



A TALE OF TWO CITIES



CitySquare

ANNUAL REPORT 2018

MISSION

To fight the causes and effects of poverty through service, advocacy, and friendship.

CORE VALUES

COMMUNITY

We are a community of neighbors, investing in each other and developing meaningful relationships that value each individual.

FAITH

Our work flows out of our faith, and that faith is inclusive and ecumenical.

JUSTICE

We stand for justice and demand equity for all our neighbors.

STEWARDSHIP

Our resources belong to the community, and as stewards of those resources, we will act with integrity, demonstrate accountability, and operate efficiently and effectively.

A TALE OF TWO CITIES.

The story of poverty in Dallas is a tale of two cities. High levels of geographic segregation based on ethnicity, income, education, and wealth combine to accelerate the growth of poverty and income inequality.

More than ever, Dallas needs CitySquare. More than ever, CitySquare needs you. After you have looked through our 2018 Annual Report, please take a moment to donate using the enclosed envelope.

In this report, you will find so many reasons to give, but it all comes down to one thing: helping our neighbors.

Nobody else does what CitySquare does for our city. Our work is bringing opportunity to parts of Dallas that have been neglected far too long. We are connecting neighbors to resources that address health, hunger, and housing. We are bringing hope to those in need of employment, legal services, and financial empowerment. CitySquare is the lifeline for hundreds of at-risk youth who need a caring community to guide them into adulthood. CitySquare is rebuilding neighborhoods, reclaiming hope, and restoring lives.

Our 2018 Annual Report provides a glimpse at how poverty divides Dallas into a tale of two cities, but the report does not stop there. It goes on to illustrate how our work is a bridge for neighbors: to opportunity, to hope, and most of all, to each other. You will see how we win the fight against poverty by building a community of volunteers, donors, partners, and friends united by a common mission. You will discover how our work is fueled by the resources of churches, corporations, foundations, and friends like you. Most importantly, you will see how the mission we share at CitySquare changes the lives of all who are a part of it.

