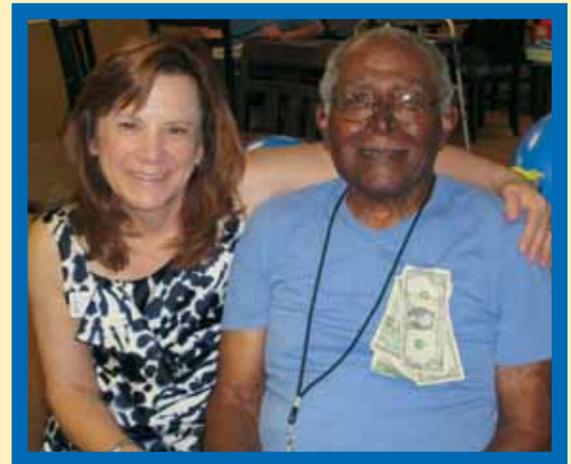


## Connections That Count



Dear Friends:

2014 was a significant year for the Community Council of Greater Dallas, highlighted by expanded programs that helped people toward better lives. Our staff assisted 807,330 people. Any way you count it, it's a huge number. Most important, it represents individual people—young and old, families and groups—who received help and information they needed.

The help provided by the Community Council spans many areas. Connections could start with a call to 2-1-1 for information on community resources. Seniors and caregivers benefit from the many services of the Dallas Area Agency on Aging. Adults and children sign up for health insurance and participate in healthy programs. Young people from tough neighborhoods expand personal horizons with classes, leadership and enrichment opportunities through Community Youth Development.

Rather than providing a list of every service, we want to introduce you to a few people and their intersections with the Community Council in 2014.

Our work empowers people toward independence, better health and a future. Program highlights, financial results and volunteer leadership are also included.

As our community demographically changes and grows, more services are needed. Help us connect to more people by donating to support the Community Council of Greater Dallas. Extra funds help us make a difference. Your assistance is needed and will be sincerely appreciated.



Diana C. Dutton  
President of the Board

Martha T. Blaine  
Executive Director

## 2-1-1 Texas, Dallas Area Region

### Phone Help Assists Caring Grandmother

Most people call Dallas area 2-1-1 with questions about basic needs, like utility bills, shelter, food and applying for benefits. The certified information specialists who answer the phones provide at least three resources. However, sometimes they make a big difference by following up on a situation.

Alvine Johnson, 70, a lifetime Detroit resident, moved to Collin County in 2013 because she was concerned about her only granddaughter, Akia. When Johnson connected with Information Specialist Renee Langie, she was frantic to know she was doing all she needed to do to have Akia emancipated from her mother.



Renee Langie helped Alvine Johnson know she was doing the right thing.

"My daughter has a lot of anger issues and took them out on my granddaughter," said Johnson. She had already

contacted Legal Aid and other resources, but with different laws in Texas, Johnson wasn't sure about the process. "I was a total wreck. From the beginning, Renee felt my pain and was a person who cared. She called me back, gave me strength and encouragement," said Johnson.

Langie calmed Johnson and asked exactly what she had done to that point. "I told her, take it piece by piece, and let's connect all the parts

together and the timing," said Langie. She phoned the attorney at Legal Aid and contacted a person at Collin County courts.

Langie called Johnson back and confirmed she was on the right track, told her to report incidents to the police and let her know how long the process would take. On November 11, 2014, Akia gained emancipation from her mother. Akia turned 18 on April 18 and is looking forward to starting college next year.

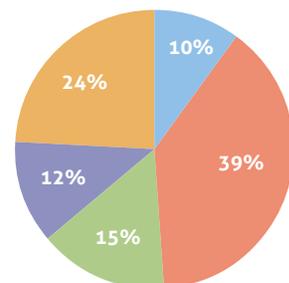
Langie said, "I'm grateful I got the call and was able to help Mrs. Johnson. Every element in the system – courts, police and legal aid – had to work together. It was advocacy at its best."

### 2-1-1 Information & Referral 2014 Highlights:

720,000	Calls received
8	Counties served

### Categories of Help Requested

- Utility Assistance
- Food Assistance (which includes food stamps/SNAP)
- Public Assistance (includes WIC, Medicaid Apps, TANF)
- Housing Payment Assistance
- Other



## Dallas Area Agency on Aging

### Empowering Seniors and Caregivers to Take Charge of Their Health

The mission of the Dallas Area Agency on Aging is to help seniors remain independent and healthy for as long as possible. One way they accomplish this is through classes with proven outcomes that empower older adults and caregivers to self-manage their health.



