

2024 IMPACT REPORT

ourcalling

2,000+
SERVED AT
INCLEMENT
WEATHER
SHELTER

CELEBRATING
FIFTEEN YEARS
OF FAITHFULNESS

OURCOMMUNITY
GROUNDBREAKING



CONTENT



14 Michael was abandoned by his family as an infant and grew up in a group home. When he aged out at 18, without a family, support system, or money, he became homeless. Learn more about how we help people like Michael get off the streets.

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ARTICLES

“Therefore I, a prisoner for serving the Lord, beg you to lead a life worthy of your calling, for you have been called by God. Always be **humble** and **gentle**. Be **patient** with each other, making allowance for each other’s faults because of your love. **Make every effort** to keep yourselves **united in the Spirit**, binding yourselves together with peace. For there is one body and one Spirit, just as you have been called to one **glorious hope** for the future.

There is **one Lord, one faith, one baptism, one God** and **Father of all**, who is over all, in all, and living through all.”

Ephesians 4:1-6, NLT



Letter From The CEO

Wayne Walker

It’s easy to give up on yourself, especially when the world has given up on you. When I think of the story of the good Samaritan, I can’t help but consider the similar fate of our neighbors experiencing homelessness. They have been stripped of their possessions, left abandoned on the side of the road, jeered and ignored by many, and have probably given up on any chance of recovery or restoration. Many have lost all connections with their families through abandonment or broken relationships, have tried every possible way to get off the streets on their own, or even have a history of broken promises and feel defeated, helpless, and without hope. When Jesus told this story in Luke 10, he used it as an example of how to “love your neighbor as yourself.” He shared it with a group of people who weren’t interested in serving the poor, much less serving anyone but themselves. But that’s not who you are. You volunteered to join us in picking up the guy on the side of the road. With your help, we took him to recovery. You helped fund the cost of getting the trafficking victim into long-term treatment. You helped us provide over 175,000 meals in 2024. You supported a team, and together, we helped people exit homelessness over 1,300 times in 2024. I want to be the good Samaritan, but sometimes, I fall short. I can do better. We can do better. Collectively, we need to hold each other accountable for loving our neighbors as Jesus commanded. We can’t give up.

When we see the next homeless person walking the streets...
When we see the next tent under a bridge...
When the next family walks into OurCalling seeking refuge and food...
We have an opportunity and obligation to love our neighbors - together.

The Lord hasn’t given up on me. He hasn’t given up on you. We can’t give up on our homeless neighbors.

Will you join us?

A handwritten signature in black ink, which appears to read "Wayne Walker". The signature is fluid and cursive.

Pastor and CEO, OurCalling

HOMELESSNESS IN DALLAS

Dispelling the Myths

Wayne Walker, Pastor and CEO, OurCalling

Beyond the challenges of homelessness itself, those experiencing it must also contend with stigma, stereotypes, and misconceptions that distort the reality around us. Here are some common myths about homelessness:

Drugs and mental health are the leading causes of homelessness. This is false. While addiction and inadequate mental healthcare are prevalent among those experiencing homelessness, they are not the leading causes. Over the past 15 years, OurCalling has asked more than 27,000 individuals, “How did you become homeless?” The overwhelming response points to a breakdown in family and other supportive personal relationships—a phenomenon often referred to as “no community.” The lack of a supportive network is the leading cause of homelessness. In our city, tens of thousands of people struggle with addiction and mental health challenges, yet most are not homeless. Why? They have family or friends who provide a safety net. Without this network, a combination of poverty and crisis can quickly push someone onto the streets.

They choose to be homeless. This couldn’t be further from the truth. Hearing this makes my stomach turn because it disregards the complex realities behind homelessness. Most individuals on the streets have a history rooted in a troubled childhood, often marked by abuse, broken homes, and significant trauma. Many also face undiagnosed mental health challenges and lack the supportive

community needed to access help. At OurCalling, we understand these struggles and have built a network of in-house mental healthcare partners, medical providers, and about a dozen on-site collaborators. Together, we address the holistic needs of each individual, offering the support they need to rebuild their lives.