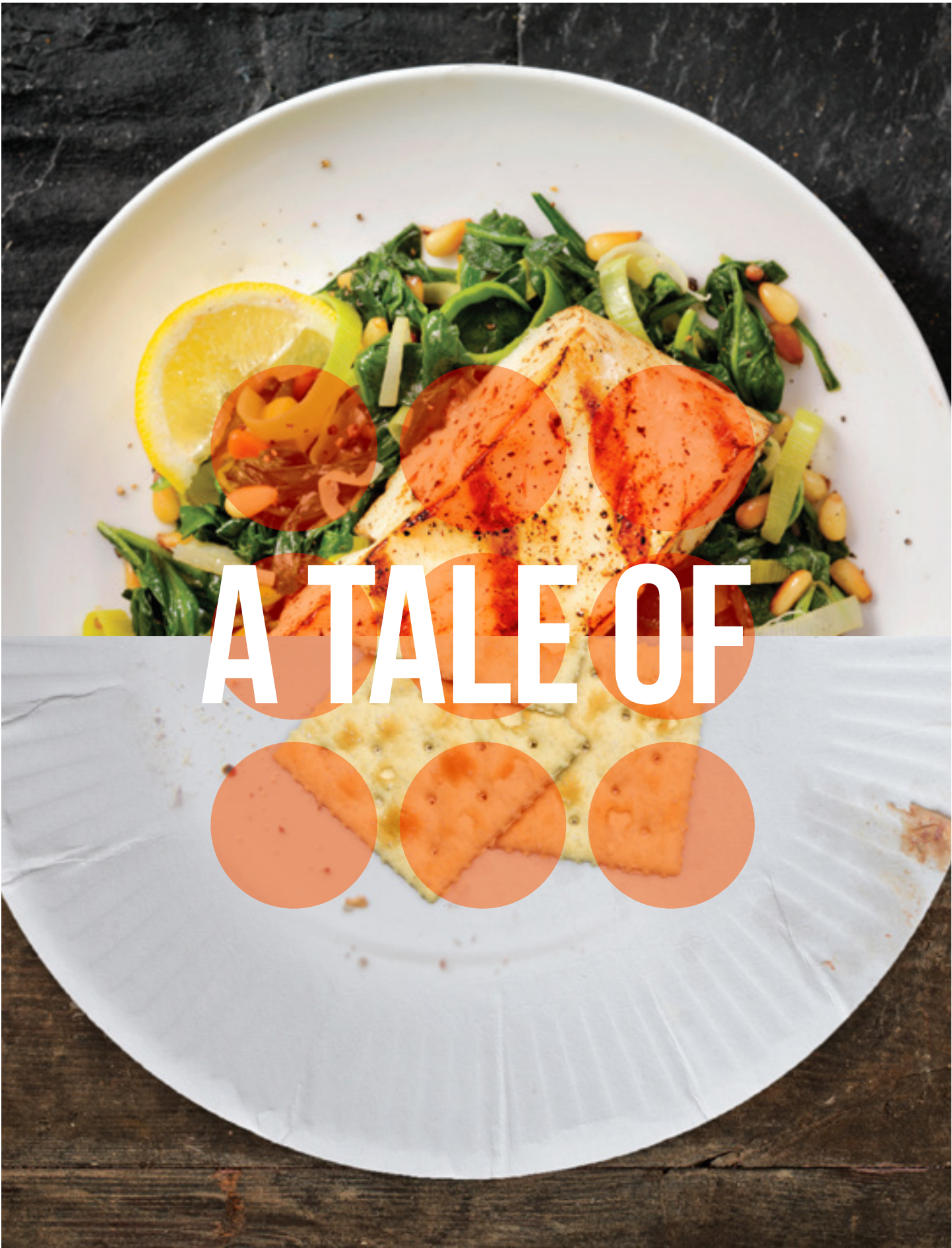


Dallas needs CitySquare.

CitySquare needs you.

A handwritten signature in blue ink, reading "John Siburt".

John Siburt
President & Chief Operating Officer





ver the past year, CitySquare's efforts to combat hunger in Dallas have grown more than any year in our history.

Through expanding partnerships, we've increased the quality and quantity of nutritious food available to neighbors across Dallas. We've also expanded our team to reach further than ever before into our community.

The Food Pantry offers nutritious groceries to neighbors experiencing food insecurity in Dallas. This year, we distributed more than 2.4 million pounds of food to neighbors in need.

Hunger is just one piece of the poverty puzzle. Because it serves as an entry point into our other programs, the Food Pantry is a powerful tool for fighting poverty in Dallas.

That may be why the food pantry is also one of the most popular volunteer opportunities at CitySquare. Over the last year, we've been honored to expand our partnerships with organizations like Food for Good and The Pack Shack to distribute a record amount of food into a community that has been a food desert for too long.

As we celebrate the success of our work, we remain mindful that the problem of food insecurity in our community is growing more rapidly than any one organization can withstand. As we move into our fourth decade of operating, we are eager to continue building partnerships in the fight against hunger.

HUNGER

THE CITYSQUARE FOOD PANTRY PRIMARILY SERVES THE WORKING POOR, ALLOWING FAMILIES TO UTILIZE INCOME FOR AREAS SUCH AS RENT, UTILITIES & HEALTHCARE.

In past years, our resources have limited us to serving children lunch and sometimes breakfast during weekdays only. 2018 was the first year in which we were able to serve children over the weekend through a program where backpacks filled with food were distributed to kids on Fridays to ensure they and their families had enough nutritious food to last them through the weekend.



A portrait of Beatriz Martinez, a woman with dark hair, smiling. The background is a bokeh of warm, golden lights, possibly from trees at night. The image has a warm, golden-yellow tint.

