

# community never stops



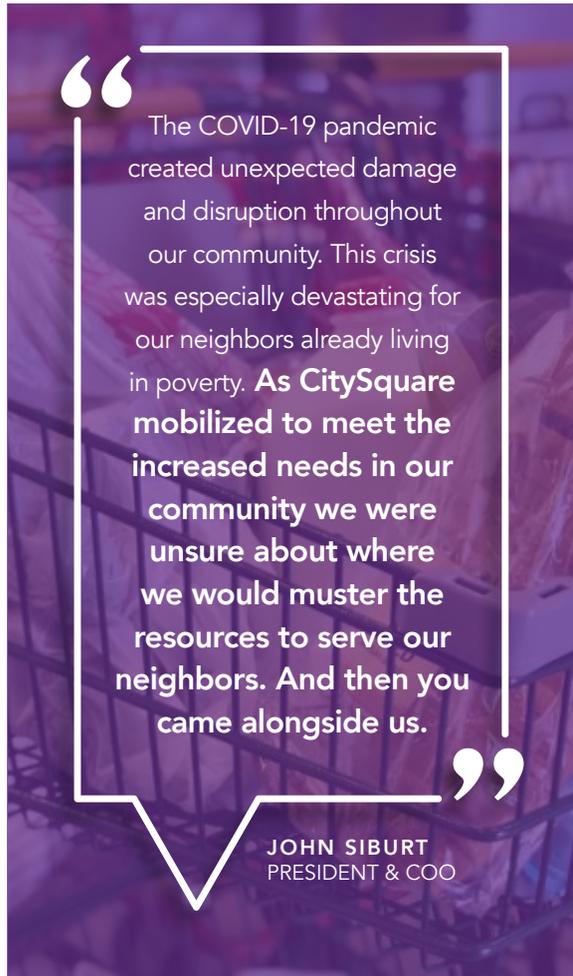
DSM VOLUNTEERS ARE AMONG THE MANY GROUPS THAT HELP KEEP THE FOOD PANTRY RUNNING.

**182** UNIQUE VOLUNTEERS SERVED OVER 3,000 HOURS! MARCH - JUNE

Pantry. We appreciate the support of Dallas Summer Musicals, Texas Crusaders, Dallas Leadership Foundation, and several local churches! The National Charity League Park Cities and Young Men's Service League Lake Highlands provide much-needed support for our Summer Mobile Food program. And numerous volunteers offer virtual support – hosting food donation drives and creating welcome home kits for neighbors in our housing programs. Our team of frontline volunteers and staff are also feeling the love from thank you notes, snacks, and meals sent to campus. Volunteering during this crisis looks different, but our community never stops!

When the pandemic hit, CitySquare lost many regular volunteers due to health risks.

However, our community came through, including new volunteers who help keep our programs rolling – especially the Food



“ The COVID-19 pandemic created unexpected damage and disruption throughout our community. This crisis was especially devastating for our neighbors already living in poverty. **As CitySquare mobilized to meet the increased needs in our community we were unsure about where we would muster the resources to serve our neighbors. And then you came alongside us.** ”

JOHN SIBURT  
PRESIDENT & COO

Thank you!

ANONYMOUS

ANTHONY FAMILY FOUNDATION



Bank of America.



JOHN & DOROTHY CASTLE ADVISED FUND



NEIGHBOR SUPPORT SERVICES STAFF MEMBERS SHOWED TRUE TEAMWORK BY VOLUNTEERING TO HELP WITH COVID-19 TESTING.

## COVID-19 TESTING SITE

Realizing the lack of COVID-19 testing in South Dallas, we partnered with Kroger Health, the City of Dallas, and Dallas County to bring a free testing center to CitySquare. Everyone deserves access to testing, and since the site opened, Kroger has provided more than 4,500 tests! The site offers drive-through and walk-up stations. The walk-up station ensures testing access for those who take public transportation or arrive on foot.

Of 2,739 neighbors surveyed, **50% have a medical home** (primary care physician or clinic).

# THE DALLAS CONNECTOR LINKS CARE TO TRANSPORTATION

THE DALLAS CONNECTOR PROJECT TEAM OPERATES SEVEN DAYS PER WEEK. THEY PROVIDE CRUCIAL TRANSPORTATION FOR 275 UNSHELTERED NEIGHBORS EACH WEEK BETWEEN THE CONVENTION CENTER AND FOOD, SHOWER, AND TESTING SITES. ONE VEHICLE WAS CONVERTED TO SAFELY TRANSPORT SYMPTOMATIC INDIVIDUALS TO TESTING SITES.

