

2020

IMPACT REPORT



HARMONY
COMMUNITY DEVELOPMENT
CORPORATION

Letter from the Executive Director

Dear Friend,

In 2020, as with most organizations, Harmony Community Development Corporation (Harmony) had to pivot during the pandemic to meet the immediate needs of many families in our community who were impacted by the COVID19 virus and economic downturn. In response to the crisis, Harmony did not close but activated an army of volunteers, shifted to a drive-thru food pantry, transitioned to teletherapy counseling services, and implemented a new database, and hosted a drive-thru event to assist families with our rental and financial assistance.

As Harmony pivoted, we witnessed an increased number of families who experienced food, housing, emotional, and financial insecurity, and instability. The number of families served in the food pantry increased 189% to 25,549 individuals. We assisted 410 families to avoid homelessness and eviction. As individuals and families faced isolation, depression, grief, and family violence, and an emotional roller-coaster from the pandemic, Harmony provided critical care and offered hope through 1,658 counseling sessions.

This monumental effort was accomplished through the dedication of our Harmony staff who work tirelessly and selfishly to serve so many families. The work that they do is not a job but a “calling” and commitment to serve our community. We are also thankful to the volunteers who served hand in hand with us on the front lines and logged 16,492 hours of service.

I also want to thank our Harmony Board Chair, Dr. Bryan L. Carter, for his leadership and vote of confidence. We are blessed to have a “working” board leadership team that assists with our organizational governance, financials, development, and programming. I am thankful for their guidance and encouragement.

Our community partners, corporate sponsors, foundations, and donors have provided Harmony the ground to build a solid framework to achieve our mission of “strengthening families and revitalizing neighborhoods.”

As you review our 2020 impact report, you will notice a new vibrant brand design and color palette which expresses and embodies our new pathways to the self-sufficiency of Help, Housing, Health, and Hope.

Finally, we solicit your prayers as we continue the work of serving our community. With your continued support and investment in Harmony, we will realize our dream to be a “catalyst for transforming communities to become whole and empowered.”

Sincerely,

A handwritten signature in black ink that reads "Mark Porter". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Mark Porter
Executive Director

