

2023

Impact Report



Community Council

Moving families forward, leaving poverty behind.

January 1, 2023

to

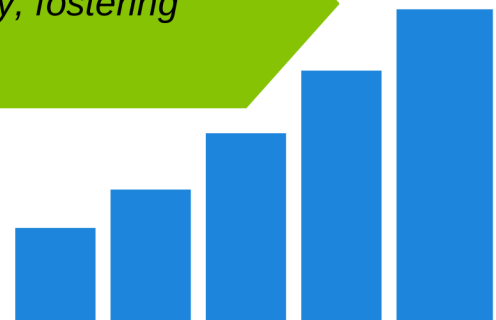
December 31, 2023

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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.





A Message from the CEO

2023 was a banner year for Community Council of Greater Dallas as we celebrated 80 years of serving the citizens of Dallas County and North Texas! You can't tell the story of the growth and evolution of social services in Dallas without telling the story of Community Council. Formed in the midst of World War 2 and incorporated in 1943, Community Council of Greater Dallas brought the important movers and shakers in Dallas together. The Council was determined that the needs of ALL members of our community were met. Our founders worked hard to make that happen.

Through the years, we have evolved from an incubator and convenor to a direct service provider, and today, we provide assistance and services to thousands of people every year. While as an organization we have evolved, our ultimate goal has not changed. We help those in our community who need a hand up, and every number in this report represents a life impacted. Economically, 2023 was a good year for a lot of people, but in Dallas County, poverty and health inequities continue to plague many in our community. Roughly 1 in 6 people in Dallas live in poverty and in certain zip codes, citizens are many times more likely to suffer from chronic disease or die from childbirth than their wealthier neighbors in the same county. Texas ranks 39th out of 50 states for child poverty.

We know that the problem is not that people are content to live in poverty; we have worked in this area for too long and met too many people who are working hard every day to get out. Most families want more than anything to take care of themselves and their families and to give their children a better life. That is what Community Council is here for.

Our mission is to move individuals and families from surviving to thriving and to improve the quality of life for the underserved in our community by alleviating poverty, fostering independence and wellness and connecting people to the resources they need. In these pages, you will find inspiring stories of individuals who, with the help of the dedicated staff of Community Council, were able to lift themselves out of difficult circumstances into a better, healthier life.

Whether it is helping someone get trained for and find a living wage job, or making sure a cancer patient has housing and transportation, assisting an older adult living at home to remain safe and independent, or teaching self-management classes to people with chronic diseases, helping eligible pregnant moms and kids navigate CHIP and Medicaid applications or connecting a veteran to services, Community Council is making Dallas a better place to live and work for everyone.

We hope you will be motivated by the stories in this impact report to give back and support our work in 2024. As always, we could not make a difference without the support of our generous donors, sponsors, our Council of Ambassadors, and our dedicated Board of Directors. We thank you all from the bottom of our heart and look forward to working with you in 2024.

Sincerely,

Sharla Myers, J.D.
Chief Executive Officer
Community Council of Greater Dallas

Mission, Vision & Values



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

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Mavs Take Action!
Dallas Mavericks

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St. Jude Chapel
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Entrepreneur

Casey Thomas
Former City Councilman

Karen Blaha
United Texas Bank

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Scott & Scott LLP

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TD Industries (Retired)

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Consultant

Jennifer Coleman
Consultant

Jimmy Gaston
Dbug.Tech
Dallas Black Chamber of
Commerce

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Meadows Family
Consulting Group LLC
Foundation Management,
Inc.

John Cuellar
Las Estrella De Cuellar, Inc.

