



# CAN'T STOP

[GiveToCitySquare.org](https://www.GiveToCitySquare.org)

# WON'T STOP

CitySquare began as a small neighborhood food pantry and transformed into the most comprehensive and effective poverty-fighting organization in Dallas.

In 2020 we had to quickly pivot and respond to the devastating pandemic, but your displays of generosity showed our city the power of community. Join us as we celebrate the transformative power of love when we come together as a community to fight the causes and effects of poverty.

## 2020 IN REVIEW

CITYSQUARE PRESIDENT/CEO JOHN SIBURT

CitySquare has changed quite a bit since 1988. What began as a small neighborhood food pantry transformed into the most comprehensive and effective poverty-fighting organization in Dallas. Our neighbors fueled our growth, teaching us how to address the needs of health, hunger, housing, and hope as a community rooted in values of faith, justice, and stewardship. They show us daily how the power of love can transform not only individual hearts, minds, and attitudes—but also communal systems, institutions, and economies.

It was the power of love that enabled CitySquare to quickly pivot our work in 2020 to respond to the devastating impact of a global pandemic. We adapted our programs to respond to the physical, emotional, and economic destruction caused by Covid-19. Your generosity and unwavering support sustained us in the fight and showed our city the power of community.

The 2020 Annual Report highlights the amazing changes we made in responding to an unexpected crisis. Even more, it celebrates the transformation that occurs in the lives of our neighbors, staff, and donors when we come together as a community. CitySquare changes lives, restores relationships, and helps neighbors reclaim a future filled with hope. We can't stop our work—and because of you, we won't stop.

Your friend in the fight,



**John Siburt**  
PRESIDENT/CEO

**CITYSQUARE CHANGES LIVES,**

**RESTORES RELATIONSHIPS,**

**AND HELPS NEIGHBORS**

**RECLAIM A FUTURE FILLED**

**WITH HOPE. WE CAN'T STOP**

**OUR WORK—AND BECAUSE OF**

**YOU, WE WON'T STOP**



### SUMMER FOOD

When Covid-19 closed our schools, CitySquare's Summer Food Program launched early.



### EMERGENCY FUNDS

Our Financial Empowerment Program provided emergency funds to 580 neighbors.



### EXPANDED REACH

We served neighbors from 40% more ZIP codes, extending across 79 counties.



### FOOD AID

More than \$4.5 million in healthy groceries distributed to our neighbors in 2020.

# LARRY JAMES WON'T STOP

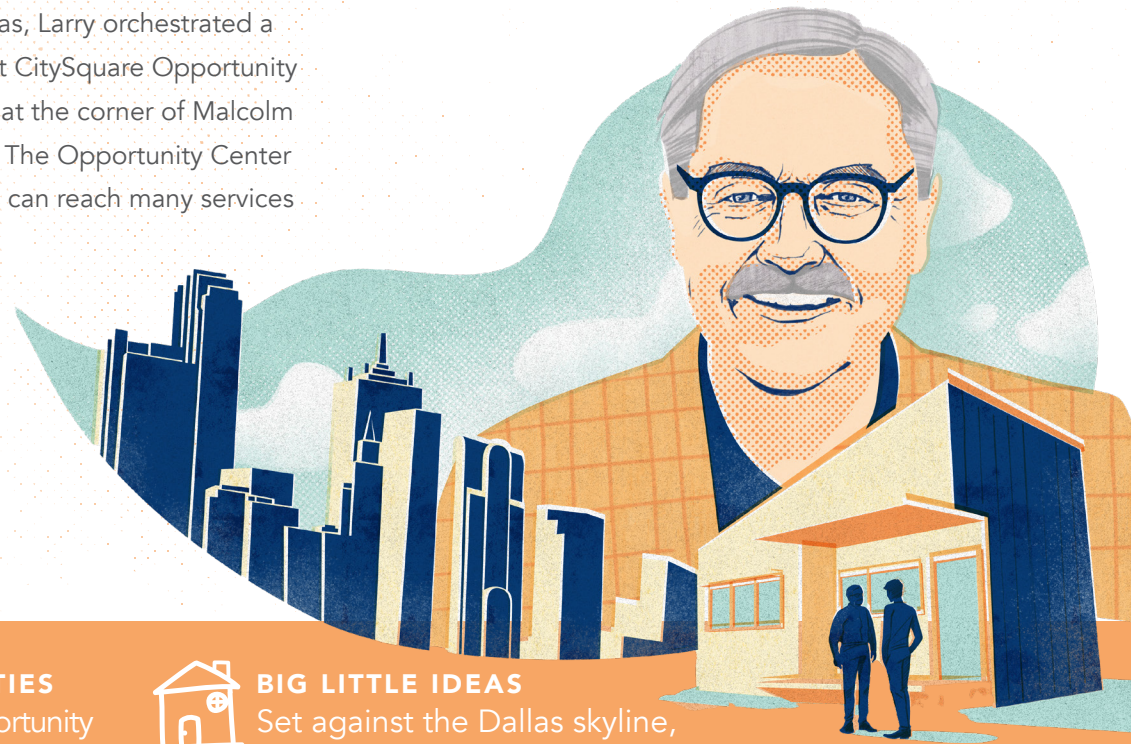
When Larry James joined CitySquare in 1988, we were a store-front food pantry in East Dallas. Throughout his 26 years serving our city, the core of Larry's mission, and ours, has been to fight the causes and effects of poverty. As Larry takes on his new CEO Emeritus role, he leaves a legacy of hope that will live beyond him.

