

# Community Council



*Moving families forward, leaving poverty behind.*

## 2022

# ANNUAL IMPACT REPORT

*We provide leadership in moving individuals and families from surviving to thriving. We improve the quality of life by alleviating poverty, fostering wellness, and connecting people to the resources they need.*

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**January 1, 2022 to December 31, 2022**

# A MESSAGE FROM THE CEO



Since its founding, Community Council of Greater Dallas has provided leadership in moving individuals and families from surviving to thriving. We improve quality of life by alleviating poverty, fostering independence and wellness and connecting people to the resources they need.

In 2022, we once again touched thousands of lives. While some in our community saw unprecedented success in 2022, many others found themselves at risk of being left behind. Soaring prices for everyday items like food and rent made life incredibly difficult for many families. While jobs were sometimes easier to find, childcare and housing were not. And the technology divide was stark, with many older adults and lower income families often unable to access information and services that many of us take for granted. We also saw, and continue to see an unprecedented rise in health conditions like diabetes, especially among people with barriers to health equity such as lack of employment, transportation, and access to healthy food choices.

As it always has, Community Council stepped in. On our own and in collaboration with other partners, we were able to bridge the gap for thousands of people and move them out of poverty, providing training for good jobs, transportation, and housing. We saved over 2000 families from eviction, made older adults' homes safer, provided health and wellness supplies and classes for hundreds of people, and much needed respite for caregivers.

Through our 211 call center, we answered over 200,000 calls from people needing services and resources, many of whom did not have access to a computer and relied on a phone call.

None of this would have been possible without the hard work of our staff, the support of our Board of Directors, and the generosity of our funders, donors and volunteers. They are the backbone of our organization, and I am personally grateful to each and every person who contributed to changing lives in our community.

As we prepare to celebrate our 80th anniversary in 2023, we will reflect back on all the challenges we have faced and overcome since our founding in 1943. Through wars, recessions, inflation, and a global pandemic, Community Council has always been there, ready willing and able to tackle our toughest problems and help those who need help the most. I hope you will join us in celebrating 80 years of service next year.

Onward and upward!

Many thanks,

**Sharla Myers, J.D.**  
Chief Executive Officer



# MOVING FAMILIES FORWARD



# FOR 80 YEARS



## MISSION

Community Council of Greater Dallas provides leadership in moving individuals and families from surviving to thriving. We improve quality of life by alleviating poverty, fostering independence and wellness and connecting people to the resources they need.

## VISION

Community Council envisions vital communities which enable each individual to achieve his or her full potential:

- Vital communities in which individuals and families are stable and achieve economic security;
- Where people live healthy lives with maximum independence and resilience;
- And where people are engaged in building opportunities

## VALUES

### Strengthening Community

- We develop relationships, convene partners, and build inclusive and diverse coalitions. We provide capacity building programs, community technical assistance services, and create learning communities that strengthen the human services ecosystem

### Delivering Impact

- We pursue ambitious, meaningful outcomes that benefit our community. We utilize community needs analysis to make informed decisions for creating long-term impact and to advocate for systemic change within our community.

### Maintaining Quality

- We strive to provide the highest quality of direct services to our clients. We establish consistent and equitable guidelines for selecting and monitoring subcontractors and/or sub-grantees who provide services to our clients.

### Demonstrating Transparency and Accountability

- We are transparent and collaborative in our work with our clients, strategic partners, and the broader community. We commit to good stewardship of resources and financial accountability.

