







message from John

CitySquare impacted the lives of 56,000 neighbors in 2021

Early in the pandemic

we decided no matter what devastation and disruption Covid caused, we were not going to let it take away the friendship and community we share with our neighbors. While 2021 didn't exactly bring the pandemic reprieve we hoped for, our city gained a deeper understanding of the problem of poverty, and it also gained a deeper appreciation for the work of CitySquare.

Because of your faithful support and continued generosity, community never stopped. You invested in us, sustained us, and believed in us.

Because of you, we look to the future with a belief that we will achieve even greater impact in the year ahead.

Thank you for caring about our neighbors.





<u>Listen as John discusses CitySquare</u> with KRLD's Chris Arnold



-did you know?-

CitySquare

two truths-no lie

- 1. Mr. Forrest was a National Merit Semi-Finalist and a star athlete who received a full scholarship to Texas Tech.
- 2. Mr. Forrest was homeless for more than 15 years and has lived in CitySquare's subsidized housing for 12 years.

George Forrest didn't know he had a genetic predisposition for mental illness until his mother's death triggered it, launching a downward spiral into decades of drug abuse, family strife, and eventually a 15-year period of living on the street. While he tried different living programs during this time, it wasn't until he was able to access supportive services and get affordable housing that he could successfully leave the street

For 12 years now, he has lived clean and sober in an apartment at our housing unit on Akard, where he visits several times a week with CitySquare Community Life Program Manager, Amanda Kendig-Pels. "Our primary goal is to help neighbors stay safe, stable, supported and housed," said Amanda.

For Mr. Forrest, that meant getting him on heart and mental health medications, connecting with doctors, having regular check-ins and counseling, and during quarantine, talking to Amanda every day over the phone. Mr. Forrest describes the help he gets from CitySquare this way: "Part of it is friendship. Some of it is scholastic. Most of it is social interaction and general welfare."

When asked what he thought about CitySquare he said he thought it was a "model concept" and "as good as anything could be."





We saw the largest number of people transition from interim housing to permanent housing since 2019

- The Homeless Outreach Team served
- Destination Home program

Dallas Cowboys' DeMarcus Lawrence **Scores Big for Housing**

I chose CitySquare because of their efforts to ensure our neighbors have the things many of us take for granted—a roof over our head and a meal on our plate. The cleats are a great way to bring awareness to a cause close to my heart.

-DEMARCUS LAWRENCE DALLAS COWBOYS DEFENSIVE END

We knew we scored when Dallas Cowboys Defensive End DeMarcus Lawrence selected CitySquare as the beneficiary for his part in the NFL's My Cause, My Cleats program. Putting even more points on the board, Crunchyroll, the leading anime streaming service, joined DeMarcus for the fight against poverty. Crunchyroll not only designed DeMarcus' anime-inspired cleats, they also matched his financial goal, which will provide housing for a family experiencing instability and poverty.







our biggest turkey day

Thanks to the generosity of our donors and providers like North Texas Food Bank, we serve food all year-long at CitySquare. Neighbors can visit our Food Pantry and fill their carts twice a month; families can get food through our Mobile Meals, and kids can get meals and snacks in our After School or Summer programs. We also have a Food Recovery Program, where our culinary-trained chef, Alexis Baker, receives food from restaurants and grocery stores and creates a menu of meals that can be purchased by other non-profits for \$1 each.

We love all the programs that nourish our neighbors, and this year we had our largest Thanksgiving ever: 1,200 turkeys and plenty of sides!

did you know?

\$250 covers the cost of one month's food for a family of four.

FOOD IMPACTS

CitySquare

We distributed more than 2.5 million pounds of food

- 11,700 neighbors visited the food pantry
- 35,000 pounds of recovered food provided 29,000 healthy recovery meals to local non-profits
- 276,000 meals were served after school to 3,800 children
- 179,000 summer meals served to 6,000 children



This is a great day. They're doing something good for Dallas, Texas for those who have and do not have. I'm so proud to be part of this and witness this great thing that's going on in South Dallas. We really appreciate y'all. Thank y'all very much.

