

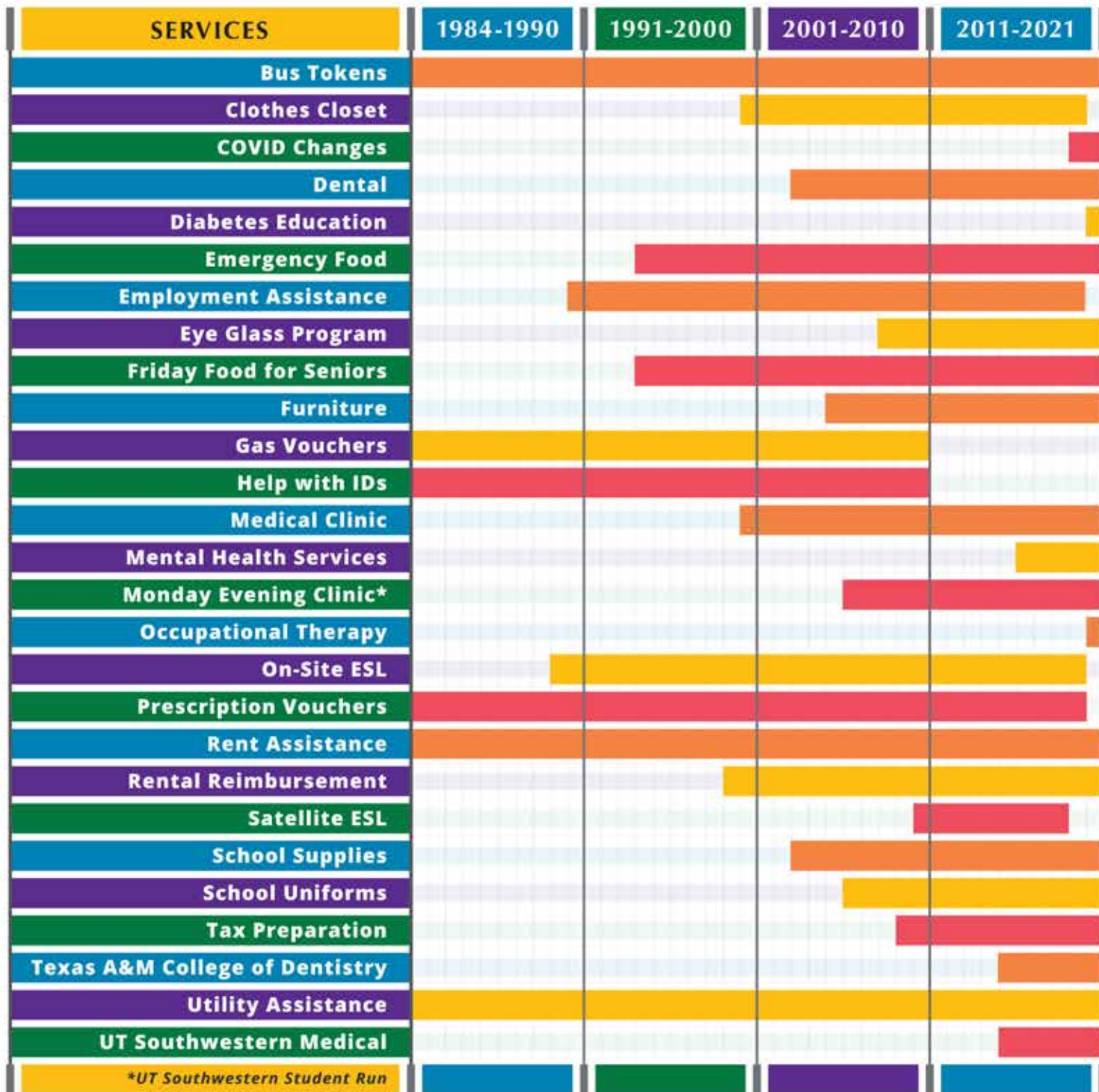
# ADDRESSING NEEDS One Client at a Time



ANNUAL  
REPORT  
2021







Dear Family & Friends of NDSM:

At North Dallas Shared Ministries we served over 60,000 clients in 2021. Like all of us, they share many basic needs – for a roof over their heads, for food in their bellies, for access to medical care and information, for education and opportunity. And we provide assistance to meet all of these needs.

But we never forget that we are serving individuals and individual families, each of whom is in a unique situation and has a life all their own. So we assist everyone who comes to us in a unique manner, providing the aid we can and helping them to find the aid we do not provide. In short, we address each client’s needs one at a time.

In our 39 years of service, we recognize when there is a need that many of our neighbors share, and we adapt to address it. (See page opposite)

NDSM strives to be proactive, nimble and efficient in designing and delivering programs and services to the less fortunate who live among us, and COVID has certainly put us to the test over the last two years.

In 2021, we saw COVID abate and we slowly, safely, began returning to a new “normal” that is shaped by the lessons we learned during the pandemic. Going forward we are continuing to innovate and improve to serve the shifting needs of our community.

While Annual Reports tend to focus on large numbers, the “big picture,” we always recognize the humanity behind every statistic.

