

# ANNUAL REPORT 2022

cityhouse.org



City House



# A LETTER OF THANKS

Dear Friends,

Every child deserves a loving childhood. Providing hope, home and healing is the legacy City House has been charged with keeping alive so that at-risk youth in our community have a safe place to call home. That is why we remain wholly committed to protecting, empowering, and transforming the lives of abused, neglected and homeless kids and young adults.

We can accomplish these endeavors because of generous and impassioned champions like you. Each one of you is the heart and essence of what we do and how we can make a difference.

Looking back over the past year, I can say with great confidence that it has been a year full of growth and progress. In 2022, we provided for, served, and empowered 1,091 children and young adults which includes 647 crisis calls.

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.

To every donor, volunteer, and supporter, thank you for being engaged and committed in helping us fulfill our mission. You have truly "changed the game" for so many of our kids.

I am also grateful to the City House staff, leadership team, and the Board for all that we have accomplished. Their hard work has had a profound impact on our kids and our community.

Together we make the world a better place through our work and I'm incredibly proud to be a part of the City House family. From every child we've served over the past 34 years...



*Thank you* for being a **GAME CHANGER!**

*Sheri Messer*

**SHERI MESSER**

*Chief Executive Officer, City House*

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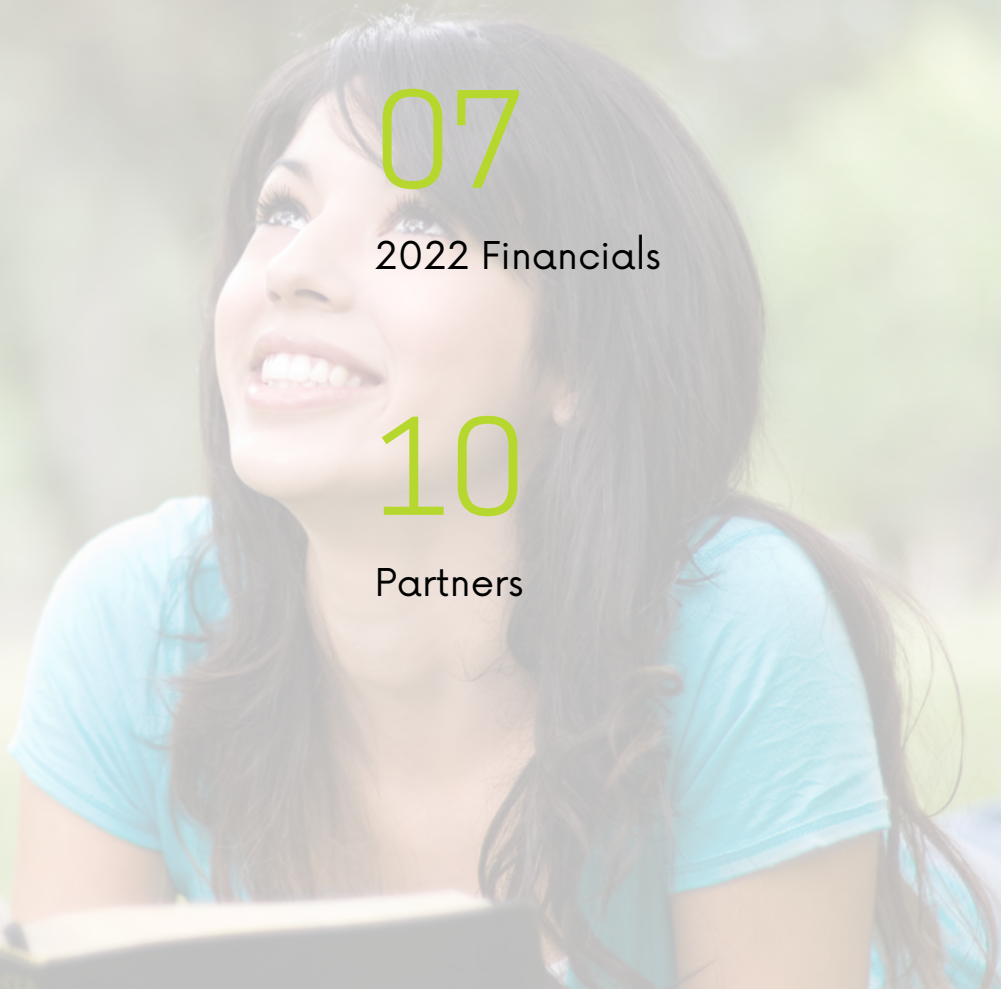
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# OUR MISSION