SERVICE

“

Someone who can take the time to listen, encourage you, cheer you on. That meant so much to me – and that’s what I try to be as a case manager.” Beatriz Martinez

BEATRIZ: GRAB ON TO THAT HOPE.

She was the mother of two, a dedicated college student and a committed volunteer. At the same time, she was caught in an abusive relationship not knowing what would come next.

Beatriz found herself in the position of so many in abusive situations: forced to face poverty to escape their abusers. Instead of holding the abuser to account, pressure is put on the abused to leave the situation, though they and their children have nowhere to go.

Poverty, like abuse, is a multigenerational cycle that is incredibly difficult to break. Through her personal and professional journey, Beatriz is serving every day at CitySquare to end that cycle for families like hers in our community.

Beatriz learned about AmeriCorps in 2011 while earning service hours for a college class. She headed to CitySquare to apply and soon began working at the CitySquare Food Pantry. She quickly moved from her behind-the-scenes role to a part-time position there.

Her momentum was just beginning—out of a dangerous marriage and into CitySquare roles that fit her talents and dedication. In 2013, as she was struggling to

make rent, pay legal fees and care for her daughters, CitySquare reached out with financial assistance, emotional support, and practical help in the form of a refrigerator and twin beds for her girls.

After earning her social work degree, Beatriz became a case manager for CitySquare. She now works onsite at Via Bonita Apartments in Far East Dallas. There, Beatriz supports 19 of our neighbors as they navigate a new role as dependable tenants—providing transportation, coaching interaction with property managers, helping with budgeting, coordinating CitySquare services, and more.

In every interaction, Beatriz brings hope. “As a case manager, I may not be able to change a situation,” she says. “But I can be there to say, ‘There’s hope. Things won’t always be the same.’” Knowing there was hope meant the world to Beatriz. And every day, she helps neighbors gain the confidence to continue to create change in their lives.



Poverty has a direct impact on the health of our community. As the cost of healthcare skyrockets, those with the least among us feel the greatest impact. The expenses associated with medical appointments, prescriptions, transportation, and time off from work are simply too much for our neighbors living in poverty.

Yet, when neighbors go without care, their health expenses don't just disappear. Rather, those expenses do two things: they shift, and they increase.

They shift to family members and friends, who must take on additional responsibilities, missing work and ultimately neglecting their own health in order to care for another. They also shift to the community, where they balloon into astronomic emergency room fees and treatments for serious medical conditions that could have easily been avoided with far less expensive preventative care. The community ends up paying the tab through higher insurance premiums and increased fees for routine care, cutting off access for even more people and starting the cycle anew.

CitySquare's health initiatives aim to improve access to care for our neighbors while also easing the burden a lack of access puts on the rest of our system. The work of our health programs is based at the CitySquare Community Clinic in South Dallas, where a team of medical professionals provide the local community with a permanent medical home.

In 2018, CitySquare took an important step in expanding our reach. Clinicians began providing onsite care to our permanent supportive housing communities across Dallas, including The Cottages at Hickory Crossing, CityWalk@Akard, and several Destination Home sites.

