

2019 Annual Report



North Dallas Shared Ministries™
Life - Health - Education



Photo courtesy of Billy Frank Watkins, Jr.

May 4, 2020

Dear Friends of NDSM:

As we write this, we are sheltering in place because of the COVID-19 pandemic. But the work of NDSM goes on. To protect the safety and health of our volunteers and clients, we are unable to conduct business as usual and some services have been curtailed.

However, we are providing medical care –remotely and through limited on-site clinical hours, we are providing emergency dental extractions and procedures, and we are providing food – lots of food – to hundreds of people each day.

NDSM has always responded to the needs of our community. But the last 12 months have required us to react to sudden demands and catastrophic events. They have tested the agility and resilience of NDSM and we have risen to these challenges.

In 2019 tornados ripped through our neighborhood and nearby areas damaging homes and businesses. We lost power for five days. An emergency generator kept expensive vaccines and perishable food refrigerated. When power was restored, we pitched in to aid those affected by the storms, just as we serve those in need everyday.

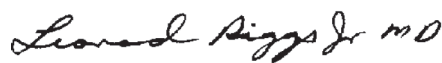
In this report we'll highlight our response to the storms and examine how this response fits into our ongoing mission.

The road ahead is uncertain. But with the support of all those in the NDSM family, we are committed to remain a vital resource for those struggling with personal emergencies, natural disasters, and global pandemics. Day in and day out, we provide services that help our clients move to more stable and secure lives.

Thank you for all your support and best wishes for a better future.



Judy Korrie
Executive Director



Leonard M. Riggs, Jr. M.D.
Chairman, Governing Board

When Disaster Strikes... And When It Doesn't

When tornadoes dropped out of the sky and ripped buildings apart, North Dallas Shared Ministries was here - just as we have been for 36 years.

Responding to a major natural disaster is different in scope, but no different in kind from what we do every day.

The tornadoes of October 2019 created crisis situations for many of our neighbors, and opportunities for us to provide much needed assistance.

In the aftermath of the tornadoes, we helped hundreds of individuals with immediate needs such as rent and utility assistance, food, furniture, and clothing for adults and children.

We'll highlight the experiences of clients and volunteers in this report.





Mary's Story – I had just bought food with the last of my food stamps. We lost much of it when our family lost power for 5 days. Rent took the last of our funds.

How we helped Mary – We provided food for Mary and her five children along with school uniforms and winter coats. Total value - \$ 695.00

- Through the Emergency Aid Center, we provide food assistance, including fresh produce, milk and eggs to those in need - to some 13,808 recipients in 2019.
- Through our Friday Food Basket, we feed, on average, 298 seniors each week - with 13,695 visits in 2019.
- Through a bulk pick-up program, we provide fresh produce and weekend meals to school children, abused women, refugees and others - some 20,000 individuals in 2019.
- North Texas Food Bank places an outreach caseworker at NDSM two days each week to process applications for SNAP (food stamps) and Medicaid - 1,250 individuals in 2019.

Tornadoes forced victims out of their homes in two ways.

Jermaine's Story – The warehouse where I work full-time is heavily damaged and there's no work until it is repaired. I'm driving for Lyft, in a Lyft car, and barely breaking even. It's either rent or food.

How we helped Jermaine – We provided rent assistance to keep him in his apartment until he got back to work. We provided a second month's rent to tide him over after he got a new job. We also provided food. Total value - \$ 1,946.63

Abby's Story – All the windows were blown out of my apartment, but I could still stay there. I was the manager with 8 years seniority at a fast-food restaurant destroyed by the tornado and lost that job. I was able to find an entry-level job at another restaurant that pays \$ 7.50 an hour. I need help with my rent.

How we helped Abby – We provided rent and utility assistance along with food. Total value - \$ 1,107.00

- We provided \$ 33,000 in rent assistance to tornado victims.
- We provided a total of \$ 347,870 in rent assistance to 616 households in 2019.
- We provided \$ 87,349 in utility assistance so 332 households could keep the lights on in 2019.
- We advanced \$ 730, 844 in rent and utility assistance to disabled persons at the request of Dallas County Welfare, saving 552 households from eviction and homelessness in 2019.



Tornado Encounters

North Dallas Shared Ministries has been a true blessing to the Maple Lawn Community. Our campus couldn't be more grateful for the generous donations of school uniforms, nonperishable food-items, winter jackets, and so much more that NDSM has provided for our students especially those who have recently suffered great loss from the recent tornado. Communities In Schools couldn't be more proud and grateful to have such a wonderful community partner truly aiding others with a servant's heart.

