

# What the Community Council Knows

What helps youth grow into contributing adults?



Where can people connect to services they need?



How do we help uninsured families?



Can we help seniors to live independently?



Do collaborative efforts motivate kids to healthier lifestyles?



**Community Council**  
OF GREATER DALLAS

*Leading Through Collaboration and Communication*

**Annual Report 2012**

To our supporters and friends:

In 2012, the national economy improved. Many people began to do better. Yet, from our perspective on the front lines of human need, record numbers of people in our area are still challenged—some for the first time—with urgent needs for necessities. Many others benefit from programs for healthier lifestyles, gaining medical insurance, youth intervention and comprehensive efforts that help seniors remain independent.

In 2012, we served the needs of 687,064 persons. Pervasive challenges and unforeseen circumstances endanger the most fragile among us: the elderly, at-risk young, the poor and those with health concerns.

What the Community Council knows is that best practices, proven programs and helpful human intervention bring people back from the edge to a more secure life. The helpful voice of our information specialist on the phone with resources, our caseworker that helps people access available services, and our class leader who teaches life skills and to set higher goals make a measurable difference to people every day.

Like all human service agencies, the Community Council is challenged by needs for additional funding, a growing workload and a set amount of time to accomplish our mission. Working collaboratively with our member agencies, the private sector and community partners, we develop synergy and stretch scarce resources. That's because we know the chance for a better life for many depends on our continuing efforts. You can make a world of difference to many that need a hand with your support for the Community Council.



Martha T. Blaine  
Executive Director

Rick Illes  
President of the Board of Directors



**The Community Council sincerely thanks its 2012 donors and funders. They are listed on our website at [www.ccgd.org/AboutUs/Donors/2012](http://www.ccgd.org/AboutUs/Donors/2012).**

## What the Community Council Knows . . .

With more than seven decades serving as the hub for identifying, researching and planning to address human service issues in the Greater Dallas area, the Community Council knows there are constructive steps that we can take now to produce successful outcomes and to improve lives.

What worked in 2012? The Community Council had no surplus of funds, nor were there magic answers or simple solutions to people's ongoing needs. Within this framework, the Community Council and all of our member agencies seek to move forward. We know proven facts, evidence-based programs, coalitions that create synergy on issues like childhood obesity and always searching for best practices improve people's prospects and quality of life.

Our programs in 2012 provided answers to how we help the elderly, youth and those in difficult circumstances. If you access [www.ccgd.org](http://www.ccgd.org), you will find more information on our programs and our answers to challenging questions that face our community.

## About Seniors

The Dallas Area Agency on Aging stays committed to helping seniors remain independent and age in place. Seniors numbered 282,374 in Dallas County in 2012. The Dallas Area Agency on Aging began organizing for the volume of seniors to grow to 352,995 in 2020. We know these



Barbara Foster advised attendees at the Community Council Annual Meeting that it pays to check Medicare options. Foster attended the Dallas Area Agency on Aging Medicare Part D Enrollment Seminar at the Resource Center of Dallas. She saved more than \$700 dollars a year by simply switching plans and using the mail order option.

Baby Boomer seniors are different from previous generations of older adults and will require different services delivered in new ways.

As the nucleus for services and advocacy for persons 60+ in Dallas County, the Agency served 54,674 persons in 2012 by providing both contracted and direct services to support the needs of seniors and their caregivers. Contracted services include home delivered meals and congregate meals, information and referral through 2-1-1, nursing home ombudsmen and transportation assistance.

## About Connections and Answers

Services the Dallas Area Agency provided directly included caregiver education and support, benefits counseling and training for human services professionals, chore services, health intervention programs, nutrition education programs, minor home repair, personal assistance and respite care. The Agency also promotes senior programs sponsored by other organizations and creates awareness and advocacy for issues that impact the senior population.

The **Community Transportation Network**, a collaboration of 90 partners committed to providing better transportation options and education for seniors or persons with disabilities who do not drive, coordinated rides for 8,000 people. The Network was honored with a 2012 National Association of Area Agencies on Aging Achievement Award as a model for other agencies seeking new and effective approaches to address the needs of older residents and their families in local communities.