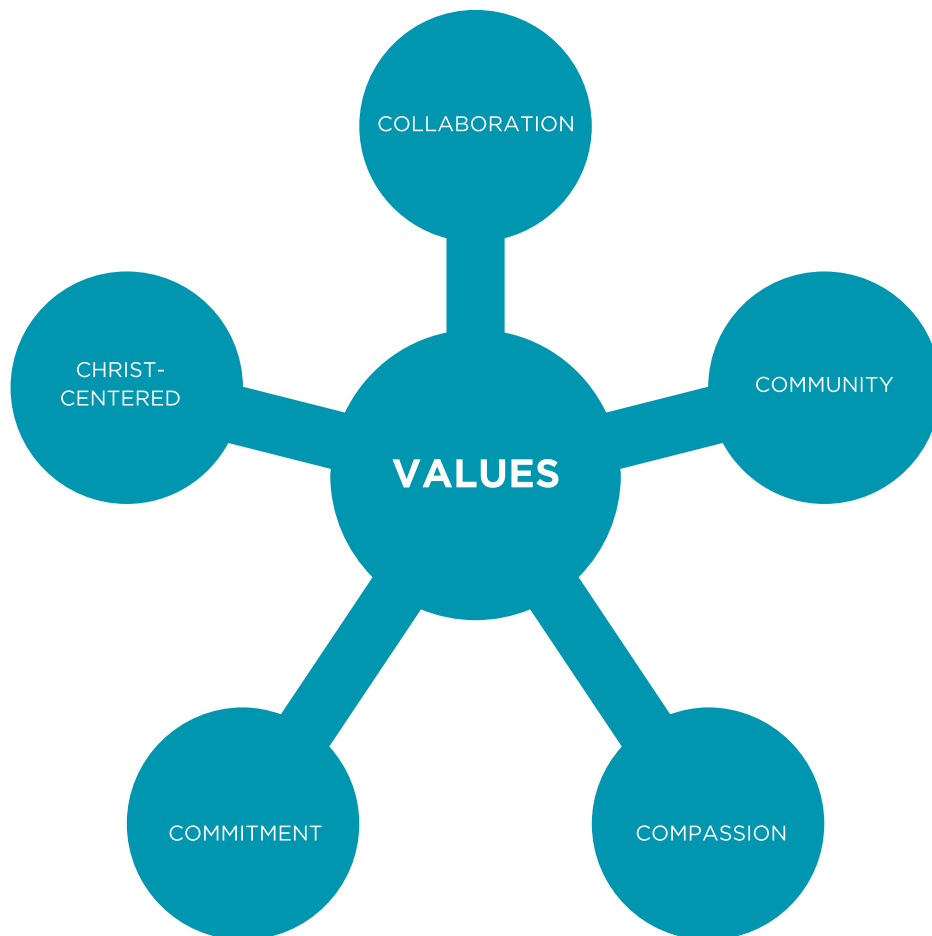
OUR MISSION

Our Harmony CDC Mission is to advance God's presence by strengthening families and revitalizing neighborhoods through community-driven and solution-oriented approaches.

OUR VISION

Our Harmony CDC Vision will be a catalyst for transforming communities to become whole and empowered.

OUR VALUES



OUR HISTORY

Harmony Community Development Corporation was established as a 501 (c) 3 non-profit organization in 2001 by Concord Church under the leadership of EK Bailey. We were organized to stimulate the development of affordable housing, create business ownership, and increase social services. Dr. Bryan Carter reestablished Harmony in 2007 in order to make strides towards impacting the community through resources, social services, and programs. Harmony targets residents of the South Oak Cliff area of Dallas, with additional concentration throughout the southern sector of Dallas, including Best Southwest cities of Cedar Hill, DeSoto, Duncanville, and Lancaster.

THEORY OF TRANSFORMATION

Harmony CDC provides relief, development, and revitalization so that we can alleviate all facets of poverty (spiritual, emotional, financial, economic) in the communities we serve.

A Message from Dr. Bryan Carter



"Thank you for reviewing our 2020 Impact Report. 2020 brought enormous challenges, but we are thankful to be able to serve southern Dallas in a time of crisis. Our work was vitally important to sustaining our community in this season. Our highest commitment is strengthening families and neighborhood transformation. We used our community-driven and solution-oriented approaches to provide mental health services, counseling, food relief, along with job training opportunities. We served more people than ever before in 2020 and our hope is to empower people for the future that lies ahead."

OUR MODEL



HELP

Address The Basic Needs

- Food Pantry
- Financial Assistance
- Referrals to legal services and other resources



HOUSING

Enhance The Housing Options

- Housing Stability Program



HEALTH

Provide Access to Health and Wellness Resources

- Counseling
- Health & Wellness Program
- Foster and Adoption
- Family Tree



HOPE

Support Educational and Economic Mobility Opportunities

- Financial Empowerment Program
- Opportunity Youth
- Harmony Career Network
- Workforce Development
- Harmony Empowered Living Program

HELP

Address The Basic Needs





	2020	2019	2018	2017	2016
# of individuals served	25,549	8,847	8,462	6,608	5,099
% of increase from previous year	189%	5%	28%	30%	
# of families served	9,139	5,164	5,104	4,113	3,063
% of increase from previous year	77%	1%	24%	34%	



522,270
pounds of food
served to the
community

Toyota TSSC Partnership

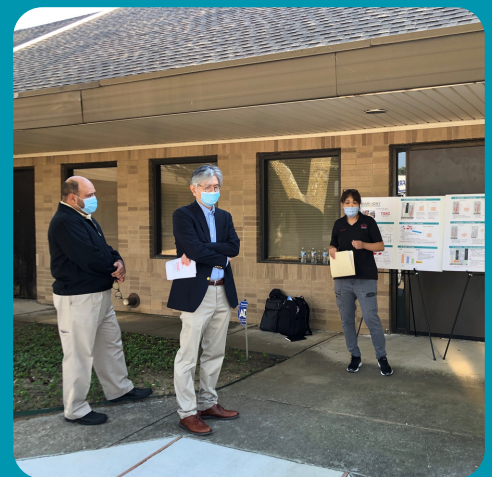
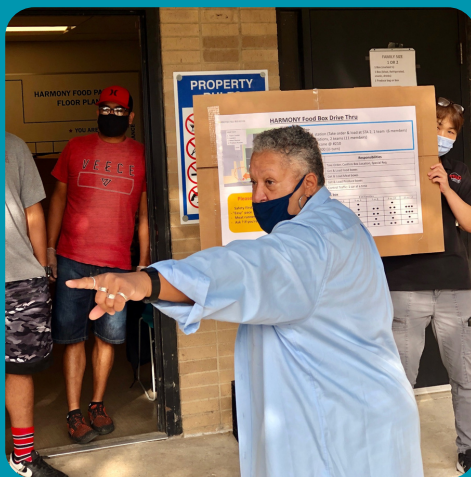
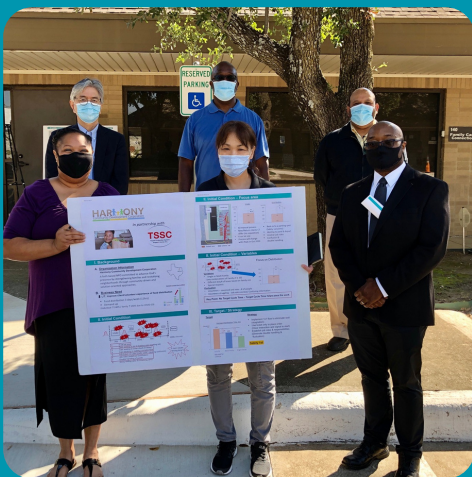
Toyota Production System Support Center (TSSC), a nonprofit affiliate of Toyota Motor North America, selected Harmony Food Pantry as a community agency to receive expertise regarding increasing productivity, maximizing available resources, strengthening the quality and efficiency of production, and adopting the Toyota Production System (the “TPS”).

