

ANNUAL REPORT 2021

cityhouse.org



City House



A LETTER OF THANKS

Dear Friends,

As the roller coaster of 2020, 2021 brought continuing and new challenges, City House was armed and ready to serve. We saw the needs of our clients increase and rallied to meet them in their time of need. I am incredibly proud to be a part of City House as we work to protect, empower, and transform the lives of our children and young adults. Our staff, Board of Directors and volunteers are true All-Stars. They are invested daily in the wellbeing and care of the clients we serve. I am truly honored to know them and to be considered part of their team.

Because of your support, we were able to respond to the community of vulnerable children and young adults once again with the services they need to restore hope, survive, and thrive.



In 2021, we provided for, served, and empowered 924 children and youth which includes 571 answered crisis calls and a total of 9,999 total days of care across all programs. Your support helped clients find pathways to physical and emotional stability, reunification with families, or find permanent housing solutions early on to prevent a cycle of homelessness into adulthood.

City House counts on the generosity of the community in order to provide safe housing, counseling, and specialized services to help children cope with the multiple traumas they have experienced. Together, we are making progress; more and more children, youth, and young adults have hope and a pathway to a brighter future.

Thank you for being part of Our House!

SHERI MESSER

Chief Executive Officer, City House

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OUR MISSION

Since 1988



*To protect, serve
and empower
children and young
adults experiencing
abuse, neglect or
homelessness.*

61,369

Days of Care

CHILDREN UNDER 18

18,477

TOTAL CLIENTS SERVED

194,700

Days of Care

YOUNG ADULTS

HOW WE SERVE



Emergency Shelter

Known as My Friend's House, our emergency shelter serves youth 0 to 17 who come to us through community referrals & CPS. The shelter provides:

- 24-hour care
- Life skills classes & enrichment
- Medical, dental, & educational support
- Individual, family, & group therapy

Transitional Living

Designed to serve 18 to 22-year-olds, the Transitional Living Program provides a safe place for individuals to reside as we assist them in working toward long-term goals and living independently. Residents receive:

- Case management & therapy
- Life skills classes & enrichment
- Academic & employment support



HOW WE SERVE

Street Outreach

Our Street Outreach team connects with homeless youth where they are. The Youth Resource Center provides a place for individuals ages 16 - 22 to access:

- Case management & therapy
- New clothing & laundry services
- Showers & meals
- Computer & Wi-Fi access



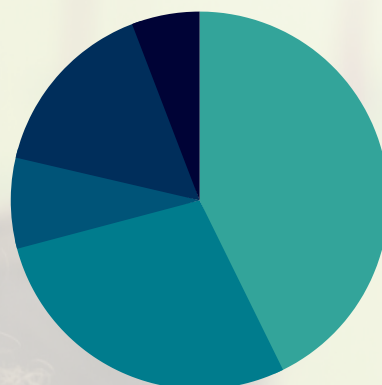
Counseling

We offer free community counseling services with licensed therapists. These sessions aim to help families or individuals looking to stay in front of family challenges before they become runaway or homeless situations. We help with:

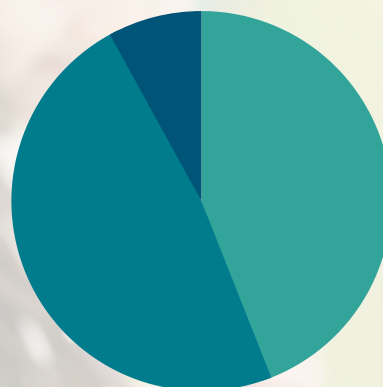
- At-risk behaviors
- Family & relationship conflict
- School concerns
- Self image, depression & anxiety