HEALTH

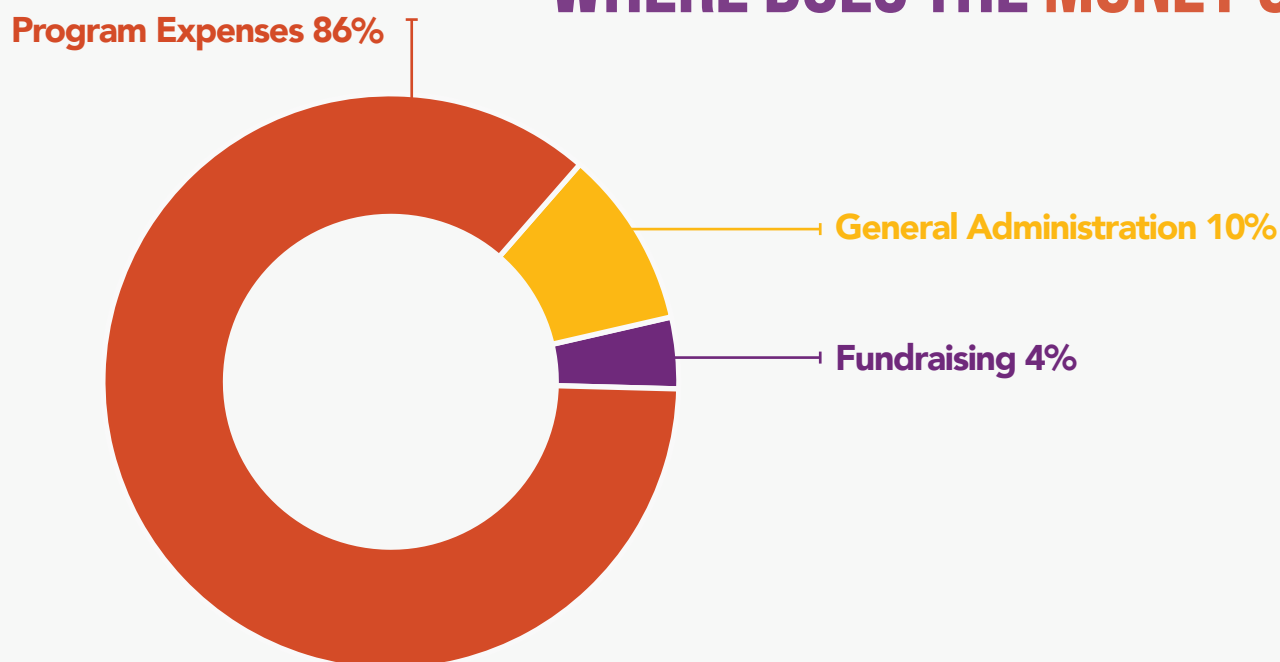
IN 2018, CITY SQUARE INTEGRATED HEALTH AND HOUSING PROGRAMS, IMPROVING BOTH OUR NEIGHBORS' WELL-BEING AND OUR CAPACITY TO SERVE MORE PEOPLE IN DALLAS.

In addition to the range of care we provide to individuals and families, our Community Health Transportation Program, which is based at the CitySquare Community Clinic, gives neighbors across Dallas rides to medical appointments and prescription pick-up locations.