With the support and assistance of the NDSM family, we pledge to continue – one client at a time.

*Judy*  
 Judy Rorrie  
 Executive Director

*Leonard Riggs Jr MD*  
 Leonard M. Riggs, Jr., M.D.  
 Chairman, Governing Board



*Wow! Your introduction of the online application for aid is a game changer. This is a sure way for people to know their request is in your queue.*

An NDSM Donor, Volunteer, Covenant Congregation Member



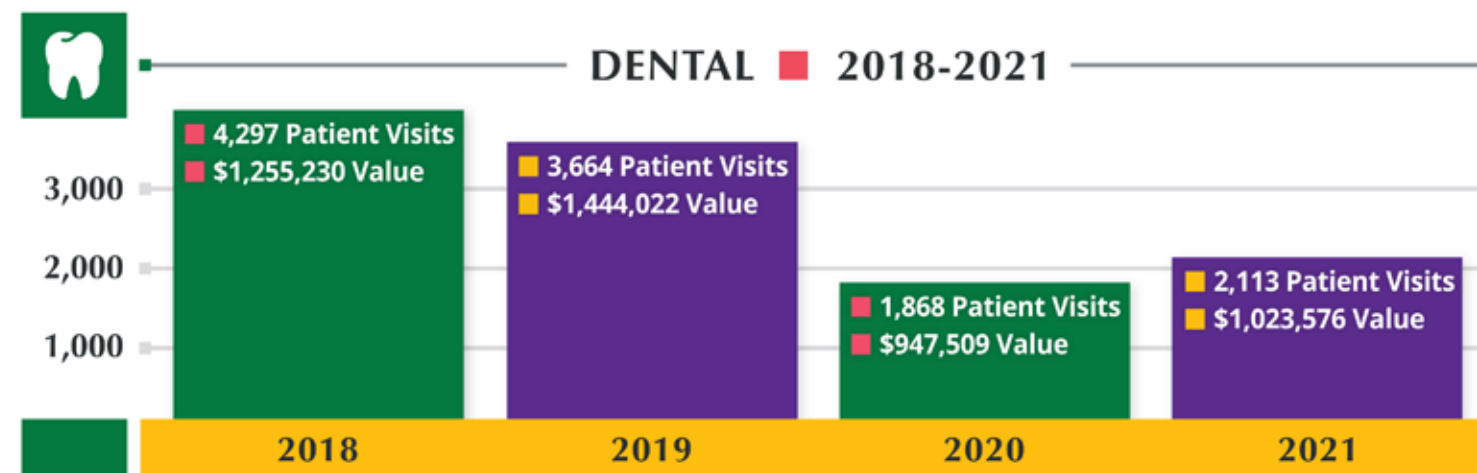
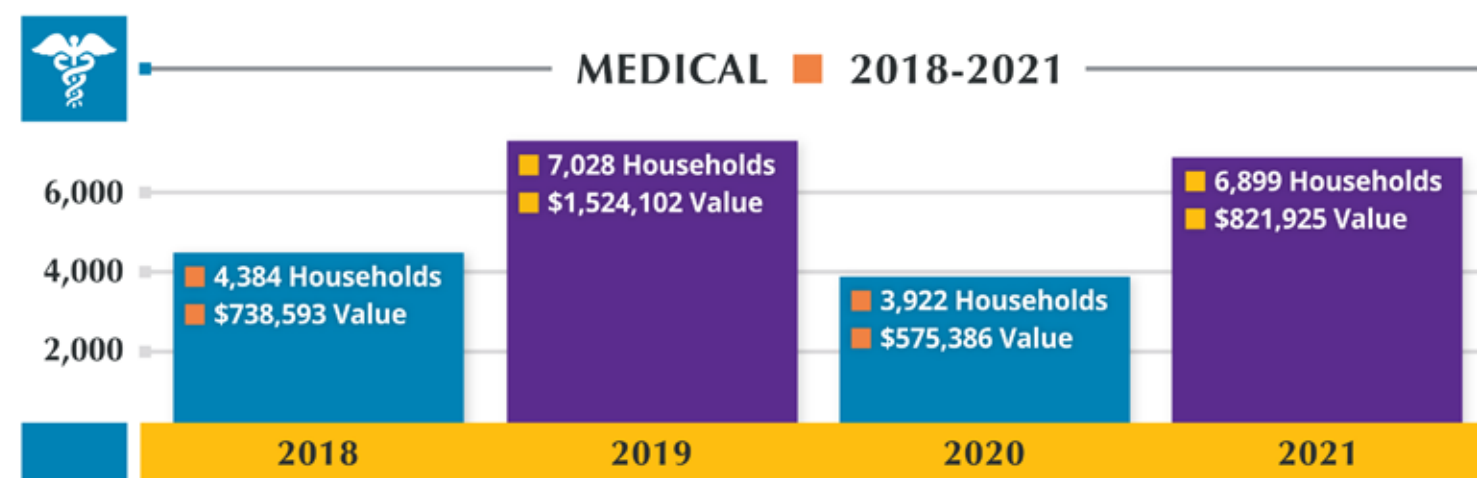
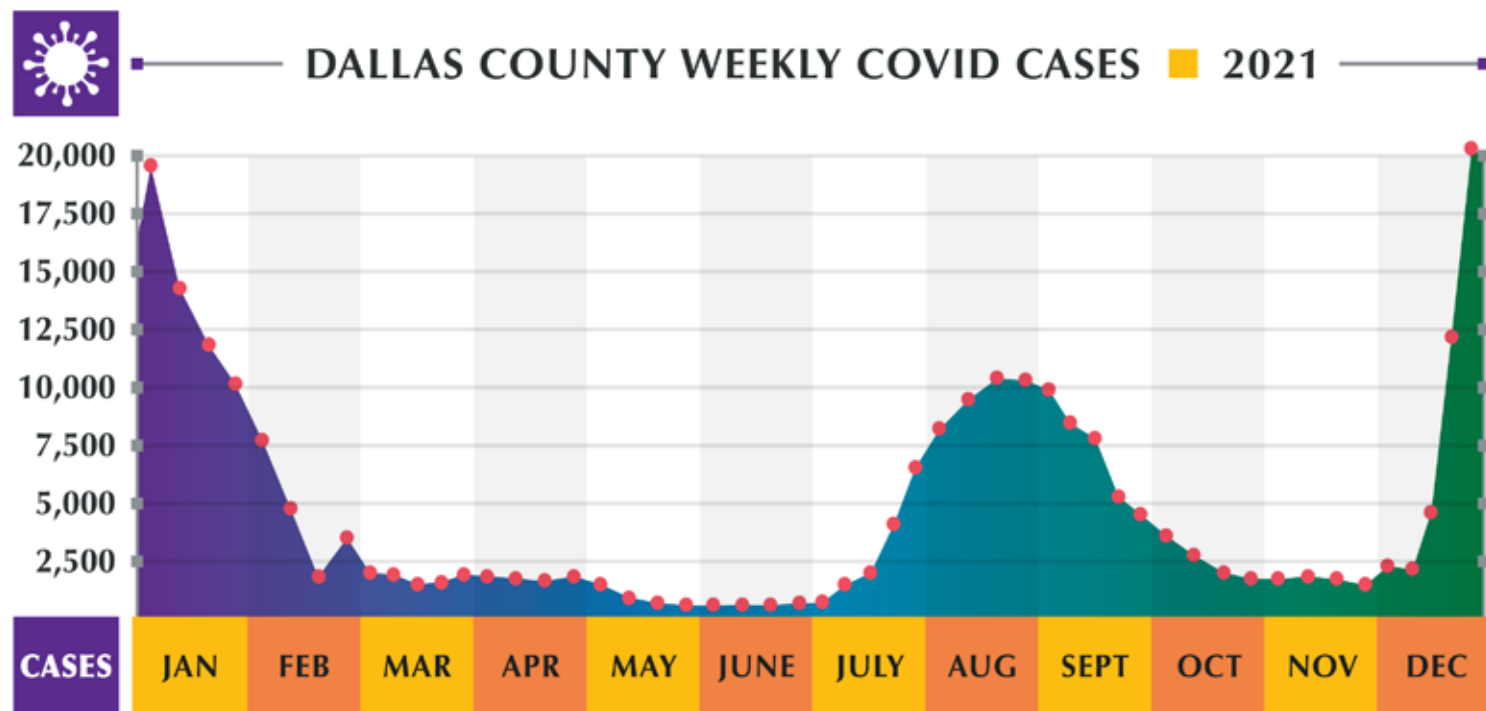
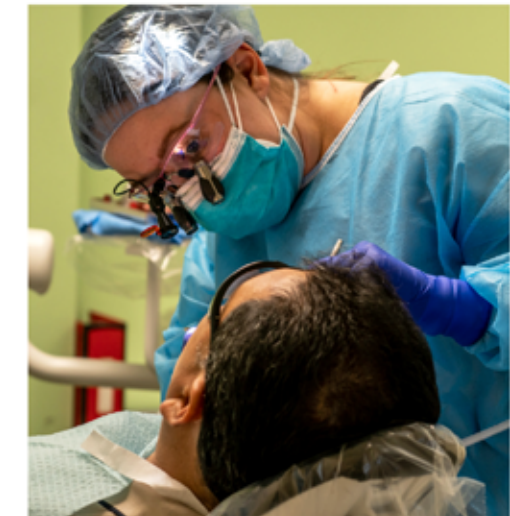


