

From January to September this year, Community Council of Greater Dallas has impacted over 150,000 lives.

2-1-1 Information & Referral Services



147,713

total answered calls

TOP TEN NEEDS

from January-September 2021

1. Rent Payment Assistance (16,312)
2. Electric Service Payment Assistance (15,998)
3. Water Service Payment Assistance (3,841)
4. Housing Authorities (2,688)
5. Food Pantries (2,572)
6. Gas Service Payment Assistance (2,386)
7. COVID-19 Immunization Clinics (2,321)
8. Vaccine Information (2,296)
9. Low Income/Subsidized Private Rental Housing (1,730)
10. COVID-19 Diagnostic Test (1,500)



Janelle called 2-1-1 stressed and overwhelmed. Her daughter had fallen ill, and she had to take a lot of time off work to care for her. As a result, she lost her job and fell behind on her rent. Distraught, she didn't know where to turn for help.



JANELLE

Gathering more details about her situation and needs, the 2-1-1 Call Specialist provided Janelle with multiple resources to assist her with rent, utilities, childcare, food, applying for food stamps and Medicaid, and getting a new job.

Through the referrals offered by the 2-1-1 Call Specialist, Janelle received assistance with rent and childcare. Janelle also enrolled in Community Council's Economic Mobility program to help her with job training and tuition assistance which will help her get a living wage job with benefits.

Janelle said she has hope again.



Economic Mobility



57

households transitioned out of poverty



\$40,846

for transportation



\$207,047

for tuition and training assistance



\$3,027,269

for rent and mortgage to protect...

2,126

households from eviction or foreclosure



"I was feeling stuck. I wanted to do more, learn more, but I was limited. I knew I needed to do something to better myself and the life for my kids. I couldn't afford an education. As a parent sometimes you don't have the resources to go back to college, so you have to work to be able to provide and nowadays it's also not enough. I found Community Council through a friend who's been in my shoes and knows the struggle. Community Council paid for my CNA courses at Legacy Institute and also gave me a \$200 gift card for groceries.



ROSALVA ARREOLA AND KIDS

I have learned so much in such a short time. The more I learn, the more interested I am and the possibilities seem endless. I didn't believe I could accomplish something like this before. Life feels better and I can relax knowing I have more opportunities in a better work environment."

- Rosalva Arreola

Not long after sharing her story with us, Rosalva earned her Certified Nursing Assistant certification.

## Dallas Area Agency on Aging



233

older adults received health supplies



1,732

rides to medical appointments, pharmacies & grocery stores



295

hours of legal service



1,877

calls to My Ride Dallas to help coordinate transportation



521

individuals assisted with Medicare Savings



9,890

hours of personal and chore assistance



754

homes repaired



26,592

calls for older adult or caregiver assistance



774

hours of respite for caregivers



592,876

healthy meals delivered to homebound older adults

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*"Life was very difficult for Bennie and [me]. I was working full-time and Bennie was retired. I unexpectedly got severely sick and my job fired me. I spent a lot of time in the hospital and losing my job put us behind on our rent.*



TRACEY REED AND BENNIE C. DOTSON

*I was still trying to recover and could not work while Bennie became my full-time caregiver. We kept trying to apply for disability and after years it was finally approved. Although, I was able to receive some income from disability, we were so far behind on rent, and I was still sick and now stressed about what to do.*

*We tried reaching out to other agencies and many did not have anymore funding... [Community Council paid] the entire back rent balance. It was a miracle because we were feeling hopeless. I was worrying about my health and about the rent but now it feels like a burden has been lifted off our shoulders.*

*It was our birthday recently and the help we received has been the best birthday present ever! Thank you."*

- Tracey Reed and Bennie C. Dotson



## Community Wellness



1,183

individuals completed evidence-based workshops on chronic conditions, diabetes and fall prevention, depression, lifestyle changes & medication reviews



1,522

volunteer hours teaching evidence-based workshops



94

community outreach and health events

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*"I was diagnosed with type 1 Diabetes at the age of 14. It has been a difficult struggle to monitor my blood sugars and inject myself with Insulin multiple times a day, every day.*

*I felt like no matter what I ate, my blood sugar levels were too high or seriously low. I've had numerous trips to the hospital for ketoacidosis as well as fainting spells for low blood sugar. I'd nearly given up.*

*The free Living a Healthy Life book we received [in the Chronic Diabetes Self-Management workshop] helped me to find answers to questions that I've had for years. It was such a great resource to help plan my meals and count carbs.*

*I recently had a baby and the information about counting carbs helped my pregnancy blood sugar numbers to remain in the safe range!!*

*I also enjoyed the goal setting or action planning we did at the end of every class. I am able to use both the meal planning and action plan in my life daily."*

- Neisha Lomax



NEISHA LOMAX