



Our Impact Report 2023



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Letter from the CEO



“As you read through the following pages, you’ll see the power of transformation in individual lives - people who had completely given up and now have hope restored because of what God has done.”

- Ryan Deun

Every day, we meet people living through the worst moments of their lives. They have lost a job, a home, a family, and hope. As a community, we are defined by how we respond in these moments.

At OurCalling, we are responding strategically to the needs of our neighbors experiencing unsheltered homelessness. We help people walk with Jesus and get off the streets. This year, we’ve served over 10,000 people and have helped people exit homelessness more than 1,300 times. We have seen countless families reunited, sex trafficking victims rescued, mothers with children exit the streets, and many more enter long-term recovery, housing, and support.

We are data-driven, process-oriented, and utilize technology to drive solutions to very complex social problems. And yet, nothing that we do is mass-produced. Every meal is made from scratch. Every donated item of clothing is inspected by hand. Every conversation is personal. Every sermon is strategically developed. And every exit strategy out of homelessness is as unique as the person whose life is being transformed.

Jesus told a story about a good shepherd who left 99 to pursue a single lost sheep (Matthew 18), and we are called to follow His example. If it were your daughter or your dad, you would do whatever it takes to bring them home. As the body of Christ, we will do whatever it takes to help our neighbors.

2023 has been a year full of great hardship and great triumph. As you read through the following pages, you’ll see the power of transformation in individual lives - people who had completely given up and now have hope restored because of what God has done.

Thank you for being the ONE that has given so that together, we can see God transform the lives of our homeless neighbors, one at a time.

Romans 15:13 “May the God of hope fill you with all joy and peace as you trust in Him, so that you may overflow with hope by the power of the Holy Spirit.”

Reality of Homelessness

Dallas has the highest homeless population of any city in the South.



There are **10,000** people experiencing homelessness in Dallas



There are only

2,500

shelter beds in Dallas



Renters over

50

are at the highest risk of becoming homeless



Age

43

is the average death for a homeless woman

A person who is homeless at

50

years of age is equivalent to the profile of a housed

80

year-old

Mission, Vision & Strategy

This year, we've helped
1,359
people exit homelessness.

We have created solutions to homelessness by asking lots of questions, developing innovative processes, and creating customized software to bring new light to an old problem. Here's a look inside our strategy for helping each person we encounter walk with Jesus and get off the streets for good.



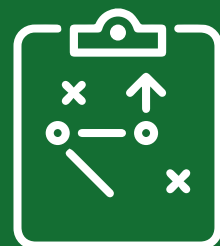
Mission

Our calling is to glorify God by leading people to Christ and making disciples on the streets.



Vision

Our vision is to create a community of integrity where people are cared for with dignity and intentionally connected to the body of Christ.



Strategy

We start with two questions: "Will you trust the Lord?" and "Can we help you get off the streets?"



Scan here to watch a video about OurCalling



1 I am homeless and in crisis



2 I find OurCalling



3 I receive meals and other basic services



4 I recognize I have complex needs



5 I develop healthy relationships



6 I make a personalized exit plan



7 I have a supportive team



8 I am in a healthy community

Care with Dignity

We start with a foundation of dignified care for our neighbors, focused on a human-centered approach.

We ask the question, "Would your mom want to eat that? Wear that? Call that clean?" If not, then we start over.

139,897

wholesome, delicious meals served to our homeless neighbors this year.

93,636

clothing items, blankets, and hygiene products distributed with accountability this year.

While cleaning our homeless neighbors' clothes might not seem paramount, it's often the initial reason why someone comes to our facility. While our guests wait two hours to get their laundry done, it opens the door for our Care Ministers to build relationships in order to help them off the street.

“

For years, I only came to OurCalling because they served the best food in town. Finally, one day, I said, 'Enough is enough. I'm ready for change,' and they helped me find a recovery program so I could stop being homeless.”

- Larry

“

When we are trying to help a guest get out of homelessness and share the gospel with them, there's nothing better than a private shower to bring peace. It's amazing what being able to lock a door and have a few moments in the steam with the Holy Spirit can do.”

