

A Vital Present, A Brighter Future

DELIVERING AID TODAY,
PLANNING FOR A SECURE TOMORROW



North Dallas Shared Ministries[®]
Life - Health - Education

2023
ANNUAL
REPORT



- Food Assistance / 101,557 Adults, Seniors & Children



- Rent Assistance / 744 Households
- Utility Assistance / 364 Households
- Rent Advances for DCW Clients / 330 Households



- Medical Care / 5,629 Patient Visits



- Dental Care / 1,860 Patient Visits



- School Supplies / 4,401 Students
- School Uniforms / 3,732 Students



- Clothing / 1,469 Adults
- Clothing / 933 Children



- Tax Return Assistance / 2,027 Returns



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Executive Director

Friends of NDSM,

The need for the assistance NDSM provides continues to increase (up over \$1.1 Million from 2022) and we've evolved and innovated to support our community by delivering an array of services to assist in the immediate present and to help engender long-term stability.

That has not changed. We remain committed to the mission we set out on over 41 years ago – to be the charitable outreach of our Covenant Congregations and, by banding together and achieving economies of scale, do more than any one might do individually.

Our “family” – our volunteers - those whose tireless dedication is the foundation upon which we rely, our health care providers – the professionals and volunteers who enable and enrich our capabilities, our friends - those individuals, families and institutions that support us financially, you are the reason NDSM has persevered and grown over the past 41 years.

However, the post-COVID years have stretched our resources and we are now embarking on laying the foundation for a stable and secure future that will enable NDSM to continue to be a lifeline to those who need it.

At this moment, we look back at what was accomplished in 2023 and also look forward to the opportunities that lie ahead.

And we thank all of you for your interest and support.

Judy Rorrie
Executive Director

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



This report contains a lot of numbers. But NDSM's mission is about people.

We helped 117,000 clients in 2023, individuals and family members who needed assistance, qualified for it, and then received aid from NDSM. We were helped by

those individuals and institutions that believed in our mission enough to support it through financial contributions.

What is not reflected here, is the incalculable value of the hours graciously donated to NDSM by our small cadre of dedicated volunteers. Without them, none of this would be possible.

Our assistance supports the LIFE, HEALTH and EDUCATION of our clients.

NDSM 2023 / LIFE

LIFE encompasses three Emergency Assistance programs addressing basic needs - rent, utilities and food. In addition, we advance rent payments on behalf of Dallas County Health & Human Services, and provide weekly groceries to some 150 seniors through our Friday Food Basket.

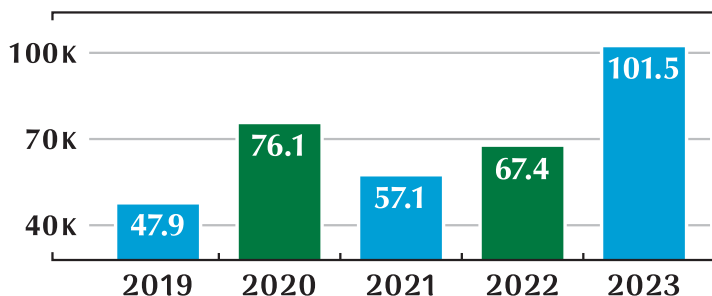


Food Assistance

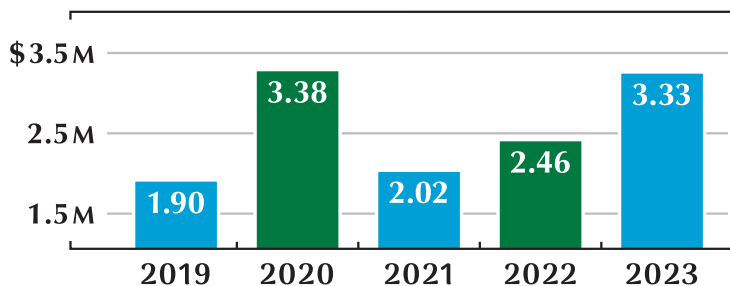
The need for food assistance grew the most last year, and our outlay for food jumped 250% from 2022. For the first time, we served more than 100,000 individuals (about double from 5 years ago and up 50% from last year), and the value of food soared past \$3M.

Our spending to maintain this necessary service far exceeded what we had budgeted, but we dug deep to meet this demand.

Individuals Served



Total Food Value



This has been a great experience. The people are so kind and make me feel good. Thank you so much. Every little bit counts and it has helped me and my brother.