We appreciate this so much. We've had a tough year—I'm battling cancer and my husband lost his job. We are so happy to be able to come to CitySquare and have a great meal for Thanksgiving!





-did you know?

CitySquare

Our medical respite program houses individuals experiencing homelessness who need a place to rest, heal and find stability while recovering from surgery.

housing befriends health

Before Jeanette, a refugee from Burundi, Africa, entered CitySquare's permanent supportive housing program, she was living at the Salvation Army trying to obtain social service benefits. Her case was complex, as she suffered severe mental illness, had no support system, and spoke only her native Kirundi language.

While this made getting help very difficult, she was fortunate to connect with a case manager at Metrocare Services, the largest mental health provider in North Texas. The case manager spoke Kirundi, and thus began the support system Jeanette needed. Together they were connected to CitySquare, and we were able to offer permanent supportive housing. However, it was only the beginning for Jeanette, who also began a journey with our Behavioral Health program, which integrates best practices around housing and health to help neighbors achieve self-sufficiency.

Through CitySquare's Behavioral Health program, Jeanette receives wraparound services, which include care from providers ranging from a physician and psychiatrist to a counselor, case manager and community health worker. Because of these connections, Jeanette was diagnosed with a chronic condition and now receives services and education to ensure health and chronic disease management.

By integrating health across CitySquare programs, we get closer to helping neighbors access the health care services everyone should be entitled to, and we couldn't do it without the support of our donors!



HEALTH IMPACTS

1,100 neighbors visited the clinic

- The number of neighbors receiving health navigation and wellness encounter services doubled in 2021
- The number of neighbors with primary care increased by 13% since 2020



A Focus on Health Equity

CitySquare puts their resources toward the multiple issues that will bring real change.

-MIKE LAWSON BOEING GLOBAL ENGAGEMENT TEAM

When Mike Lawson, Sr. Manager, Boeing Global Engagement team, joined Boeing, he quickly discovered the Employee Community Fund (ECF), one of the world's largest employee-owned and managed funds of its kind. The ECF empowers employees to make greater impact by pooling their tax-deductible donations. Their employee advisory boards distribute grants, and because Boeing pays all administrative costs, 100% of the money goes directly to strengthening local communities.

CitySquare's comprehensive approach to fighting poverty appealed to the employee board. "Building hope by addressing hunger, housing, healthcare and other social or family issues shows an understanding of the problems," said Mike.

After the events of 2020, Boeing put a renewed focus on the issue of social justice and racial equity. "We were looking for new ways to directly impact Dallas residents who need the most help," said Mike. "We wanted to invest in the health and wellbeing of the under-served and uninsured to make certain health equity exists. The services provided by CitySquare's Health Programs made it an obvious choice."

a child's justice

CitySquare

"Jane" is a 65-year-old grandmother of a 6-year-old girl, who is adorable, full of life and deserves to be happy. Jane contacted CitySquare seeking protection for her granddaughter, because her mother (Jane's daughter) had a history of drug use and prostitution.

Although Jane struggled financially, she knew her granddaughter needed her. After she expressed these concerns to her LAW caseworker, Jane learned about CitySquare's other services and began to visit the food pantry, as well as receive direct financial assistance to meet her granddaughter's basic needs.

During the challenging months that followed, there was further trauma to address. Jane's granddaughter had been sexually abused by another adult while in the care of her mother, but the case had been neglected. CitySquare's LAW team helped Jane pursue criminal charges and obtain a court order allowing Jane to keep the child and protect her from unsupervised contact with her mother.

Just as importantly, CitySquare referred her granddaughter to counseling, something her caseworker knew was vital to the child's recovery.

This kind of unimaginable trauma is not isolated to Jane's granddaughter. Thank you for helping us find the justice she, and others, deserve and for giving them the chance to break the cycle of poverty and abuse.



did you know?

\$500 will give a family quality legal representation, easing stress and eliminating the feeling of hopelessness.



