

Annual Report 2016

REAL LIVES

REAL NEEDS



REAL HELP

REAL HOPE



North Dallas Shared Ministries™
Life - Health - Education



OUR MISSION

When it comes to religion, we are all-inclusive. When it comes to politics, we are non-partisan. When it comes to the Real Needs of the less fortunate who live among us, we are relentless. Since 1983 our mission has been to provide Real Help and to bring Real Hope into these Lives. It was our mission then; it is our mission now; it will remain our mission in the future.

In 2016, North Dallas Shared Ministries helped over 65,000 clients, providing over \$ 5,006,000 of aid. Our assistance serves many needs and comes in many forms. It may be classified into three broad areas: **Life – Health – Education**. By highlighting some key statistics and sharing a few personal stories, we hope to provide some insight into how we impact lives in our community.

LIFE – We Furnish The Necessities For Living



FOOD

We all need food; it is the most basic of human needs. Yet many of our neighbors might go hungry without us. Some face an emergency while others have an ongoing nutritional deficit. In 2016 we provided food assistance valued at \$ 1,775,118 to 36,734 clients through two programs:

Emergency Assistance

For those living on the edge, one small incident can set off a chain of events that threatens their future. Many who come to us for emergency assistance need food as well. We provide a family of 5 with \$ 250 worth of high-quality groceries, including fresh produce, baked goods, dairy products and personal hygiene items.

Friday Foodbasket

We began our Friday Foodbasket program for low-income seniors and select disabled persons over 20 years ago. And it continues to grow. In the last seven years, participants climbed 60% from 10,320 to 16,664 and the value of food distributed increased nearly three fold to \$ 644,688.

Close collaborations with North Texas Food Bank, Braum's Dairy and Second Harvest Food Bank of Middle Tennessee are an integral part of our food programs.



SHELTER

We all should have a roof over our heads. But rents in low-income housing have jumped in 2016 – the norm for our clients used to be \$ 650-700 per month and it has climbed to over \$ 900 per month and more. In 2016 we helped 484 households avoid eviction by providing \$ 235,000 in rent assistance. And we kept the lights on for 217 households by providing \$ 44,376 in utility assistance.

We also advanced \$ 442,897 (later reimbursed) to pay rent and utilities for 434 households who are clients of Dallas County Health and Human Services.

HEALTH – We Address Acute and Long-Term Wellness Issues

Access to health care is an ongoing dilemma and topic of debate at the federal and state levels. We're not waiting for the dust to settle. Through four powerful partnerships, we're enriching the quality of life for thousands of our neighbors each year.

MEDICAL

In 2016, through our partnership with UT Southwestern Medical Center, we provided a broad array of medical services to 4,220 patients, care valued at \$ 667,812. Our Clinic is open five days a week and three evenings.

As important as the services we provide in-house, are the referrals we make after diagnosing patients who need additional care.

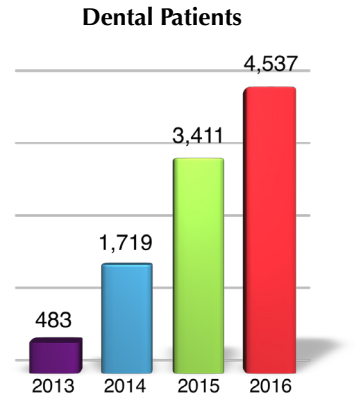
One example - "Tim" came to the clinic because of a skin infection on his leg. During the exam, he was discovered to be in congestive heart failure. He was taken by ambulance to Parkland and is now under the care of a cardiologist.





DENTAL

In 2016, through our partnership with Texas A&M College of Dentistry, we put smiles on 4,537 patients, providing care valued at \$ 1,188,719. Just 4 years ago, volunteers staffed our Dental Clinic one day a week. Through a generous donation, we were able to outfit three state-of-the-art treatment rooms in 2012. That, in turn, led to a relationship with Texas A&M (then Baylor) the following year. We're now up to six treatment rooms, we now are open five days a week and we are treating nearly 10 times as many patients as we were just four years ago.



MENTAL HEALTH

We now screen all adult patients for depression and other mental health issues. As you might imagine, people in precarious circumstances are at risk. Through a partnership with Pastoral Counseling Center, we now provide on-site follow up treatment.

Two examples - "Vivian" lost a good job because of kidney failure, was living with an adult child and came to NDSM for food and clothing. In early counseling sessions she admitted she so lacked motivation she wasn't even trying to get on the transplant list. After three months, she reported that she was getting on the list and had discovered two siblings who were potential donor matches.

"Jesse" is a middle school student who came in for counseling because "peer pressure" was creating behavior issues. Our counseling was part of a broader treatment plan. He is now more confident, standing up for himself and doing well academically.

VISION

We screen the vision of adults three times each month and provide reading glasses to those that need them. Those who need a more thorough eye exam are invited to return when the Oak Cliff Lions Club mobile eye care bus makes its monthly visit.