- Lois S.

Care Minister - Street Outreach



Connect with Intentionality

Permanent solutions to homelessness are not easy or quick. We begin with a meal, but we don't stop there. We build relationships by asking lots of questions. We build trust by doing what we say we are going to do. We are intentional in our process of connecting individuals vertically to the Lord and horizontally to the Body of Christ and professional services they need.

We often say our Care Ministers are a mix between a case manager and a chaplain. Everyday our Care Ministers ask our homeless neighbors two questions, "Do you know Jesus?" and "Can I help you off the streets?" Our Care Ministers love sharing the hope and love of Jesus with our homeless neighbors. They are also equipped to help individuals off the streets and place them into personalized programs that will help them live a healthy and sustainable life off the streets.

Our outreach center near downtown Dallas serves as a one-stop hub for partner organizations to offer specialized services onsite for our guests. Through these partners, we are connecting our homeless neighbors to the medical, mental health, VA, SNAP, ID, detox, recovery, and housing assistance they need.

Current partners include:

- City of Dallas (Ticket Removal)
- Connector Bus (Transportation)
- Integrated Psychotherapeutic Services (Mental Health)
- MetroCare (Mental Health)
- Miller Henry Service Group (Social Security Benefits)
- North Texas Behavioral Health Authority (NTBHA)
- North Texas Food Bank (Food Stamps)
- Parkland Medical Bus
- Recovery Resource Council (Substance Abuse)
- The Haven (Medical Detox)
- Veterans Affairs (VA)
- Watermark Health (Medical)



Watch
Hope's Story



Community with Integrity

The road to healing and stability for someone living on the streets must include permanent housing, but more fundamentally, it must address the underlying causes of homelessness: the catastrophic breakdown of relationships with God, family, and community. We want each neighbor to be in a healthy community, where they are valued and recognize their own value.

It's our faith that inspires us to love our most vulnerable neighbors as if they were Jesus. We offer a weekly church service, small group Bible studies, recovery, and life skill classes with a team of pastors. Everything we do faith-wise is voluntary. Those who visit our facility are not required to believe certain things, pray, or attend church. We love all of our neighbors as ourselves. We serve everyone, regardless of their beliefs or identity.

Matthew 25:40 NIV

“The King will reply, ‘Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.’

Danielle's Story

From the beginning, I shared the gospel with Danielle. She was always willing to listen but her addiction to meth and men overpowered any kind of commitment to faith. She never really had a desire to get help when we offered programs but was always open to conversations about the gospel and God. After not seeing her for a while, she came back to OurCalling...this time to let us know that “her and Jesus are good now,” that she is a member of a local church, that she's been clean for 8 months, and has no desire to go back to the old lifestyle. She is very grateful for the team at OurCalling for pursuing her and making her feel worthy of help and healing.

- Tina C.

Care Minister

There's community on the streets, but it's destructive. We see an average of five deaths per week among our homeless neighbors that we serve. Our team is driven to find the one thing that will help someone exit homelessness for good.

By building trust and listening intently, we are able to identify each person's unique needs. Then, using proprietary software and a team of placement solutions experts, we are able to match them with one of more than 800 exit strategies across the country. These include substance abuse recovery programs, detox centers, domestic violence centers, sex trafficking recovery programs, VA programs, senior living, housing, and family reunification.

Our team calls, vets, and visits these programs all across the country to make sure they are effective and safe for our guests. And, it's working. In 2023, we helped 1,359 people out of homelessness and are **tracking a 73% retention rate on those placements (nearly 7x the national average).**



Program Spotlight: Women's Center

In a quieter section of our facility on the second floor is our Women's Center. Equipped with all the amenities downstairs (showers, laundry, clothing resources, counseling rooms) this center was built intentionally to provide a safe and comforting environment for our most vulnerable homeless neighbors.

98%
of homeless women
self-report a history
of abuse or exploitation.

Having a private, secure place for them to feel safe to open up to our Women's Care Ministers is vital.