- Food Client



Rent Assistance

Helping people keep a roof over their head continues to be an essential service we provide. In 2023 we provided \$739,384 in rent assistance to 744 households. While we helped just over 205 more families in 2023 than five years ago, the amount of rent we paid more than doubled – reflecting an ongoing upward spiral in the cost of entry level housing in the Metroplex.

Rent Advances

In response to their requests, we advance rent payments on behalf of Dallas County Health and Human Services to disabled individuals and families without household income. We are then reimbursed for advancing these payments. In 2023, we advanced \$762K to 330 households, a decrease from the \$1.7M we advanced to 765 households in 2022.

Utility Assistance

Helping people keeps the lights on is another essential service we provide. If there is a bright light in these inflationary times, it is that the demand for utility assistance and its cost has been relatively stable for the last two years. In 2023, we spent \$138K, to pay the utility bills for 364 households. In 2022, our outlay was \$138K to assist 371 households.

We provide a holistic approach to health and wellness.

Medical

The Medical services we've provided have changed over the years, and 2023 was no exception. We began addressing the need of a vulnerable population for access to medical care that is sensitive to their cultural and language needs in April 2000, when a small group of medical professionals volunteered their services. They took time from busy practices to hold clinics at NDSM. Hours varied with the volunteers and their schedules.

In September 2018, there was a significant change. NDSM was able to partner with UT Southwestern Medical Center to offer full-time health services. UT Southwestern staffed and funded our clinic until their funding and priorities changed last year.

In 2023, we had to decide whether to close the clinic or to self-fund it to keep it open. We elected to keep it open, and now contract with UT Southwestern for the personnel to staff it. Services were not disrupted; we continue to serve a steady stream of patients. Volunteers continue to work in the clinic, augmenting the UT Southwestern team.

Our Registered Dietician educates diabetic, pre-diabetic and other chronic disease patients about healthy nutrition choices. Our Pantry assists by providing small quantities of suggested foods for patients to sample. We provided this service to 216 patients in 2023. A mental health professional is part of our medical team, and consulted with 171 patients in 2023.



“Those of us who have a religious belief would say that Dr. Taylor's hands are touched by God, those who have studied academically would say that she is a doctor with a lot of experience. I believe that she is both, plus the humanity that exists in her heart. Thank you for always taking care of me with warmth and kindness, but above all, with laughter. You and the nurses were great.”

- Ana A., Patient

In addition to UT Southwestern personnel and our volunteers, we partner with several organizations to extend our capabilities and to provide additional services to more patients at no cost. Our wellness partners include:

- **Texas Health Resources** brings their mobile unit on-site monthly to provide screening mammograms for Medical Clinic patients. If a diagnostic mammogram, ultrasound and/or biopsy is needed, THR also provides those tests.
- **Moncrief Cancer Institute of UTSW** provides the same women's health services plus on-site colposcopies monthly.
- **Cannenta Center** is paid by NDSM to provide the on-site services of a full-time mental health counselor.
- **St. Vincent de Paul Pharmacy** provides free medications to clinic patients.
- **Texas Vaccines for Children** provides vaccines at no cost.
- **Parkland Memorial Hospital** provides credentialing services for volunteer physicians at no cost.
- **Pro Path Laboratories** underwrites labs for well women exams.
- **Dallas County Department of Health & Humans Services** provides flu and M/pox immunizations regularly on-site.



Vision

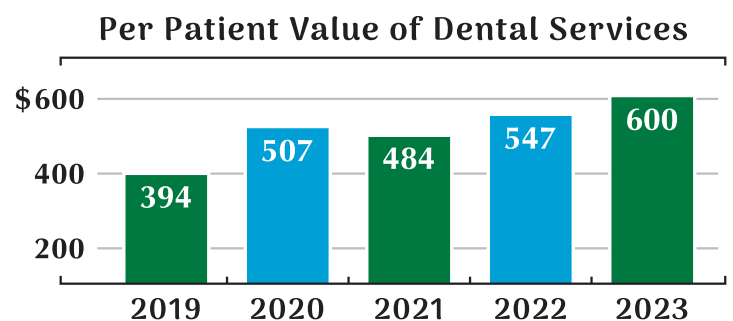
We provide vision check ups and partner with Lions Sight & Tissue Foundation to prescribe and supply eyeglasses.



Dental

We continue to partner with Texas A&M University School of Dentistry to provide much needed dental services to our clients. In 2023, demand has not abated.