Full-time caregiver Marylynne Henry and her husband Rod benefit from Stress Busters techniques for rest and breaks.

Marylynne Henry manages stress every day. She's both a full-time personal and professional caregiver. Her husband, Rod, suffered memory loss from an accident and requires 24/7 care. She's the director of Friend's Place, an adult day center in DeSoto. Henry learned about Stress Busters classes for caregivers at a meeting of the Alzheimer's Association. Classes were scheduled nearby, and she signed up.

Her class of five was just the right size for discussion and interaction. Although she was familiar with some of the methods, some were new. Henry said, "Key advice on guided meditation, taking breaks and rest and how to communicate

to people with Alzheimer's were most helpful. I always recommend the classes to professional caregivers and to clients as well."

At age 92, retired physician Dr. Alexis Shelokov, has taken up exercising again. He's enrolled in A Matter of Balance falls prevention classes at his assisted living residence. "They came around and asked me if I would be interested, so I went," says Shelokov. "I now need to use a walker, and I'd like to delay having to use a wheelchair for as long as possible."

The classes help older adults reduce falls through eight weeks of assertiveness training, skill building, exercise and problem solving. With an estimated 50 percent of community-dwelling adults falling each year, A Matter of Balance can be a lifesaver.

"I previously did standard exercises for years, and I find the exercises in the classes useful," Shelokov said.

Dallas evidence-based classes also include Stanford University's curriculum for dealing with Chronic Diseases and Better Choices, Better Health™, specifically designed for people with diabetes. Volunteer lay trainers undergo rigorous training to lead the classes. A testament to positive effects is that many participants train to teach them.

### Dallas Area Agency on Aging 2014 Highlights:

498,958	Meals provided
8,302	People received legal information and assistance
3,774	People received case management, benefits/transportation counseling
7,782	Hours of chore and respite care for caregivers
47,890	Calls for information and assistance



Dr. Shelokov concentrates on his A Matter of Balance exercises.



Hands Up! Lay Trainer Jarrold Gilstrap is one of four Dallas Fire Rescue paramedics, who graduated in a class of 15 from the A Matter of Balance coach training in December 2014.

## Coalitions and Planning

### Navigators Make the Difference for Uninsured

Dallas ranked number 1 in Texas and number 3 nationally in enrollments during the recent Open Enrollment for the Health Insurance Marketplace, due in large part to the dedicated work of the Community Council navigators.

Navigator Linda Goodson and the other 14 navigators that cover Dallas and 17 counties in North Texas will go anywhere at all hours to educate and assist people who don't have insurance. Her daily schedule takes her to community events, malls and churches in South Dallas.

Goodson said, "I feel I am really making a contribution to the health and wellness of consumers when I assist them in getting health coverage. When they say thanks, that's why I'm here. This job is very rewarding."

Goodson describes one consumer that had a pre-existing condition,



Navigators answer consumer questions at WFAA.

had lost her job and her insurance ended in 30 days. "We met several times and found an insurance plan that her doctor accepted and covered costs for her expensive, non-generic medication. The client was so

impressed with the work that the Community Council does she wanted to work for us," said Goodson.

She patiently encourages consumers. One man kept stopping by and telling her he needed to look into insurance for his wife, an Alzheimer's patient. He finally made an appointment and enrolled her. Weeks later, he

updated Goodson: "I don't know why people are complaining about the Marketplace. The doctors are great."

Navigator Julie Kawamura's territory includes Dallas, Collin and Hunt Counties. She is used to misinformation. Kawamura says, "I overheard two people talking about the Affordable Care Act in a negative tone." She approached them, provided a flyer and volunteered to answer questions. "The woman came over to me later, and I shared estimates of what health insurance would cost for her family. She was very surprised and reluctantly made an appointment with me. The family signed up," said Kawamura.

Assistant Lead Navigator Daniel Bouton is one of 13 Community Council navigators that speak Spanish. He says there is much misinformation in the Hispanic community and that many consumers sign up because they don't want to pay a fine, but really don't understand how to use their health insurance. He said, "I always tell consumers that they can go to doctors in the neighborhood."

"Good things happen when people that never had health insurance start going to a doctor," said Bouton. A formerly uninsured client called him back to say that she went to a doctor for the first time in more than 30 years and was diagnosed with breast cancer. "She's OK now, and wanted to let me know. She was lucky, and I know I had a little part in affecting her positively."