Tucked away inside the Women's Center is our Family Safe Place. This special room is filled with toys and furniture for families experiencing homelessness. We want to provide a safe and friendly space to welcome a family in distress while we develop a prioritized plan for immediate and long-term needs.

This year, OurCalling met
Hundreds
of homeless families.



Ana's Story

Ana was sexually abused at a young age. At the age of 16, she ran away from home and was taught sex for survival. Last year, at the age of 18, she became pregnant. Early in her pregnancy, she met a man who she thought was safe, but he soon became her trafficker. While five months pregnant, he beat and stomped on her. She escaped, and he was arrested.

At nine months pregnant, Dallas Police connected Ana to OurCalling, and we were able to get her into a program. She was so excited to start a new beginning with her baby girl.

Sadly, Ana lost the baby due to a difficult delivery. The trauma of losing her child drove Ana back to the streets.

In September 2023, Ana was able to get out of a life of abuse and prostitution. Once again, she contacted our team for help. When she spoke with one of our Care Ministers, she said, "The second I made this decision to get out of this life, I felt the weight of the world come off my shoulders." Working alongside Dallas Police, OurCalling has helped Ana receive her ID, interview for a job, and be admitted into a life-changing program!

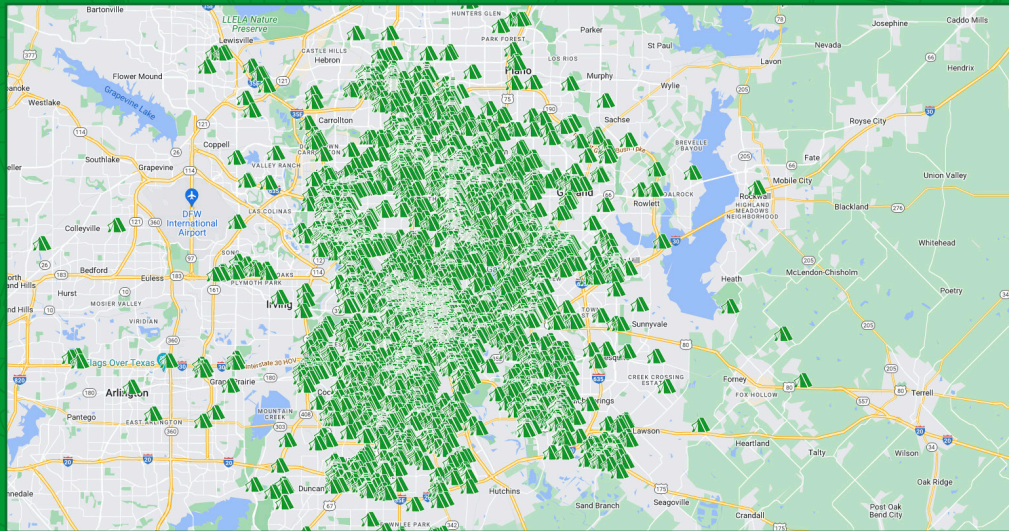
Ana's future is bright and hopeful. We are excited to walk with her on this journey.

Beyond The Building

Search & Rescue

Our Search & Rescue teams engage unsheltered homeless individuals who are living under bridges, in the woods, behind liquor stores, and within abandoned buildings. Search & Rescue is empowered by reports of homelessness from our mobile app. Our teams care for people with dignity, connect people directly to services, and help them get off the streets into healthy community.