In 2020, we responded to COVID with numerous innovations that allowed us to continue providing a life line to those in need, even as demand for our assistance soared.

Entering 2021, it appeared that COVID was on the wane. Even as we remained vigilant, we continued to take incremental steps to return to more “normal” operations. Then came Delta, and then came Omicron.

COVID required us to re-think everything, including the delivery of health care.

By the beginning of 2021, we had returned to in person patient visits, but new protocols limited the number of patients we could treat. So we continued to employ tele-medicine techniques to assist patients on-line. As subsequent variant waves came and went, we adapted and adjusted to provide the most care we could in the safest manner possible.



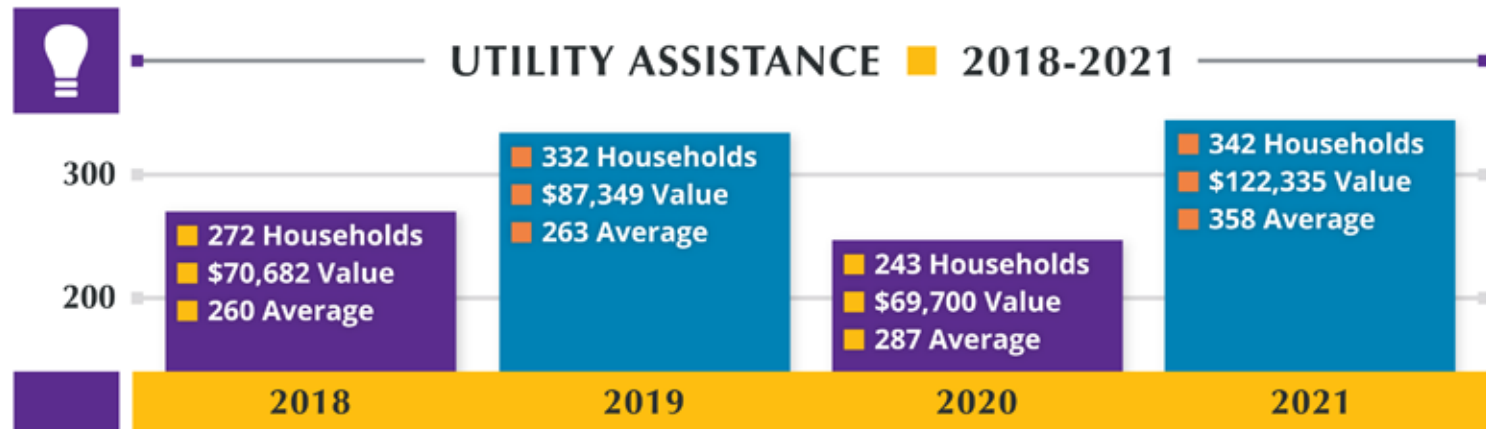
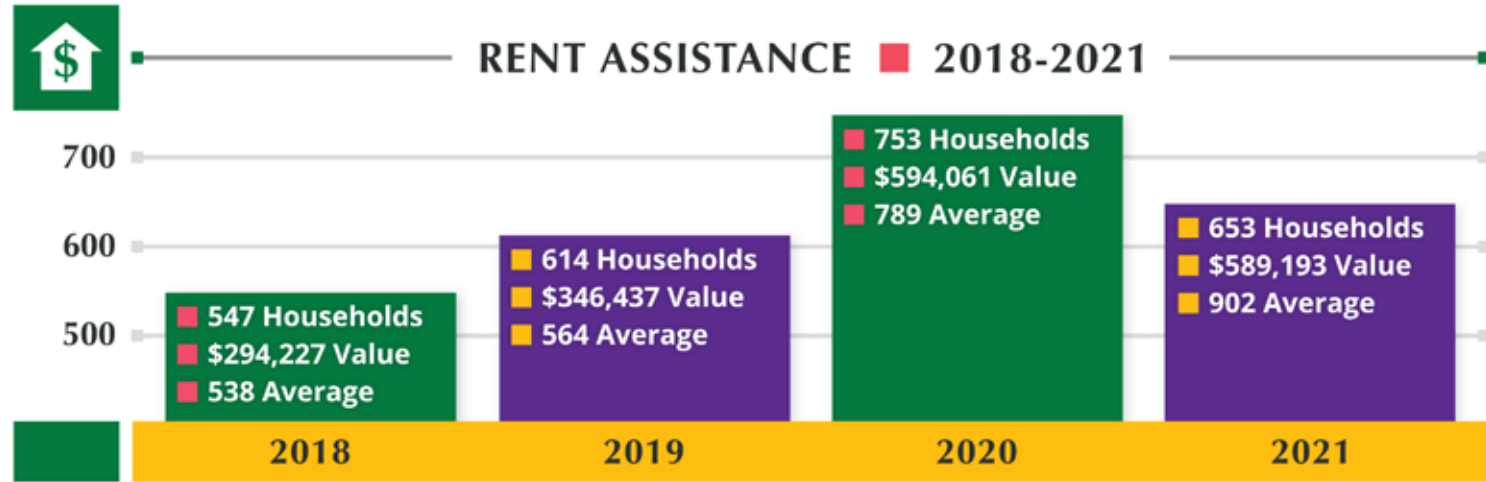
The new variants reminded us that we must continue to innovate and adapt. The “new normal” is anything but normal, or stable.

The impact of COVID still ripples through every community. There has been an economic dislocation that continues to impact front-line, entry level and service workers more than others. Housing costs continue to rise and wages are not keeping up with inflation. All these factors kept demand high through 2021, and NDSM continued to respond to this challenge.