RUNS DAYS A WEEK

7

820

UNDUPLICATED NEIGHBORS SERVED

1,888

RIDES WERE PROVIDED



**544 neighbors housed to-date in 2020.** Of 461 neighbors in our permanent supportive housing, 94% were housed for 6 months or more.



More than 50 neighbors have moved from homelessness into permanent housing during this pandemic! Having a safe place to shelter is important for everyone, so my team works hard to ensure our neighbors have a place to call home. Support for our neighbors continues with case management, emergency services, and transportation. Our community generously provides items like Welcome Home Kits to ensure our neighbors have a great start. I'm inspired by their support for these determined neighbors.

-KRystal LOTSPEICH, DIRECTOR OF NEIGHBOR SUPPORT SERVICES

“

Our team worked through the pandemic, including helping keep the Food Pantry going when older volunteers had to stay home. **At least one HOT member volunteered each day, and we delivered food to vulnerable neighbors in bridge housing. The staff maintained contact with neighbors, helping them complete census forms and obtain stimulus payments.** We resumed Street Outreach in late May. Now we're mobilized and providing outreach to new encampments throughout Dallas County. I am proud of my team's flexibility!

”

YOLANDA WILLIAMS  
PROGRAM MANAGER,  
HOMELESS OUTREACH TEAM

WE APPRECIATE EVERY ONE OF YOU WHO GENEROUSLY GAVE YOUR TIME—EITHER REMOTELY OR IN PERSON. WE CAN'T DO IT



HPUMC OUTREACH ENGAGES PEOPLE TO FIGHT POVERTY AND PROMOTE JUSTICE, AND THROUGH THE WORK OF CITY SQUARE, WE CAN DO BOTH. WE KNOW THOSE ON THE MARGINS, PEOPLE OF COLOR, IMMIGRANT COMMUNITIES AND THOSE WITHOUT A STABLE HOME ARE DISPROPORTIONATELY AFFECTED BY COVID-19. WE'RE HONORED TO BE A CITY SQUARE PARTNER!

-LISA STEWART, HIGHLAND PARK UMC



THE BLESSING PROJECT VOLUNTEERS SERVED OUR NEIGHBORS IN A B-I-G WAY!! THEY COLLECTED PANTRY STAPLES FOR TRAC YOUTH, AND ROCKED FAMILY IMPACT DAY CREATING PEN PAL KITS FOR YOUTH SERVED THROUGH THE CHILD NUTRITION PROGRAM.



OUR FOOD PANTRY STAFF AND VOLUNTEERS AREN'T ALWAYS ABLE TO GRAB LUNCH DURING THESE BUSY DAYS. GENEROUS DONORS KEEP OUR TEAM FUELED WITH GIFTS OF COFFEE FROM UNION, MEALS FROM JASON'S DELI, VESTAL'S CATERING, IFRATELLI, AND MORE. THANK YOU!

Thank you!



CONSTANTIN FOUNDATION

MICHAEL & SUSAN COX

TOM & KAREN FALK

FENNER FAMILY CHARITABLE FOUNDATION





THE COMFORT FOOD CARE PACKAGE PROGRAM PROVIDES MEALS FOR AT-RISK YOUTH AND FAMILIES AS A RESPONSE TO COVID-19. PARTICIPATING RESTAURANTS OFFER MEALS THAT GENEROUS PATRONS PURCHASE FOR OUR TRAC YOUTH - 700+ MEALS TO-DATE! THANK YOU GATHER KITCHEN, HG SPLY CO., JASON'S DELI DOWNTOWN, MCALISTER'S DELI LAKE HIGHLANDS, AND EL FENIX CASA LINDA!

## TRAC & COMFORT FOOD CARES

The pandemic hasn't stopped the youth served by our Transition Resource Access Center (TRAC)! Those experiencing homelessness are assisted with navigating housing options, and two recent wins expanded the options. A long-term transitional housing program opened in Ft. Worth. And a HUD award to a TRAC partner for a Foster Youth to Independence Initiative brought housing vouchers specifically for foster youth to our region.

## RONALD HAS NEW GOALS— AND A NEW HOME

Ronald lived on the streets more than four years. The HOT team met him in 2016 and provided him with food, clothing, and transportation help. Despite COVID-19, he recently moved into a senior housing community, St. Jude Center. "I love being at SJC," said Ronald. "The employees care about us, and it's a good place to get back on your feet. CitySquare has stood by me, given me guiding points, and helped me get all my documentation. They helped me when I didn't even know I could help myself."