GENERAL AND ADMINISTRATIVE (G&A) EXPENSES

2023 G&A WAS 6.7%

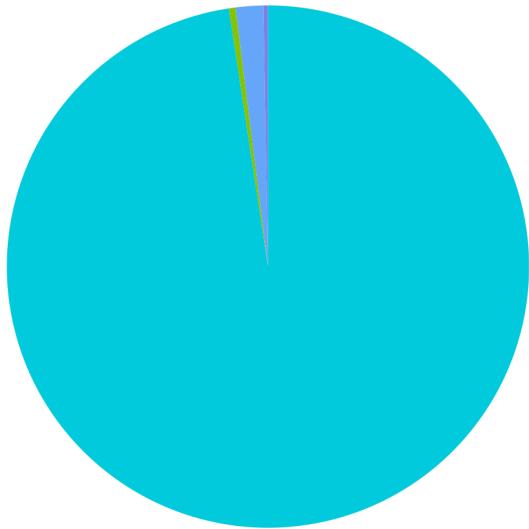
USA BENCHMARK IS 20%



FINANCIALS FISCAL YEAR 2023

October 1, 2022 to September 30, 2023*
*Unaudited

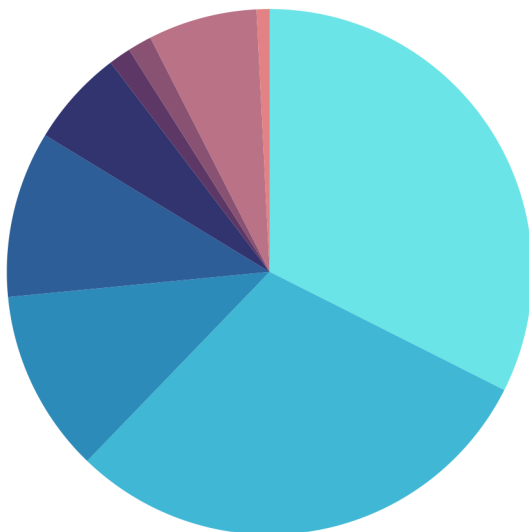
HOW WE ARE FUNDED



- Government Grants \$17,335,275
- Individuals \$73,207
- Foundation/Organizations \$302,870
- Special Events \$49,418

TOTAL \$17,760,770.23

HOW WE INVEST



- Direct Services to Clients \$5,757,197
- Grants to other Organizations \$5,287,737
- DAAA \$1,998,629
- Economic Mobility \$1,816,744
- 211 Hotline \$1,056,773
- Community Wellness \$241,901
- Healthcare Navigator/CHIP \$262,563
- G&A \$1,190,223
- Fundraising \$141,462

TOTAL \$17,760,770.23



TOP 5 NEEDS

1. **Electric Service Payment Assistance \$23,029**
2. **Rent Payment Assistance \$17,714**
3. **Food Pantries \$7,429**
4. **Homeless Shelter \$3,548**
5. **Housing Authorities \$3,516**



22,541
Male



148,623
Female

0-29 Years

23,522

30-59 Years

120,116

60+ Years

27,384

Unknown

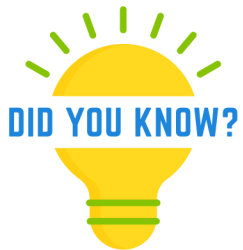
8,854



COUNTIES SERVED

- Collin-11,758
- Dallas-120,274
- Denton-9,285
- Ellis-3,521
- Hunt-3,248
- Kaufman-2,728
- Navarro-1,348
- Rockwall-698

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.



180,000 TOTAL CALLS FOR HELP

2-1-1 TESTIMONIAL: Mr. Scott contacted 2-1-1 and spoke to a call specialist. He is 58 years of age and lives alone. He expressed that he was no longer happy with life. Mr. Scott revealed that his discontentment was the result of his wife leaving him. After speaking with Mr. Scott in detail, he agreed to speak with a counselor. While connecting to the crisis line, all parties were disconnected.

Due to the abrupt disconnect, the call specialist immediately called Mr. Scott back, identified herself and apologized for the disconnect. Mr. Scott expressed his gratitude for the call specialist calling him back and stated, "I figured you guys just brushed me off like everyone else."