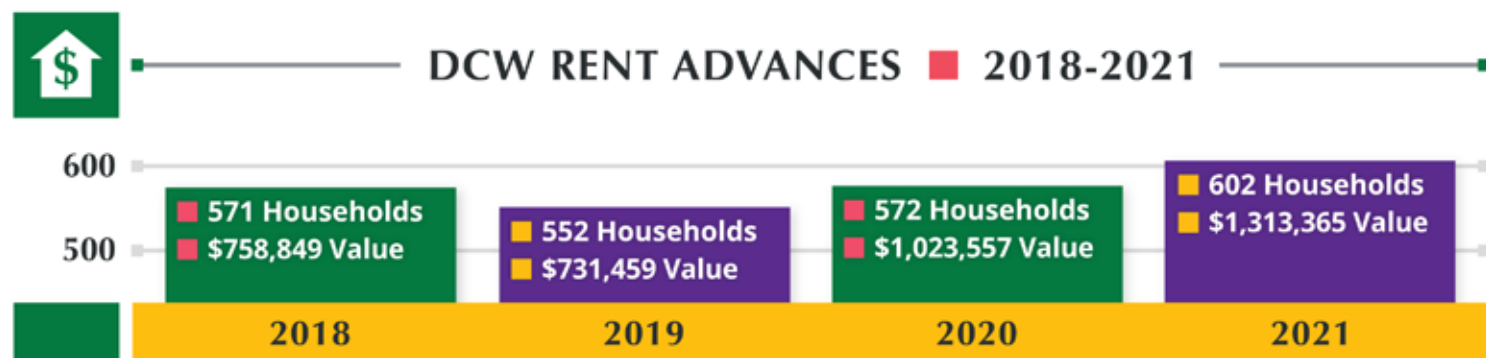
As the year progressed, we also were able to safely step up our mental health care and return to a more robust vision screening program.



In 2021, we continued to experience an increased need for rent and utility assistance as the economy recovered and rent increases continued to outpace the overall inflation rate.

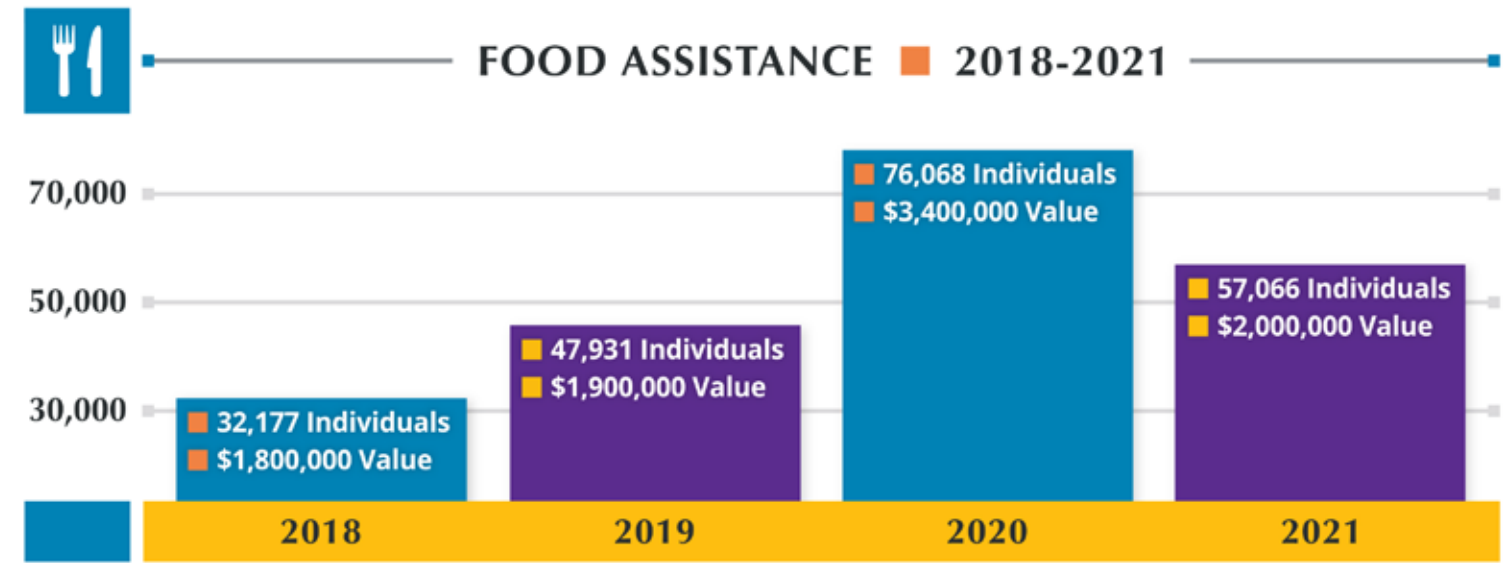


We advance rent payments for disabled individuals and their families on behalf of Dallas County Welfare, and are later reimbursed. These also reflected the sharp rise in rents.



Because of the social distancing required by COVID, and because many volunteers remained reluctant to risk exposure, we modified our way to distributing food – as demand did not abate, but increased.

Formerly, clients could “shop” with us, selecting their canned and packaged items from our pantry. To meet increased demand with limited workers, we began pre-packaging bags with an assortment of off-the shelf items, and perishables, including eggs and produce. Clients also received a pre-packed North Texas Food Bank food box, and fresh milk.