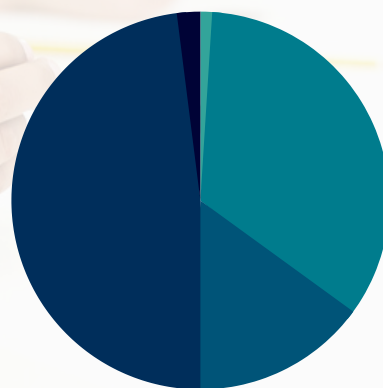
WHO WE SERVE



African American: 44%
Caucasian: 29%
Hispanic: 16%
Multi-Racial: 8%
Other: 3%



Male: 48%
Female: 44%
Transgender: 8%



Under 5: 1%
5 to 15: 34%
16 to 17: 15%
18 to 21: 48%
22 to 24: 2%

STORIES OF US

Antonio

Antonio is a 13-year-old boy who was removed from his family due to an unsafe environment and housing insecurity. He arrived at the shelter timid and afraid. Over time, he began to trust the staff and started to feel safe enough to begin sharing pieces of himself. During his time at the shelter, he was able to learn that there are adults who can be trusted and provide safety in his life.

Alyssa

Alyssa is a 13-year-old girl who was struggling at home. Her dad is deceased and her mom and stepdad fought frequently. Money was tight for the family and mom was not emotionally present for her daughter. Alyssa ran away and was on the street for 3 months. During this time, Alyssa was sexually assaulted several times. Both Alyssa and her mom came in for an assessment and agreed that our program would be a good fit. Upon completion of the program, Alyssa was ready to reunify with her mom.

Noah

Noah entered the program in March 2020 facing a long struggle with his mental health. He was a TLP resident for 14-months until he discharged in the spring of 2021. Noah left to attend college at Oklahoma State University. When we followed up with Noah and asked if he thought the services he received in the program were helpful he said, "I wouldn't be in college if it wasn't for City House."

2021 IMPACT

2,879

Days of Care

EMERGENCY SHELTER
"MY FRIENDS HOUSE"



571

Crisis Calls

YOUTH RESOURCE
CENTER

A graphic titled "Volunteers" featuring a row of seven yellow human icons. To the right is a photograph of a young boy with glasses, smiling and raising his hand. Below the icons are three statistics: 797 Individual Volunteers, 16,031 Total Volunteer Hours, and \$733,425 Total Estimated Value to City House*. A small footnote at the bottom reads: *Includes value per hour, volunteer monetary & in-kind donations.

Volunteers

797 Individual Volunteers

16,031 Total Volunteer Hours

\$733,425 Total Estimated Value to City House*

**Includes value per hour, volunteer monetary & in-kind donations*

7,120

Days of Care

TRANSITIONAL LIVING
PROGRAM

1,494

Hours

COUNSELING

924

Total Youth Served

ALL CITY HOUSE
PROGRAMS

6

FINANCIALS



Income

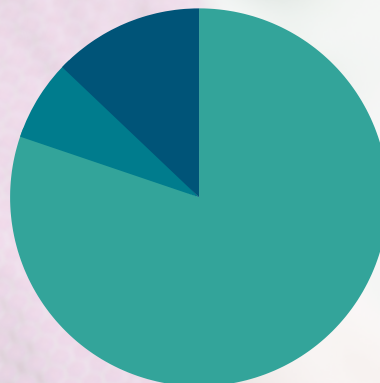
\$3,043,467



- Events/Fundraising: 11.3%
- Grants: 34.7%
- Program Fees: 10.4%
- Monetary Contributions: 36.5%
- In-Kind Contributions: 6.9%
- Investment Income: 0%
- Other Income: .2%

Expenses

\$2,808,457



- Program Services: 80.2%
- General & Administration: 6.9%
- Fundraising Cost: 12.9%

LEADERSHIP

Leadership Staff

CEO
Sheri Messer

COO
Donna Melton

Director of Clinical & Youth Services
Marcy Martinez

Director of Shelter Operations
Nancy Rocha

Director of Volunteer Resources
Lisa Rodgers

Director of Young Adult Services
Krista Wadkins

Director of Development
Christi Wilson



29

FULL-TIME STAFF

3

LICENSED THERAPISTS

8

PART-TIME EMPLOYEES

LEADERSHIP

Board of Directors

Sheri Messer

CEO

City House

President**Jennifer Hipkind**

Principal, Next Jenn Coaching + Consulting

Vice President**Rick Link**

Senior Vice President, UBS Financial

Treasurer**Tracie Gusola**

Director of Consumer & Business Banking
Independent Financial

Angie Proctor

VP Internal Audit

Highlands Residential Mortgage, Ltd.