In his sense of gratitude, Mr. Scott's demeanor appeared to have changed, he stopped crying and stated, "so people do care." It was at that time the call specialist was able to obtain more information from Mr. Scott. After speaking with him for a while, he shared he had fallen a little behind on his utilities and would appreciate some assistance. The call specialist provided him with the appropriate resources before connecting him to the crisis line.

When the call specialist contacted Mr. Scott for a follow-up, he expressed that the counseling was helpful, and he is allowing his friends to be a support system for him, and an agency was able to assist him with his utilities. He also indicated that he was seeking assistance with obtaining food stamps and looking for a job to keep him busy. The call specialist was able to provide Mr. Scott with additional resources. The call specialist followed up with Mr. Scott a few weeks later to see if he was able to get any additional help. Mr. Scott reported that he was doing well and was back at work. He was very appreciative and thanked the call specialist for taking the time to listen and show compassion.

ECONOMIC MOBILITY

TESTIMONIAL: *“Before **Community Council**, I had just come out of prison and paroled to Calvary Commission for 5 months. I initially intended to get into an HVAC program and sought out Dallas Leadership Foundation for assistance with training. I needed help with my education. Through Pastor Reed and others at DLF, I was introduced to **Community Council**. I was previously an addict and with a criminal record. I was in prison for a combined 25 years. I was not able to be there for my family like I should have been. I decided I wanted to make a change. After coming out of prison and being sober, I no longer wanted to participate in that lifestyle. I knew I wanted to do better and I wanted to finally be there for my family, specifically my children. I wanted them to be proud of me. I was introduced to Ms. Paris and she was my case manager. She was able to help me get into school at ForgeNow and Community Council helped me with my tuition.*

*I couldn't be more grateful because without the help, I probably wouldn't have got to attend the program. I finished my HVAC certification in Oct. 2023. While I had been unable to successfully find a job in the HVAC field my interview skills have improved. I am currently working at the Association of Persons Affected by Addictions where I am an advocate and recovery specialist for people suffering with addiction. This job has given me purpose. I am 54 now and feel as motivated as ever. I recently got a vehicle of my own and I now have my own bank account. I am enjoying life clean and sober. I will be going to the prison I was incarcerated in to speak to inmates about my story. I have been able to speak to inmates letting them know that if I can do it, they can too. I am able to be more independent and I am grateful for everyone who helped and believed in me. I am still looking forward to starting my HVAC career but right now I feel like I am living in my purpose and helping others. Without the program, I probably wouldn't be here. -**Timothy Phillips***



Testimonials

*"I'm a 45-year-old single mother of 3 girls, Andrea 13, Alexia 6, and Asteria 2. I just wanted to share my story (my Blessing) about **Community Council**. A total stranger overheard a conversation I was having about the trials and tribulations that my family and I were enduring. She encouraged me to call case manager, Paul Milligan, at Community Council. I was skeptical of asking for help, but I really needed help. I had the opportunity to speak with Mr. Milligan. He truly listened as I explained my situation. I explained that we were homeless due to black mold being in our apartment and the apartment complex was unable to provide a unit. Also, finding out that my family and I tested positive for black mold in our bodies. Once he prescreened me for HSS assistance we were eligible for the program. I never knew such help even existed. He immediately moved my family into the Candlewood Suites and he was able to provide food for my entire family. I thought I'd found a home for my children and the landlord gave the home to another client because the other person could provide the money before Community Council would be able to pay. I was angry and worried that my family would be on the streets, but Paul provided an extension on our hotel stay.*