The Habit of Monthly Giving

Donating monthly makes giving a habit. That's just where that money goes every month, and the more you do it, the easier it gets.

-DAVID AND LYDIA ROBERTS

CitySquare

When the Roberts family decided they wanted to do more to help people in Dallas, they researched non-profits. "CitySquare was the top one, and Charity Navigator gave it a good score," said David Roberts, who along with his wife Lydia, appreciated the hands-on nature of CitySquare's programs.

"CitySquare is in tune with what the local community needs, not just today or tonight, but over the next 12-24 months. Whether it's housing, food, education or skills, you determine what someone needs and deliver on that." When asked about choosing to become a monthly donor, Lydia explained: "We've been taught the importance of generosity, and we want to share that with our kids. It's become a muscle we've worked. Donating monthly makes giving a habit. That's just where that money goes every month, and the more you do it, the easier it gets."



Amanda Kendig-Pels & Karla Moreno talk about community & case management

LAW IMPACTS

We doubled the neighbors served last year, growing from 147 to 365

- · 200 cases closed
- 195 children impacted
- Recovered \$700,000 of child support
- 99% of our family law cases achieved their material objective



-did you know?-

CitySquare

Sometimes a youth will spend the night in the school's parking lot, dugout or even a dumpster, so they can use school WIFI or ensure they can attend the next morning.

exhale & breathe

YOUTH SERVICES

Having been in foster care since the age of ten, Adrian Joshua lived with 12 different families while he was in care of Child Protective Services. At the age of 21, he found himself homeless and living on the street.

That's when he met Tara Gordon, Lead Case Manager for CitySquare TRAC in Tarrant County and committee chair for the Tarrant County's Youth Action Board. She introduced herself to Adrian while doing outreach on Ft. Worth's Lancaster Boulevard.

"Just think how hard it was when you were 18 trying to navigate the world," said Tara. "Now imagine losing every support system you have and trying to navigate the world with no home to live in and without knowing where your next meal will come from."

After talking together for an hour, Adrian asked Tara how long she would be there and left only to return with another youth in need. Just as Tara finished that conversation, Adrian appeared with another friend. And, so the afternoon, and their friendship has gone for the past year.

Adrian now serves as a member of the Youth Action Board, and recently he received the Jerry Sullivan Award for his efforts to help his peers. "I want to advocate for other youth and bring them to CitySquare," said Adrian. "There are resources out there, we just have to get to them."

With CitySquare's help, Adrian has a place to live and has begun interviewing for a job. "I'm hopeful," he said. "I feel reborn because I have a new opportunity in life. Now I can exhale and breathe"

LAW

We served 1,370 youth transitioning out of foster care and in the community

- 500 received case management
- 630 received life skills training
- 225 received help into the workforce
- 97% have maintained their housing for at least six months



Watch Adrian & Tara on CBS News





FOOD

CitySquare



We love our volunteers

• 1,030 volunteers gave their time and talent, contributing 21,000 hours to help serve our neighbors

our volunteers help us empower others

A few years ago, Dawn Pennington was suffering from a chronic illness, had no primary care doctor and was unable to keep her job as a waitress, given the physical stress on her body.

"You've got to be able to get up and work," she said. "I miss it. It's hard finding something to replace it." Plus, she said, "Everything is computerized now."

Understanding the challenges in front of Dawn, her CitySquare medical caseworker connected her to the Opportunity Center and our Workforce and Financial Empowerment team. The team thought Dawn would be a good candidate for the Women's Workforce Readiness Initiative, a program developed in partnership with PepsiCo and Dallas Community College to encourage women to reenter the workforce.

An added benefit to the program is the mentorship aspect and the participation of mentors from PepsiCo's Women in Network employee resource group. What a great testimony to PepsiCo's commitment of supporting our community!

Dawn describes the program as "a group for women to help women build themselves up financially and build themselves to be stronger than they are today." She was matched with volunteer and PepsiCo mentor Lindsay Uhlik, Sales District Leader. SouthCentral Oklahoma.