# LEADERSHIP

## LEADERSHIP STAFF

**Sharla Myers, J.D.**  
Chief Executive Officer

**Jafferali "JJ" Jamal**  
Chief Financial Officer

**Dionne Daniels**  
Senior Director of  
Information & Assistance

**Samanda Gronstal**  
Senior Director of  
Economic Mobility

**Tina M. Holt, MBA**  
Senior Director of  
Advancement

**Doris Soler**  
Senior Director of Dallas  
Aging & Disability Services

**Jessica Walker**  
Director of Community  
Wellness Solutions

**Julianna Jackel**  
Director of Human  
Resources

## BOARD OF DIRECTORS

**Anga L. Sanders – Chair**  
FEED Oak Cliff

**Sylvia Garza Mancha –  
Secretary**  
Cristo Rey Dallas  
College

**Gaby Rawlings**  
DHI Communities

**Denise M. Gomez**  
Children's Health

**John A. Cuellar –  
Vice Chair**  
La Estrella de Cuellar,

**Myron H. Watkins, Jr.**  
MV Transportation

**Veronica Shanklin**  
Dementia Care Warriors

**Justina Walford**  
Wildworks PR

**Rick Illes – Treasurer**  
Illes Foods

**Maxine Robinson**  
Joyce James Consulting,  
LLC

**Sean Reed**  
Mavs Take Action!  
Dallas Mavericks

## COUNCIL OF AMBASSADORS

**Pete Wahl – Chair**  
Jackson Walker LLP

**John Cuellar**  
Las Estrella De Cuellar,  
Inc.

**Jimmy Gaston**  
Dbug.Tech  
Dallas Black Chamber  
of Commerce

**Julie Machal-Fulks**  
Scott & Scott LLP

**Sharon J. Baca, MBA,  
CFP**  
Level Four Financial

**Tara Durham**  
Compass RE Texas, LLC

**Roy Lopez**  
Entrepreneur

**Michael Meadows**  
Meadows Family  
Consulting Group LLC  
Foundation  
Management, Inc.

**Jennifer Coleman**  
Consultant

**Ruben E. Esquivel**  
UT Southwestern Medical  
Center

**Jack Lowe**  
TD Industries (Retired)

**Karen Blaha**  
United Texas Bank

**Keith Thode**  
AdvanceNet Labs



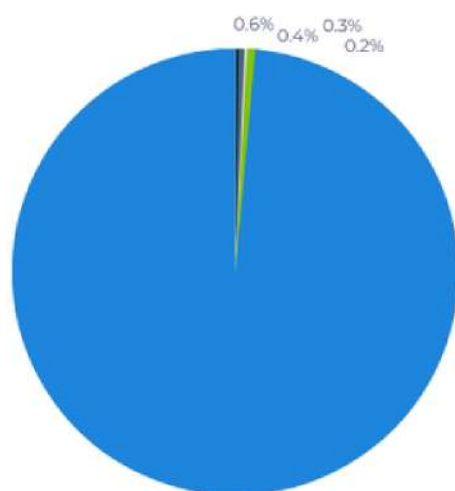


# FINANCIALS

## FISCAL YEAR 2022

October 1, 2021 to September 30, 2022\*

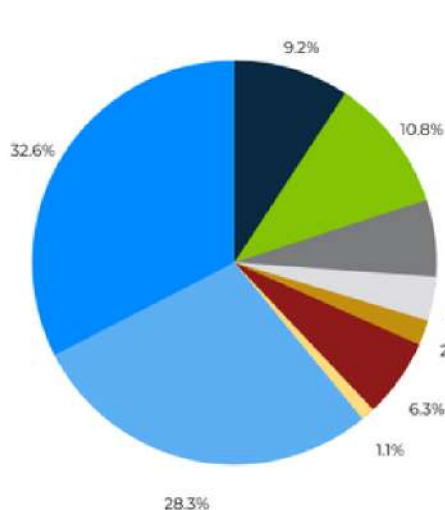
\*Unaudited



- Government Grants \$17,428,208
- Special Events \$106,752
- Corporations \$69,661
- Individuals \$47,560
- Foundations/Organizations \$30,161

**TOTAL \$17,682,343**

## HOW WE INVEST



- Grants to Other Organizations \$5,802,922
- Direct Services to Clients \$5,048,698
- Economic Mobility \$1,917,574
- DAAA \$1,642,373
- G&A \$1,124,529
- 2-1-1 Hotline \$1,092,029
- Community Wellness \$625,057
- Healthcare Navigators/CHIP \$360,011
- Fundraising \$197,491