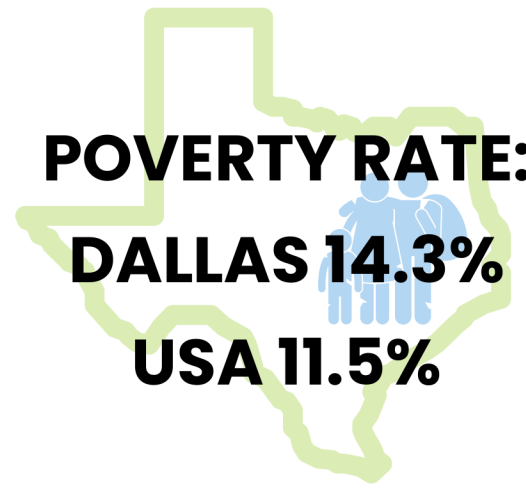


*He reassured me that I had completed everything he asked of me. He said to be patient and we would find a place that was meant for us. I found another home, and everything was submitted, and the payment was sent, but problems reoccurred. We were unable to move into the second home. I truly wanted to give up, angry and feeling down on my luck. Paul extended the hotel again and told me that we would find our dream home if we trust and keep faith. I was truly shocked and discouraged, and finally my luck turned for the better. I was able to find my dream home and they allowed my family to move in before receiving the deposit. This has been such an eye opener for me, and a true testimony of what God will provide in such trying times. I am truly grateful for the Community Council of Greater Dallas, and a resilient case manager who kept me pushing forward when I began to lose hope. I hope to one day pay it forward and hopefully this will be a testament of how amazing the Community Council is." - **Tonya Morgan***

ECONOMIC MOBILITY

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.

POVERTY RATE:
DALLAS 14.3%
USA 11.5%



123

HOUSEHOLDS TRANSITIONED OUT OF POVERTY

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.



Childcare
 \$27,519.63



Gas &
 Transportation
 \$29,128.14



Helped 123
 Households Out
 of Poverty for
 total of
 \$62,3286.03



Food
 \$73,225.00



92 Individuals
 Received Health
 Insurance for a
 total of \$126,512



Provided 40 Cancer
 Patients Meals,
 Transportation to
 Medical Appts, and
 Rent



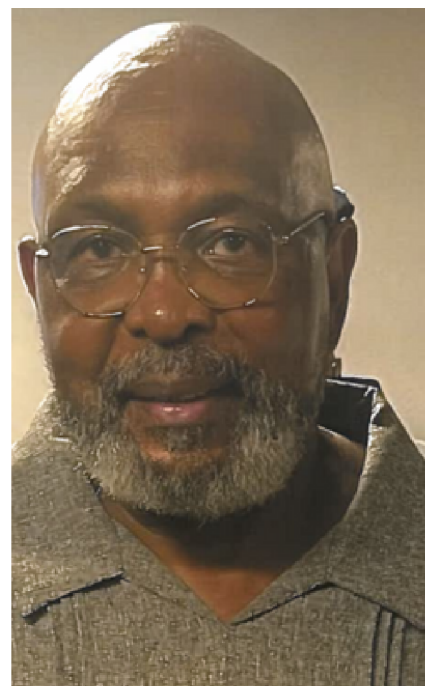
Tuition, Testing,
 Books, Supplies
 \$507,261.09



Helped 1008 People
 Avoid Homelessness
 for total of
 \$1,324,801.79

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.

TESTIMONIAL: *“My name is Albert Blair and I have been a caregiver for my wife suffering with dementia for about three years. I reached out to **Dallas Area Agency on Aging (DAAA)** because I was struggling with help and didn’t know what services were available. After attending a caregiver conference, I discovered all the potential help I could receive from this agency. During this meeting I had the opportunity to speak with other individuals going through the same situation and they shared the valuable information. DAAA provided me with eighty hours of much needed respite care and provided me chore services. A crew was sent out to trim trees that were damaging my roof. I learned that help for me was available thru **Community Council DAAA**. I appreciate all the help that was provided as my spouse has dementia and her condition is not improving. Now I know that services are available for me and where I can go. My favorite part of the experience was speaking with my care manager Juan Rodriguez who showed true concern about my situation. I am grateful for this agency.” -**Albert Blair***