(Continued)

CITYSQUARE 2021 ANNUAL REPORT

Workforce & Financial **Empowerment**

CitySquare



"For me, having a mentor has been career altering, also life altering," said Lindsey. "I felt it would be a powerful way to help."

Mentor and Mentee meet on Zoom every other week. Lindsay describes it this way: "We're both growing together, inspiring each other in different ways. I've learned a lot about my management style, my leadership style, and ways I can be a friend that I didn't know before. Dawn has also taught me the importance of prioritizing family while working."

Dawn says Lindsay has helped her gain different perspectives, which benefits the independent business she's trying to build. "I'm good at sales, but I'm learning not to be too aggressive," she says. "Lindsay inspires me to improve my business and myself, and she helps me find answers."

The two often talk goals and aspirations down the road. "In five years, I hope to be working a steady job with medical insurance and paid vacations," Dawn says. "In fact, I see myself taking a cruise. That's on my bucket list!" And the best part of the mentoring program? "I get to meet different women and they give me inspiration, like I can do anything... that's a good feeling."

Scott and Susan Salka with son Akhadj Diatta & friend Aziz Seck



Your generosity makes it happen

When Susan and Scott Salka decided to chair CitySquare's first-ever Block Party, it stemmed from a life-long lesson learned early. "My dad always taught us if you have the ability to help, you have to do it," she said. "CitySquare's work resonates very deeply with us." The Salkas have seen firsthand the critical impact CitySquare makes on the residents of Dallas, calling it a catalyst for positive change that promotes the welfare of our neighbors.

"For us, CitySquare has been a natural fit. We're grateful for the opportunity to partner with this amazing organization that's transforming the lives of thousands of Dallas residents by supporting access to education, job training, housing, and healthcare..."

Scott, Susan and their family have shown wonderful enthusiasm and generosity to CitySquare, and as CEO of AMN Healthcare, Susan introduced AMN and CitySquare to a great corporate partnership as well.

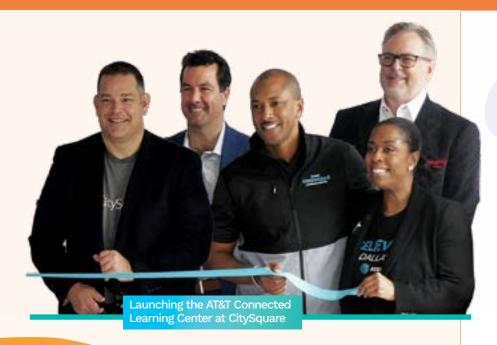
We are grateful to the Salkas and to AMN for the time, treasure, and talent they've brought to CitySquare.

did you know?

CitySquare

A \$20,000 donation to our Workforce and Financial Empowerment program will provide education and support to a neighbor, giving them the opportunity for advanced education/certification classes, plus childcare, transportation and rental assistance if needed.

VOLUNTEERS



CitySquare



awesome volunteers

Corporate Partnerships

CitySquare offers wrap-around services and education... You've helped us raise awareness and you've helped us understand.

-MIKE PETERSON, AT&T VP FOR TEXAS EXTERNAL AFFAIRS

As a long-term corporate partner to CitySquare, AT&T has given generously to help mitigate homelessness and poverty in Dallas. Most recently as part of a \$2 billion commitment to address the digital divide, we teamed with them to launch the AT&T Connected Learning Center at CitySquare's Opportunity Center. As a trusted partner, CitySquare hosts one of the twenty learning centers in the nation. The learning centers provide students and families access to high-speed internet and wifi, in order to remove barriers for about 54,000 K-12 students without home internet.

Mike Peterson, AT&T's VP for Texas External Affairs, said they appreciate their partnership with CitySquare because we help personalize a community pain point and "put a face and name" on the issue of poverty. As part of their resource groups, AT&T employees can choose to support a pillar related to homelessness, such as technology, volunteerism, or education. "We learned from CitySquare how to interact with this community. Giving food or money seems like caring, but instead, we should contribute, so CitySquare can give wrap-around services and education."