**TOTAL \$17,682,343**

**GENERAL AND ADMINISTRATIVE (G&A) EXPENSES**

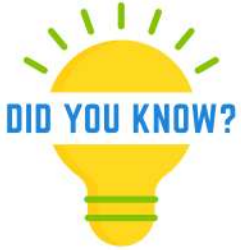
**USA BENCHMARK = 20%**

**OUR G&A IS 6.3%**





# 2-1-1 INFORMATION & REFERRAL SERVICES



*Anywhere in Texas, anyone can call 2-1-1 for free information and referrals to health and human services agencies, nonprofit and faith-based organizations, disaster relief resources, and volunteer opportunities. The 2-1-1 helpline in North Central Texas maintains a comprehensive community resource database of services which provide assistance with health care, employment, educational, legal, housing, counseling, transportation needs, and much more.*



## 204,098 TOTAL NEEDS ADDRESSED

**TESTIMONIAL:** Ms. Hunter is a 66-year-old woman who called 2-1-1 looking for financial assistance with her electric bill. She works full-time as a Certified Nurse Assistant. However, she stated that the patient that she cares for was placed in the hospital for two months, therefore during this time, she had been living off her savings. Her water line burst and she used the last of those funds to have her water line repaired. The call specialist was able to provide her with several referrals for assistance with her electric bill. The call specialist asked if she had applied for her social security and/or unemployment benefits. Ms. Hunter stated, "No." The call specialist informed Ms. Hunter that she may be eligible for social security, unemployment, and public assistance until she returned to work or possibly found another patient. The call specialist also provided her with those additional referrals. The call specialist asked if it would be okay to followup with her in a few days to see if she received assistance.

During the followup call, Ms. Hunter stated that one of the agencies made a pledge to pay her electric bill. She informed the call specialist that she received news about her patient being transferred from the hospital to the nursing home and was informed by her patient's daughter that her services were no longer needed. The call specialist encouraged her to contact other agencies to check for eligibility. Ms. Hunter stated that she would. The call specialist contacted her about a week later to see if she received any additional assistance. She was excited to report that she had returned to work and thanked the call specialist for the additional resources and taking the time to explore her options. Ms. Hunter stated, "I don't know what I would have done, had I not called 2-1-1. It's great to have a program like 2-1-1." - **Ms. Hunter**



## TOP 5 NEEDS

1. **Rent Payment Assistance**  
(26,366)
2. **Electric Services Payment Assistance**  
(23,660)
3. **Water Service Payment Assistance** (14,467)
4. **Food Assistance**  
(4,344)
5. **Housing Assistance**  
(3,950)



165,806  
Female



31,166  
Male



**0-29 Years**

31,246

**30-59 Years**

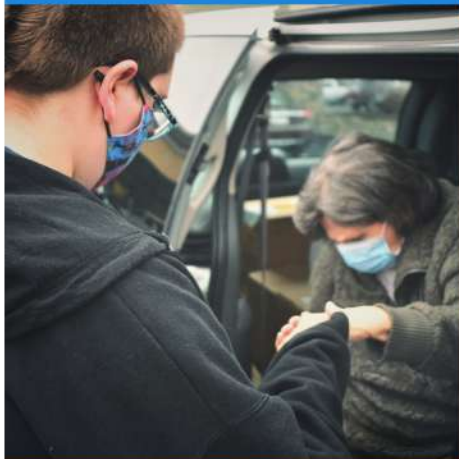
125,607

**60+ Years**

40,241

**Unknown**

7,004



## COUNTIES SERVED

Collin County (12,996)  
Dallas County (126,145)  
Denton County (12,118)  
Ellis County (3,998)  
Hunt County (3,463)  
Kaufman County (3,145)  
Navarro County (1,788)  
Rockwall County (827)

# ECONOMIC MOBILITY

**2,332** FAMILIES SAVED  
FROM EVICTION  
OR FORECLOSURE

Poverty is one of Dallas' top challenges. Community Council of Greater Dallas believes access to education and employment opportunities for people with disadvantaged backgrounds is a major component to the solution, as well as providing emergency financial assistance for:

## RENT



## MORTGAGE



## UTILITIES



## FOOD



- Poverty rate in Dallas is 17.7%, this is 24.65% higher than the Texas average.
- This is 38.28% higher than the US average of 12.8%.
- An estimated 228,269 Dallasites live in poverty.

## POVERTY RATE:

**DALLAS 17%**

**USA 12.8%**



The Economic Mobility program transitions individuals and families into financial stability and living wage employment through emergency financial support and a multi-faceted approach with an intense case-managed workforce development program and wrap-around services, such as housing, food, childcare, transportation, and more.





