Mobile Community Platform Outcomes
(Comparison Data: 2019 vs. 2018)

Executive Summary
Services of Hope was blessed to have an outstanding 2019 with over 40 plus major events and activities taking place across the metroplex, that impacted 7,012 unduplicated Low to Moderate Income Families. The key focus continues to be growing the Mobile Community Platform that supported programs from the Dog and Cat vaccination campaign, financial literacy education, Community Court Sandy May Thanksgiving baskets and Mack Cridell Community Christmas programing. The Mobile Community concept allows us to take needed services, programs, food and supply into underserved communities. We received funding for the Redemption Grant Program. It is a small dollar grant program for $100-3000 to LMI families to stop them from going to tile loans and cash payday office. It has a matching IDA Saving account.

Relocation
Services of Hope and Transformance made the decision in 2018 to relocate and become part of the Mockingbird Community Collaborative (MCC) in 2019. The new address is 5470 Ellsworth Ave, Dallas 75206. The collaborative is in the old Ridgecrest Baptist Church. The Collaborative is comprised of Mockingbird Community Church, Unite The Church, GraceHub and two church plants. The objective is to deliver expanded community services across the metroplex for a larger and more diverse client base. The new building is 35,000 square feet of office, classroom, meeting, worship, industrial kitchen, fellowship hall and storage space.

Transformance
Transformance is the phoenix that is going through a rebirth of products and services after being closed and some services merged into SOH at the end of 2019. The objective is to work with low to moderate income families offering them financial services and products via partnerships with larger national non-profits like Take Charge America and Navicore. All the former services are now provided via these strategic partnerships.

Mobile Operations
The Uplift Ft. Worth Community Pantry held on July 13, 2019, had a total of 120 parents and 385 scholars who shopped at the event. We were able to provide the school with food to start the school year for the pre-K program, afterschool and scholars who will be needing a meal. The school received over 5,950 pounds of shelf life product.

Outcomes
Blue numbers represent 2019 (Black) numbers represent 2018

Major Accomplishments
- City of Dallas Housing Fair
- Funding of Redemption Grant
- 100 Men of Dallas Funding
- University Texas Dallas-Jindal School of Buisiness-Intern Award
- Texas Association of CDC-Intern Funding
- Capital Campaign to renovate building-Funding
- Establishment of Sandy May Trust Fund
- Bombas Socks grant
- Spanish/English HUD Housing Class online

New Programs Program
- Community Court
- Vita Tax Prep
- First Time Homeowners Down Payment Grants
- Mini Housing Classes
- Mobile Pantries-Dallas/Ft. Worth
- Midwest Foodbank
- UTD Jindal School of Business Internship Program

Services Support Network
- 27/20 Collection Sites-donors of food/services
- 32/25 Connection Sites-recipients of Services

Important Facts About
Clients served (outreach) 5,043/6,156 – a 13.8 % decrease
- Pounds of food per client 155/75lbs. – 106% increase
- In-kind services $660,099 /498,241 – a 32.5% increase
- Funds distribution- Programing 94.2%; Fundraising 1.5%; Administration 4.3%
The Uplift Hampton Prep Dallas Community Connection and Market was held on September 28, 2019 with the goal of serving a total of 333 parents and 162 scholars. Plus, an additional 80 unregistered parents and 40 additional scholars. This Market include vendors and community services.

Community Court Financial Literacy Classes
We are working with the city of Dallas Community Court and provide financial literacy and education classes. The classes are provided in partnership with several banks. The goal of the partnership is reducing the # of resident who use title loan and payday loan companies.

Tax Program
We successful partnered with Foundation Communities to launch our first Vita Tax Prep Program at our new location. We were blessed to compiled 347 tax returns for Low To Moderate Income families. All the returns were completed by college students trained to be IRS Certified preparers. We had students from UTD, SMU, Dallas Community College. We hired two of those students to be interns for the spring and summer semesters.

Internship Program
We partnered with the Jindal School of Business and created an internship program for students getting degrees in accounting, finance and IT. We were blessed to have 4 students over the course of the school year. Ryan was our business manager and the other three worked to close down Transformance and move it services and programs to SOH. The students won the Dean Award for best project and Andy one of the interns was voted most improved student.

Volunteer Program
We expanded our volunteer program by partnering with the Community court of Dallas and Volunteer Center of North Texas. This has allowed us to get professional volunteers who can help own specific projects that we would normally pay. We have hired 6 of these volunteers to be on staff.

Redemption Grant
The Redemption Grant is a small dollar grant designed for and available to community members to bridge financial gaps and engage them in traditional saving practices.

Financial Services
- Income – Foundation 3.1%; Individuals 5.7%;
  - Earned 20.4%; In-kind-70.8%
- Community breakdown – East Dallas 20%; Oak Cliff 30%; Pleasant Grove 15%; Love Field 20%, South Dallas 15%
- Demography Breakdown – African American 40%; Hispanic 50%; White 5%; Other 5%
- Volunteers 621 this includes 2 full-time volunteers

Client Serviced
- First-time Homebuyer Classes/Clients-
  - English - 220
  - Spanish - 426
  - Online - 15
  - Mini Classes – 250
- Down payment assistance grants-50/$375,000
- Reverse Mortgage Counseling-25
- Debt Management Plans-65
- Community Court Financial Education/Literacy Classes-240
- Student Loan Counseling-6
- Other Financial Counseling-450 (Community Fairs/DISD/Job Fairs, Rec, Centers and Seminars)

Tax Preparation
- Clients Serviced - 347

Workforce Development Services
- Jobs Created-13  Internships-10  CLASP Graduates-5
Mobile Community Markets In Action
The need is always great and continuing daily. We have been blessed this year with some awesome volunteers with which we would not be able to continue our mission. Here are a few pictures to salute their continued support.
Our University of Texas at Dallas students won their division for best project for the entire Jindal School of Business.

New office renovations - Financial Hope, Services of Hope and a beautiful new conference room.