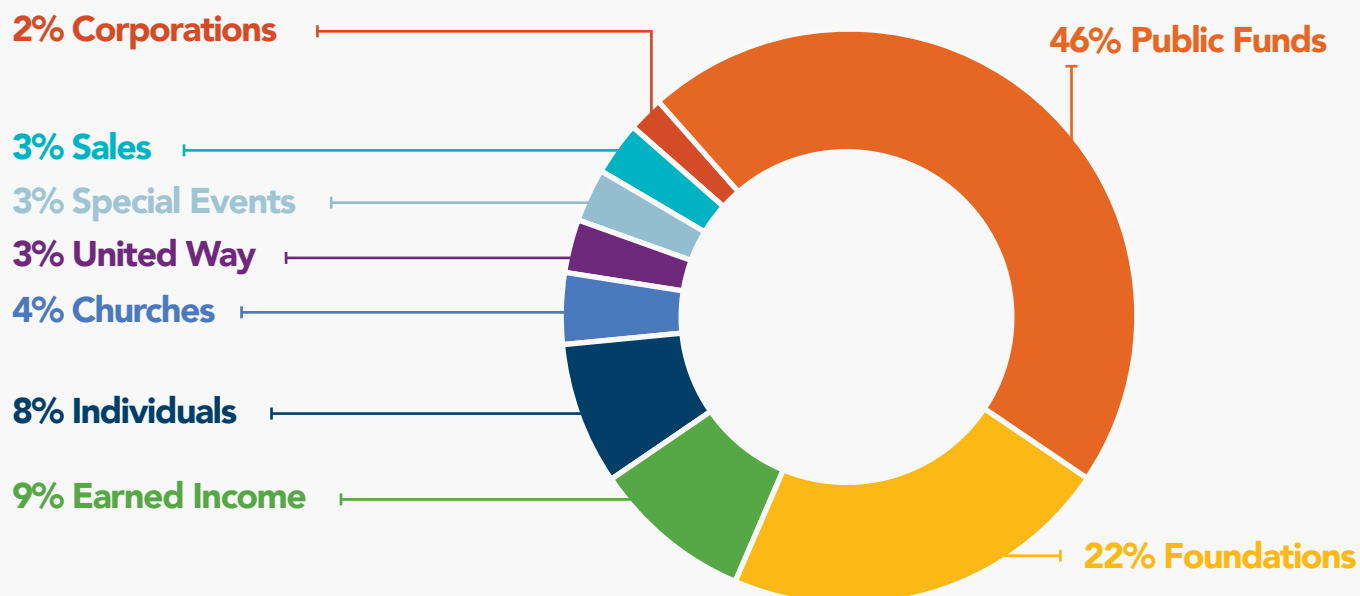
Located behind our Clinic, the CitySquare Community Garden is a seasonal project that gives South Dallas residents a place to grow and harvest healthy, nutritious garden vegetables for their families. Throughout the spring and summer months, the garden is tended by volunteers, patients, doctors, and neighbors. In addition to providing a free source of healthy, safe food to any in need, working in the garden is a source of pride, comfort, physical activity, and fellowship for all who spend time there.



WHERE DOES THE MONEY GO?



WHERE DOES THE MONEY COME FROM?



Your donation to CitySquare is an investment in Dallas. Eighty-six cents of every dollar raised goes directly into our programs. Please consider making a gift right now using the envelope provided here, online at CitySquare.org/Give, or over the phone at 214.303.2120.

For corporate or planned giving, or to donate stocks or real estate, please contact CitySquare President and COO John Siburt at jsiburt@CitySquare.org.

IMPACT REPORT

57,356 NEIGHBORS AND COMMUNITY MEMBERS IMPACTED

HOUSING

868

units of housing

HEALTH

1,577

unduplicated patients

3,901

health related appointments

\$1,972,080

in child support has been secured through CitySquare LAW, impacting the lives of 412 children

137,186

hours served by AmeriCorps members

384

neighbors served by financial empowerment

HUNGER

2,451,527

pounds of food was distributed by the CitySquare Food Pantry

227,403

meals were delivered to children through CitySquare Food on the Move

HOPE

284

TRAC youth have been enrolled in workforce programs

4,292

emergency items were distributed by the CitySquare Homeless Outreach Team



“

When people say they love you unconditionally there's always a condition. The street only sees what's wrong with me. Carolyn sees me through the eyes of God.” CeCe Terrell

FRIENDSHIP

CECE & CAROLYN: A FACE, A NAME, A HEART.



On a sunny Sunday morning last October, two women stood on opposite sides of a bridge. Their shared destination: CitySquare's Sunday morning worship service, Church at the Square.

"I saw someone coming across in a wheelchair with lots of bags," remembers Carolyn McBryde. A longtime CitySquare volunteer, Carolyn was worshipping at the Brady Center in South Dallas for the first time. "I was nervous I wouldn't know anyone," she explains. "Then CeCe rolled up."

Though she didn't know it at the time, Carolyn was sitting at CeCe's favorite table. Taking her place, CeCe introduced herself, not knowing if this was the beginning of something special or just another passing hello. The two women, one from her home in Coppell, one from a tent not far from the CitySquare campus, began to chat.

Carolyn watched as CeCe spread her treasures on the table. Devotional books, notes, and journals full of her own remarkable poetry: a traveling testament to her hard life and the hope that shines in her smile.