TESTIMONIAL: *“We have been living in our home for about 47 years. Living on a fixed income makes it difficult to pay out of pocket for any services. I was looking at the Garland website on senior benefits and I came across the agencies’ information and decided to call. We requested incontinent supplies, chore services and legal services. I appreciate the nutritional drinks and wipes that were provided. Thank you for trimming the trees and removing the limbs. I appreciate the treatment we received from the attorney Rosemarie Redmond; she helped us finalize numerous legal documents. They truly lifted our spirits, as did the other wonderful people who came to our home to help with our senior issues. I appreciate the written info in the case closure letter from our case worker Juan: introduce us to community resources for ongoing support after case closure because we would love to know of other help available, due to our very limited income.” -**Mike and Chrysann Kempainene***



26,500

CALLS FROM OLDER
ADULTS AGE 60 +



544,050 Healthy
Meals Funded for
Homebound
Older Adults



Over 2,334
Hours of
Respite for
Caregivers



Over 1,585 Adults
Received
Assistance,
including Homes
Made Safer



Over 546 Individuals
Received Assistance
with Medicare
Savings



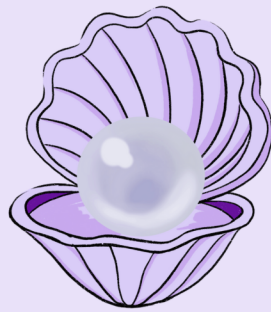
766 Hours of
Legal
Services



372 Older Adults
Received Health
Maintenance
Supplies

COMMUNITY WELLNESS

Evidence-based health and wellness work-shops empower adults to actively manage their conditions and take the steps necessary to live healthy and fulfilling lives.



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 after so many losses at one 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

Testimonials

Chronic Disease Self-Management Program -

Shared by a participant during class: "The class has given me a lot of good information: 1. Problem Solving 2. Endurance Exercise 3. Nutrition 4. How to read labels and be a Self-Manager. All these tools helped me with my Action Plan. Thank you for the resources."

-Barbara

Diabetes Prevention Program Testimonies -

"I just 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 keeping 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**



A Matter of Balance -

"I really enjoyed this class. I took it before, so this was a refresher, but I didn't realize how many things I needed to brush up on. This was so good for me. It helped me to slow down and now I feel like I could help myself up if I fell. You and your mom were so good to work with. I like seeing you two work."

-Anita



57
Volunteer
Hours



8
Outreach
Events

3,518

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

COMMUNITY WELLNESS

All of Us RESEARCH PROGRAM



23
Outreach
Events



4251
Social Media
Views



All of Us
PROGRAMA CIENTÍFICO

El futuro
de la salud
comienza
con usted



7462
Attendees



Community Council
AN ALL OF US RESEARCH PROGRAM COLLABORATION
LET'S GET MOVING THROUGH THE PANDEMIC
COMMUNITY OUTREACH EVENT
SATURDAY, JUNE 5, 2021 | 10 A.M. TO 2 P.M.
TEMPLE MISSIONARY BAPTIST CHURCH



CONNECTING KIDS TO COVERAGE

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. Community Council navigators also target the uninsured by eliminating health disparities in ethnic and racial minority communities and improving access to health care. This program also supports pregnant individuals who need health care coverage.

