

May 1, 2020

The Honorable Mayor Joe Chow and Council
Town of Addison
P.O. Box 9010
Addison, TX 75001-9010

Dear Mayor Chow and Council,

Thank you so much for this opportunity to provide an update on the COVID-19 Relief efforts at Metrocrest Services. Our greatest challenges are twofold: Providing assistance in the short term as needs grow significantly every day and, secondly, to accurately project needs over the next four to six months. Based on current trends, and the realization that those we serve will be in need for most of calendar year 2020, we respectfully request \$85,000 in One-Time Emergency Funding to assist with costs associated with providing Food, Housing Support, Employment Assistance, and other services such as gas cards, education, and job training to Addison residents.

The Metrocrest mission is to provide programs for individuals, families, and seniors that lead to self-sufficiency and foster independence in Carrollton, Farmers Branch, Addison, Coppell, and Dallas in Denton County. We offer a comprehensive bundle of programs to address gaps in finances, health, transportation, and nutrition to holistically end poverty. Research shows that people receiving bundled services are more likely to improve their financial situation. However, the COVID-19 crisis is causing us to move to more of a disaster recovery model to assist children, families, and seniors.

Since the middle of March 2020, we have seen significant increases in demand for food and rent assistance. We have moved to a drive-thru model for our Food Pantry. Our objective is to continue providing a week's worth of food for each family member along with fresh produce, some toiletry items, toilet paper, and detergent. For the month of April 2020, the Food Pantry demand increased 292% over April 2019. That equates to 7,456 meals being distributed every day. Our biggest challenge for the Food Pantry is sourcing enough food to continue to meet the nutritional needs of our neighbors. Wonderful partners such as the North Texas Food Bank are running low on food as they attempt to meet all the pantry needs in the Dallas region. Our retail partners such as Kroger, Sprouts, Whole Food, Wal-Mart, and others have very little on the shelf to donate. Metrocrest is partnering with other food distributors to ensure we have an adequate supply. However, these alternative sources are much more expensive.

Serving Carrollton, Farmers Branch, Addison, Coppell, and city of Dallas in Denton County

The most significant issue beyond food is housing assistance. As the primary source for housing assistance in our community, the demand for our Housing Stability programs grew significantly as April rents became due. We assisted 273 families with rent and lodging in April 2020 versus serving 73 families in April 2019. The challenge beyond the number of requests is that the average amount we contribute is rising due to the fact that the family may have no income after the widespread layoffs. While we attempt to pay only a portion of the rent if the family has savings or some income, we are seeing more instances where we are paying the full rent to assist the family. While the No Eviction rule has helped stave off landlords, the tenants will ultimately need to catch up to avoid eviction. In addition, there are no eviction protections for those families living in motels.

For Addison specifically, families visited the Food Pantry 189 times in April, 302% over last year. Projecting cost for food is difficult but we are projecting to spend \$73,232 on food for April through July specifically for Addison families. Concerning rent assistance, we served 22 Addison families (represents 43 individuals) in April, 144% over last year. We project serving 92 Addison families with rent assistance over the next four months at a cost of \$55,200.

The total cost to provide services to Addison residents in need for April-July is projected to be \$256,864. This includes costs for social workers, workforce support, and other services such as utility payment support.

Our Board, Staff, and those we serve appreciate your willingness to consider our proposal for \$85,000 in One-Time Emergency Funding to assist with costs associated with serving Addison residents who have been impacted by COVID-19. We will work with other funders to help fill the \$171,864 funding gap.

Metrocrest Services has been in constant contact with our city partners. Farmers Branch and Carrollton both approved Emergency Funding at their April 21st Council meetings. We are sending a proposal to Coppell on May 1.

Let us know what additional information we can provide.

Sincerely,



Tracy Eubanks, CEO
Metrocrest Services