

# Annual Report 2017



North Dallas Shared Ministries™  
Life - Health - Education



## MIND THE GAP

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Visitors to London's Underground system see the words "Mind The Gap" written on every subway platform because there is a dangerous space between where the platform ends and the train begins.

So, too, with many who live here. There is a dangerous gap between what they need to lead healthy and productive lives and the resources available to them. For 34 years, North Dallas Shared Ministries has been "minding the gap" by devising efficient and effective programs to deliver services to those who need them – services either unavailable or unaffordable elsewhere.

By providing emergency aid, medical care and healthy food (among other forms of aid) NDSM prevents thousands of clients each year from falling into an abyss that can lead to chronic dependency, homelessness, disease and death.

What does it take to "Mind The Gap" and what does it mean to our clients? Here are a few examples, classified into three broad areas – **Life – Health – Education**.

## LIFE – We Furnish The Necessities For Living – Food, Shelter, Clothing

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**LEON** relies on an eleven-year-old car to get to work. When the alternator went out, he needed to replace it and the battery. Prepared to do the work himself, he still could not afford the parts and also pay the rent that month for his family. We paid most of his rent, all his utilities and provided food to feed his family that week. Leon kept his apartment and his job.

In 2017, we provided \$254,795 in rent assistance to 501 households. We also kept the lights on in 256 households by paying \$57,061 of their utility bills.



At times, clients need food more than money, and we have two programs to assist them. In emergencies, we provide a family of 5 with \$250 of groceries, including fresh produce, baked goods, dairy products, eggs and personal hygiene items. For seniors on a fixed income and select disabled persons, we have Friday FoodBasket. It provides fresh produce, dairy, eggs, baked goods and some versatile canned and packaged foods to complement what they are able to purchase at retail.

In 2017, we provided groceries valued at \$1,961,370 to 37,797 individual recipients.

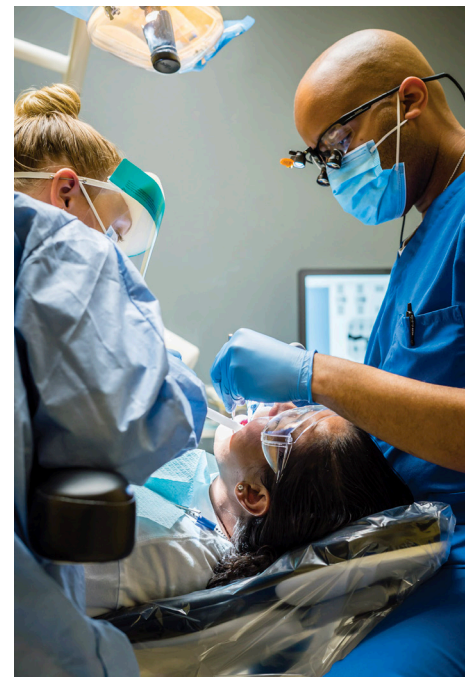
Our Clothes Closet provides new and gently worn clothing. In 2017, we provided 5,634 clients with boys' jeans, men's work pants, girls' coats, and job-appropriate garments for men and women with a retail value of \$344,520.

## HEALTH - We Offer A Holistic Approach - Addressing Acute, Long-Term And Preventive Medical, Dental And Mental Health Issues

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**BETHANY** came to NDSM for a well woman's exam because her employer doesn't provide health insurance and she earns too much (over \$3,600 a year for her family of three) to qualify for Medicaid. Our examining physician ordered a screening mammogram that UT Southwestern provided. A specialist then ordered a diagnostic mammogram. UT Southwestern also performed this procedure. Bethany was fortunate; no breast cancer was detected. Without NDSM, and as a private pay, uninsured patient, these medical services would have cost Bethany \$1,000, almost one month's rent.

In 2017, we served 4,388 patients and directly provided medical care with a value of \$651,878. Licensed medical professional volunteers, supporting volunteers





and UT Southwestern Medical Center personnel staff our on-site Medical Clinic. UT Southwestern provides off-site services (such as mammograms and medical specialists) and Southwest Imaging Center provides x-rays at no cost to our patients.

Texas A & M College of Dentistry staffs our Dental Clinic and served 4,776 patients in 2017, delivering \$1,303,916 in care.

As mandated by law, we now use a short questionnaire to screen every patient for depression. On-site mental health clinicians follow up when indicated and also see patients who come directly for mental health services. In 2017, they conducted 138 initial mental health assessments, provided 732 treatment sessions and another 81 trauma treatments – services valued at \$169,225.