Thank you, AT&T, for standing by our community and making a difference! We appreciate you!

In 2021, we raised

\$20.2M to help house the homeless, feed the hungry, heal the sick, give legal support, workforce and financial empowerment, and help youth transitioning out of foster care

\$5.8M for operations

CitySquare

In 2021, we invested

\$6.3M in our housing, homeless outreach, and neighbor services

\$6.7M in our food pantry, mobile pantry, food recovery, and child nutrition programs

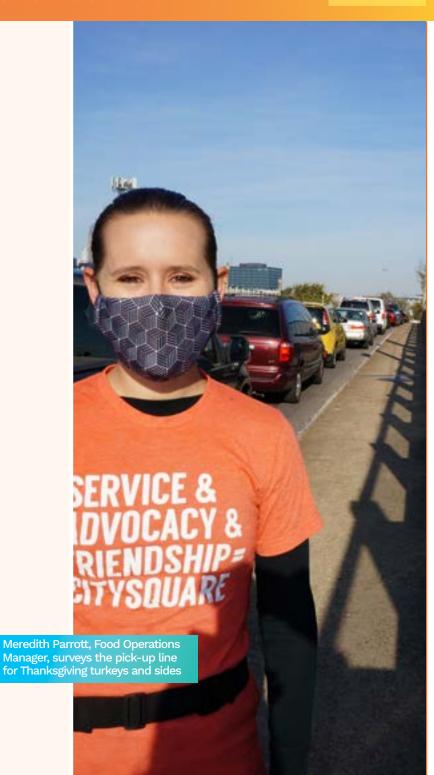
\$364,000 in our community health and neighbor clinic

\$632,000 in legal support and family law

\$2.2M in workforce & financial empowerment

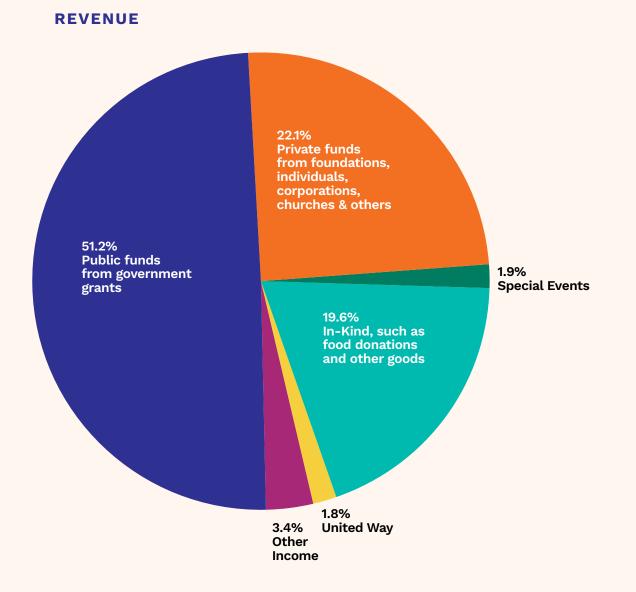
\$3.1M in youth services

\$4.5M in our operations



CitySquare

More than 80 cents of every dollar raised directly supports our neighbors.



INVESTMENTS

NEIGHBOR SERVICES:

- HOUSING
- FOOD
- HEALTH
- LEGAL
- YOUTH SERVICES
- WORKFORCE & **FINANCIAL EMPOWERMENT**

82% of our resources go to programs to help neighbors break the cycle of poverty.

OPERATIONS

FUNDRAISING

14.5% of our investment dollars ensure we continue to fight poverty.

At 3.5%, our fundraising expenses are well below the national average.





for making 2021 such a great year. We couldn't have impacted the lives of 56,000 neighbors without you.

We would be honored for you to continue the fight in 2022.

Give today!

To volunteer, schedule a tour, or learn more about how your gifts are being invested, please contact us at dev@citysquare.org.

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