*Since 1988*



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



# 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



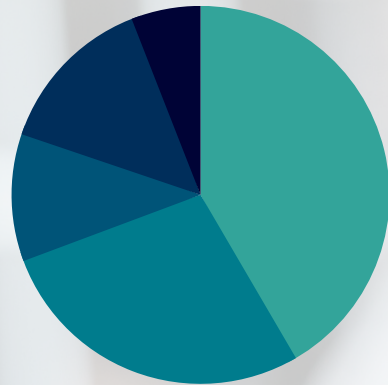
## Counseling

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



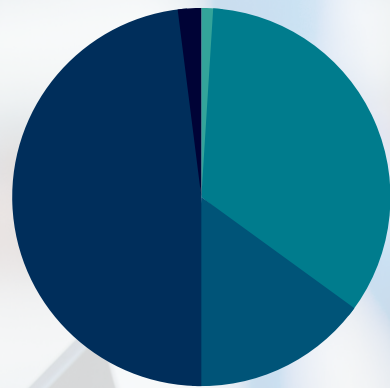
# WHO WE SERVE



African American: 42%  
Caucasian: 28%  
Hispanic: 14%  
Multi-Racial: 11%  
Other: 5%



Male: 42%  
Female: 48%  
Trans/Non-Binary: 10%



Under 5: 1%  
5 to 15: 34%  
16 to 17: 15%  
18 to 22: 50%

# STORIES OF US

Alex

Alex\*, 6-years-old, was referred to City House because his parents recently separated and there was lots of conflict in the home. As a result, he was having nightmares, separation anxiety and crying outbursts multiple times a day.

After receiving counseling with one of our therapists, his outbursts have decreased, and mother reports no outbursts in the last 3 weeks! Alex\* is effectively using a coping strategy that our therapist taught him:

Tree Breathing! Imagine you are a tree, stretch your arms out wide – these are your branches, take a deep breath and blow all the leaves off your branches.

Mother reported Alex\* has been doing well using his coping strategies when upset and doesn't even need prompting anymore!

Marissa

Marissa, 16-years-old, experienced sexual abuse by her grandfather, was facing housing insecurity, family conflict and had little connection with her mother. She exhibited chronic running away behavior, was sexually assaulted while on the street, got pregnant and tried to care for her child but did not have the support she needed. She gave the child up for adoption.

When Marissa came to MFH, neither mom nor client thought reunification was possible. Intense case management was provided including support, clear expectations, and structure. Individual, family, and group counseling was also provided. As a result, Marissa began to process the trauma she experienced and re-connect with her mother.

She has now reunified with family and has continued to participate in individual & family counseling weekly since being discharged from our care.

Zach

Zach, 18-years-old, came to the drop-in center after being kicked out of his mom's house recently due to conflict. He had been sleeping outside for several weeks. SOP staff were able to provide him with food, clothes, a shower, gift cards, a backpack, a sleeping bag, a tent and bus passes. Zach returned several days a week to meet with his SOP case manager. They worked diligently to help him attain his birth certificate and social security card. They also transported him to the DMV to finally gain his state ID. With those documents, Zach was able to gain stable employment. As an African American young man, Zach related to the SOP staff member, who is also African American. They were able to discuss the challenges he faced in his life, his goals and even develop a plan for improving his mental health and coping skills. He said that helped build a motivation in him that he never had before. As he worked on himself, his relationship with his mom improved and he was able to move back home. Now he is beginning to look for his own apartment.



# 2022 IMPACT

3,056

Days of Care

EMERGENCY SHELTER  
"MY FRIENDS HOUSE"



647

Crisis Calls

YOUTH RESOURCE  
CENTER

Volunteers



833

Individual  
Volunteers

17,362

Total Volunteer  
Hours

\$519,992

Total Estimated Value  
to City House\*

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

5,845

Days of Care

TRANSITIONAL LIVING  
PROGRAM

2,445

Hours

COUNSELING

1,091

Total Youth Served

ALL CITY HOUSE  
PROGRAMS

6

# FINANCIALS

TOTAL NET  
ASSETS

\$4,536,809

Income

\$2,972,698



Events/Fundraising: 11.3%  
Grants: 32.6%  
Program Fees: 14.6%  
Monetary Contributions: 33%  
In-Kind Contributions: 7.3%  
Investment Income: -1.2%  
Other Income: 2.4%

Expenses

\$2,727,820



Program Services: 85.8%  
General & Administration: 6.7%  
Fundraising Cost: 7.5%