They are violent criminals. This stereotype is not only false but harmful. In reality, individuals experiencing homelessness are far more likely to be victims of violent crimes than perpetrators. A 2022 study by the San Diego County District Attorney’s Office compared the victimization rates of homeless and housed individuals. The findings were staggering: people experiencing homelessness are 19 times more likely to be murdered and 27 times more likely to be victims of attempted murder. It found that they are assaulted 12 times more often and sexually assaulted 9 times more often. At OurCalling’s downtown facility, we provide a zero-barrier, welcoming refuge for those who have endured such traumas. Every day, we support victims of assault, abandonment, elder abuse, domestic violence, and trafficking. With compassion and care, we help them walk with Jesus and take steps toward leaving the streets behind.

There are more than enough services and options to help them get off the streets. This is a common misconception. In Dallas, every shelter is at full capacity every single day. At OurCalling, we focus

exclusively on individuals who remain unsheltered because local housing and recovery facilities simply cannot meet the demand. Additionally, there are not enough long-term care housing options for those requiring ongoing support. This gap in resources is why we are creating OurCommunity—a fully supportive housing solution designed to provide on-site care for individuals in need of stable, long-term assistance.

Homelessness is decreasing in Dallas. We wish that were true, but the reality is quite the opposite—homelessness is on the rise. With nearly 8 million people in the DFW metroplex, Dallas has the highest homeless population of any city in the South. At OurCalling, we saw a 12% increase in individuals seeking our services in 2024 compared to 2023. This troubling trend aligns with data from our partners, including Austin Street Center and The Bridge, reflecting a growing crisis across the region.





LOVE
YOUR
NEIGHBOR

ABOUT OURCALLING

For the past 15 years, OurCalling has taken an innovative approach to addressing one of Dallas’ most challenging issues: homelessness. Through our journey of serving more than 27,000 unique individuals, we’ve learned that a lack of supportive, healthy community often keeps many on the streets.

Each day, we serve nutritious meals, offer laundry services, and distribute over 400 clothing items in our Outreach Center—a vital step toward restoring dignity for our neighbors experiencing homelessness.

But our mission extends beyond providing resources and a place to escape the heat or cold.

Our facility also welcomes over a dozen partner agencies who assist with guests’ medical and mental health needs. From there, we focus on fostering genuine community. Through Bible studies, church, and daily interactions, our team models healthy, Christ-like relationships, investing in each person to exemplify the love of Christ and what true community can look like.

When our friends are ready to transition off the streets, we work closely to ensure their next community is supportive and stable,

which is critical for their long-term success. Each and every placement—whether in a shelter, rehab, detox center, housing, or comprehensive trafficking recovery program—is carefully vetted to meet our standards for ongoing care and stability.

Our impact is rooted in spirit-led, solution-oriented, technology-enabled, personalized approaches to helping our neighbors experience permanent transformation through healthy community.

OURCALLING OVER THE YEARS





Fifteen Years of God’s Faithfulness

Carolyn Walker, Chief People Officer and Co-Founder

For as long as Wayne and I have known each other, we’ve marked life’s important moments with a small celebration or a keepsake to remember them—an Ebenezer of sorts. We celebrate everything from the day we met and married to each child’s last day as a single-digit age. We take photos or pick up a small token at special places to mark something meaningful that happened there. Each of these “mini-celebrations” reminds us and our children of God’s faithfulness.

In June 2024, OurCalling celebrated 15 years as a nonprofit. Although we had been serving long before 2009, officially stepping out 15 years ago was significant. Saying “yes” to God and formalizing our work felt like “defining the relationship.” Suddenly, the IRS and the state of Texas knew about us. We could start hiring people to join us. We had a Board of Directors helping to shape and guide us. It was a momentous step, and through it all, God’s faithfulness has been that beautiful, unbreakable thread woven through every mountaintop and valley experience. His steady, trustworthy presence has been our anchor.

Wayne and I felt a sense of reverence as we approached this 15-year milestone. Our team planned a special breakfast on Friday, June 21, 2024, for those supporters and friends who have been with us since the beginning. It felt even more meaningful to hold it at Northwest Bible Church, where it all began as a Friday night ministry back in 2001. We also honored three people—Neil Tomba, Chris Dance, and Robin Long (in memory of Rip Parker)—with plaques for their unwavering friendship and partnership over the years.

That Friday’s breakfast was reflective. But Saturday, June 22, 2024, was a full celebration. We invited everyone. T-shirts and buttons commemorated the event, and a professional photographer captured moments throughout the day. Displays showcased “then and now” highlights of our programs—from Friday night sandwich service to our current daily chef-prepared meals. We even had a collection of Thanksgiving shirts from over the years. Toward the end, we gathered in the worship center for a reflection on the past 15 years with Chris Dance, our first board chair; Jill Phillips, our first employee; and Wayne and me. Blake Holmes from Watermark Church emceed, and we closed by singing of God’s faithfulness—all of us together, a community committed to loving God and our neighbors.