When the pastor invited CeCe to share her story, the magic really began. She sang "Oceans," her signature song, and read "Broken Crayons," one of her nearly 1,000 original poems. Carolyn was undone. As she wept, she knew she wanted CeCe in her life. "I wanted to know everything about this woman. I wanted to be her best friend, her cheerleader."

Every CitySquare neighbor has unique needs. Being older and confined to a wheelchair, CeCe is no exception. CeCe regularly visits the Food Pantry for nutritious food and, thanks to Carolyn, has personal hygiene products that would otherwise be unavailable to her.

The stigma of poverty is so powerful that many folks struggling to escape feel too timid or ashamed to ask for what they need. It takes a special sort of friendship to open that door. That's the sort of tie Carolyn and CeCe have through CitySquare.

To enrich their relationship, the women share their thoughts in a journal—CeCe in verse, Carolyn in prose. Their special communications are ferried by Carolyn's son Matt, who manages the CitySquare Food Pantry, where Carolyn often brings friends to learn about CitySquare. Whatever the distance, Carolyn and CeCe say they are never far apart. Keeping them close is a friendship that bridges every gap and makes their shared journey easier.



Dallas is home to more than 4,000 homeless individuals. There's no reason so many of our neighbors should have to struggle with this problem. As we have seen during two years of operating The Cottages at Hickory Crossing, it costs taxpayers much less to house the homeless than to leave them on the streets.

Our city could end homelessness tomorrow, if we only had the will. More than \$8 million in public housing funds go unused every year in Dallas. Yet even when homeless neighbors secure housing vouchers, they often can't find housing. That's because our city has no protections against payer source discrimination. Property managers are free to reject tenants simply because they don't like how they pay rent.

CitySquare fights for our homeless neighbors on both these fronts and more. The solutions we advocate include banning payer source discrimination and incentivizing mixed use and mixed income housing. Mixed use and mixed income housing help to ensure our homeless neighbors aren't left behind as development continues at a breakneck pace across our city,

In addition to advocating on our neighbors' behalf, CitySquare is busy creating communities. This year, we acquired 25 additional housing units through the grand opening of the St. Jude Center in North Dallas, bringing the total number of housing units managed by our team to more than 700.

As you can read on the Health page in this report, CitySquare also began integrating our health programs into our housing communities during the past year. This is a key piece of our permanent supportive housing approach.

HOUSING

IN 2018, CITY SQUARE HAS EXPANDED TO BECOME THE LARGEST PUBLIC HOUSING PROVIDER IN NORTH TEXAS.

As we continue fighting the growing problem of homelessness in Dallas, we hope to continue integrating our programs for neighbors with increasingly diverse needs. Addressing homelessness through supportive, wrap around services, ensures that neighbors who get off the streets stay off the streets.

The solution to homelessness is housing. It's that simple. At CitySquare, we've learned that neighbors who can secure housing often go on to play important roles in our organization. Anthony is no exception. Beginning at CitySquare TRAC, he found a home at our mixed use, mixed income CityWalk@Akard community located in downtown Dallas. He now works full time at the CitySquare Thrift Store, helping others in need. Throughout our organization and our community, we see the impact of our work multiplied through the service, advocacy, and friendship of neighbors like Anthony.




CRAIG: CREATIVITY THAT'S INFECTIOUS.

ADVOCACY



If we listen, our neighbors will tell us what they need. We tend to want to 'fix people' with what we think they need instead of asking." Craig Spaulding



No one else in his family had gone to college, so why should he? Craig Spaulding had other plans after high school. But his grandfather, Homer Alfonso Fox, made an offer that changed the path of his life and, subsequently, for thousands of others. "You should get a college degree," he told Craig. "And I'll make it possible."