4,080 locations visited this year



OurDirectory

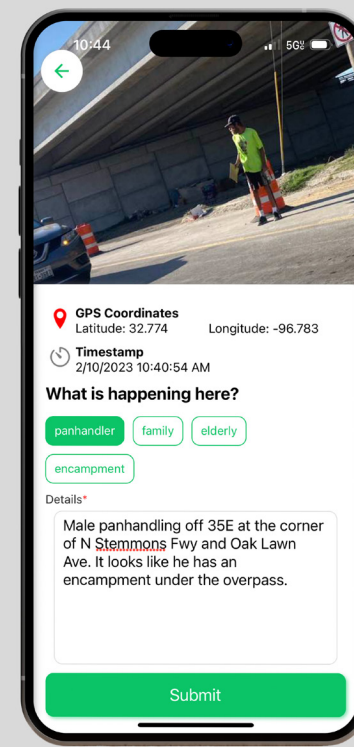
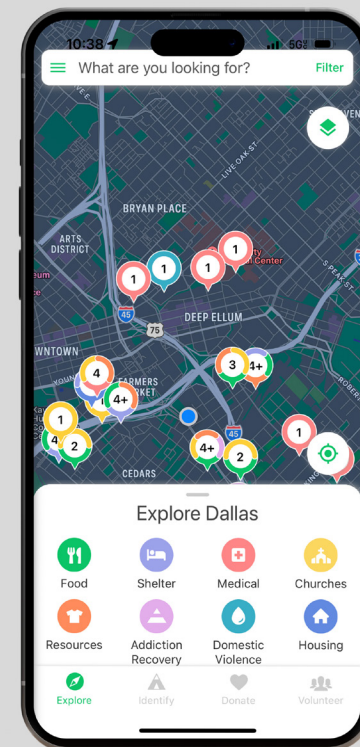
OurDirectory is a printed guide to the most accessible resources for the unsheltered homeless in Dallas, TX. It contains hotline numbers, where a person can eat for free, medical resources, rehabs, shelters, and a map of downtown Dallas agencies. Directories are available for purchase on our website at ourcalling.org/directory.

OurCalling App

The OurCalling App is a public app used nationwide that delivers more than 100,000 referrals to services every day. It can also be used in Dallas County to report a homeless individual or encampment so that our Search & Rescue team can visit them. If you see someone experiencing homelessness in Dallas, use our app to report their location. You can help us help them.



Download Our App





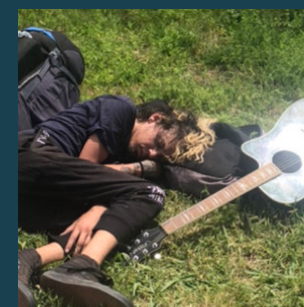
Summer 2023 was the third-hottest in DFW history, and winter had a brutal start with a week of sub-freezing temperatures over Christmas 2022. These extreme temperatures are life-threatening to our homeless neighbors. Heat stroke, burns, hypothermia, frostbite, and death threaten our friends on the streets.

Cold Weather Shelter

OurCalling partnered with Austin Street Center to provide an inclement weather shelter for more than 320 homeless neighbors for six days over Christmas. A month later, we provided shelter for another week of freezing, snowy conditions. We are eternally grateful to the dozens of partners, groups, and churches who came alongside us to provide more than 1,000 meals each day, blankets, warm clothes, a warm place for pets, and medical care.

Beat the Heat

OurCalling kicked off our Beat the Heat campaign this summer and provided ice cold water bottles, care kits, and cooling neck wraps. Our facility operated as a 'cooling station' for 49 days - often not closing until 9pm when the temperatures finally became bearable and safe.



Before



After

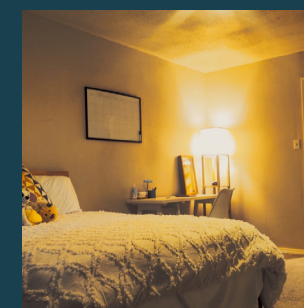
James, 29

In May 2023, one of OurCalling's Search & Rescue teams found James lying in the grass; he was barely responsive and suffering from a severe reaction to fentanyl.

When approached, he said he wanted to be left alone so he could die. He was in so much pain from withdrawals and resisted any sort of help. Knowing he would refuse an ambulance, OurCalling staff finally convinced him to get in our street outreach van and took him to the hospital. Our staff stayed with him in the hospital for hours while he received life-saving medical attention.

OurCalling reconnected James to his grandparents, who knew he needed a long-term recovery program. After several weeks of efforts from OurCalling and his grandparents, James was accepted to a recovery program, where he found sobriety, hope, and community.

Now, he lives with other program graduates, has a steady job, and has his own car. He has found a healthy community and is part of a local church.



Katie's Room

Katie is so excited to have her own room in the program! No photos are being used, to protect Katie's identity.