Larry James' vision is to "fight the causes and effects of poverty knowing a home, food, health, and hope were necessary ingredients for success, and we must address all four to help move folks out of poverty." Over the past 26 years, his commitment to Dallas' homeless has also become the core of CitySquare's mission.

When Larry came on board, CitySquare was a store-front food pantry in East Dallas known as Central Dallas Ministries. In 2010 CitySquare opened CityWalk@Akard, transforming an outdated high-rise into a mixed-income, mixed-use vertical neighborhood. Recognizing the significant needs of South Dallas, Larry orchestrated a plan for the 53,000 square-foot CitySquare Opportunity Center, which opened in 2015 at the corner of Malcolm X Boulevard and Interstate 30. The Opportunity Center is a place where our neighbors can reach many services under one roof. A year later, he created The Cottages at Hickory Crossing. There, we established tiny homes for our homeless neighbors – a place to be housed and receive needed services.

After 26 years, our longtime CEO Larry James takes on a new role as CEO Emeritus. Taking over CitySquare's CEO position is John Siburt, President/COO, who joined CitySquare in 2012. While Larry will remain active, he acknowledges CitySquare's mission is in good hands with John.

According to John, "I have mighty big shoes to fill, but Larry is an incredible mentor. Plus, we are fortunate he will stay on board. Larry is a wonderful role model for how to pass on your mission and vision, so it lives beyond you. We're friends, partners, and collaborators."



## NEW PLACES

CityWalk opens in 2010, creating a vertical, mixed-income neighborhood in the heart of Downtown Dallas.



## NEW OPPORTUNITIES

The CitySquare Opportunity Center opens in 2015 to better meet our neighbors' needs with many services provided under one roof.



## BIG LITTLE IDEAS

Set against the Dallas skyline, The Cottages at Hickory Crossing open in 2016, establishing Tiny Homes for unsheltered neighbors.



# DEBORAH FINDS A WAY HOME

When Deborah heard the words “chronically homeless” applied to her, it hurt. However, she desperately needed a place to live and filled out the required forms. Deborah prayed God would highlight her name on the lengthy county housing list.

“I believed God would allow someone to see my name and know I needed a home,” said Deborah. “Ten days later, I received the call from CitySquare inviting me to apply to your A Way Home program.”

Deborah grew up in Indiana. She was an only child, and her parents instilled strong values in her.

Deborah graduated from college and married her boyfriend of four years. They were very involved at their church, and soon their picture-perfect family included two children.

Shortly after their first child’s arrival, her husband became abusive, first emotionally, then financially, and finally physically. The abuse lasted for almost 20 years. Though Deborah sought help over the years through church leaders and counselors, nothing changed.

They eventually moved to Texas, where her husband also began verbally abusing her son. When her son asked her if they could leave, she knew it was time. She talked with an attorney and began secretly packing their belongings. Deborah and the kids fled to her parents for a few weeks. Her husband never called. When she returned to

Dallas, she went straight to the attorney’s office and filed for divorce.

After a series of setbacks, Deborah rebounded and bought a home in 2006, her first as a single mom. This dream-come-true turned to ashes, when eight months later a fire destroyed their home. Her insurance policy would not entirely cover rebuilding, so they lost everything, including their safe housing.

Over the next decade, Deborah’s search for a permanent job resulted only in contract positions





and layoffs. Her children were grown, and Deborah rented a room from a friend. She finally landed a permanent position and saved enough to move out on her own. The day Deborah was driving to her new place, a drunk driver hit her. She suffered severe injuries, including a brain injury and severe spine damage.

