



City House

Protecting Youth. Empowering Change. Transforming Lives.



OUR MISSION SINCE 1988.

To protect, empower & transform the lives of at-risk children, youth & young adults suffering from abuse, neglect, or homelessness.

Our vision of success is that every child, youth, and young adult develops the confidence he or she needs to forward the betterment of their life, while coping with personal crisis, uncertainty, and circumstances not in their immediate control.

A WELCOME DESTINATION

City House embraces all ethnicities, genders, sexual orientations, and religious affiliations, while promoting inclusivity, respect, civility, and kindness.



OUR STORY

Founded in 1988, what began as a six-bed teen shelter has grown into a 48-bed multi-faceted agency, including a Youth Resource & Community Outreach Center.

Serving the majority of North Texas, City House provides emergency shelter, transitional residential living, and street outreach programs and services to at-risk children, youth, and young adults who are in need due to abuse, neglect, or homelessness, and supports the unique needs of LGBTQ individuals.

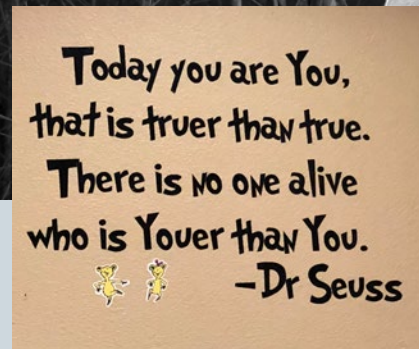
OUR PROGRAMS

Today we serve youth ages newborn to 24 years through five primary programs:

- Emergency Shelter for children newborn to 17 years
- Transitional Living Program comprised of several residential homes (18 to 21 years)
- Youth Resource & Community Outreach Center
- Counseling Services for individuals and families
- Rapid Rehousing

OUR IMPACT:

Over 500 Crisis Calls Handled Annually



CITY HOUSE EMERGENCY SHELTER

My Friend's House (Ages newborn to 17 years)

Known as My Friend's House, this emergency shelter provides around-the-clock residential care and services in partnership with Child Protective Services for kids who have been removed from their homes due to abuse and/or neglect. RHY (Runaway and Homeless Youth) are also granted support through My Friend's House with an average stay of 21 days, often referred through the juvenile court system, school districts, or word of mouth.

My Friend's House serves all surrounding counties and is the only shelter in Collin County that cares for unaccompanied children and youth. The shelter also specializes in keeping sibling groups together and providing services to runaway and homeless youth under 18 years of age.

SERVICES PROVIDED TO OUR SHELTER RESIDENTS:

- Basic needs (food, clothing, shelter)
- Case management/Assessment services
- Medical/Dental assistance
- Developmental/Psychological assessments
- Educational assistance
- Life skills
- Counseling: individual, group, and family
- Transportation to and from existing schools
- Enrichment Program



Call the Texas Department of Family and Protective Services to report abuse, neglect, or exploitation: **800-252-5400**

TRANSITIONAL LIVING PROGRAM

City House's Transitional Living Program (TLP) is designed to transform the lives of young adults aged 18 - 21, focusing on helping them grow and learn to live independently. These young adults are aspiring individuals, who are often coming from a home with unresolved family conflict, have aged out of foster care, or are victims of abuse, neglect, or homelessness.



Our objective is to provide these young people with the skills and confidence to be self-sufficient and live independently as contributing members of their community.



TLP PROGRAM SERVICES:

- Case Management
- Individual Counseling
- Educational Assistance (tutoring, GED, trade school, and college preparation & scholarship aid)
- Job Training and Financial Management Skills
- Mentorship/Life Coaching
- Basic Life Skills (based on assessment)
- Rapid rehousing for graduating residents ready to live independently but requiring minimal program support





**THERE WHEN
THEY NEED US**

YOUTH RESOURCE CENTER IS A GO-TO DESTINATION WHEN HELP IS NEEDED

Our walk-in center for at-risk teens and young adults up to 21 years is in a highly accessible location, within walking distance of a DART station and bus stop. Whether young people are in a crisis and need to talk with a counselor, need a shower, laundry access, a new change of clothes, food, hygiene products, or immediate case management, the Youth Resource and Community Outreach Center is a safe haven.

YOUTH RESOURCE CENTER & COMMUNITY OUTREACH PROVIDES

- Shower, laundry, food, clothing, snacks & toiletries
- Transportation assistance
- Crisis consultation in person or by phone
- Access to computers and a resource & reference library
- Resources referrals & case management
- Education and life skills assistance
- Job training & money management
- Roving street team to identify at-risk youth
- Counseling Services

Our Street Outreach Team Wants to Meet with You!
To arrange for a presentation on at-risk youth or to speak
with an Outreach Team member,
please call **972-424-4626**.



STREET OUTREACH

Our Street Outreach Team actively seeks out homeless youth and young adults and provides them with care, hygiene essentials, and on-the-spot support and assistance.

The Team gains their trust and will make every effort to get them into emergency shelter or to our youth center, where they're given the services to help keep them off the streets permanently.