Katie, 22

Katie came to OurCalling to escape an abusive ex-boyfriend that she was living with. As we sat with Katie, unpacking her story to determine how we could help her, she paused, bowed her head, and then began speaking in a child's voice about the horrific details of childhood sexual abuse. Over time, we learned that she had been diagnosed with Dissociative Identity Disorder (DID), and she had 20 documented personalities that stemmed from years of horrific abuse and sex trafficking.

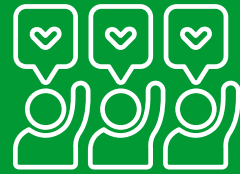
After sending more than a dozen preliminary applications that were rejected or ignored, we finally found a one-year psychotherapeutic recovery program that would help Katie heal from her past and provide transitional support afterward.

Katie cried when she heard the news. She told us that she had almost given up hope that anyone could help her. She was so grateful for OurCalling not giving up on her.

Volunteer

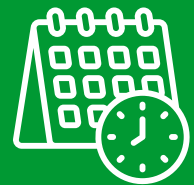
2,982

Unique volunteers



21,699

Volunteer hours
this year



160

Church, business,
and school groups
volunteered



Warehouse Help

This non-guest-facing opportunity is great for families, teenagers, or anyone with limited mobility. The tasks include sorting through and folding clothing and hygiene items, and restocking the resource room.

Meal Prep

In this non-guest-facing opportunity, you will chop food, prepare dishes, cook, and clean dishes.

Meal Service

This guest-facing opportunity is great for anyone! You will plate and hand out food to our guests, pass out utensils, and clean dishes.

Search & Rescue

This is a unique opportunity to learn and engage. Join our street outreach team as they go across Dallas to meet with individuals experiencing homelessness. Engage with neighbors, and hand out snacks and resources to those who need it.

Guest Engagement

This is a great opportunity for direct interaction with guests. Engage our guests with questions through conversations and games, including dominoes, checkers, and cards.

Coffee & Pastry Service

This is a great opportunity for morning people! This guest-facing opportunity allows you to prepare and serve coffee and pastries to guests.

Guest Intake

Volunteers will utilize our iPads to input orders for clothing and hygiene while conversing with guests. We encourage sharing the gospel and praying with guests whenever possible.

Guest Services

This partially guest-facing opportunity is great for all. The tasks performed include pulling clothing and hygiene items, assisting with laundry, handing out resources, restocking the resource room, and cleaning bathrooms/showers.

Women's Center

This role mimics our Guest Services opportunity, but is limited to female volunteers.

“

I'm grateful for the people I met at OurCalling, who became my sincere friends. They have filled my life with joy and allowed me to change my perspective of poverty. For me, these people are no longer homeless because they have a beautiful soul full of hope, faith, and optimism for a better tomorrow.”

- Magdalena Faith



Sign up
to volunteer

Leadership & Financials

Board of Directors

Dr. Tom Renard, *Board Chair*
Melissa Ash
Chris Dance
Cris Rodriguez
Chris Simmons
Wayne Walker
Amy Wood

Financials

OurCalling is staffed by 50+ employees and maintains a Board of seven members who oversee an annual budget of \$6M.

OurCalling is annually audited, a member of the Evangelical Council for Financial Accountability, Guidestar Platinum rated, and a recipient of the Excellence in Giving Certified Transparent Seal. OurCalling is supported by more than 3,000 donors including some of the most recognized funding groups in North Texas - Communities Foundation of Texas, The Dallas Foundation, One Hundred Shares Dallas, National Christian Foundation, and many more.

OurCalling is a 501(c)(3) nonprofit (Tax ID: 26-4430860) incorporated in 2009.



View Our
Financial Statement

Leadership Team

Wayne Walker, *CEO and Pastor*
Tori Thompson, *Chief Financial Officer*
Carolyn Walker, *Chief Administration Officer*
Ed Johnson III, *Director of Programs, Pastor*
Rodney Lara, *Director of Operations, Pastor*
Juliana Williams, *Director of Development*

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**Helping people off the streets.
For good.**



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