Lead Navigator Sandra Luz sums it up: "All of the hard work, long hours and resistance are worth it, because families and individuals who weren't insured now have coverage. We feel rewarded because we know we have made a difference in so many lives."

### Coalitions & Planning 2014 Highlights:

- 12,377 Children/families served for CHIP/Children's Medicaid enrollment
- 56,245 People educated/assisted with Affordable Care Act enrollment
- 3,000 Children/families attended Get Kidz Fit

## Community Youth Development

### New Orleans College Tour Provides Valuable Experiences

In 1995, the Texas Legislature funded Community Youth Development in zip code 75216 with expansion to 75217 in 2000. These two zip codes in Oak Cliff and Pleasant Grove had some of the highest rates of juvenile crime in Texas. Since then, Community Youth Development has positively affected the lives of youth. Its programs work to alleviate family and community conditions that lead to juvenile crime. Community-based resources and staff provide options that promote youth aspirations and support positive character development, self-esteem, community service, pride and continuing education.

With additional money from a private funder, Community Youth Development arranged an unforgettable, weeklong spring break 2014 college tour in New Orleans for 32 participants. It was the first time many had traveled outside Dallas or Texas.



Montriana Smith

Montriana Smith, now a graduating senior at W. W. Samuell High School, joined the trip to New Orleans, her first time outside Texas. She said, "It was nice to see some different cultures." Smith had worked on many service projects like drug intervention at her school with the Youth Activities Council (YAC), the leadership group for Community Youth Development.

Smith got some good information from the college tours of Loyola University, Xavier University and Dillard University, where the youth toured the campuses, met financial aid and admissions representatives and viewed students and college life. She said, "It gave me a view of what I'm looking for."

Smith enjoys her peers in YAC and gives the staff high marks as really good people that she can ask for advice. Smith really enjoyed the cultural activities in New Orleans, including "when we went to the aquarium, walked along Bourbon Street and saw the docks with all the boats."

Shannon Mays was fairly new to Community Youth Development when he joined the New Orleans trip. He made many new friends, now serves as secretary of 75216 YAC and has led many community service projects.

Mays is a young man with an ambitious goal: he wants to go to college and study broadcast journalism to become a sports commentator.

Mays said the trip was a real eye opener for him. "We went to colleges I hadn't known about before, and I learned about sources for financial aid and applying," he said. This was important because Mays needs assistance to attend college away from home. He's been accepted by several colleges, and is really excited about the future and graduation from Kathlyn Joy Gilliam Collegiate Academy.



Shannon Mays

### Community Youth Development

- 1,963 Youth participated
- 0 Youth arrested
- 45 Participants in leadership activities

The Community Council greatly appreciates  
the funding of public agencies and private donors.

2014 donors are posted on our website at  
[www.ccgd.org/about/donors.html](http://www.ccgd.org/about/donors.html).

We also acknowledge the contributions and collaborations of  
our Member Agencies, posted at  
[www.ccgd.org/agencies](http://www.ccgd.org/agencies).



**Community Council**  
OF GREATER DALLAS

*Leading Through Collaboration and Communication*

1341 W. Mockingbird Lane, Suite 1000W  
Dallas, TX 75247  
Phone: 214-871-5065  
[www.ccgd.org](http://www.ccgd.org)

## 2014 Audited Financial Results

STATEMENT OF ACTIVITIES – MODIFIED CASH BASIS  
September 30, 2014

### REVENUE:

Fees and grants from governmental organizations	\$ 9,590,636
Contributions and grants from private organizations	81,321
United Way of Metropolitan Dallas	65,000
Sales to public and miscellaneous income	32,745
Net investment earnings	83,267

**Total Revenue** **\$ 9,852,969**

### EXPENSES:

Aging and disability services	\$ 3,253,478
Information and assistance	1,431,639
Community and youth services	453,831
Coalitions and planning	1,306,046
Supporting services: management and general	746,021
Funds distributed to other agencies	2,964,618

**Total expense** **\$ 10,155,633**

Change in net assets \$ (302,664)

**NET ASSETS, beginning of year** **\$ 1,006,742**

**NET ASSETS, end of year** **\$ 704,078**

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*Cover photos clockwise from upper left:  
Alvine Johnson and her granddaughter, Akia;  
YAC Loyola spring break 2014; Marylyne Henry  
and Charles; Community Council Navigators.*