



2018 Annual Report



North Dallas Shared Ministries™

Life - Health - Education





Confronting Quiet Crises Everyday

When nature is out of control – hurricanes, tornadoes, floods and fires – news organizations make sure we are informed about these awful events. These disasters affect many people at one time and quickly generate appeals for aid to help victims rebuild shattered lives.

But what about the quiet suffering that occurs around us everyday? When a working mother has a sick child and no insurance, a family must decide between fixing the car needed for work or paying the rent, or seniors can no longer afford healthy food because the cost of living has risen beyond their fixed income, we don't always hear about it. When our neighbors face these small crises, crises that can become family tragedies, there is a place in Dallas where they can turn – North Dallas Shared Ministries.



"I have been in the dental field for more than 20 years and have never felt as satisfied with my job as I do when I am here! Most of our patients have to choose between taking care of themselves or taking care of their families. NDSM removes the necessity of making a choice by removing the financial burdens that many times are the driving force behind their decisions."

Rachel Cowley-Portillo,
Texas A&M University

One by One

NDSM has been here for 35 years, helping our less fortunate neighbors when they have a need: to keep them housed and fed in an emergency, to help them with medical issues, to provide education and training to help them achieve financial stability, and in a host of other ways. One by one, we aid nearly 65,000 people in our community every year.

Charity Begins at Home

It's been said, "Charity begins at home," and we are focused on improving lives here in Dallas. We provide a safety net to those who live on the edge, paycheck to paycheck with no savings, and we provide resources to help them move toward more stable and self-sufficient lives.

We are able to do all of this because of the support from our Covenant Congregations, their members, our volunteers and our many partners who provide funding and expertise to help us carry out our mission.

You are an important member of our team.



"Every other month, we pick up groceries for our transitional housing residents. The food is often not just supplementing their diets, but is the mainstay!"

Kristene Ruddle, Genesis Women's Shelter

Helping Our Neighbors

In 2018, we continued to meet the demand for our traditional food distribution programs – the Food Pantry for emergencies and Friday Food Basket for fixed-income seniors and families. But we also expanded our decade-long policy of providing food in bulk for others to distribute. For example:

- We distribute weekend food for 25 homeless students at Tasby Middle School.
- We provide vacation meals for 40 Maple Lawn Elementary School students dependent upon breakfast and lunch at school.
- We provide produce items twice a week to the city's MLK Community Center.
- We provide produce to St. Luke's Episcopal Church to distribute to refugee families.

At NDSM, education means helping our clients move to a more stable, secure and self-sufficient life. And, it comes in many forms:

- We provide adult day and evening English as a Second Language classes at two locations.
- We prepare over 2,700 tax returns and identify nearly \$4,000,000 in refunds.
- We provide job counseling for immediate entry-level placement and provide the tools to promote career advancement.
- We provide school uniforms, school supplies, physical exams and immunizations to prepare children for the new school year.



"Clients come in tired and without hope. When we give them food, pay a bill or sometime just listen, their bodies straighten and their faces light up. I go home knowing we've made a difference."