Now Deborah could no longer sit for eight hours and work on a computer due to chronic pain and severe fatigue. She lost the job she'd worked so hard for, and began moving in and out of friends' homes. When she ran out of friends, she slept in churches, shelters, hotel lobbies, and the airport. Eventually, The Salvation Army offered Deborah a cot, and she lived there for seven months before being placed in her apartment through our A Way Home program. Now Deborah has a safe place to rebuild her life. An ordained minister, she hopes to use her testimony to bring healing to others.

"If I didn't have God in my life, I couldn't have made it," said Deborah. "I've seen answers to prayer and have to let God work in his time. I know He will never abandon me. He has a plan, and I have hope for restoration."

Deborah couldn't stop fighting for her family and herself, and we won't stop either.



**LISA STEWART**  
DIRECTOR OF IMPACT  
HIGHLAND PARK UNITED  
METHODIST CHURCH

Lisa joined the CitySquare Board of Directors in

2015 as a partner in addressing the root causes of poverty and homelessness. She oversees 22 local partnerships in her work at HPUMC.

"Dallas is a divided city geographically and economically," Lisa said. "We have the opportunity to change that. Our partnership with CitySquare has helped us better understand the difference between charity and fighting poverty."

Thanks to this partnership, many of their congregants live out their faith by volunteering at CitySquare. Lisa has seen individuals change their career path to be part of the solution full-time.

"We believe God doesn't want anyone to live in poverty," Lisa said. "A safe home is the foundation to get all areas of your life in order—to sleep, provide for your family, and as a secure place to rise out of poverty."



**HOME SWEET HOME**  
946 CitySquare neighbors housed in 2020.



**PUTTING DOWN ROOTS**  
95% of our neighbors maintained their housing for six or more months.



**REACHING OUT**  
854 neighbors served by our Homeless Outreach Team, with 185 housed or placed on the housing priority list.



**FULL SUPPORT**  
412 CitySquare housed neighbors are receiving case management services.

# ARTHUR CHOOSES HEALTH & SOBRIETY



Arthur turned 21 years old in the state prison. This wasn't where he thought he'd spend this significant day. After dropping out of high school, Arthur began running with the wrong crowd and what started as minor troublemaking turned into more serious offenses.

His life wasn't supposed to go this way. He grew up in the historic State Thomas community, now known as Uptown. He was a normal kid, playing football in middle school and basketball in high school. When his parents separated while he was in high school, Arthur moved around to different high schools, rootless and without his friends. Eventually, he dropped out.

When Arthur got out of prison, he moved into an apartment with a friend, working as a security guard for the complex at night. He eventually married, had two children, and began working as an auto detailer. He got back into football, playing defensive end for a semi-pro football team, and taking on various contract jobs to support his family. He also started smoking weed.

"I started smoking weed in my early 30's," said Arthur. "And then I began to use harder drugs. My wife took our kids and moved to Waco, and she divorced me. I fell apart."

Arthur's drug use escalated as he used them to numb the pain of losing his family. He remarried and had a third child, but that marriage ended too. Arthur started a pattern of paying his rent late and lost job opportunities as he was missing too many days of work. Eventually, he got evicted from his apartment.

His brother offered him a place to stay but Arthur's harmful lifestyle got in the way, and his brother ended up taking him to The Salvation Army. He lived two years at the shelter, cleaning and handing out blankets. Arthur was still using drugs at times and failed a random drug test, so he was asked to leave.



"I finally had enough and checked myself into a rehab," Arthur stated. "There's no future when you're doing drugs. I got clean and moved in with my daughter. One day I met a guy, and he told me about a recovery group at his church. It was walking distance from my daughter's, so I started going. Then I started mowing the lawn for the church too."

Arthur eventually moved back into the downtown-area and lived at a sober shelter. One day he saw a news story about CityWalk@Akard, a diverse vertical neighborhood owned by our partner, CitySquare Housing. CityWalk provides affordable housing to low-income wage earners and permanent supportive housing for formerly homeless individuals. Arthur put in an application, and soon learned he had a new home!

Ten years later, Arthur is fondly known as the "Mayor of CityWalk." He volunteers around the building, including serving in the on-site

church, maintaining the vegetable garden, and barbecuing for resident gatherings. He meets with his case managers from the Community Life team, which provides supportive services and on-site counseling to the building's residents.

Arthur's stable lifestyle ensures he can take care of himself. He is a colon cancer survivor and has other health issues, but with the support of CitySquare, he has a primary care doctor and received medical care.