Our dentists, dental students, hygienists, and assistants served 1860 patients in 2023. Fully addressing more complex issues, they provided care valued at \$1,117,083.

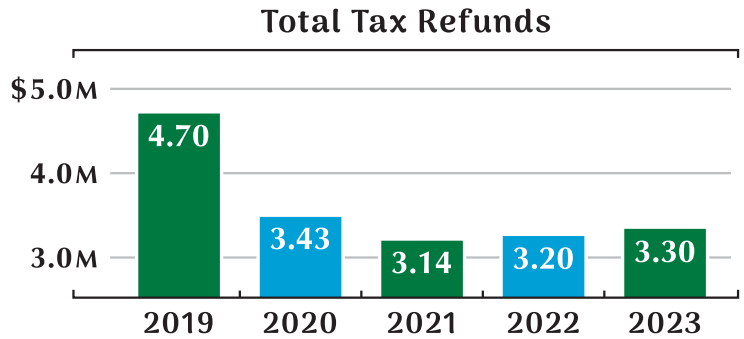


We support the education of our clients and their children through three primary programs – Income Tax Preparation, School Uniforms and Supplies and ESL Classes.



Tax Preparation

In 2023, as in the preceding 14 years, our site delivered the largest economic benefit to our clients of any Foundation Communities partner site. Every year for the last six we helped clients receive over \$3,000,000 in refunds. In 2023 we saved clients \$579,250 in tax preparation fees.



For the last 6 years, in addition to being the highest performing Communities Foundation location we are the only site to offer this service from mid-June through mid-October.



School Uniforms & Supplies

We began providing School Uniforms & Supplies to DISD students in the early 2000's. Over the past 15 years, over \$2M in uniforms and supplies so that students can begin a new year properly dressed and properly equipped for success.

In 2023, we set records in the number of students served and in the value of goods we provided – well over a quarter-million dollars worth of essential school items.

School Uniforms

| Year | Students Served | Value |
|------|-----------------|-----------|
| 2023 | 3,732 | \$208,992 |
| 2022 | 2,983 | 158,099 |
| 2021 | 2,434 | 114,398 |
| 2020 | 1,591 | 74,777 |
| 2019 | 1,818 | 85,446 |

School Supplies

| Year | Students Served | Value |
|------|-----------------|-----------|
| 2023 | 4,401 | \$149,854 |
| 2022 | 3,648 | 113,197 |
| 2021 | 2,770 | 86,557 |
| 2020 | 1,668 | 50,280 |
| 2019 | 1,731 | 47,837 |

“

In these two months my English has evolved a lot. I only have gratitude for this community and all the people who work here and care about us.

- Shamba, ESL & Food Client

”

“

I just have to thank Mrs. Mae for all the learning and dedication. Today I can understand what I read and I can already break the fear of speaking English. Thank you very much and may God bless this beautiful work.

- Suzana, ESL @ Food Client

”

ESL Classes

In 2023, we conducted five ongoing English-as-a-Second-Language classes (including one virtually), providing instruction and all necessary supplies to students eager to adapt to their new home.

Clothing

Last, but certainly not least, our Clothes Closet was fully operational in 2023 and provided new & gently worn clothing to 1,469 adults and 933 children during the year.



In 2023, these partners provided direct financial support, promoted volunteer opportunities, delivered services at no cost, provided heavily discounted or free goods and services and enabled off-site delivery of services. Along with our volunteers and individual donors, they make our mission possible. Thank You!



