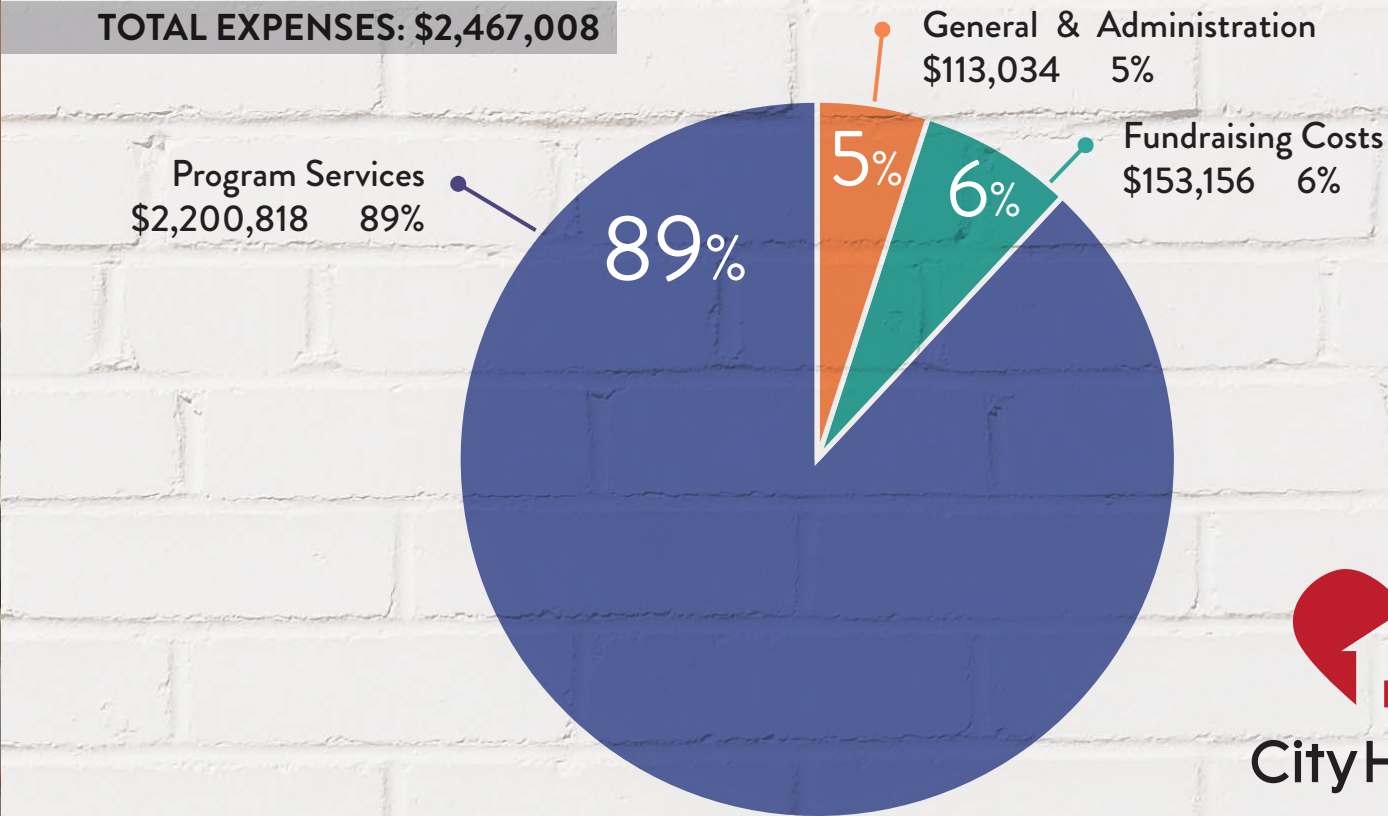


OUR FINANCIALS

TOTAL INCOME: \$2,918,282



TOTAL EXPENSES: \$2,467,008



FOUNDATIONS

Thank you to our many generous Foundation, Family & Corporate Contributors

- Capital for Kids

Carl B. & Florence E. King Foundation

Celanese Foundation

Communities Foundation of Texas

CoServ Charitable Foundation

Carolyn & Gary Eden Family

Dallas Morning News Charities
- Elsie & Marvin Dekelbourn Family Foundation, Inc.

Harry W. Bass, Jr., Foundation

Maverick Capital Foundation

James and Betty Muns Family Foundation

QuikTrip Corporation

Texas Women’s Foundation
- The Andrea-Mennen Family Foundation

The Dallas Foundation

The Rees-Jones Foundation

The TJX Foundation, Inc.

Tulsa Community Foundation

Water of Life Ministries

W.P. & Bulah Luse Foundation

- Amazon Smile Foundation

Charities Aid Foundation of America

Charity on Top Foundation, Inc.

Charity Services Centers, P.A.

Hillcrest Foundation

Hunt Consolidated

JCPenney Philanthropy

KPG Family Foundation
- Les and Sissy Donovan Foundation

Lesley Family Foundation

Mason Family Trust

Missing Youth Alliance, Ltd.

Pledgeling Foundation

Robert L. & Laurie A. Schumacher Charitable Fund

State Farm Foundation
- Texas Health Gives

The American Online Giving Foundation

The HCA Foundation

The Tyler Foundation

B. Vitality

Wells Fargo 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



LEADERSHIP

- Sheri Messer, Chief Executive Officer

Donna Melton, Director Operations & Administration

Jennifer Patten, Sr. Program Director

Chey Reynolds, Director Marketing & Fundraising

Lisa Rodgers, Director Volunteer Resources

Karen Voelker, Sr. Community and Donor Relations Manager

VOLUNTEERS

Total volunteers for 2018 were **2,359** with total volunteer hours of **30,085**, 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
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

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

Denise Turnbull
Attorney/Principal, DJT Assoc., P.C.

Barbara Walch
Associate Publisher & Food Editor,
Plano Profile Magazine

THANK YOU to all who generously donated throughout 2018, making it possible for City House to sustain and grow its mission.



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