



In the first six months of 2021, Community Council of Greater Dallas has impacted over 120,000 lives.



2-1-1 Information & Referral Services

 **115,520**
TOTAL ANSWERED CALLS

 **13,262**
ANSWERED CALLS RELATED TO COVID-19

TOP TEN NEEDS from January-June 2021

1. Rent Payment Assistance (10,250)
2. Electric Service Payment Assistance (9,251)
3. COVID-19 Vaccine Information (2,280)
4. COVID-19 Immunization Clinics (2,253)
5. Water Service Payment Assistance (2,114)
6. Housing Authorities (1,806)
7. Food Pantries (1,794)
8. Gas Service Payment Assistance (1,425)
9. Low Income/Subsidized Private Rental Housing (1,204)
10. COVID-19 Diagnostic Test (1,078)

Henry, 62, called 2-1-1 and expressed he was no longer happy with life. He lives alone and shared his unhappiness was the result of his wife leaving him. After speaking with Henry and gathering more details, the 2-1-1 Call Specialist encouraged Henry to speak with a counselor and he agreed.

While connecting Henry to the crisis line, the call was abruptly disconnected. The 2-1-1 call specialist immediately called Henry back and apologized. Henry expressed his gratitude and was happy to feel that someone cared about him.

The 2-1-1 Call Specialist learned that Henry also needed utility assistance and provided him with the appropriate resources to help with his utilities and then connected him to the crisis line.

In a follow-up call from the 2-1-1 Call Specialist, Henry shared that the assistance he had received has been extremely helpful. He had started to receive assistance through food stamps and was currently seeking employment. Henry thanked the 2-1-1 Call Specialist for being there and taking the time to listen and care.

Economic Mobility

 **\$1,560,434**
FOR RENT AND MORTGAGE TO PROTECT...
904
HOUSEHOLDS FROM EVICTION

 **25**
PEOPLE TRANSITIONED OUT OF POVERTY

 **\$27,225**
FOOD VOUCHERS

 **\$2,016**
BUS VOUCHERS

 **\$204,706**
TUITION PAYMENTS FOR DEGREES, LICENSES & CERTIFICATIONS

"Prior to finding Community Council [sic] tuition assistance program, I had to let go of my financial support with a company in July due to school and being a single mother. The schedule at the job was not accommodating to my vigorous school schedule which caused a financial strain. Without the job, I was no longer able to pay for school.



KESLA PASTINE

I am grateful for this opportunity because it allowed a major financial burden to be lifted as well as assisted me in taking care of my daughter and myself until I could successfully graduate and meet our basic needs on my own.

The scholarship...allowed me to begin and finish my biggest dream which was to become a registered nurse. After being chosen and accepted out of thousands into the fast-paced [Bachelor of Science in Nursing] program I worried how I was going to pay for school. There was no option for payment plans and all cost [sic] had to be paid upfront.

I am so grateful for Community Council and I love my new job as a [Registered Nurse] at Baylor Dallas."

- Kesla Pastine



Dallas Area Agency on Aging

Community Wellness

122
OLDER ADULTS RECEIVED HEALTH SUPPLIES

126
HOURS OF LEGAL SERVICE

164
HOMES REPAIRED

1,332
HOURS OF RESPITE AND SERVICE FOR...

154
CAREGIVERS

3,750
HOURS OF PERSONAL AND CHORE ASSISTANCE

230,753
HEALTHY MEALS DELIVERED TO HOMEBOUND OLDER ADULTS

Sonya's mother had lived alone in her home for 45 years, but now suffers from Alzheimer's disease. Since she was no longer able to maintain the home, Sonya moved back to care for her. Sonya quickly noticed things needed to be repaired and updated for her mom's safety.



SONYA KIRKPATRICK

"I have [sic] been trying to make small repairs and updates to the home as I could and one day I was told by a friend about the [Area Agency on Aging program] and the things they could do to help."

Several light fixtures, which had fallen from the ceiling because of previous water damage, were replaced to help Sonya navigate her home more safely. Two ceiling fans were also installed to increase ventilation throughout her home.



SONYA'S MOTHER

"I was able to accomplish more of the home repairs that I was planning on doing...with Community Council's help. Things are better because I was able to get some help for my mom to make her home safer."

- Sonya Kirkpatrick

579
INDIVIDUALS COMPLETED EVIDENCE-BASED WORKSHOPS ON CHRONIC CONDITIONS, DIABETES AND FALL PREVENTION, DEPRESSION, LIFESTYLE CHANGES & MEDICATION REVIEWS

1,476
VOLUNTEER HOURS TEACHING EVIDENCE-BASED WORKSHOPS

44
COMMUNITY OUTREACH AND HEALTH EVENTS

"I was having a difficult time in my business life. I was knuckling under to anxiety, and not considering [my pain from a torn meniscus] a chronic disease. I thought I could at least learn a self-management tool to handle it.

I learned how to manage the anxiety. I am pain-free from years-ago torn meniscus. I do [the 34 exercises from the workshop] each and every one...each and every day. Pain free.

My balance has improved. My mind is calm... being in such a creative, solid learning environment, my whole being took up a lighter and less serious approach to my life and company. I changed a few things directed to a more pleasant and positive attitude."

- JP

MY RIDE NORTH TEXAS My Ride Dallas

67
ENROLLED PARTICIPANTS

\$21,253
FOR...
975
RIDES TO MEDICAL APPOINTMENTS, PHARMACIES & GROCERY STORES

"This program has helped me so much! If it were not for this program, I would have no way to get [to] my necessary medical treatments. It has saved my life. I feel blessed to have this service."



PEARLINE CRAVENS

- Pearlline Cravens

Community Council

Moving families forward, leaving poverty behind.