Our Supporters

| | | |
|---|---|--|
| 502 Individual Donors | Girl Scouts of Northeast Texas | Quest Diagnostics |
| Albertsons Safeway Tom Thumb | Greenhill School | Reuter Family Foundation |
| Arrow Lift Rentals | Hattie Mae Lesley Foundation | SalesForce |
| Athena Health | Harold Simmons Foundation | Southwest Diagnostic Imaging Center |
| Bank of America | Health Resources and Services Administration (HRSA) | Stemmons Foundation |
| Charitable Foundation | Hillcrest Foundation | St. Mark's School of Texas |
| Baylor Scott and White Pharmacy | Hockaday School | St. Monica Bread Ministry |
| Boy Scouts | Hoglund Foundation | St. Rita Bread Ministry |
| Burns & Wilcox | Hope Supply Co. | St. Vincent de Paul Pharmacy |
| Cannenta Center | Insurance Industry Charitable Foundation | Texas A&M University School of Dentistry |
| Communities Foundation of Texas | J.L. Williams Foundation | Texas Health Resources |
| Covenant School | Kohl Family Foundation | Texas Instruments Foundation |
| Crawley Family Foundation | Lions Club Sight & Tissue Foundation | Texas Tech University |
| Dallas County Department of Health & Human Services | Microsoft | Texas Vaccines for Children |
| Direct Relief | Moncrief Cancer Institute | Texas Women's University |
| Discovery Foundation | North Texas Food Bank | TXU Energy Assistance |
| Emergency Food and Shelter Program | Parkland Memorial Hospital | United States Post Office |
| Episcopal School of Dallas | Preston Hollow | United Way of Metropolitan Dallas |
| Fannie and Stephen Kahn Charitable Foundation | Presbyterian School | University of Texas |
| Foundation Community / Dallas Community Tax Center | PHPC Foundation | Southwestern Medical Center |
| | ProPath | Women of St. Michael |

NDSM is a great community partner. We are able to reach individuals that otherwise we could not otherwise reach due to how people trust NDSM. We are grateful for our partnership!