**TIM** came to us because he'd shattered his eyeglasses. Through our partnership with Oak Cliff Lions Club, Tim was able to receive an eye exam and a new pair of bifocals at no cost. While there are frequent ads touting lower prices, the average cost for an eye exam is \$110 and the average price for bifocals is \$316 – money Tim was in no position to pay despite working two jobs to support his family.

## EDUCATION - We Help Adults And Children Achieve Their Dreams

**Marianne** is a single mother of three children. The income from her retail job just barely covers rent, utilities and food each month. When the school year starts, she is faced with over \$225 in expenses for uniforms and supplies – money she just doesn't have. Because of NDSM, her children have the clothes and supplies they need.

In 2017, we provided 2,480 students with school supplies and furnished two sets of school uniforms to 2,326 students. All in all, the total retail value of school items was \$171,908.

To help adults achieve a better life, we provide three services:

**ESL** – we conduct day and evening classes at 3 sites. The value of teacher's services exceeds \$161,640 annually.

**Job Counseling** – we provide support and guidance to job seekers.

**Tax Preparation** – in 2017, we prepared 2,535 returns. The value of the service was \$697,125 and we identified \$4,344,900 in refunds for our clients.



## LOOKING AHEAD – We'll Keep Minding The Gap

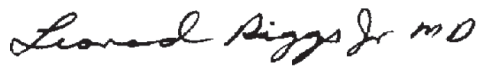
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Every service we offer to “Mind The Gap” for our clients is provided to them at no cost. We are able to do this only because of the strong and substantial support of our volunteers, Covenant Congregations, partner organizations and our philanthropic and business allies.

We live in turbulent times and those living at the fringes of society are at risk every day of falling through a frayed safety net as government assistance programs shrink and change. With the ongoing support of our friends and allies, we pledge to continue to “Mind The Gap” for the less fortunate of those who are a valuable part of our community.



Judy Rorrie/Executive Director



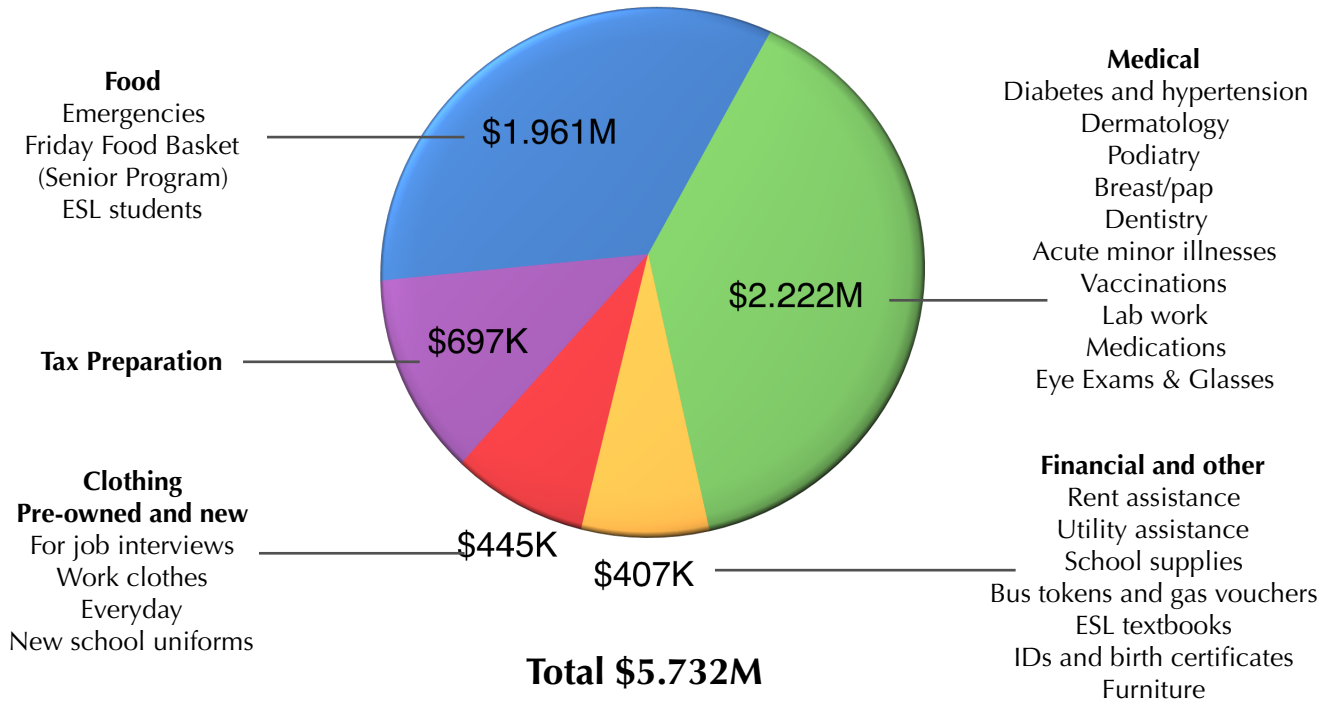
Leonard Riggs, M.D./Chairman of the Board