"I messed up bad back then, and so glad to be where I am," said Arthur. "I talk all the time to my kids now and just want to keep on going in life. "

And CitySquare is going to be by his side.



## DR. CHRISTOPHER CROW

CEO, CATALYST  
HEALTH NETWORK

Dr. Christopher Crow grew up in Hillsboro and saw firsthand how small-town doctors took care of their community. Dr. Crow wanted to bring this level of care to North Texas.

"The doctors I grew up with understood we're only as healthy and well as all of us," said Dr. Crow. "I like the proactive approach CitySquare has taken to co-locate needed community services – healthcare, housing, and food. It's important to connect all the areas of need that come from poverty."

Dr. Crow partnered with the Community Life Team at CityWalk@Akard to start a mini-pilot program. He added a pharmacist and psychiatrist to the team's mental health services, provided Covid testing, and explored how Medicaid can work for our newly housed neighbors.

"I believe a life well-lived leaves the world better than you found it," Dr. Crow stated. "For me, affordable, multi-pronged healthcare is more than a business. It is the lives of our patients."



### GET WELL SOON

1,245 neighbors served by the CitySquare Community Clinic.



### WHAT'S UP, DOC?

78% of our neighbors who access our clinic, maintained their medical home.



### PUTTING DOWN ROOTS

92% of CityWalk neighbors maintain housing for a year or longer.

# DANIELA NOURISHES BODY & SOUL

At age 15, Daniela left her life in Yucatan, Mexico, full of hopes and dreams for a better life in the United States. Daniela moved in with her sister and enrolled in high school. She found a part-time job at a fast-food restaurant, worked to learn English, and eventually met her boyfriend. When Daniela discovered she was pregnant, she dropped out of school when her son was born and set her dreams aside.

The young couple married, but money was tight and food scarce. Their financial situation grew more precarious after the birth of their daughter. Soon after, Daniela's husband began to attack her physically.

With her sister's encouragement, Daniela found the courage to leave the abusive marriage. She moved into Genesis Women's Shelter, where she received counseling. Her case manager also guided her through the immigration process, and she obtained her green card.

"My sister still watches out for me, and the counselors at Genesis Shelter helped me," said Daniela. "It was hard to leave my marriage and be alone at the shelter, with no job and two kids. I knew it wouldn't be easy to be a single mom, but I wanted to support my children and give them a safe home. Thankfully, God gave me the strength I needed."

Soon, Daniela moved into an apartment and got a job. She did not have extra money for clothes and food, so she relied on her sister's help and food pantries and was grateful for this needed help.





Daniela remarried, this time to a kind man who works hard to support their family. Their life was on track. She worked at several part-time jobs until the Covid-19 lockdown began. Like many, she lost her job and any hope of financial stability.

A local company responded by creating Get Shift Done, which creates paid opportunities for unemployed service workers to help local non-profits provide hunger relief. The program paired Daniela with the CitySquare Food Pantry. In addition to providing much-needed income, the opportunity helped Daniela find new happiness.

"I keep signing up for shifts because everyone is so nice. It's a positive environment and doesn't feel like work," Daniela says.

When needed, Daniela also knows she can take home healthy groceries. More than a year into the pandemic, she's looking forward to a new future.

"I know what it is to need help and have to ask for help," said Daniela. "I learned you can still help those in need, even when you don't have much."



### J.J. PONCE

SR. VICE PRESIDENT  
COMMUNITY DEVELOPMENT  
TEXAS CAPITAL BANK

"I grew up in Oak Cliff, and my wife and I are raising our family here," said J.J. "Growing up, my family struggled, and education was key to changing our course. Now in my role at Texas Capital Bank, I can help others as serving our community is ingrained in what we do."

J.J. was a Leadership Dallas 2020 cohort member, along with John Siburt, our CEO and President. The class chose to renovate the CitySquare Food Pantry as their community project, and J.J. led the fundraising committee.

"We met with staff and volunteers to really listen to their ideas and experiences as we wanted to ensure changes made allowed them to serve our neighbors better," J.J. stated. "Our goals were to enhance the dignified shopping experience, shorten the wait time, increase those served by 20-percent, and reduce food waste."



### FILL THE FRIDGE

2.8 million pounds of food distributed to 13,209 neighbors through the Food Pantry.



### BRIDGING THE BUDGET GAP

90% of those accessing the Food Pantry can use income to meet other essential needs.