Members

Amy Adams

Owner

SharityBoxx

Keith Britton

President

ICONIC Consulting Group

Randy Burns

Seargent

Plano Police Department

Julie-Anne Dean

Principal

Vines High School PISD

Kevin Gendron

Strategic Sales Manager

Lexipol

Tom Gibbons

KHS&S Contractors

Lisa Gildon

VP & Group Finance Officer

Texas Health Resources

David Kazarian

Owner

TruFire Kitchen & Bar/Mash'd/Killa Pie

Brandy Long

HR Manager

Murata Electronics

Aaron MacPhie

Tax Principal

Deroches Partners

Miya Maysent

SVP Talent Management

Children's Health System of Texas

Charlie McCoy

GM: US West Region Corporate

Accounts & US Public Sector

Microsoft

Jodi Miller

Educator

Plano ISD

Trey Monsour

Attorney/Shareholder

Fox Rothschild

Chrissie Rivers

Strategic Marketing Consultant

Independent Contractor

David Shields

Principal

Shields Legal Group, P.C.

James Thomas

Homeless Liaison

Plano ISD

FOUNDATIONS & CORPORATE PARTNERS

American Income Life Insurance Co.
BBVA Foundation
Capital for Kids
Capital One
Charities Aid Foundation of America
Christ Church of Plano
City of Frisco
City of Plano
Communities Foundation of Texas
CoServ Charitable Foundation
Dallas Stars Foundation
Elsie and Marvin Dekelboum Family Foundation,
Inc.
Enterprise Holdings Foundation
Fidelity Charitable Gift Fund
Frisco Women's League
George Sam Robinson
HCA Caring for the Community
HEB Tournament of Champions Charitable Trust
HEB/Central Market
Higginbotham Community Fund
In-N-Out Burger Foundation
James Stone
JCPenney
KPG Family Foundation
Lambda Upsilon Sigma Charitable & Educational
Foundation
Les and Sissy Donovan Foundation
Maverick Capital Foundation
North Texas Community Foundation
Pat Lobb Toyota of McKinney
PepsiCo Foundation
Preston Trail Community Church
QuikTrip Corporation
Robert L. & Laurie A. Schumacher Charitable
Fund
Roy & Christine Sturgis Foundation
Texas Department of Health and Human Services
Texas Department of Housing and Community
Affairs
Texas Health Resources





FOUNDATIONS & CORPORATE PARTNERS

Other Agencies &
Organizations 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
Junior League of Collin County
YMSL –Young Men's Service
League
Metro Dallas Homeless Alliance
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
Workforce
Prism Health
LifePath Systems
People Who Love People

TAKE ACTION

Donate

Monetary donations allow us the flexibility to meet immediate needs and fund critical programs. Scan the QR code to donate today.



Volunteer

City House could not function without the support of hundreds of volunteers. All of our programs rely on their support to fulfill our mission and provide essential services to the communities we serve. Email getinvolved@cityhouse.org for more information.

Partner

Partnerships benefit both you AND us! Your generosity allows us to continue fulfilling our mission and in return, your business could benefit from a community reputation for giving back, increased brand awareness, increased employee morale and the knowledge that you are changing lives. Email cwilson@cityhouse.org for more information.

FOLLOW, LIKE & SHARE



@texascityhouse



city-house-inc.

TOGETHER WE CAN DO SO MUCH MORE!

Thank You

FOR YOUR SUPPORT!



City House

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