Homer was Craig's hero. He worked three jobs and got very little sleep. But Craig never heard him complain. "He always found time to help those less fortunate," Craig remembers. "My family had limited means. But because he owned a bicycle shop, I thought my grandfather had to be rich." He later realized that the wealth was real, just not monetary. "His compassionate generous spirit was like a magnet," Craig says. "And I wanted to be just like him."

Craig follows in his grandfather's footsteps today. His advocacy in fighting poverty as a board member for CitySquare, as a generous donor, and as a tireless champion for our neighbors at CitySquare is making a difference.

Just as his grandfather was an advocate for Craig, Craig advocates for others. At CitySquare's Homer Alonzo Fox Center for Financial Empowerment, neighbors receive walk-in case management services to connect them with resources ranging from housing to food to financial coaching and more. The work done at the Center, made possible through Craig's support, helps neighbors of every walk find a path out of poverty.

"The center is teaching hundreds of our neighbors skills to help them better provide for their families," Craig says. These skills serve not only individual families today, but are tools to fight poverty for generations to come.



A TALE OF

At CitySquare, our work is driven by a belief that people are good and want an opportunity to do better. That belief is where hope starts. We don't buy into the diatribe that neighbors living in poverty are lazy and just don't want to work. That's what many folks believe before they visit the CitySquare Opportunity Center in South Dallas, where they meet hard-working neighbors filled with hope, eager and grateful for any opportunity.

As we enter our fourth decade of fighting poverty, CitySquare understands that to defeat the cycle of poverty, we must come together as a community to answer hope with opportunity. To that end, we've spent much of the past year expanding our youth services, our workforce training programs, and most importantly, our community partnerships.

The first-of-its-kind Fannie C. Harris Youth Center has been a major accomplishment for CitySquare during the past year. In partnership with After8toEducate, CitySquare Transition Resource Action Center (TRAC) is operating a drop-in care center for homeless youth in the Dallas Independent School District. This marks the expansion of TRAC's service offerings from exclusively former foster youth to all homeless youth in Dallas.

That's not the only area of expansion CitySquare has seen this year. In the spring, we opened the CitySquare Café, a unique restaurant on site at our Opportunity Center in South Dallas. The Café employs graduates of the CitySquare WorkPaths Hospitality Program at a living wage, providing them with essential real-world experience while they search for permanent employment with one of CitySquare's numerous community workforce partners.

HOPE

CITYSQUARE'S PROGRAMS IN DALLAS ARE KNOWN—NOT JUST IN OUR CITY, BUT ACROSS THE NATION—FOR BEING THE MOST INNOVATIVE AND EFFECTIVE AT FIGHTING POVERTY.

The CitySquare WorkPaths Construction Program is also creating new opportunities for our neighbors. This year, we've partnered with Hilti North America to provide a training series that prepares neighbors for employment in the construction industry through a combination of soft and hard skills training as well as key industry certifications. The training culminates in a 12-week, on-site, paid apprenticeship program at Hilti.

As we keep expanding our services, we will also continue breaking the misconceptions surrounding poverty in our community. By empowering folks with the truth and tools essential to our fight, CitySquare is building communities of hope right here in Dallas.

The Café is also home to the CitySquare Barista Training Program, which gives hands-on experience to TRAC youth. The program has seen success in the past year, with local coffee shops showing preference in hiring to our graduates.



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CitySquare

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OTHER WAYS TO GIVE

**DONATE FOOD**

Donate food by contacting
the CitySquare Food
Pantry at **469.904.7025**.

**DONATE GOODS**

Donate clothes,
housewares, vehicles,
and other goods by
contacting our Thrift
Store at **214.887.8800**.

**VOLUNTEER**

Learn about volunteer
opportunities by contacting us
at **volunteer@CitySquare.org**.

HOW TO GET INVOLVED

To schedule a tour or learn how your gifts are being invested, please
contact us at **dev@CitySquare.org**. Visit **CitySquare.org** and follow
us on social media to stay up to date on CitySquare.



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