### WASTE NOT

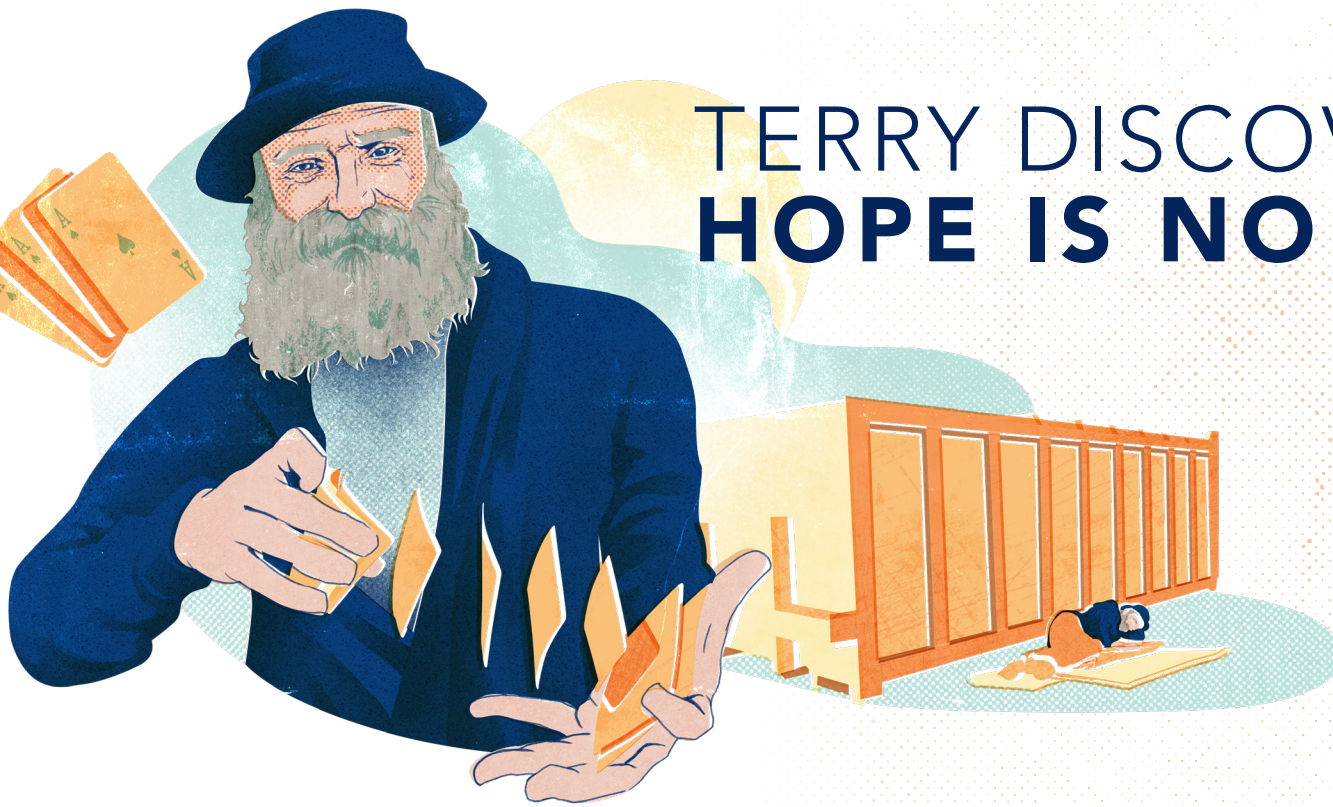
22,105 healthy Food Recovery meals were created, from 29,586 pounds of recovered food.



### SUMMER SMILES

9,740 children given 502,629 meals in after-school and summer food programs, with meals delivered directly to apartments and libraries.

# TERRY DISCOVERS HOPE IS NO ILLUSION



For six years, Terry lived hidden amid the Deep Ellum neighborhood revival. He made a small room off a garbage bay his home, undetected by the building's residents. By day he slept, and at night he worked as a street magician.

Terry never planned to be homeless. In high school, he was a skateboarder with a good crew of friends. Terry graduated high school and worked for over a decade at the railroad where his dad worked. Later in life, he graduated from Tyler Junior College.

Terry began using marijuana in high school, and over the years, he descended into the vicious cycle

of drug use to rehab and back again. His addiction ultimately caused him to lose everything.

"I ended up using a lot of different drugs but still worked and lived a normal life," Terry said. "Before you realize it, you're an addict. I kept telling myself I was OK, but when I tried crack, that was it."