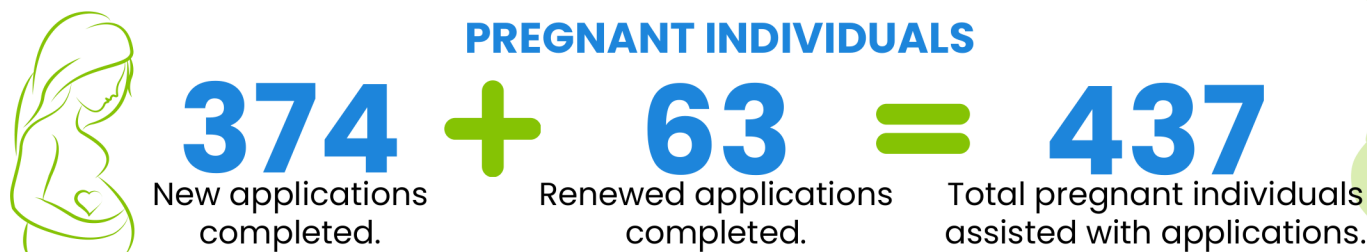
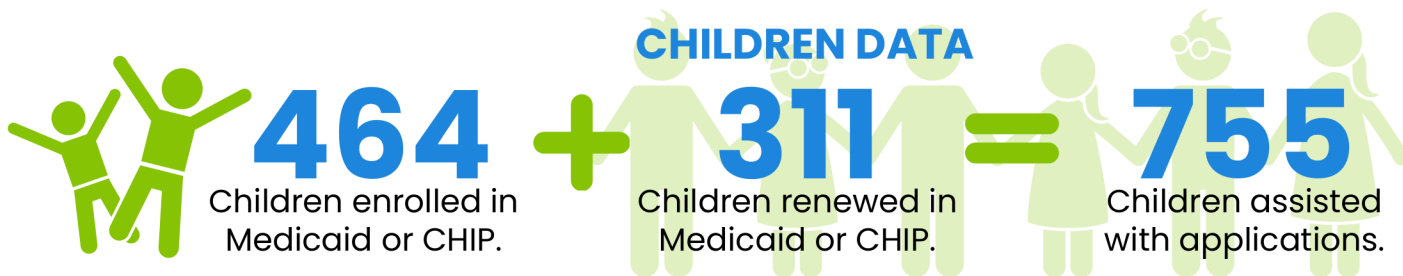
CKC Testimonial



Testimonial Translated: "I am Mrs. Maria Lara, I needed my benefits urgently, and thankfully Patricia Márquez helped me. At the time I needed it the most urgently because my husband had a stroke, and he was the one who worked. The situation was very difficult. My children were left without Medicaid, and they also have disability problems. Because of this, I couldn't work. Patricia also helped me with SNAP to be able to support myself because I don't know how to fill out any paperwork. Thank you to Community Council who has representatives who can help us fill out the paperwork. I can't fill out paperwork because I don't know how it's done. Thank God my children have all their benefits right now. Thank you, **Maria Lara**"



Data Report



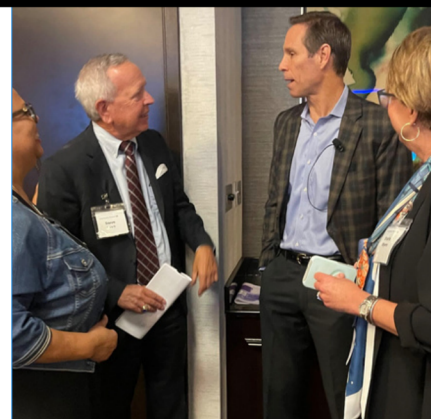
2023 Health Equity Summit

Removing Barriers for North Texans

On October 26, 2023 was the **1st Annual Health Equity Summit**, "Removing Barriers for North Texans", at the Marriott Medical District Hotel. We brought together health leaders, researchers, government officials, students, and others to discuss solutions. Dr. Karriem Watson, Chief Engagement Officer for AOU provided a virtual greeting. Special guests included: Senator Nathan Johnson, Texas Senate District 16. Over 200 people attended and heard healthcare providers and Community Based Organizations come together to discuss health disparities in Dallas and innovative solutions to the problem. As a result of the Summit, the North Texas Health Equity Collaborative was born. This is an annual event that Community Council will host every year.



"It was a pleasure to be a guest speaker at the Health Equity Summit, an annual conference that brings together healthcare providers, industry leaders, and advocates from around our region." - **Senator Nathan Johnson Texas District 16**



*"Thank you again to the **Community Council of Greater Dallas** and DFW Equity Hospital for the warm reception and for everything you do to support and care for our fellow Texans and their families!"* - **Senator Nathan Johnson Texas District 16**





Community Council

Moving families forward, leaving poverty behind.