The Dallas Area Agency on Aging launched **Better Choices, Better Health Dallas**. The seven-week, two-and-one-half-hours per week diabetes self-management classes debuted at ten community locations. Based on

Stanford University's evidence-based program now taught in 70 countries, Better Choices, Better Health Dallas became the first community-based program in Texas accredited by the American Association of Diabetes Educators.



Trained lay leaders volunteer to teach Better Choices, Better Health classes for seniors with diabetes.



Since the advent of the recession in 2008, 2-1-1 North Central Texas Dallas Region experienced an 87 percent increase in calls. Eighty percent of people who call from our eight-county service area are seeking help with basic needs: food, food stamps, assistance with utility bills, shelter, rent assistance and funds for medical bills. The remaining calls include almost any question one might imagine, such as child care, unemployment, medication cost assistance and tax and legal help. Each call represents a person with a need for relief.

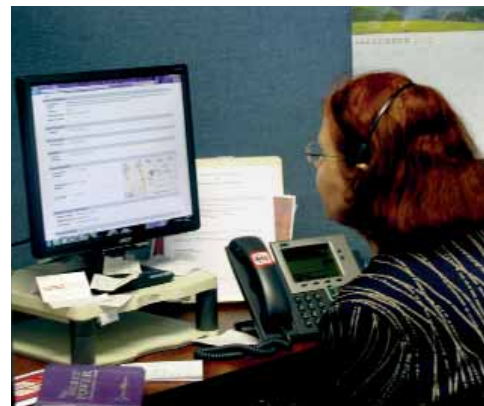
Year	Calls	Percentage Increase
2008	331,144	
2009	428,048	26 %
2010	455,329	9 %
2011	548,815	21 %
2012	618,390	13 % = + 87 %

Five-Year Call Volume: 2-1-1 North Central Texas Dallas Region

Trained 2-1-1 call specialists answer the phones 365 days a year, 24/7 in all languages. Most calls last three to five minutes and result in three vetted resources for the caller. More complex calls can take 20 minutes or longer. These include questions from folks about eligibility and sign-up for Medicare, Children's Health Insurance and food stamps.

2-1-1 also serves as the caller resource during disasters and health crises, such as Dallas' spring tornadoes and the West Nile outbreak in 2012.

When you call 2-1-1, you get a real person. For ten years, Certified Call Specialist Barbara Scott has answered phones for 2-1-1. Call specialists for 2-1-1 field an average of 100 calls per day. However, Scott says, "I'm never pressured about the length of a call."



DALLAS

**BETTER CHOICES, BETTER HEALTH**

## About Youth

Through the Community Youth Development program, youth expand their horizons and their personal goals in Dallas zip codes 75216 and 75217.

In 2012, the Community Youth Development program served 2,000 youngsters ages ten – 18. Despite a 35 percent reduction in state funding, this crime prevention program reported no arrests among its participants and turned in the best results statewide.

The youth engage in meaningful, well-supervised non-school time activities with adults who care. They are challenged to see possibilities beyond their local neighborhood, and they don't have time to get into trouble. Instead, in after-school classes, they explore new strengths inside themselves, learn self-discipline, peer mediation skills, good work habits and maybe even learn tennis.

Program staff and adult volunteers organize field trips for youth to Dallas area attractions and colleges. They assist

the kids in organizing community service projects to give back. They also coordinate healthy activities and events that inspire youngsters to get moving and families to eat healthier. The Community Youth Development program helps youth grow into strong, self-sufficient, contributing adults.



The Step Dance Team provides healthy exercise options.

Shared experiences in South Oak Cliff and Pleasant Grove partnered 4-H Clubs with urban youth to learn about growing food and raising animals.



## About Health

The Community Council plays a leadership role in improving health for children in the Dallas area through benefits outreach and preventing childhood obesity.

### Helping Families to Qualify for Benefits

In Dallas, 37 percent of our population is uninsured. Since 2000, when the Children's Health Insurance Program (CHIP) began, we have deployed bi-lingual outreach workers to act as advocates for families that qualify to enroll in CHIP,



Sandra Luz, assistant project director for outreach at WIC clinics, counsels a mother about applying for CHIP and other benefits for her children.