After his first stint in rehab, Terry moved to Dallas. He met a girl, got into jewelry making, and soon sold his art to well-known musicians. "I was on fire with life," said Terry. But his relationship ended, and he spiraled into depression. Terry's mom was very ill, so he returned home to care for her, and what was to be a short stay turned into six years.

"I wasn't in a good place mentally. I loved my mother but didn't love myself much," he stated. "I turned back to drugs to cope."

He returned to Dallas and rented a room from a friend. Terry started using crack again, was kicked out of the house, and started his journey into homelessness. He tried staying at local shelters, but Terry says, "I'm a night owl. I do my best work at night when the money is throwing. The shelters want you to be in at six p.m., then out at six a.m. That didn't work."



One day, Terry noticed a swirl of activity at 1610 Malcolm X Boulevard and smelled barbecue. It was the groundbreaking for the CitySquare Opportunity Center. He wandered over to see if he could show anyone a few of his card tricks.

"I met Larry James. He invited me to eat, watched my card tricks, and told me I was talented," said Terry. "Larry told me he would help me get housing. And he did."

Today Terry is housed through our Destination Home program. He received medical and dental services, including replacing teeth lost due to his drug use.

"When I moved into my place, I said I'm not going to do any more drugs that take over my soul," stated Terry. "My head is clear, and I'm

grateful. I was convinced I would die on the streets, alone, but now I'm excited about the future. Got to make this time count!"

Terry named three important people in his life. Not surprisingly, one of those three is his friend Larry James.



## ASHLEY BRUNDAGE, MSSW

EXECUTIVE DIRECTOR OF HOUSING STABILITY SR VP, COMMUNITY IMPACT UNITED WAY DALLAS

"None of us know what the new normal will be," said Ashley. "One thing we can

agree on is we need hope to move forward, not to get back to normal, but to reimagine what our future can be post-Covid. Our community needs to know there is hope."

Ashley was vital in forming the Dallas Rental Assistance Collaborative (DRAC), Dallas' collective solution to helping families impacted by the pandemic with short-term, emergency assistance for rent, mortgage, utilities, and food. Her strong relationships with city employees led to the program's rapid launch. DRAC has grown to 12 participating organizations, including CitySquare, and in 2020 distributed \$4.5 million in rental assistance to 1,800 households

"I love how collaborative folks in our community are and how many are willing to help," Ashley added. "I've always felt personally compelled to give back; it's who I am. I'm fortunate I can give back in my profession."



### FRESH START

1,488 youth were served through TRAC, with 465 receiving case management.



### READY FOR LIFE

97 TRAC youth completed the PAL Life Skills program.



### SERVICE & FRIENDSHIP

261 CitySquare AmeriCorps members served 109,044 hours.



### HELPING HAND

Beginning in June 2020, more than \$760,000 was distributed to help neighbors in crisis pay rent, mortgages, and utilities.

CAN'T  
STOP  
WON'T  
STOP

SERVING OUR  
**NEIGHBORS**

## DONATION OPPORTUNITIES

Your monthly donations, major gifts, and planned giving to CitySquare will make a significant impact on our community. To maximize that impact while providing important tax benefits\* to you and your heirs, we can meet with you individually to discuss the options.

**CONTACT SARAH CANTU**

**CHIEF ADVANCEMENT OFFICER | (214) 267-9570 | [SCANTU@CITYSQUARE.ORG](mailto:SCANTU@CITYSQUARE.ORG)**

*\*Always consult with a licensed financial professional prior to changing your estate plan.*

## CORPORATE PARTNERSHIPS

We value our corporate partners and recognize together we can be a catalyst for social change in our community. Our partners serve as dynamic allies for CitySquare, and we in turn work to provide meaningful experiences for your team to give back. Join us for a day of service, rally your team for an in-kind donation drive, or set up an employee donation match program – just a few ideas to help us build a sustained relationship. Employers may provide grants, in addition to allowing staff time off to volunteer to support employee engagement. CitySquare believes these partnerships help us better connect as a community and may lead to the development of new strategic solutions for our city's most vulnerable residents.