Barbara Zacny, volunteer



NDSM at a Glance 2018



Food Assistance – **32,177** clients



Rent Assistance – **549** households



Utility Assistance – **271** households



Medical Care – **4,384** patients



Dental Care – **4,297** patients



Mental Health Counseling – **2,178** clients



School Supplies – **2,143** students



School Uniforms – **2,026** students



Clothing – **5,312** clients



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



Tax Return Assistance – **2,709** returns



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



Job Counseling - **231** clients





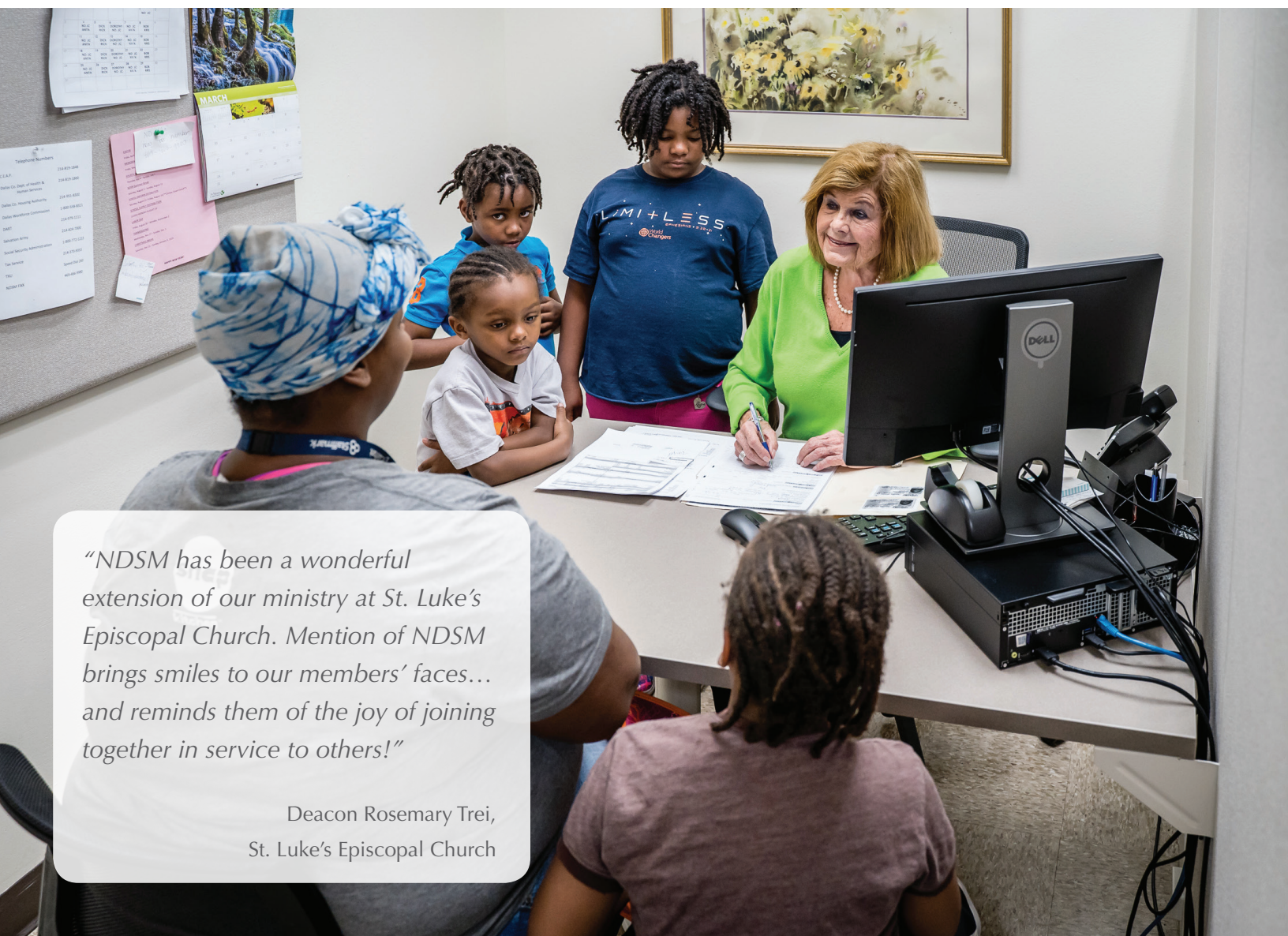
"I love this agency because of the quality of service, the variety of services they offer and their overall thoughtful delivery of services."

Bobbi Turner Smith, Oak Cliff Lions

Enhancing Services

In 2018, we undertook a major update to our systems and a major remodel of our building, continued to provide existing services without interruption, and were able to expand and enhance how we serve our community moving forward. Many people and organizations made this possible. The Hamon Charitable Foundation fully funded the changes to our building, equipment and furnishings. Professional service providers and dedicated volunteers accomplished the mammoth task of totally upgrading our technology backbone. By replacing a decades-old in-house records system with a state-of-the-art cloud based provider, new computers and more phone extensions, we've been able to process applications more efficiently and to improve the experience.

Previously, our interviewers met with clients in one room, left to another room with a computer and telephone to verify data, and return for clarification. During much of this back-and-forth, the client was often left to wait. Now, in a private cubicle, the interviewer can obtain all the necessary information from a client to verify and enter data with the client present. In this more relaxed setting, volunteers are capturing more complete and accurate information. As a result, our volunteers and our clients are both benefitting from these changes in our application process.



"NDSM has been a wonderful extension of our ministry at St. Luke's Episcopal Church. Mention of NDSM brings smiles to our members' faces... and reminds them of the joy of joining together in service to others!"

Deacon Rosemary Trei,
St. Luke's Episcopal Church

We Propel People Forward

We Furnish the Necessities for Living

A recent study found that Dallasites must work nearly half of each month just to pay their rent. To keep pace with skyrocketing rent increases over the last three years (2016-2018), we've raised our [RENT ASSISTANCE](#) budget over 50% to \$300,000.

Likewise, because we purchased nearly double the amount of children's coats, men's work pants and underwear, we raised the purchased clothing budget from \$20,000 in 2018 to \$40,000 for 2019.

Similarly, we provided \$380,000 in food to 788 unique clients who made 13,275 visits to our Friday Food Basket in 2018. The value of food we distributed through the Friday Food Baskets was \$284,000 a decade ago.