# 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

2

LICENSED THERAPISTS

10

PART-TIME EMPLOYEES

# LEADERSHIP

## Board of Directors

**Sheri Messer**  
CEO  
City House

**President**  
**Jennifer Hipkind**  
Principal, Next Jenn Coaching + Consulting

**Vice President**  
**Miya Maysent**  
President & Executive Consultant  
Leadership Worth Following LLC

**Treasurer**  
**Tracie Gusola**  
Texas Retail Relationship Manager  
First United Bank

**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**  
Retired  
PISD Principal

**Chi Egwuekwe**  
Enovis  
VP of Finance

**Kevin Gendron**  
Strategic Sales Manager  
Lexipol

**Tom Gibbons**  
KHS&S Contractors

**Lisa Gildon**  
VP & Group Finance Officer  
Texas Health Resources

**Rick Link**  
Senior Vice President  
UBS Financial

**Brandy Long**  
HR Manager  
Murata Electronics

**Aaron MacPhie**  
Tax Principal  
Deroches Partners

**Jodi Miller**  
Educator  
Plano ISD

**Trey Monsour**  
Attorney/Shareholder  
Fox Rothschild

**Jennifer Purcell**  
Senior Director & Brand Content  
Bonterra

**Chrissie Rivers**  
Strategic Marketing Consultant  
Independent Contractor

**David Shields**  
Principal  
Shields Legal Group, P.C.

**James Thomas**  
Homeless Liaison  
Plano ISD

# FOUNDATIONS & CORPORATE PARTNERS

4 Alarm Roofing  
All Collin County ISDs  
Bank of America  
BBVA Foundation  
BCBSTX - Blue Cross Blue Shield of Texas  
Capital for Kids  
CASA of Collin County  
Charities Aid Foundation of America  
Chase Oaks Church  
Chick-Fil-A  
Children's Advocacy Center of Collin County  
Children's Hospital and Clinic  
Christ Church of Plano  
City of Frisco  
City of Plano  
Collin College  
Collin and Dallas County CPS  
Collin County Family Violence Coalition  
Collin County Homeless Coalition  
Collin County Juvenile Court System  
Communities Foundation of Texas  
CoServ Charitable Foundation  
CSW Industrials  
Dallas Margarita Society  
Dallas Morning News  
Dallas Stars Foundation  
Downs Fischer Financial  
Dutch Bros  
Elsie & Marvin Dekelbourn Family Foundation, Inc.  
Enterprise Holdings Foundation  
Fannie Mae  
Fidelity Charitable Gift Fund  
GDT (General Datatech)  
HCA Caring for the Community  
HEB Tournament of Champions Charitable Trust  
HEB/Central Market  
Housing Forward NTX  
Independent Financial  
In-N-Out Burger Foundation  
JCPenney  
Junior League of Collin County  
Kaston Fixtures & Design Group  
KPG Family Foundation  
Lambda Upsilon Sigma Charitable & Educational  
Foundation  
La Stella Cucina Veraci  
Legacy Collective





Lennox International, INC.  
LifePath Systems  
Local Good Center  
Maverick Capital Foundation  
Microsoft Matching Gift Program  
Mr. Cooper  
NCL-National Charity League  
North Texas Community Foundation  
North Texas Shelter Coalition  
Old Capital Lending  
One Community Church  
Park Place Lexus  
Pat Lobb's Toyota of McKinney  
People Who Love People  
PepsiCo Foundation  
Plano Housing Corporation  
Premier Pulmonary  
Preston Trail Community Church  
Prism Health  
QuikTrip Corporation  
REACH Clinic of Dallas  
Roy & Christine Sturgis Foundation  
Sam's Club  
Service First Mortgage  
Storage Assessments  
Studio Movie Grill  
Susan A Martin Potter MG Trust  
Target Circle  
Texas Department of Health & Human Services  
Texas Department of Housing & Community Affairs  
Texas Health Resources  
Texas Instruments Foundation  
The American Online Giving Foundation  
The Andrea-Mennen Family Foundation  
The Dallas Foundation  
The Dallas Morning News Charities  
The Door  
The Gil and Dody Weaver Foundation  
The TJX Foundation, Inc.  
The Webb Impact Foundation  
Thompson Reuters Corporation  
TruFire  
Tulsa Community Foundation  
United Way of Metropolitan Dallas, Inc.  
Vistex, Inc.  
Webb Impact Foundation  
Wendy Pollard Charitable Foundation  
Workforce  
YMSL –Young Men's Service League  
Your Cause, LLC Employee Giving Programs

# 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](mailto: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](mailto:cwilson@cityhouse.org) for more information.

# FOLLOW, LIKE & SHARE



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[city-house-inc.](#)

TOGETHER WE CAN DO SO MUCH MORE!

Thank You

FOR YOUR  
SUPPORT!



**CityHouse**

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