**CONTACT SANDRA OSTAD**

**MANAGER OF CORPORATE ENGAGEMENT + EVENTS | (469) 623-3315 | [SOSTAD@CITYSQUARE.ORG](mailto:SOSTAD@CITYSQUARE.ORG)**

## INDIVIDUAL/GROUP OPPORTUNITIES

If you're ready to join the volunteer team at CitySquare, we have in-person and virtual opportunities available for individuals and groups. You can host a drive for needs such as reusable grocery bags, pantry staples, hand soap, and cleaning supplies. Or serve our neighbors in the Food Pantry, package laundry or snack kits, provide a meal for our youth, work in one of our community gardens, and much more. We also invite your team to better understand what it is like to live in poverty through our interactive Poverty Simulation game. If you're interested in learning more or are ready to find a volunteer opportunity for yourself or a group, please visit our site or email us at [volunteer@CitySquare.org](mailto:volunteer@CitySquare.org).

## AMERICORPS SERVICE

AmeriCorps is a national service program dedicated to working in local communities to affect change through service. With the support of the OneStar Foundation, CitySquare operates one of the largest AmeriCorps programs in Texas, leveraging more than 300 AmeriCorps members every year. CitySquare AmeriCorps members provide support to nonprofits working to increase academic engagement among economically-disadvantaged youth, alleviate food insecurity through Food Pantry assistance and summer meals, improve economic opportunity for adults through case management and workforce development, and provide disaster recovery services to communities impacted by natural disasters. In return for service, AmeriCorps members receive a biweekly living allowance and an education award. Email the team at [AmeriCorps@CitySquare.org](mailto:AmeriCorps@CitySquare.org).



# CAN'T STOP WON'T STOP SUPPORTING OUR CAUSE

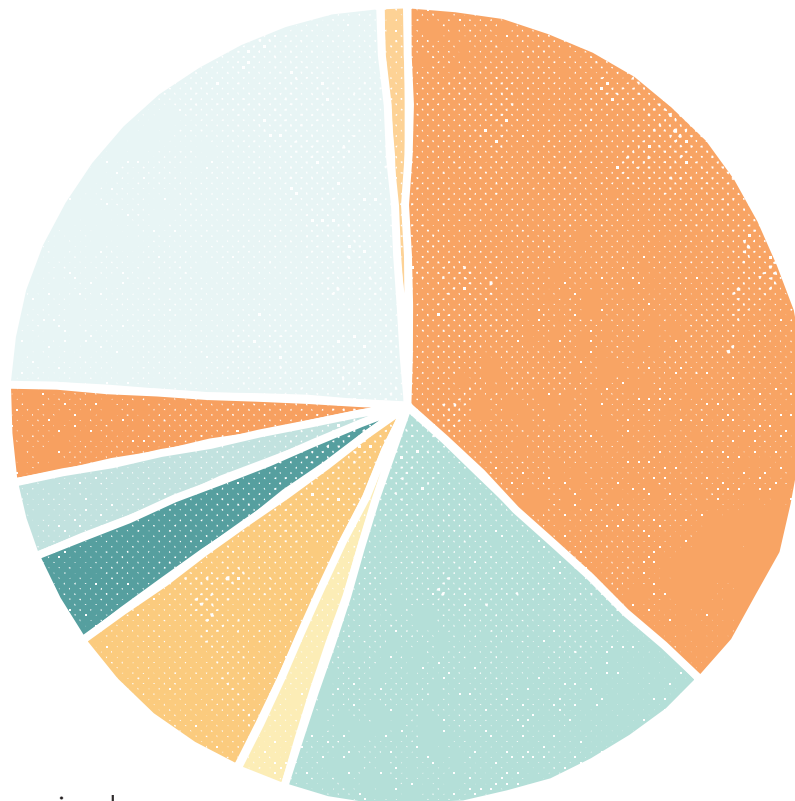


## PROGRAMS

More than 80 cents of every dollar raised directly supports our neighbors on their path to self-sufficiency.

## FUNDRAISING

Our fundraising expenses are well below the national average as our generous donors continue to support our work.