North Dallas Shared Ministries™

Life – Health – Education

## 2017 How We Help\*



\*Retail value of goods and services

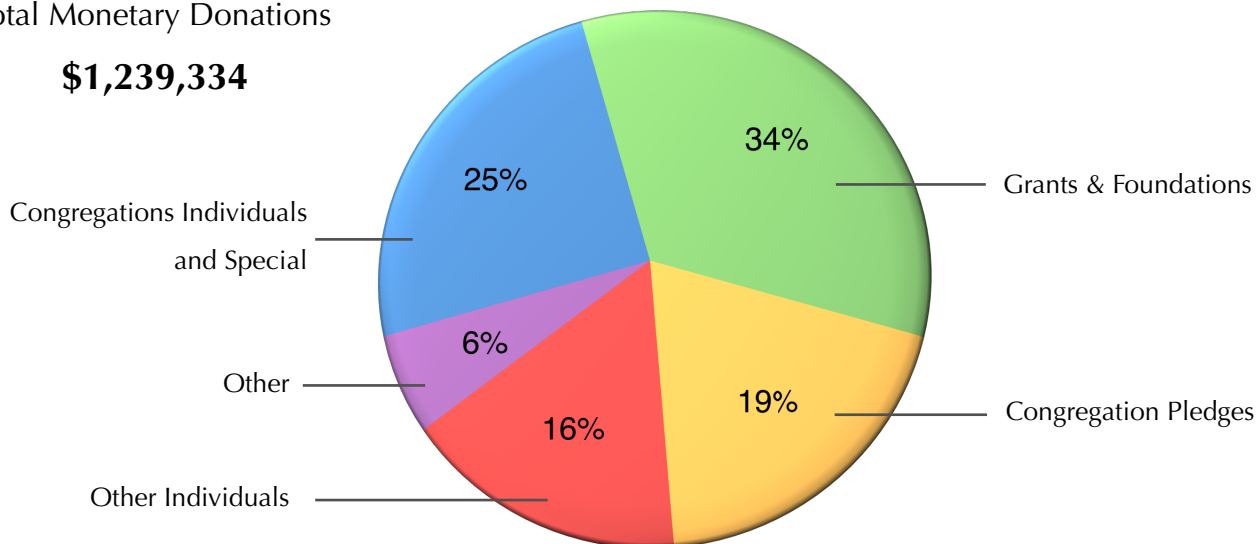
(Does not include \$599K rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$4M in refunds for clients identified during tax preparation.)

General and administrative expenses were \$266,762, 4.7% of total assistance provided.

## 2017 Who Helps Us

Total Monetary Donations

**\$1,239,334**



In-kind donations – food, medical care & lab work, clothing, tax preparation - **\$ 4,682,468**  
for total support of **\$5,921,802**

## NDSM at a Glance - 2017

1. Food Assistance – 37,797 total recipients – value: \$1,961,370
2. Rent Assistance – 501 households - \$254,795
3. Utility Assistance – 256 households - \$57,061
4. Medical Care – 4,388 patients - value: \$651,878
5. Dental Care – 4,776 patients – value: \$1,303,916
6. Mental Health Counseling – 813 treatment sessions – value: \$169,225
7. School Supplies – 2,480 students – retail value: \$65,072
8. School Uniforms – 2,326 students – retail value: \$100,484
9. Clothing – 5,634 persons – value: \$344,520
10. Rent/Utility Advance for DCW clients – 430 households - \$599,902
11. Tax Assistance – 2,535 returns – value: \$697,125 – refunds - \$4,344,900
12. ESL – Adult day and evening students at 3 sites.
13. Job Counseling - 281 individuals
14. Total Value of All Assistance - \$5,731,817
15. Total Number of Individuals Served – 68,000
16. General and Administrative expenses (\$266,762) 4.7% of total assistance provided (\$5,731,817)