Children's Medicaid and other state benefits for their children. Seldom in our offices, the outreach specialists meet families in the community. The Community Council also collaborates with the Women, Infants and Children Clinics (WIC) in 13 North Texas counties. Almost all children at WIC are also eligible for CHIP or Children's Medicaid. Our outreach specialists regularly schedule times at WIC clinics to help children get the coverage for which they qualify. In 2012, we provided application assistance for 7,000 kids.

### Preventing Childhood Obesity

When the Community Council identified the epidemic of childhood obesity in Dallas in 2005, it founded the Dallas Area Coalition to Prevent Children Obesity with Children's

The Dallas Mayor's Youth Fitness Initiative (MyFi) joined Get Kidz Fit. Mayor Mike Rawlings played emcee at the MyFi Dance Party with Radio Disney.



Medical Center Dallas. The Coalition created and presents Get Kidz Fit; developed Vickery is Active projects in zip code 75231, and meets monthly to share progress, resources and to create synergy in area obesity prevention efforts.

The Coalition presented its Fifth Annual Get Kidz Fit in 2012. Attended by 3,000, it provided youth with an opportunity to try out many sports and fitness activities and involved their families in learning about healthy eating and being active.



Youngsters can try many kinds of physical activity and receive tips from coaches at Fit Stops at Get Kidz Fit.



### Vickery Meadow Collaborates to Become Safer, Healthier

The Coalition chose Vickery Meadow in Dallas zip code 75231 as its first community for childhood obesity prevention efforts in 2007. At that time, more than 5,000 families lived in 95 multi-family properties in a 3.5-square mile area. Residents spoke more than two-dozen languages.

In 2012, the Community Council and the Coalition partnered with the Texas Department of State Health Services, Jack Lowe Sr. Elementary School, the Jewish Community Center's Sports and Fitness Complex and others to implement after school fitness activities, special family fitness Saturdays and environmental change projects.



The Coalition partnered to create regular physical activities for Vickery Meadow children, including the Bike Club and tennis lessons on Family Fitness Saturdays at the J Fitness Center.

### Recognizing Outstanding Contributions



Community Council Board Member Hector Cardenas presented the award honoring outstanding work by a staff person of a member agency to Lynda Taylor Ender at the Annual Meeting on November 14.

Lynda Taylor Ender joined a distinguished list of her peers as she received the 2012 Distinguished Human Services Professional Award from the Community Council.

As the director of the Advocacy Group for Elders at The Senior Source for 14 years, Ender is the ultimate advocate for senior issues at the local, state and national level. Her efforts have created significant impacts on the lives of seniors, including funding for programming at recreation centers, dental care, senior transportation and geriatric caseworkers. At the state level, she has championed efforts for utility assistance for older adults, dedicated funding for guardianship programs and the Silver Alert, to name a few.

# COMMUNITY COUNCIL OF GREATER DALLAS

## STATEMENT OF ACTIVITIES – MODIFIED CASH BASIS

SEPTEMBER 30, 2012

### REVENUE

Fees and grants from governmental organizations	\$ 9,268,268
Contributions and grants from private organizations	186,738
United Way of Metropolitan Dallas	52,762
Sales to public and miscellaneous income	37,761
Net investment earnings	129,767
<b>Total revenue</b>	<b>\$ 9,675,296</b>

### EXPENSES

Aging and disability services	\$ 3,039,615
Information and assistance	1,320,765
Community and youth services	313,420
Coalitions and planning	724,779
Management and general	740,976
Funds distributed to other agencies	3,492,997
<b>Total expense</b>	<b>\$ 9,632,552</b>