Jacelyn Tebia
Communities In Schools Site Coordinator
Maple Lawn Elementary School

When the initial outpouring of support from the larger community diminished, North Dallas Shared Ministries continued to support our community, knowing that meeting the immediate tornado needs was not enough. Seeing the literal tears of joy from families that were helped was so rewarding, but knowing that North Dallas Shared Ministries will be there to provide ongoing support to the community is invaluable.

Katherine Tagtmeier
Director of Programs
United to Learn

My home was destroyed by the October 20 tornado. I was fortunate that we were able to save most of the irreplaceable family heirlooms and pictures. I was fortunate that I had insurance that took care of me. I was fortunate that family, friends and total strangers passing by were there to help me move what was left and clean up the mess. I was fortunate to have the support of my church and my faith. Not everyone hit by the tornado was so fortunate. Many are still trying to settle with insurance companies and repair damages months later. Many lost jobs because their workplace was destroyed. Many lost everything and had no insurance.

Through it all, NDSM was there, helping those devastated by the tornado along with others in need. Being there, speaking to our clients, reminded me constantly of my good fortune. Working with all the other volunteers reminded me how many in our community are ready to lend a helping hand. After volunteering, I went back to my temporary housing grateful for what I had and for the opportunity to help others.

Barbara Zacny
Volunteer Interviewer - NDSM
Advocacy Council Member – Episcopal Church of the Good Shepherd

The October 20th Tornado that hit Dallas devastated and destroyed many homes and property. During this catastrophic event, many of the NDSM volunteers were affected. These amazing volunteers managed to continue to show up to volunteer at NDSM. The sense of being able to help people makes such a difference in our lives, we could not stay away. While we lost physical homes and property, we gained the perspective of what is really important in life - giving back to the truly needy in our community. These are people that need the basics like food, medical and dental care, counseling and clothing. These are the things we volunteers take for granted. Helping our community truly minimizes our sense of loss and reminds us of God's charge to "Love thy neighbor as thyself."

Cari Martin
Volunteer Pantry Worker – NDSM
Advocacy Council Member – Walnut Hill United Methodist Church

Any Day Can Be A Crisis

- When you need every hour at work to keep up, you miss two days to care for a sick child and now must decide between food and rent, that's a personal crisis.
- When the car you rely upon for work breaks down and your job is on the line, that's a personal crisis.
- When you have a toothache but can't afford care, that's a personal crisis.
- When you need to see a doctor but have no insurance, that's a personal crisis.
- When you are old with little or no income, that's a personal crisis.
- When you are depressed with nowhere to turn, that's a personal crisis.

Through our Emergency Aid Center, our Medical Clinic, our Dental Clinic, our Food Pantry, our Mental Health Program, we assist individuals and families to manage these crises before they snowball into tragedies. We alleviate this type of suffering and help clients get on with their lives every day.

We also provide tools – ESL classes, tax preparation, employment counseling, eyeglasses – to help clients better their lives and to move toward good health and financial stability.

\$ 30.6 Million

In the last 10 years, we've helped clients obtain \$ 30,673,094 in tax refunds, saved them \$ 3,919,820 in preparation fees and served 22,121 individuals and families.



We Take a Holistic Approach

Over the course of 2019, we helped over 63,000 of our neighbors survive and thrive by responding to the changing needs of our community.

LIFE – We Furnish the Necessities for Living – Food, Shelter, Clothing

New this year:

- Through a partnership with Hope Supply Co., we are able to obtain diapers, wipes, and feminine hygiene items at no cost.
- The Bread Ministries of St. Rita and St. Monica Catholic Churches weekly collect bakery items donated by Tom Thumb, Kroger and Central Market and deliver them to us.
- Our school uniforms and schools supplies program moved from a focus on the beginning of school to year-round availability in 2019.

HEALTH – We Address Acute, Long-Term and Preventive Medical, Dental & Mental Health Issues

Through partnerships, we're steadily increasing the number of patients we serve and the scope of services we provide:

- In 2019 UT Southwestern increased staff at NDSM from 5 to 13.
- Texas A&M's College of Dentistry continues to provide dentures at our clinic – each set has a retail value of \$ 4,675 – no cost to NDSM clients.
- Clinicians from The Center for Integrated Counseling and Psychology conducted 1,316 one-on-one counseling sessions in 2019.
- Oak Cliff Lions Club and volunteer optometrist provided exams and glasses valued at over \$ 39,750 to 346 NDSM clients – no cost to the client.

60 Hours Each Week!

On May 1, we expanded Medical Clinic hours. We're now open 7 a.m. to 7 p.m. every weekday. Patients served – up 62%.