## BRUCE & LYNN COPE

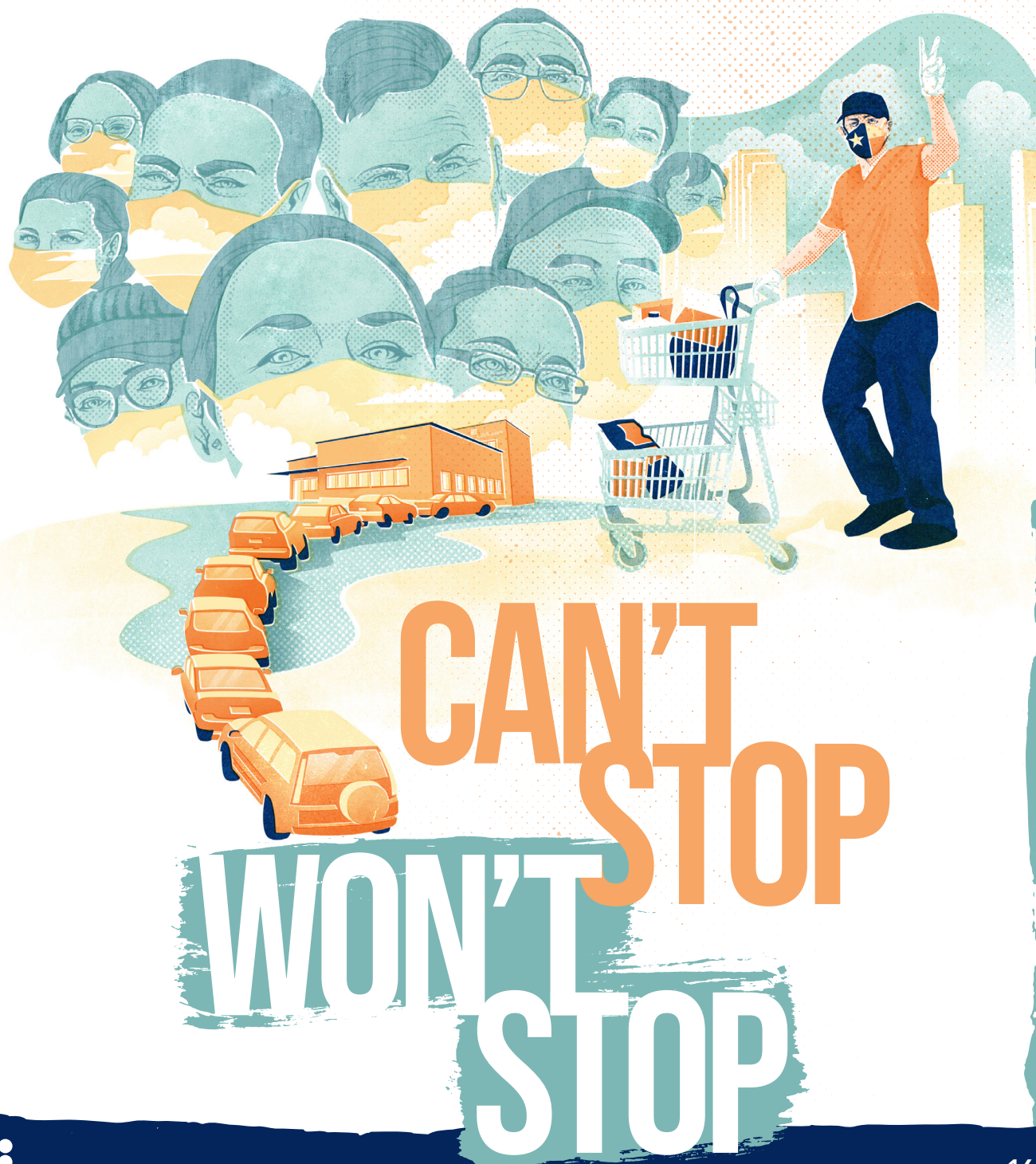
In the late '80s, Bruce and his wife, Lynn, moved to Dallas and found a welcoming community. Their first home was around the corner from

Richardson East Church of Christ, where Larry James was a senior minister. They began supporting the church's food pantry, and over the years, stayed connected with Larry as he moved to serve at the Central Dallas Food Pantry, which eventually became CitySquare.

"I've found people in Dallas to be incredibly generous," said Bruce. "We have been very blessed and try to share those blessings. We lived for four years in Yemen and witnessed extreme poverty, which made us more committed to helping others."

Bruce recently retired from Hunt Oil Company, where the team was encouraged to volunteer and give back to the community. He led many team members to CitySquare for volunteer opportunities and shared its mission with those interested. These team members encouraged others to volunteer, with one employee enlisting their boy scout troop.

"When we understood how much need there is and saw it firsthand, we wanted to help," added Bruce. "And will continue to do so. CitySquare's mission resonates strongly for us."



#### EXECUTIVE LEADERSHIP

Larry James  
CHAIRMAN EMERITUS

Dr. John Siburt  
CHIEF EXECUTIVE OFFICER & PRESIDENT

Sarah Cantu  
CHIEF ADVANCEMENT OFFICER

Kris Oliver  
CHIEF FINANCIAL OFFICER

Nadia Salibi  
CHIEF PROGRAM OFFICER

Mandy Shreve  
VP OF OPERATIONS

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