- Marisa Gonzales, Community Outreach Manager, Dallas County H&HS



Our Covenant Congregations

All Saints Catholic Church

Baruch HaShem

Central Christian Church

Central Congregational Church

Christ's Foundry United

Methodist Mission

Christ Lutheran Church of Dallas

Christ the King Catholic Church

Cochran Chapel

United Methodist Church

Episcopal Church of the
Good Shephard

Episcopal Church of St.
Thomas the Apostle

Episcopal Church of the
Transfiguration

Faith United Presbyterian Church

Highland Park United
Methodist Church

Holy Cross Lutheran Church

Holy Trinity Greek
Orthodox Church

Hunters Glen Baptist Church

King of Glory Lutheran Church

Life Center United
Methodist Church

Lovers Lane United
Methodist Church

Midway Hills Christian Church

North Dallas Church
of the Nazarene

Northaven United
Methodist Church

Northpark Presbyterian Church

Northway Christian Church

Northwest Bible Church

Our Redeemer Lutheran Church

Park Cities Baptist Church

Peace Mennonite Church

Preston Hollow

Presbyterian Church

Preston Hollow United
Methodist Church

Providence Presbyterian Church

Royal Lane Baptist Church

Saint Michael and All Angels
Episcopal Church

St. Francis Anglican Church

St. Luke's Episcopal Church

St. Matthias Anglican Church

St. Monica Catholic Church

St. Rita Catholic Community

Temple Emanu-El

Unity Church of Dallas

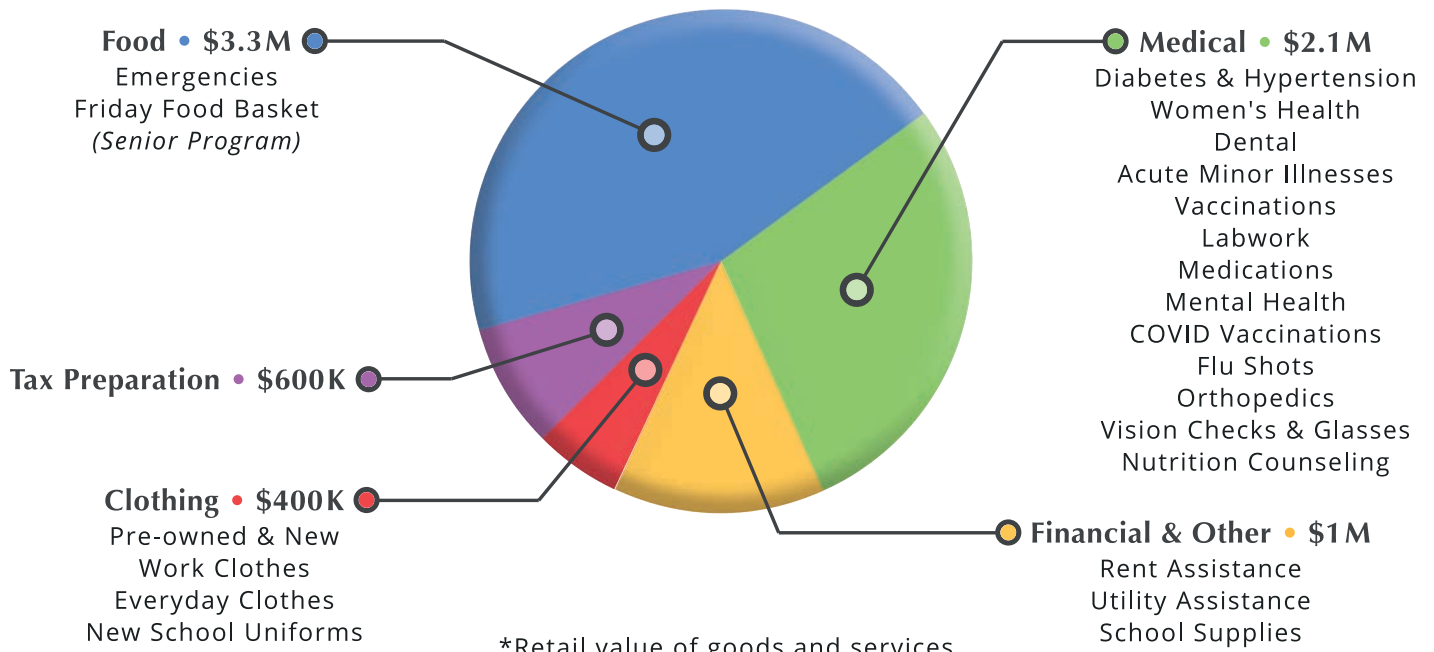
University Park United
Methodist Church

Walnut Hill United
Methodist Church

Westminster Presbyterian Church

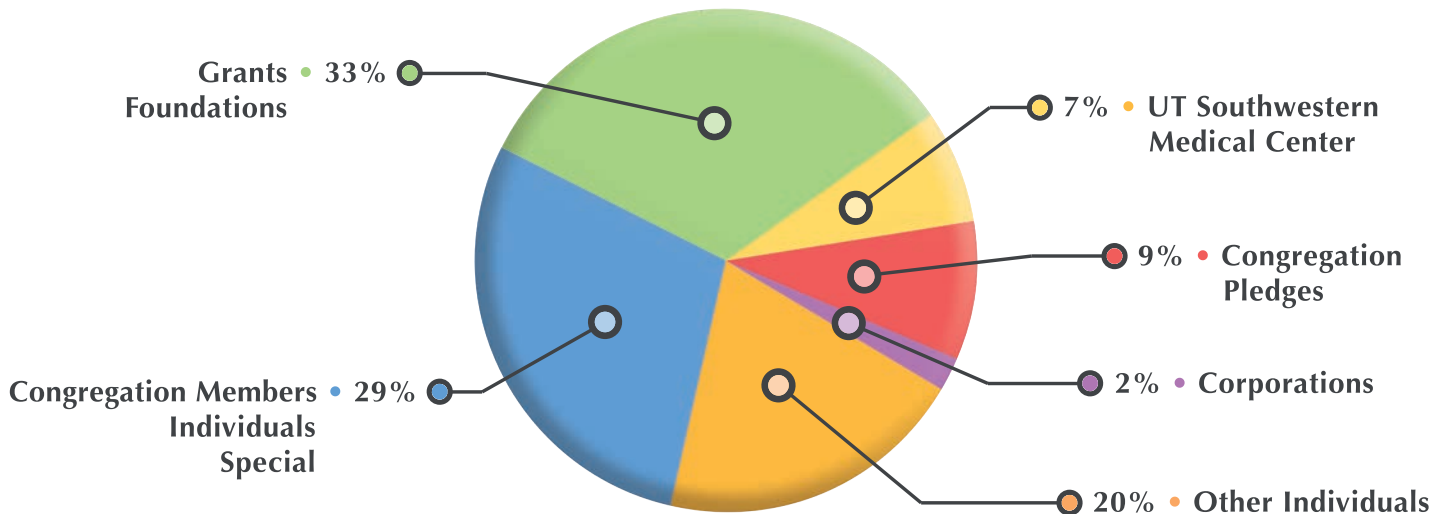


2023 • HOW WE HELP | Total • \$7.4M*



*Retail value of goods and services
 (Does not include \$750K rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$3.3M in refunds for clients identified during tax preparation.)
 General and administrative expenses were \$356,248, 4.8% of total assistance provided.

2023 • WHO HELPS US | Total Monetary Donations • \$2,872,570



In-kind donations - food, medical care & lab work, clothing, tax preparation - \$5,413,070 for total support of \$8,284,640.