2018

4,384

2019

7,056

EDUCATION – We Help Adults & Children Achieve Their Dreams

To help clients live secure lives, further from poverty, we promote education and financial responsibility:

- We offer ongoing evening ESL classes twice each week.
- We provide job counseling and employment assistance every weekday.
- We prepared 3,756 tax returns in 2019, obtaining \$ 4.7 million in refunds.
- We are the only Dallas Community Tax Center, a program of Foundation Communities, that is open 8 months each year, not just from January through April.

Our Network

In 2019, these partners provide direct financial support, promote volunteer opportunities, deliver services at no cost, provide heavily discounted or free goods and services and enable off-site delivery of services. Along with hundreds of volunteers and individual donors, they make our mission possible.

Thank you!

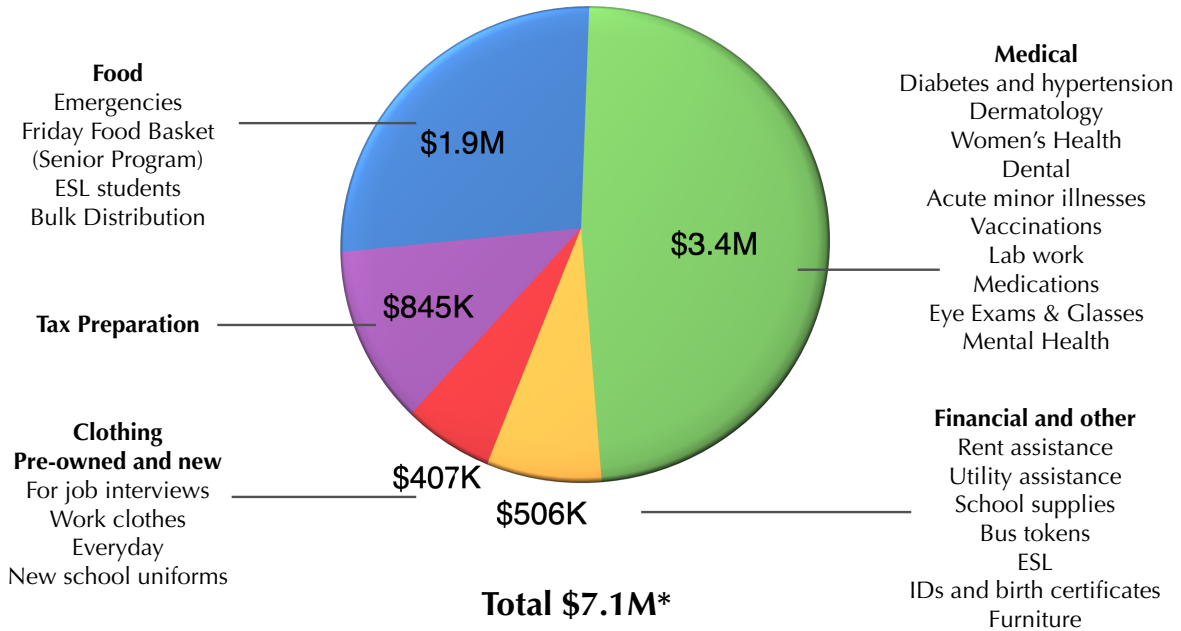
Our Partners

Agape Clinic	Hope Supply Co.	Stewpot
Americares	J.L. Williams Foundation	St. Luke's Episcopal Church Outreach
Arrow Lift Rentals	Junior League of Dallas	St. Monica Bread Ministry
Bank of America	Kohl Foundation	St. Rita Bread Ministry
Baylor Scott and White Pharmacy	Lions Sight and Tissue Foundation	Sunshine Foundation
Dallas County Department of Health & Human Services	Macy's Dallas Galleria	Tasby Middle School
Dallas Furniture Bank	Maple Lawn Elementary School	Texas A&M College of Dentistry
Direct Relief	Marcus Recreation Center	Texas Health Resources
Envision Imaging	Moody Foundation	Texas Tech School of Pharmacy
Faith in Action	North Dallas Baptist Community	Texas Vaccines for Children
Family Gateway	North Texas Food Bank	The Hoglund Foundation
FEMA –Emergency Food And Shelter Program	Northwood Woman's Club	Touchstone Imaging Center
Foundation Communities	Oak Cliff Lions Club	TXU Energy
Genesis Women's Shelter and Support	Parkland Memorial Hospital	United to Learn
Hamon Charitable Foundation	Propath	United Way
Health Resources and Services Administration	Quest Diagnostics	University of Texas Southwestern Medical Center
Hillcrest Foundation	Salvation Army	UPS Foundation
Hoak Foundation	San Juan Diego Community	West Dallas Multi-Purpose Center
	Simmons Sisters Fund	Woven Clinic
	Southwest Diagnostic Imaging Center	