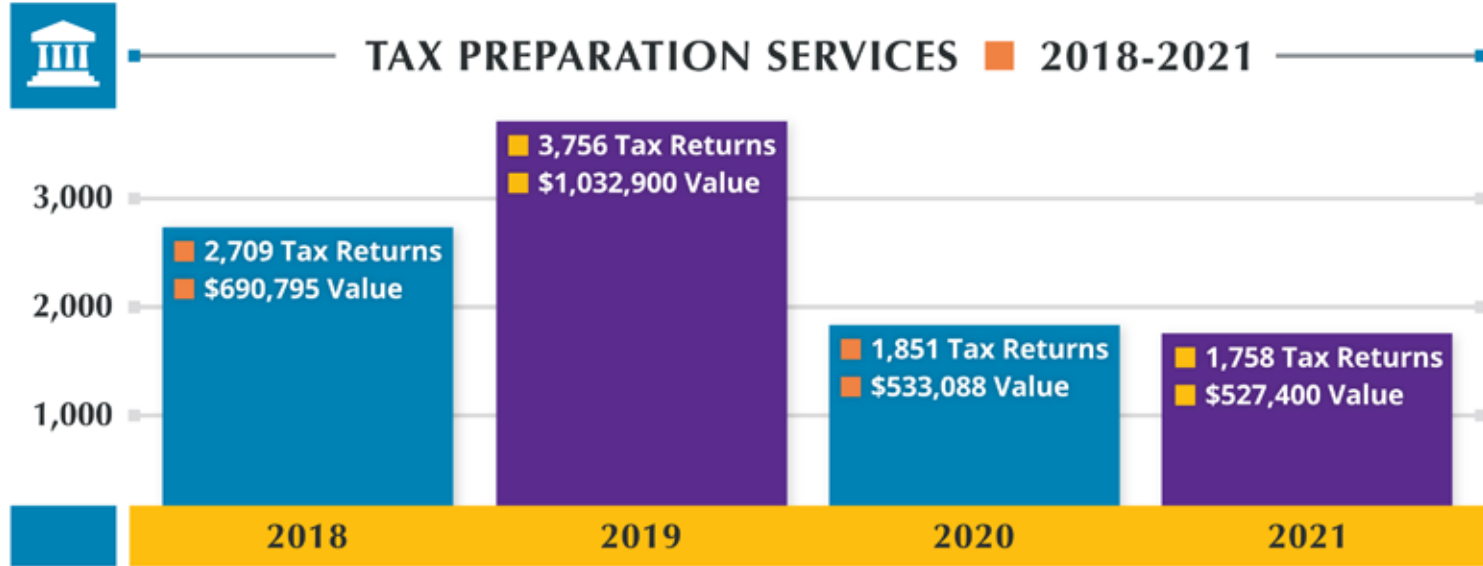
We also placed racks of seasonal clothing near the food line until we were able to re-open the Clothes Closet on a limited basis.

By the end of the year, the Clothes Closet was able to re-open, on a limited basis, to provide more selection than we could provide outside near the food line.





Our tax preparation services, in partnership with Communities Foundation, adapted new protocols to limit in-person contact time, while still providing a professional level of service. With a limited number of qualified volunteers, we were able to serve less clients, but still managed to save them a considerable amount of money.














We continued to schedule a limited number of ESL classes, on-line and in-person and will adjust our offerings in response to COVID trends and the availability of volunteers to teach them.



*When my kid's daycare closed temporarily for two weeks due to COVID earlier this month, I was very worried about paying our rent and bills. So thank you all so much for taking this tremendous burden off of my shoulders. Please ensure all the people responsible for assisting my family and me get an opportunity to see this email.*

An NDSM Client

-  **Food Assistance • 57,066 Adults, Seniors & Children**
-  **Rent Assistance • 654 Households**
-  **Utility Assistance • 343 Households**
-  **Medical Care • 6,899 Patient Visits**
-  **Dental Care • 2,113 Patient Visits**
-  **Mental Health Counseling • 219 Clients**
-  **School Supplies • 2,770 Students**
-  **School Uniforms • 2,434 Students**
-  **Clothing • 1,096 Adults & Children**
-  **Rent/Utility Advance for DCW Clients • 602 Households**
-  **Tax Return Assistance • 1,758 Returns**





## OUR NETWORK

In 2021, these partners provided direct financial support, promoted volunteer opportunities, delivered services at no cost, provided heavily discounted or free goods and services and enabled off-site delivery of services. Along with our volunteers and individual donors, they make our mission possible. Thank You!