80 YEARS That Changed Dallas

Council event

The Graduate School for Social Work at the University of Texas at Arlington is one of the major contributors to the Community Council of Dallas County. It has held a number of conferences in the past...



MARCH 31, 1953



Social Worker Honored

Miss Mary Wheeler, social worker at the University of Texas at Arlington, was honored for her outstanding work in social service in Dallas as a member of the Council of Social Agencies.

Aging Meet Is Scheduled

Highland Park church, Dallas, will be host on Monday, April 25, to an All-Faith Church Conference on Aging. Six workshops groups will be...



Conference on Aging Is Scheduled Monday

Preliminary arrangements for the annual conference on aging will be held Monday at the Highland Park Methodist Church...



WHEELS' meals taste different these days. The program is designed to help the aged...



Crusade Urged on Juvenile Crime

Dallas Groups Rally Asked For Children. Drive Against Delinquency Called Citywide Job by Welfare Official...

No 'Camelot' for the old

Dallas making progress but must do more to meet the needs of its senior citizens. Spurred attempt to combine...



Council event will benefit fund

The Graduate School for Social Work at the University of Texas at Arlington is one of the major contributors to the Community Council of Dallas County...



Problems of Health Held Greatest Welfare Hurdle

By HELEN BULLOCK. Health problems were the whole welfare field Sunday night by Edward L. Ryerson of Chicago, Ill., one of the nation's best-known volunteer social workers...



What can aid youth?

By BARBARA RICHARDSON. Club Editor. These professional advisers favor community-based facilities for aiding youth and children rather than residential institutions...



- Our research and action plans resulted in the incubation and birth of new social services including:**
- Dallas Family Court
 - Dallas County Juvenile Department
 - Dallas Area Agency on Aging
 - Dallas Community Action Agency
 - Greater Dallas Community Relations Commission
 - Head Start of Greater Dallas
 - Callier Speech and Hearing Center
 - Volunteer Center of North Texas
 - Martin Luther King Center
 - Community Dental Care
 - Dallas Association of Services to the Homeless
 - AIDS ARMS
 - The Concilio
 - Lemmon Avenue Bridge
 - Youth and Family Centers
 - The Gleaning Network

DID YOU KNOW?

Over the last 80 years, some well-known Dallasites have served on the Community Council Board:

1940s



J. Howard Payne (Founding Member)
Mrs. Joseph L. Higgenbotham
(Founding Member)
Lawrence S. Pollock (Founding Member)
Judge Sarah T. Hughes

1980s



Jack Lowe, Jr.
James Chambers III
Ruben Esquivel
Harriet Miers
John Stemmons, Jr.

1950s



H. Grady Spruce
Dr. W.T. White
Robert Olmsted
Judge Sarah T. Hughes

1990s



Bob Lowe
Craig Hall
Boone Powell, Jr.
Mike Rawlings
Delia Reyes

1960s



Judge Lew Sterrett
George L. Allen
Louise Raggio
J. Erik Jonsson
Pearl C. Anderson
Juanita Craft

2000s



Levi Davis
John Cuellar
Michael Meadows
Susan Hoff
Lupe Valdez
Rev. Dr. Michael Waters
Casey Thomas

1970s



Trini Garza
Harold Hoffman
Mrs. Marjorie Tenison
Dr. J.J. Pearce
Bill J. Priest
Dr. John F. Roberts
Dr. Willis Tate



Community Council >>

Moving families forward, leaving poverty behind.

80TH ANNIVERSARY CELEBRATION 1943-2023



Arts District Mansion

Be the Change

November 9, 2023

Community Council



Moving families forward, leaving poverty behind.



Contact :

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ccadvance.org

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impact@ccadvance.org

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Suite 1000W
Dallas, TX 75247