Our Covenant Congregations

Baruch HaShem	Lovers Lane United Methodist Church	Saint Michael and All Angels Episcopal Church
Bat Zion Messianic Congregation	Marsh Lane Baptist Church	St. Francis Anglican Church
Central Christian Church	Midway Hills Christian Church	St. Luke's Episcopal Church
Central Congregational Church	North Dallas Church of the Nazarene	St. Matthias Anglican Church
Christ the King Catholic Church	Northhaven United Methodist Church	St. Monica Catholic Church
Cochran Chapel United Methodist Church	Northpark Presbyterian Church	St. Rita Catholic Community
Episcopal Church of the Good Shepherd	Northway Christian Church	St. Seraphim Orthodox Cathedral
Episcopal Church of St. Thomas the Apostle	Northwest Bible Church	Temple Emanu-El
Episcopal Church of the Transfiguration	Our Redeemer Lutheran Church	The Grove Church
Faith United Presbyterian Church	Park Cities Baptist Church	United Methodist Church of the Disciple
Highland Country Fellowship	Peace Mennonite Church	Unity Church of Dallas
Highland Park United Methodist Church	Preston Hollow Presbyterian Church	University Park United Methodist Church
Holy Cross Lutheran Church	Preston Hollow United Methodist Church	Walnut Hill United Methodist Church
Holy Trinity Greek Orthodox Church	Providence Presbyterian Church	Westminster Presbyterian Church
Hunters Glen Baptist Church	Royal Haven Baptist Church	
King of Glory Lutheran Church	Royal Lane Baptist Church	

2019 How We Help



*Retail value of goods and services

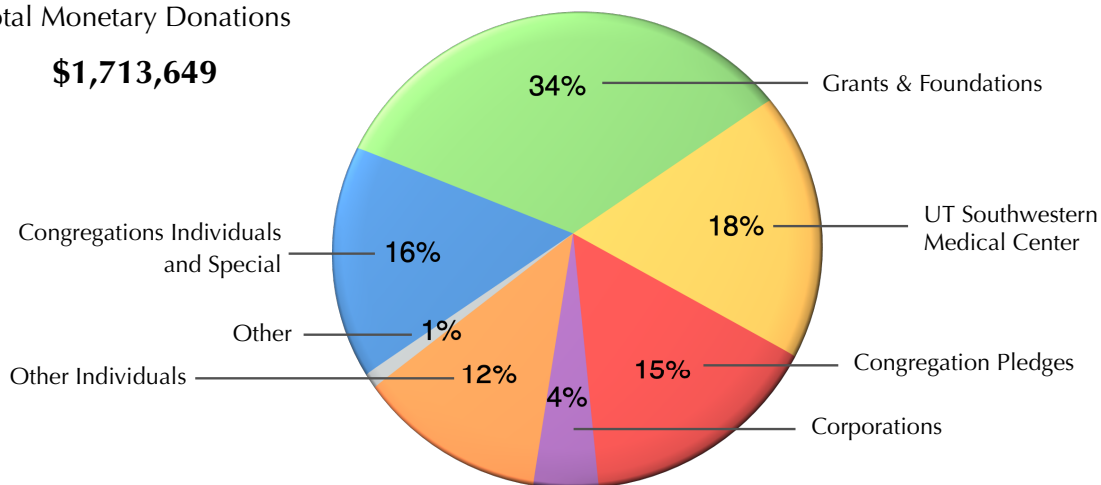
(Does not include \$731K rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$4.7M in refunds for clients identified during tax preparation.)

General and administrative expenses were \$367,894, 5.64% of total assistance provided.

2019 Who Helps Us

Total Monetary Donations

\$1,713,649



In-kind donations – food, medical care & lab work, clothing, tax preparation -
\$ 4,958,936 for total support of \$6,672,585

NDSM at a Glance 2019



Food Assistance – **47,931** adults, seniors & children



Rent Assistance – **616** households



Utility Assistance – **332** households



Medical Care – **7,056** patients



Dental Care – **3,664** patients



Mental Health Counseling – **2,230** clients



School Supplies – **1,731** students



School Uniforms – **1,818** students



Clothing – **5,329** adults & children



Rent/Utility Advance for DCW clients – **552** households



Tax Return Assistance – **3,756** returns



ESL-Day and Evening Classes – **225** adult students



Job Counseling - **308** clients