### Our Partners

567 Individual Donors  
Albertsons Safeway Tom Thumb  
Amazon  
Americares  
Arrow Lift Rentals  
Athena Health  
Bank of America Charitable Foundation  
Baylor Scott and White Pharmacy  
Blessing Family Foundation  
Circle 10 Boy Scouts  
CareMessaging  
Charity Master  
Communities Foundation of North Texas  
Covenant School  
Crawley Family Foundation  
Dallas County Department of Health & Human Services  
Dallas Foundation  
David M. Crowley Foundation  
Direct Relief  
Discovery Foundation  
Emergency Food and Shelter Program  
Episcopal School of Dallas  
Exxon Mobil Foundation  
Fannie and Stephen Kahn Charitable Foundation  
Foundation Community / Dallas Community Tax Center  
Girl Scouts of Northeast Texas  
Greenhill School  
Harold Simmons Foundation  
Health Resources and Services Administration (HRSA)  
Hillcrest Foundation  
Hockaday School  
Hoglund Foundation  
Hope Supply Co.  
J.L. Williams Foundation  
Junior League of Dallas  
King Foundation  
Knights of Columbus Endowment Fund  
Kohl Family Foundation  
Liberty Capital Bank  
Lions Sight and Tissue Foundation  
Lumin Foundation  
Mavs Foundation  
Microsoft  
Mosaic Family Services  
North Dallas Family Church  
North Texas Food Bank  
Northwood Woman's Club  
Oak Cliff Lions Club  
Parkland Memorial Hospital  
Preston Hollow Presbyterian School Propath  
Quest Diagnostics  
SalesForce  
Shelton School  
Southwest Diagnostic Imaging Center  
Stemmons Foundation  
St. Mark's School of Texas  
St. Monica Bread Ministry  
St. Vincent de Paul Pharmacy  
St. Vincent de Paul Lending  
Texas A&M College of Dentistry  
Texas Health Resources  
Texas Instruments Foundation  
Texas Vaccines for Children  
TXU Energy Assistance  
United to Learn  
United Way of Metropolitan Dallas  
University of Texas Southwestern Medical Center  
UPS Foundation  
Ursuline Academy  
Woven Health Clinic



### Our Covenant Congregations

All Saints Catholic Church  
Baruch HaShem  
Central Christian Church  
Central Congregational Church  
Christ the King Catholic Church  
Cochran Chapel United Methodist Church  
Episcopal Church of the Good Shephard  
Episcopal Church of St. Thomas the Apostle  
Episcopal Church of the Transfiguration  
Faith United Presbyterian Church  
Highland Country Fellowship  
Highland Park United Methodist Church  
Holy Cross Lutheran Church  
Holy Trinity Greek Orthodox Church  
Hunters Glen Baptist Church  
King of Glory Lutheran Church  
Lovers Lane United Methodist Church  
Marsh Lane Baptist Church  
Midway Hills Christian Church  
North Dallas Church of the Nazarene  
Northaven Methodist Church  
Northpark Presbyterian Church  
Northway Christian Church  
Northwest Bible Church  
Our Lady of Perpetual Help Catholic Church  
Our Redeemer Lutheran Church  
Park Cities Baptist Church  
Peace Mennonite Church  
Preston Hollow Presbyterian Church  
Preston Hollow United Methodist Church  
Providence Presbyterian Church  
Royal lane Baptist Church  
Saint Michael and All Angels Episcopal Church  
St. Francis Anglican Church  
St. Luke's Episcopal Church  
St. Matthias Anglican Church  
St. Monica Catholic Community  
St. Seraphim Orthodox Cathedral  
Temple Emanu-El  
The Grove Church  
United Methodist Church of the Disciple  
Unity Church of Dallas  
University Park United Methodist Church  
Westminster Presbyterian Church  
Women of Saint Michael & All Angels