AN OFFICIAL SAFE PLACE PARTNER

City House is proud to be an official Safe Place organization. We have partnered with QuikTrip (QT) in Collin & Denton Counties to provide youth immediate safety and access to supportive resources. If anyone walks into a QT looking for help 24/7, QT calls City House's Crisis Line and we work to provide them assistance.

After 5 pm and need help now?
Call our Crisis Line at **972-971-0278**

INDIVIDUAL & FAMILY COUNSELING

WE HEAR. WE HELP.

City House also offers non-resident individual or family crisis counseling services with licensed on-staff therapists with proven results through the use of evidence-based counseling methods.

Counseling services are available to individuals (ages 10-24) and their families who are facing family conflict, behavioral/mental health concerns, school-based challenges, or those who may be engaging in at-risk behavior. Our goal is to provide young people the opportunity to receive help before family and personal problems escalate, creating circumstances that may put them in danger of running away or participating in high-risk behaviors.

We strive to help develop skills to ask for assistance, express emotions, and improve problem-solving skills. Through counseling, individuals and families can identify their strengths while reducing distress and improving coping skills.

We look forward to serving you and your family.
Please call **972-424-4626** for additional information.



RAPID REHOUSING (RRH)

The City House Rapid Rehousing program is a solution to homelessness, designed to help individuals quickly exit homelessness and return to permanent housing.

The program is for young adults (up to 24 years old) who have demonstrated core life skills competence and are ready to live more independently. City House continues to provide support specific to their needs, and local apartment managers will work with their limited credit and financial history.

WHAT ARE THE CORE COMPONENTS OF RRH?

- Housing Identification – recruit landlords, match participants to appropriate housing that is decent, safe, and will be affordable after their assistance ends
- Rent and Move-In Assistance – help with the costs associated with moving into housing (e.g., security deposits, utility deposits, basic furniture & household necessities)
- Case Management and Services – provide tailored, voluntary, wrap-around supportive services designed to help individuals obtain and maintain their housing



HOW YOU CAN HELP

VOLUNTEERISM is the Heart of the Agency

City House truly could not function without the support of hundreds of volunteers. My Friend's House, the TLP program, Administration, and Development rely on the support of volunteer resources to fulfill our mission and provide excellent services to the communities we serve.

All volunteers must fulfill a series of steps before being able to assist. The process begins with filling out a volunteer application, completing a background check, attending a City House Volunteer Orientation (held four times a year), and passing a TB test (required by licensing).

CITY HOUSE YOUTH ADVISORY BOARD

City House Youth Advisory Board is a group of young leaders within Collin County that will serve in key leadership roles. The goal of the Youth Advisory leaders is to help recognize, educate, advocate, and ultimately reduce instances of abuse and homelessness within Collin County. Serving on the Youth Advisory Board will provide a unique opportunity for a select group of young people to develop specific skills and gain the hands-on experience needed to excel in future leadership positions, while simultaneously giving back to their community.

WAYS TO GIVE

Your Donation Transforms Lives

The number of neglected and homeless youth continues to grow along with the population. We need your help more than ever! Every monetary gift, event sponsorship, or gift card donation, regardless of the amount, makes a difference and advances our work to protect youth, empower change, and transform lives.

(See the next page for more ways to support City House.)



INFORMATIVE VIDEOS

Learn more about what we do and how you can help by scanning the codes below or visiting our YouTube channel: **City House Plano**. Be sure to subscribe for the latest updates.

Street Outreach
Program (SOP):



City House
History:



WAYS TO GIVE (cont.)

SPONSORSHIP

Our greatest fundraising opportunities are our community events (golf outings, concerts, speaker luncheons, and the annual gala.) We also need help supporting important programming initiatives and naming rights, and we look to businesses in the community to be our partners and primary supporters.

For more information on individual and corporate giving, please visit our website and explore Ways to Give. Don't forget to look at current volunteer opportunities under "Volunteer."



Please help fund our ability to provide free crisis counseling, shelter, transitional living, food, transportation, healthcare and many other life-changing services for at-risk children, youth, and young adults who are in need due to abuse, neglect, or homelessness. Your contribution today will positively impact a life tomorrow. Please visit our website to learn about more ways to give. Your donation is 100% tax-deductible to the extent of the law.



THIRD-PARTY EVENTS

Help us Party-with-a-Purpose

Any occasion, real or made up, at which the host can ask guests to designate a gift to City House is a fun and unique way to give back. We are full of ideas and always interested in new ones, so call or email us to discuss.



GIFT CARDS

City House can always use gift cards! We never have enough, and no amount is too small. We use them to buy groceries, toiletries, and items for our shelter, TLP homes, and Resource Center. Amazon, Kroger, Target, Tom Thumb, and Walmart are all most helpful. They can be mailed, dropped off, or purchased online.

General phone number:
972-424-4626 (Business hours)

Emergency phone number:
After 5 pm and need help now? Call us at **972-971-0278**

For additional information on our programs and
how you can help support the young people in our care,
please visit **cityhouse.org**



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830 Central Parkway East #350 | Plano, TX 75074

972.424.4626 | After 5 pm call 972-971-0278

www.cityhouse.org

Donations are 100% tax-deductible to the extent of the law.