Two TPS advisors, Noriko “Jo” Sasaki and Anthony Eleazarraraz, partnered with our Harmony leaders and volunteers to implement the TPS culture, identify opportunities, and utilize the TPS methodology and tools to drive performance and process improvement in our food distribution.

Due to the COVID-19 pandemic, the Harmony Food Pantry quickly shifted from a client choice shopping experience to a drive-thru food distribution model to serve clients with 30 pounds of nutritional food boxes. With the changes to our distribution model and increase in the number of clients visiting our food pantry, there were areas of inefficiencies, long wait times in the client flow, unclear instructions for volunteers, and safety concerns with loading the vehicles.

By applying concepts of the Toyota Production System to the Harmony drive-thru food distribution, the average wait time for families seeking food boxes was reduced from thirty-three (33) minutes to four (4) minutes for a single-family vehicle and six (6) minutes for a multifamily vehicle. By changing the client flow for intake and curbside pickup of food, the new process improved the client and volunteer satisfaction and safety. The volunteer experience was also improved by implementing job duties, assignments, orientation, and a communication system.

Overall, the partnership on the project between Harmony and TSSC was a great success. The President of TSSC, Terry Horinouchi, visited Harmony, received a presentation on the project and witnessed the improved food distribution process. We look forward to a continued partnership with TSSC. Thank you for your support to impact our community!



3,200

Community Holiday Food Boxes Served



Harmony CDC collaborated with local mega-churches, the City of Dallas, businesses, and other nonprofits to distribute food boxes for Easter, Mother's Day, and Thanksgiving to 3,200 families.



Adopt A Family

In this season of COVID19, we have been presented with an opportunity to start an Adopt A Family. Meet Elaina, who was facing a season of unemployment and raising her six-year-old son, Daylyn. She found a job and received an offer but COVID-19 did not allow her to start the job. To keep herself occupied during this season, she has been making custom masks with the Concord Church Creative Hands Sewing Ministry. This ministry has made masks for healthcare professionals, Harmony volunteers, and clients. God has also opened a door for Elaina to sell her custom African print masks.

Quentin Myers, Concord Church member reached out to Harmony about his group of friends who started a special initiative to bless a family each month and pray over the family each day. We were able to connect Quentin with Elaina and she shared her story about this season. Quentin presented Elaina with a monetary donation for her family. No strings attached! But, Elaina wanted to do something in return and decided to sew 12 masks for the group and presented them to Quentin. Although Elaina was being blessed, in return, she gave back and blessed Quentin and his group.

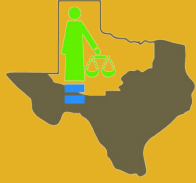
Stories like this spread hope! Join us as we continue #DoingThingsTogether and spreading hope throughout our community during this unprecedented season.





20,492
volunteer hours
served

VOLUNTEER ENGAGEMENT



Legal Aid of NW Texas

120

clients were assisted with various levels of legal assistance in civil legal matters (Social Security Disability, Bankruptcy, Criminal Background clearing, Divorce, Wills and Estate Planning, Unemployment, etc.).