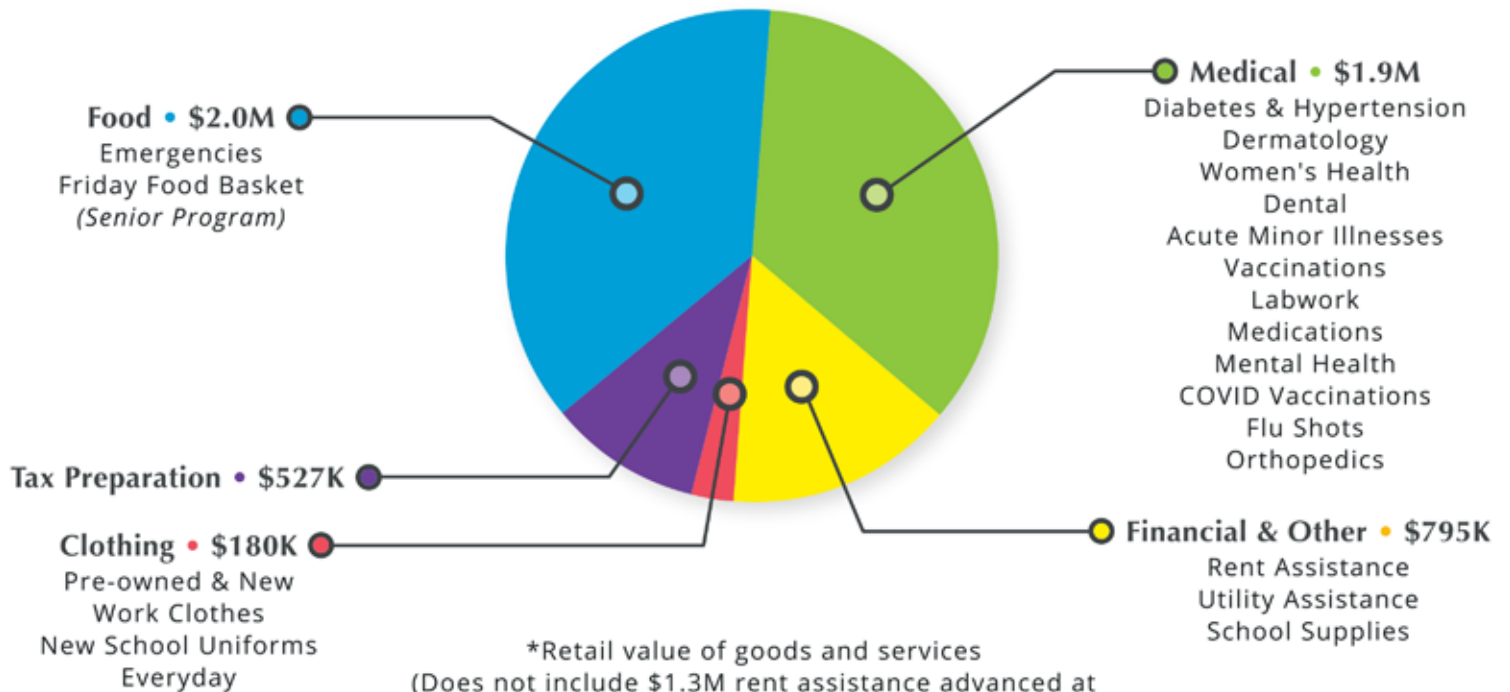


*Working at NDSM when COVID came into our lives probably saved my sanity. It has been rough, stressful, tiring at times, yet very rewarding. I'm so glad I can be a part of a ministry that does so much good. We evaluate and help so many more people in today's environment than when the doors were open. Who would have thought a pandemic would increase NDSM's effectiveness so much?*

An NDSM Volunteer

**2021 • HOW WE HELP**

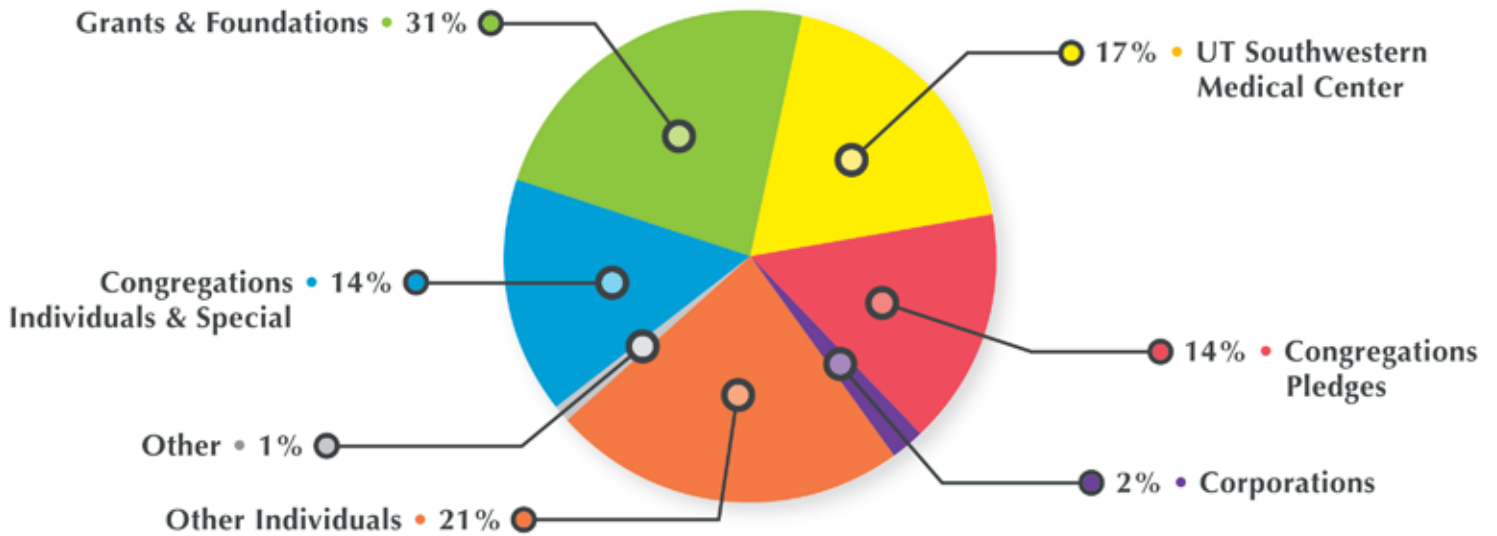
**Total • \$5.4M\***



\*Retail value of goods and services  
(Does not include \$1.3M rent assistance advanced at request of Dallas County Welfare to disabled clients with no household income, nor \$3.1M in refunds for clients identified during tax preparation.)  
General & administrative expenses were \$248,311, 3.9% of total assistance provided.

**2021 • WHO HELPS US**

**Total Monetary Donations • \$2,030,779**



In-kind donations - food, medical care & lab work, clothing, tax preparation - \$4,389,753 for total support of (6,420,532)



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