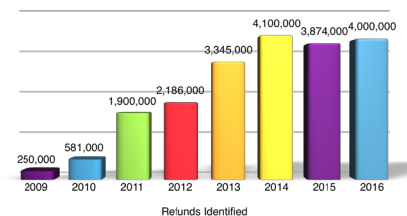
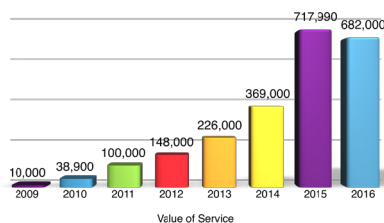
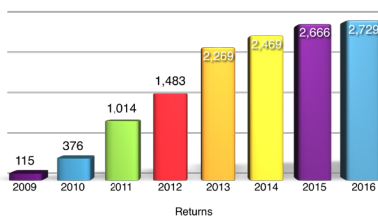
EDUCATION – We Help Clients Achieve Their Dreams

TAX PREPARATION

In preparing 2,729 returns and identifying over \$ 4,000,000 in refunds for our clients, we were also able to educate them to the pitfalls of high-interest tax refund advances (essentially pay day loans with annual interest rates as high as 700%), potentially saving them millions in interest. The demand for this service has grown exponentially since it began in 2009 and we are proud to work with Foundation Communities to provide this important service.



Tax Preparation Growth



JOB COUNSELING

In 2016 we enhanced our Job Counseling services by adding to our volunteer efforts. Through a partnership with WorkForceSolutions Greater Dallas, a non-profit agency funded by the State of Texas that cooperates with Texas Workforce Commission, we have a Community Outreach Specialist on site one day each week to address a wide range of employment questions and to provide support and guidance to job seekers.

SCHOOL CHILDREN & PARENTS

Every fall we provide DISD required school supplies and 2 new uniforms to between 2,300 and 2,700 children. For many families, this expense would have serious consequences if we were not here.

In addition, we provide school immunizations and school and athletic physicals year round.



ESL

We began offering English as a Second Language classes two evenings a week at NDSM many years ago. These continue, but we've reached out to deliver instruction off-site at three locations. Holy Cross Lutheran Church, one of our Covenant Congregations, holds classes 4 days each week for over 120 students. In 2016 we added another Covenant Congregation, Walnut Hill United Methodist Church, now offering 4 classes a week to over 20 students. At the request of Saldivar Elementary School, we're offering ESL classes there 2 days a week.

"Olivia" is a student with a real need to communicate. She had to send her special needs child to Dallas to receive the therapy he needs. He stayed with his half-sister, but the speech therapy was in English. As she writes, "Suddenly we had no way of communicating with each other. I was filled with anguish and sadness." Olivia moved here, continues to learn English and reports, "My life is different. My son and I understand each other. I have more confidence. I am very grateful to God and to all my teachers for their patience and dedication."

SUMMARY – We do even more

In this report we've provided an overview of the Real Help that NDSM provides. Of necessity (to save a few trees), it isn't a complete picture. For more information, including details on all our current programs and services, please visit our site – www.ndsm.org

OUR PLEDGE – We'll continue to deliver Help and Hope

NDSM would not exist without the assistance and support of all our volunteers, our Covenant Congregations, our partners, our philanthropic and business allies. We are grateful for the faith and confidence you place in us to identify, then serve, efficiently and effectively, the needs of the less fortunate who live among us.

Because of all of you, we've offered Real Help and Real Hope to North Dallas since 1983. With your continuing confidence to inspire us, we pledge to keep going, in the hope that one day our work here will be done. Thank you.