*community never stops*  
home

"I'm fortunate to have a forward-thinking team willing to transition our services to ensure youth in our programs have what they need. **I'm in awe at the youths' resilience. As the staff moved to 100% telework, the youth adapted to connecting virtually for support groups and Preparation for Life Skills Curriculum classes.** Plus our TRAC headquarters turned into an essential services hub, offering access to meet hygiene, food, and other needs, and assist with crises."

MADELINE REEDY  
SENIOR DIRECTOR,  
TRAC

Of 789 neighbors with a current income assessment, **39% experienced an income increase compared to their first assessment of the year.** 120 neighbors were supported in job placements with \$11.70 average hourly wage.

### WITHOUT YOU!



THE COMMUNITY LIFE TEAM AT CITYWALK@AKARD LOADED UP GROCERIES FROM THE CITY SQUARE FOOD PANTRY AND DELIVERED THEM TO 43 NEIGHBORS TO ENSURE THESE NEIGHBORS HAD ACCESS TO HEALTHY GROCERIES.



BARON FARHA, OWNER OF AF HOME, PARTNERED WITH THE DALLAS DESIGN DISTRICT TO COLLECT DONATIONS TO SUPPORT FAMILIES IN NEED DUE TO COVID-19. WE KNOW OUR NEIGHBORS WILL APPRECIATE THE DIAPERS AND BABY GOODS, NON-PERISHABLE FOOD ITEMS, PET FOOD, AND CLEANING SUPPLIES HIS TEAM GATHERED!

LARGEST NUMBER OF NEIGHBORS SERVED IN ONE DAY AT THE FOOD PANTRY?

**526**

ON APRIL 9TH

# HOW DO YOU KEEP NUTRITIOUS FOOD FLOWING TO THE COMMUNITY DURING A PANDEMIC?



Our Food Pantry team was determined to serve the community while protecting neighbors, volunteers, and staff. The team pivoted to a drive-through and walk-up model quickly. The Pantry became a hub of activity, and from mid-March to mid-June, the team served 6,652 unique neighbors more than 840,000 pounds of food! Previously the Pantry served 170 neighbors per day; however, this surged to 300 neighbors average per day, with more than 40 percent new to utilizing a food pantry. "The walk-up model is important as we serve people who walk or take the bus. Transportation shouldn't be a barrier for neighbors needing food," said Meredith Parrot, Food Operations Manager. "We anticipate increased need through next year, but we're encouraged by our community's support!"



JUAN RAMON, FROM THE W. DALLAS MULTIPURPOSE CENTER, OFFICE OF COMMUNITY CARE, CITY OF DALLAS, PICKS UP 70 MEALS EACH WEEK CREATED BY OUR FOOD RECOVERY TEAM! THEY CREATED 8,200+ MEALS APRIL - JUNE 2020, WHICH GO TO TRAC YOUTH, FOOD PANTRY VISITORS, AND PARTNERS LIKE THE BRIDGE AND STEWPOT.

**1,205,352 pounds of food valued at \$1,959,425** distributed from our Food Pantry to 7,653 neighbors. Of 2,828 neighbors surveyed, **58% are food secure.**



## GET SHIFT DONE

THIS INITIATIVE CONNECTS THE FURLOUGHED HOSPITALITY WORKFORCE WITH HUNGER RELIEF-FOCUSED NONPROFITS - THEY SERVE OUR COMMUNITY AND EARN AN HOURLY WAGE. THE GET SHIFT DONE FOR NORTH TEXAS FUND LAUNCHED THROUGH THE COMMUNITIES FOUNDATION OF TEXAS. WE'VE UTILIZED 98 MEMBERS, LOGGING 1,900+ HOURS, TO-DATE!

## HEALTHY MEALS FOR KIDS

More than 27% of children in Dallas live in households that have experienced food insecurity, so our Child Nutrition team provides 20,000+ free meals each week through the Mobile Food program and Summer Meal program at partner locations! The Mobile team loads up vans with CitySquare AmeriCorps members to serve at apartments and libraries. The program launched early and was modified to accommodate COVID-19 requirements. Thanks to donors, the kids receive At-Home activity kits!



Thank you!



We're grateful for your amazing support! For the full supporter list, visit: [citysquare.org/emergencyreliefsupporters](https://citysquare.org/emergencyreliefsupporters)