Both the [FOOD PANTRY](#) and [CLOTHES CLOSET](#) areas of our facility benefitted greatly from the new racking systems, reconfigured space and upgraded equipment - all part of our 2018 building improvements.

We're Expanding Our Holistic Approach to Care

Our [DENTAL CLINIC](#) client treatment plans are getting more done in fewer visits. And, we are moving from a sole focus on walk-in patients with emergencies, to a goal of stabilizing a patient and then following up with periodic exams. Patients may now make appointments, we can provide a full array of treatments and procedures, and we can see more patients. Our partnership with Texas A&M College of Dentistry continues to strengthen.

Also in 2018, we upgraded our [MEDICAL CLINIC](#) and standardized processes. Additionally, our partner UT Southwestern Medical Center has increased professional staff deployed at NDSM from 5 to 13. With contributions of our volunteer health care professionals and dedicated support team, we'll be able to offer expanded clinic hours from 7:00 a.m. to 7:00 p.m., five days a week, beginning May 1, 2019.

The number of patients who received [MENTAL HEALTH COUNSELING](#) in 2018 was almost double that of the previous year. Our relationship with The Center for Integrative Counseling and Psychology rounds out our ability to address the physical and emotional needs of our clients.

Our in-house [VISION CARE](#) group continues their screening and eyeglass distribution as we continue our decade-long partnership with the Oak Cliff Lions Club.



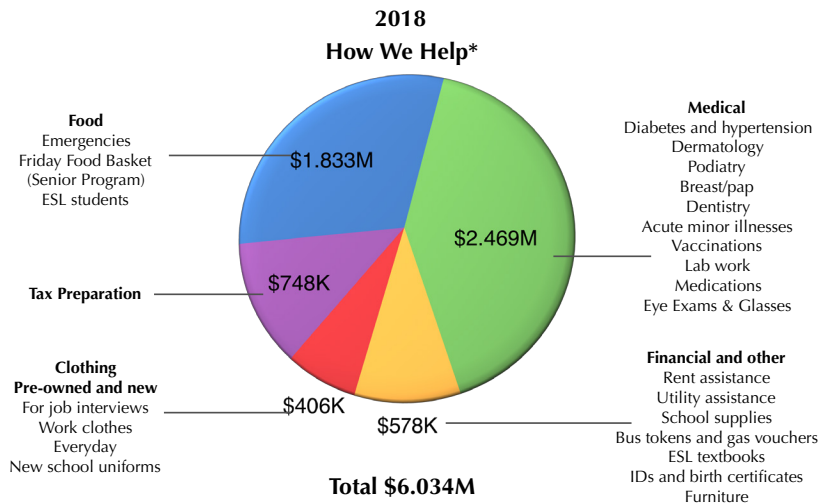
2018 was a pivotal transition year for NDSM. The enhancements to our building and its furnishings, the adaptation of streamlined processes, and the strengthening of our community partnerships have positioned us to face the challenges that lay ahead.

You have our pledge that we'll continue to evolve and grow to remain a force for good and to change lives for the better.

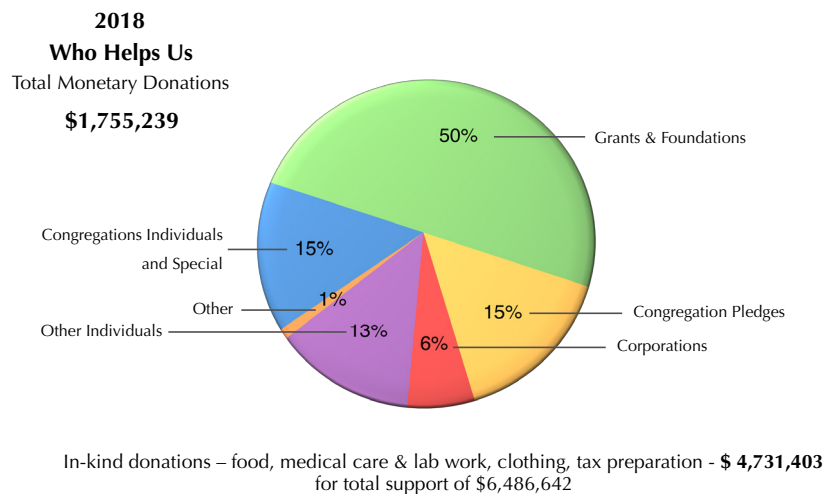


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*Retail value of goods and services
(Does not include \$754K rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$3.8M in refunds for clients identified during tax preparation.)
General and administrative expenses were \$469,377, 7.8% of total assistance provided.



“NDSM’s constant desire to improve in order to help their clients where assistance is needed most and their dedication to innovation makes them unique among Dallas charities.”

Alam Alidina, volunteer