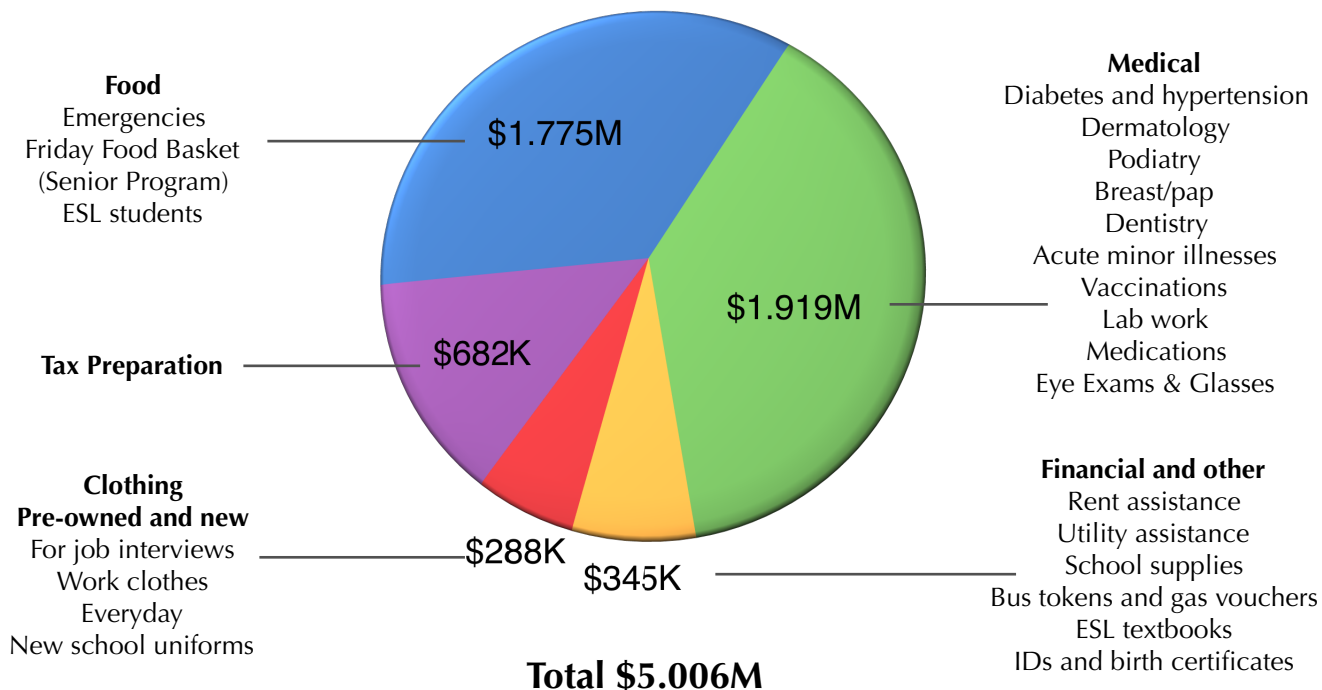


Judy Rorrie/Executive Director



Leonard Riggs, M.D./Chairman of the Board

2016 How We Help*



*Retail value of goods and services

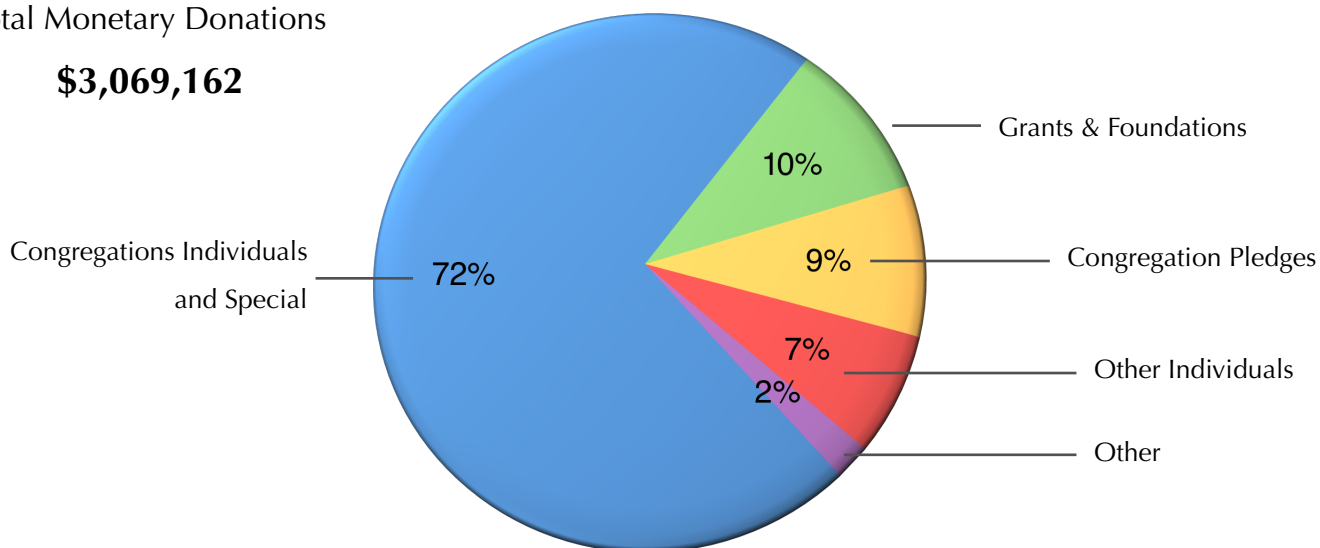
(Does not include \$ 433K rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$ 4M in refunds for clients identified during tax preparation.)

2016

Who Helps Us

Total Monetary Donations

\$3,069,162



In-kind donations – food, medical care & lab work, clothing, tax preparation - \$4,219,845
 General and administrative expenses - \$ 274,354 – 3.7% of total support (\$7,338,479)

NDSM at a Glance - 2016

1. Food Assistance – total recipients: 36,734 –Value: \$1,775,118
2. Rent Assistance – 484 households - \$235,000
3. Utility Assistance – 217 households - \$44,376
4. Medical Care – 4,220 patients - Value: \$667,812
5. Dental Care – 4,537 patients – Value: \$1,188,719
6. School Supplies – 2,467 students – Value: \$66,130
7. School Uniforms – 2,325 students – Value: \$100,354
8. Clothing – 5,289 persons – Value: \$238,000
9. Rent/Utility Advance for DCW clients – 434 households - \$442,897
10. Tax Assistance – 2,729 returns – Value: \$682,000 - refunds - \$4,000,000
11. Total Value of All Assistance - \$5,006,000
12. Total Number of Individuals Served – 65,000
13. General and Administrative expenses (\$274,354) -3.7% of total support (\$7,338,479)



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Life – Health – Education