23%

of LANWT cases were directly related to eviction prevention

HOUSING

Enhance The Housing Options

"Receiving assistance from Harmony CDC was right on time. After contracting COVID I lost my job and was struggling to figure out what I could do to keep the roof over my head while I looked for another job. I'm forever grateful for this assistance."

Harmony CDC
Client



410

people received rental,
mortgage and utility
assistance

RENT AND UTILITY ASSISTANCE

United Way, Dallas Rental Assistance Collaborative (DRAC), and various corporate sponsors provided funding with financial assistance to remain housing secure and avoid evictions.

\$1,008,348

provided for rent, mortgage
and utility assistance

HEALTH

Provide Access to Health and Wellness Resources



“Therapy has helped me become a better person and helped my family come together. Therapy has also helped me in controlling my anger, stopping and evaluating my decisions, and then acting, and it has helped me become a more calm person.”

Counseling Center
Client



COUNSELING CENTER

1,641

**total number of
counseling sessions**

239 Men

875 Women

164 Couples

363 Children & Youth

YOU'RE NOT ALONE.



Harmony CDC partnered with the City of Dallas on a Community Mental Health Program called #MindYourHealth to offer FREE counseling to Dallas residents impacted by COVID 19.

41


total number of free
counseling session offered

161

total number of support
group participants

HOPE

Support Educational and Economic Mobility Opportunities



"Through the Harmony Empowered Living Program, I have learned to save more and to manage my funds wisely. I've gained confidence in finding a new career in going after what I really want in life. The most important takeaway of the program was money management and being okay with starting over."

Harmony Empowered Living
Program Participant

21

participants successfully
completed the 8 week
certification program



Harmony Empowered Living Program

Harmony Empowered Living Program is a self-sufficiency program designed to reach individuals in a cohort group, ages 18 to 45, who are unemployed or underemployed.

We provide a holistic approach through intense case management using assessments, action plans, resources, and wraparound services customized for what a participant must have to obtain employment, education, or career advancement leading to livable wages and economic mobility.

Career

Career/Life Coaches
Resume Writing
Interviewing Skills
Business Attire
Job Referrals
Certification

Finance

Financial Assistance
Financial Literacy
Money Management

Resources

Food Resources
Counseling
Child Care Assistance
Rent & Utility Assistance



**Real Conversations with real people about
real issues in our community!**

HARMONY LIVE!
THE STATE OF NONPROFITS
AUGUST 27, 2020
7 PM - 8 PM CST

Speakers: Barnett McWilliams (State Fair of Texas), Benjamin Vann (Impact Ventures), Kristina Dove (Big Thought), Harold Iniguez (Corporate Socializing), April Allen (Southern Gateway Public Green Foundation).

zoom.us/j/98523342825
Facebook @HarmonyCDC

HARMONY
COVID 19: THE STATE OF NONPROFITS
APRIL 23, 2020
7 PM - 8 PM CST

Speakers: Dr. Froya Booker-Owe (State Fair), Candy Bradshaw (Harmony CDC), Brandon Williams (Seeds To Stem), Corita Corbins (Southern Dallas Link), Yvonne Jones (Under One Roof), Charmelle Berry (Beacon Hill), J. Chris Hawkins (Assistant District Attorney Dallas County), Bridget Vinson-O'Neal (MS, LISW-IPK).

zoom.us/j/98523342825
Phone: 346-248-7799
Webinar ID: 98523342825
Facebook @HarmonyCDC

HARMONY
COVID 19: THE STATE OF THE SMALL BUSINESS
APRIL 30, 2020 | 7:00 PM

Speakers: Councilman Casey Thomas (City Council District 3 - City of Dallas), Harrison Blair (Dallas Black Chamber of Commerce), Ahmed Goree (Small Business Administration), Tim Malden (Simmons Bank), Richard Thomas (The Island Spot).

zoom.us/j/98523342825
@HarmonyCDC
ZOOM ID 98523342825

COVID-19
GETTING YOUR LEGAL HOUSE IN ORDER
April 16, 2020
7:00 PM CST

Speakers: Judge Amber Givens, Charlotte Key, Farwah Raza, Maria Thomas-Jones.