\$2,095,340  
Rent, Mortgage,  
Utilities



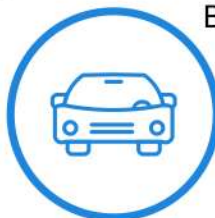
\$1,161,687  
Tuition, Testing,  
Books, Supplies



\$38,440  
Food



\$34,014  
Insurance  
Payments



\$29,538  
Gas &  
Transportation



\$19,225  
Childcare



# 301 HOUSEHOLDS TRANSITIONED OUT OF POVERTY

**TESTIMONIAL:** "I just wanted to reach out and thank Community Council for everything that they have done for me thus far! The help has been such a relief to me in all areas of my life the past couple of months and it is hard to put into words just how grateful I am. When I first entered your program I was a full time graduate student, working a part time job that paid \$13 an hour, and completing a full time unpaid internship. This caused me enormous amounts of stress when it came to financial burdens and making ends meet. The help and resources provided have felt endless as you have helped me pay for a full semester worth of tuition towards my masters degree which I am on track to graduate with in Spring 2023 semester. I have also received help with basic life needs like groceries, gas, and clothes which has also taken a huge burden off of me. Without Community Council's guidance, I do not know if I would have been able to manage on my own.

Along with financial help, you have given me all the resources I needed in order to find a good job as well. I am now currently working full time at Endeavors as a SSVF case manager and I am now in an amazing position to provide that same kind of help to others in need in our community. I really could not be happier and feel so blessed to have been a recipient of Community Council's generosity.

Community Council has given me the opportunity to better myself and life with your endless support and resources and for that I am forever grateful for you and the work that you have done."

- **Ileah Ortiz**





# DALLAS AREA AGENCY ON AGING

To increase independence and overall health, Dallas County residents age 60+ and their caregivers receive free and easy access to a comprehensive, integrated system of information, chore and care assistance, minor home repairs, legal services, health maintenance, benefits counseling, respite care, and transportation.



577,336 Healthy Meals Funded for Homebound Older Adults



Over 2,000 Hours of Respite for Caregivers



Over 1,300 Adults Received Assistance, including Homes Made Safer



Over 600 Individuals Received Assistance with Medicare Savings



472 Hours of Legal Services



246 Older Adults Received Health Maintenance Supplies

OVER 63,000  
OLDER ADULTS  
RECEIVED CARE  
AND SERVICES



**TESTIMONIAL:** "I am originally from New Mexico and grew up outside of Denver Colorado. I have been in Texas for over twenty years, so I call Texas home. My daughter and I live together, and I have been her caregiver for several years after she suffered from a brain hemorrhage back in 2013. My daughter has a generous heart and I enjoy being there for her. My days consist of helping her with her daily activities and being there for support. I use a walker to help me throughout the day and I try to be independent as much as I can. A few months back, I realized my AC/Heater wasn't working properly and I knew I needed to find help. After doing some research, I came across DAAA. Being on a fixed income it can be difficult to pay out of pocket and to find someone that can be trustworthy. DAAA not only helped me fixed my AC/Heater, but they also helped me with the installation of grab bars in the restroom. This helps me to have a peace of mind knowing I have this extra support to prevent any falls. I also received health maintenance supplies and nutritional drinks that I enjoy having in the mornings. I will always be thankful for the help. Thank you for the services."

- Eve Byrd







174,491  
CALLS FOR  
OLDER ADULTS  
OR CAREGIVER  
ASSISTANCE

**TESTIMONIAL:** *"I reached out to Dallas Area Agency on Aging for assistance with residential repairs. Last year I suffered a stroke, and it was difficult for me to go back and forth to the bathroom. The height of the commode made it difficult for me. After the height was increased it makes it easier for me to manage alone. Being on a fixed income and considering other expenses along with doctor visits were too expensive for me to repair it on my own. I found out about the agency during a conversation I was having with my sister. She referred me to the agency.*

*Now I know that there are services out there available for the elderly. Three benefits I experienced with the agency were that they were very respectful, reliable, and consistent. My favorite part was the respect given to me. They did a wonderful job, they were very considerate and punctual. They provided a wonderful service."*

**- Brenda Pullum**



300,000 In 2022, we impacted the lives of over 300,000 Dallas residents.