Change in net assets	\$ 42,744
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<b>NET ASSETS, beginning of year</b>	<b>\$ 714,391</b>
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<b>NET ASSETS, end of year</b>	<b>\$ 757,135</b>
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Aaron Family Jewish Community Center of Dallas  
Ability Connection Texas  
AIDS Arms, Inc.  
Alzheimer's Association, Greater Dallas  
American Cancer Society – North Texas Region  
American Diabetes Association  
American Heart Association, Greater Dallas Region  
American Lung Association of Texas  
American Red Cross – Dallas Area Chapter  
The ARC of Dallas  
Arthritis Foundation, South Central Region  
AVANCE-Dallas  
Baylor Health Care System  
Big Brothers Big Sisters Lone Star  
Boys and Girls Clubs of Greater Dallas  
Callier Center for Communication Disorders  
University of Texas at Dallas  
Camp Fire Lone Star  
Camp Summit  
Catholic Charities of Dallas, Inc.  
Center for Nonprofit Management  
Child and Family Guidance Centers  
ChildCareGroup  
Children's Medical Center  
Circle Ten Council, Boy Scouts of America  
Citizens Development Center  
Community Dental Care  
The Concilio  
CONTACT Crisis Line  
The Council on Alcohol & Drug Abuse  
Cystic Fibrosis Foundation  
Dallas Academy  
Dallas Bar Association  
Dallas CASA  
Dallas Center, Inc.  
Dallas Challenge, Inc.  
Dallas Children's Advocacy Center  
Dallas City Department of Park and Recreation  
Dallas County Health and Human Services  
Dallas County Juvenile Department  
Dallas County Veterans Service Office  
Dallas Independent School District  
Dallas Lighthouse for the Blind, Inc.  
Dallas Metrocare MHMR Services  
Dallas Public Library  
Dallas Services, Inc.  
Deaf Action Center  
Dispute Mediation Service, Inc.  
Easter Seals North Texas  
Epilepsy Foundation of Greater North Texas  
Family Compass  
Family Gateway, Inc.  
Family Outreach Dallas  
The Family Place  
Galaxy Counseling Center  
Girl Scouts of Northeast Texas  
Girls Incorporated of Metropolitan Dallas  
Goodwill Industries of Dallas, Inc.  
Head Start of Greater Dallas, Inc.  
Health Services of North Texas  
Home Health Services of Dallas, Inc.  
Hope Cottage, Inc.  
The Housing Authority of the City of Dallas (DHA)  
Irving Cares  
Jewish Family Service of Dallas  
Jewish Federation of Greater Dallas  
Junior League of Collin County  
Junior League of Dallas, Inc.  
LaunchAbility  
The Legacy at Preston Hollow—Dallas Home for Jewish Aged  
Legal Aid of NorthWest Texas  
Lions Sight and Tissue Foundation of District 2 XI  
March of Dimes Birth Defects Foundation  
Mental Health America of Greater Dallas  
Mesquite Social Services  
Methodist Health System  
Metrocrest Social Services  
Mothers Against Drunk Driving North Texas Region  
Muscular Dystrophy Association, Inc.  
Museum of Nature & Science  
National Council of Jewish Women, Greater Dallas Section  
National Multiple Sclerosis Society, Dallas Region –Lone Star Chapter  
Neighborhood Service Council  
New Beginning Center, Inc.  
Nexus Recovery Center, Inc.  
North Texas Crime Commission  
OPEN, INC. - Offender Preparation & Education Network, Inc.  
Parkland Health and Hospital System  
Planned Parenthood of Greater Texas  
Prevent Blindness Texas  
Rainbow Days, Inc.  
REACH Resource Centers on Independent Living-  
Fort Worth, Dallas, Denton & Plano  
Reading & Radio Resource  
Resource Center Dallas  
St. Paul University Hospital at Southwestern Medical Center  
Salesmanship Club Youth and Family Centers, Inc.  
The Salvation Army DFW Metroplex Command  
Salvation Army Adult Rehabilitation Center  
Senior Adult Services  
The Senior Source  
Shared Housing Center, Inc.  
Southern Methodist University School of Law Legal Clinics  
Southwestern Diabetic Foundation, Inc. (Camp Sweeney)  
The Suicide and Crisis Center  
Texas Health and Human Services – Region 3  
Texas Health Resources  
Texas Scottish Rite Hospital for Children  
Turtle Creek Manor, Inc.  
Urban League of Greater Dallas & North Central Texas  
VA Medical Center  
The Visiting Nurse Association of Texas  
Vogel Alcove  
Volunteer Center of North Texas  
The Warren Center  
The Way Back House, Inc.  
Wednesday's Child Benefit Corporation  
Wesley-Rankin Community Center, Inc.  
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## **The Community Council of Greater Dallas Mission:**

The Community Council of Greater Dallas serves the community by providing leadership in:

- Determining priority issues and solutions in the human services arena
- Convening partners to significantly impact service delivery
- Increasing awareness of and access to services