Also Featuring Maryann D'Aniello

zoom.us/j/98523342825
Phone: 346-248-7799
Webinar ID: 98523342825
Facebook @HarmonyCDC

Speak Out:
DOMESTIC VIOLENCE
SHINING A LIGHT ON DOMESTIC VIOLENCE RESOURCES

Speakers: Debra Nixon-Bowles (Woman Called Heroes), Judge Stephanie N. Mitchell-Huff, Jessica Thomas (Family Care Connection), J. Chris Hawkins (Assistant District Attorney Dallas County), Dr. Brenda Richardson Rowe (LPC-S), Bridget Vinson-O'Neal (MS, LISW-IPK).

HARMONY JOIN US ON ZOOM 10/21 @ 7PM

HARMONY LIVE!
YOUTH & CHILDREN COPING THROUGH COVID 19
THURSDAY, MAY 28TH | 7:00 PM CST

Speakers: Dr. Constance Lacy (Ph.D., LCSW, UNT Dallas), Cheryl Young Hamilton (LPC-S, Hamilton Counseling), David Jones (Teacher), Nicole Williams (Texas DFPS).

Join the conversation to raise awareness to help change perceptions about mental health!

Tizita Seifu MA, LPC, Harmony CDC

zoom.us/j/98523342825
@HarmonyCDC
ZOOM ID 98523342825

Harmony LIVE Topics

- Mind Your Health
- Domestic Violence
- Career Success
- Legal - Know Your Rights
- Parent Talk
- State of Non-Profits
- State of Small Businesses
- Mental Wellness
- Financial Survival Guide

2000
average monthly views

CRIMINAL JUSTICE OUTREACH PROGRAM



21

Letot Juvenile Center participants received Thanksgiving Holiday Dinner and Christmas Holiday Gift Baskets of personal care items.

50

English & Spanish Bibles were donated to Lew Sterrett Dallas County Jail



CORPORATE & FOUNDATION SUPPORTERS

Addy Foundation
Alpha Kappa Alpha Alpha XI Omega Chapter
Amegy Bank
Apartment Association of Greater Dallas
Atmos Energy
Bank of America / WP Bulah
Luse Foundation
Baylor Scott & White
BBVA
Blue Cross Blue Shield of Texas
Center for Disaster Philanthropy (Humana)
CIGNA
City of Dallas
Comerica Bank
Communities Foundation of Texas
Community Council of Greater Dallas
Concord Church
CoServ
Crossroads Community Services
Dallas Foundation
Dallas Morning News Charities
Dallas Police Redbird Outreach
Dan Jefferson Memorial Fund
Dart Foundation
Federal Home Loan Bank (FHLB)
Frost Bank
Hawkeye Agency

Hoblitzelle Foundation
Inwood Bank
Jenny's Beauty Supply
Luse Foundation
M.O.B. Family Foundation
Mercy Street
North Texas Cares
North Texas Food Bank
North Texas Giving Tuesday
Phi Beta Sigma Theta Mu Sigma Chapter
Rees-Jones Foundation
Services of Hope
Shift Smart (Get Shift Done)
Simmons Bank
SmartLink Group
Starbucks
State Farm
Texas Women's Foundation
Toyota
Tri-Four Funeral Home
United Way
University of North Texas Dallas
USAA
Verizon
Wal-Mart
Witherite Law Group
Zeta Phi Beta Sorority Stork's Nest Charity Fund



HARMONY'S STRATEGIC DIRECTION

Enhance Program Services

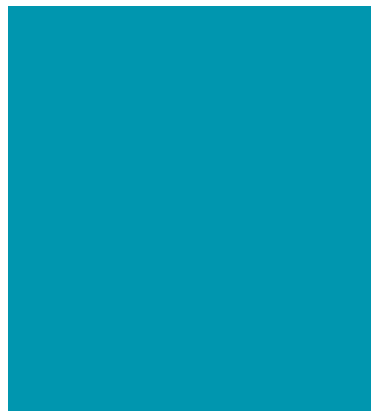
- Expand Integrated Service Delivery Model and Program Development
- Enhance Technology and Integrated Database
- Develop a long-term strategy for program expansion into diverse markets and geographic locations
- Build a Community Garden

Execute Economic Development Strategy

- Continue with Community & Economic Development Strategy
- Develop Social Enterprise Business

Expand Organizational Development Plan

- Continue with Sustainability and Fund Development Plan
- Enhance Brand Recognition and Presence
- Continue with Organizational Assessment and Development Strategy
- Recruit and Develop a Diverse Board
- Add Key Program and Administrative Staff



HARMONY

COMMUNITY DEVELOPMENT


CORPORATION

*Let's Stay
Connected!*

   @harmonycdc

 @harmony_cdc

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