# COMMUNITY WELLNESS

Evidence-based health and wellness workshops empower adults to actively manage their conditions and take the steps necessary to live healthy and fulfilling lives. Workshops have been highly researched and proven to be effective in a community setting and provide better health, better health care, and reduced health-related costs.

**TESTIMONIAL:** *"Before I started with the PEARLS program, I was a complete mess! I would look in the mirror and didn't even recognize the person that was looking back at me. I've always been a very sociable person. I lost my mom, several relatives, and friends. I really didn't know how to grieve so many losses at the time. Then I got very sick, and all my teeth started to fall out about the same time COVID hit. That just made things worse. I participated in the PEARLS program. The program taught me coping skills, deflection, redirecting and prioritizing. Now, when the overwhelming feelings of sadness and depression come, I know how to deal with the symptoms of depression. I can refocus my thoughts to pleasant thoughts. The program also had me do something I enjoy each day, which seemed to help with my daily mood. These tools help me when I start to have anxiety attacks. My anxiety no longer keeps me shut in at home. I can now go out with little to no anxiety. I feel that PEARLS program saved my life, physically, emotionally, and spiritually."* **-Ruby**



## WORKSHOPS

CHRONIC DISEASE  
SELF-MANAGEMENT

DIABETES  
SELF-MANAGEMENT

CHRONIC PAIN  
SELF-MANAGEMENT

PEARLS - PROGRAM TO  
ENCOURAGE ACTIVE,  
REWARDING LIVES

DIABETES PREVENTION  
PROGRAM

MEDICATION REVIEW WITH  
A LICENSED PHARMACIST

A MATTER OF BALANCE  
FALL PREVENTION



# COMMUNITY WELLNESS

**TESTIMONIAL:** *"I want to say thank you for leading our pre-diabetes class. I have tried for years to lose the extra 50 pounds I have put on since my forties. I have lost and regained 15 or 20 pounds off and on for years, because I dieted and then went back to my old menu and habits. I finally feel like I am on my way to continue losing and keep off the weight with the incremental lifestyle changes I have implemented after being in this class.*

*You are such a dynamo and each of the modules gives helpful information and suggestions. I have lost an average on one pound a week with the help of this program and your leadership. I am committed to sticking with my new lifestyle changes to get back to a healthy weight and stay there.*

*I hope this program will continue to be available to other people who need it as much as I did.*

*Thank you and God bless you!"*  
— **S. Watts**



411  
Volunteer  
Hours



91  
Outreach  
Events



# 3,518

INDIVIDUALS PARTICIPATED IN WELLNESS  
WORKSHOPS, MEDICATION REVIEWS, AND  
OUTREACH EVENTS





# CONNECTING KIDS TO COVERAGE

NEW PROGRAM STARTED JULY 2022

NEW

On July 2022, the Community Council was awarded the Coverage for Adolescents to Restore Equity in Health Care in North Central grant. The Connecting KIDS to coverage grant is designed to provide families in North Texas assistance in accessing health care coverage and making the necessary accommodations for customers with limited access due to disability. The grant also provides support in targeting the uninsured by eliminating health discrepancies in ethnic and racial minorities communities and improved access to health care. This grant also supports pregnant individuals who need health care coverage.

## Targeted Population & Year Goals (July 2022–June 30, 2023)

**500**

Reach 500 consumers over 3 years.



**768**

Assist 768 children applying for CHIP/Children Medicaid.



**200**

Assist 200 Pregnant women applying for Medicaid /CHIP Perinatal during one-one appointments.



**70%**

At least 70% of those individuals will be approved for benefits.



## Data Report from July 2022–December 2022

### CHILDREN DATA FOR YEAR 1

**160**

Children enrolled in Medicaid or CHIP.

**108**

Children renewed in Medicaid or CHIP.

**268**

Children assisted with applications.

### PREGNANT INDIVIDUALS DATA FOR YEAR 1

**65**

New applications completed.

**+**

**2**

Renewed applications completed.

**=**

**67**

Total pregnant individuals assisted with applications.





# Community Council

*Moving families forward, leaving poverty behind.*



## Contact :

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Dallas, TX 75247