In these fifteen years, so much has happened at OurCalling. Our four kids grew up. Wayne and I grew up. We hired a dedicated team, learned as we went, and encountered extraordinary people. We discovered the profound need for a healthy community—for us and our homeless friends. We’ve sat with people in their darkest moments and learned what it truly means to say, “God is good.” We’ve been with countless individuals in their final moments, ensuring they didn’t die alone. We’ve come to the end of ourselves many times, only to find God there, holding us gently. Through it all, we’ve learned just how desperately we rely on Jesus. In His grace, He chooses to work through us to further His kingdom. And now, looking at this fifteen-year milestone, I realize that we are all an Ebenezer—God’s mark of faithfulness in this time.



*“In the Bible, the prophet Samuel set up a stone called an **Ebenezer** to commemorate God’s help to the Israelites after defeating the Philistines. The stone was a reminder of what God had done for the Israelites and that they should keep their faith in God.”*



FROM CRISIS TO COMMUNITY

Our Strategy for Transformational Change



ONE

I'm homeless and in crisis

Thousands of individuals across our city have become homeless because of a lack of community or financial resources when a crisis occurs.

TWO

I find OurCalling

People experiencing homelessness find OurCalling through OurDirectory, the OurCalling App, referrals from other agencies, and our Street Outreach Teams, who visit them to build relationships and offer pathways out of homelessness.

THREE

I receive meals and other basic services

When our homeless neighbors come to OurCalling, they receive nutritious hot meals, laundry services, clothing, hygiene products, and private showers.

FOUR

I recognize I have complex needs

At our downtown outreach center neighbors can address complex medical, mental health, and human service needs by meeting with a dozen vetted partner organizations on-site. They also have the opportunity to address deeper spiritual needs through weekly church service, Bible studies, and 1:1 discipleship.

FIVE

I develop healthy relationships

We have a team of staff members who serve the role of Care Minister. They intently focus on helping our homeless neighbors develop relationships horizontally (with partner agencies and the community) and vertically (with the Lord and the Body of Christ).

SIX

I make a personalized exit plan

As trust grows, our homeless neighbors find that Care Ministers will help them set goals and develop an individualized step-by-step plan to break free from the cycle of homelessness and transition off the streets.

SEVEN

I have a supportive team

The Placement Solutions Team utilizes our proprietary software to help each neighbor choose the best next steps in their journey off the streets.

EIGHT

I am in a healthy community

Our goal is not simply to get someone off the streets but to help them thrive in a healthy community.

In 2024, we facilitated **1,376** placements to transition our homeless neighbors off the streets.

OUR 2024 IMPACT

29,000
directories distributed
to individuals,
hospitals, police
departments, and
local churches



175,112
wholesome and delicious
meals served, 25% more
than last year

132,263
clothing items,
blankets, and hygiene
items distributed, 41%
more than last year



2,989
unique individuals
volunteered at
OurCalling

3,328
street outreach locations
visited this year



26,149
ministry conversations,
leading people to Christ
and encouraging them to
walk with Him by getting
off the streets



1,376
placements that
helped people exit
homelessness

FEEDING HOPE

Rainer Bantau, Senior Operations Manager

Addressing the Growing Need for Food Support

Throughout 2024, food donations from OurCalling's valued partners declined dramatically—from 6,000 pounds a week to less than 1,500. Donations are vital, making up 80% of the ingredients in every meal we serve.

The rising cost of living has significantly strained impoverished families, many of whom are struggling to keep a roof over their heads and food on the table. With rent increasing by over a third and grocery prices climbing sharply, household incomes are failing to keep pace. As a result, more families are turning to food pantries for essential support. This increased demand from small food pantries has led to a shift in how food donation distributors operate, resulting in a decrease in donations to OurCalling.

The 2020 pandemic also significantly altered the landscape of food inventory management for large retailers. With the cost of raw materials skyrocketing, big box grocers have tightened their production processes. This means fewer overages, resulting in a reduction of bulk food donations to organizations like ours.

The Lord has been kind and gracious in helping us re-imagine what donations from our longtime partners like The North Texas Food Bank, Sam's Club, and Sharing Life look like post-pandemic. We have established new partnerships for bulk donations with Deseret Foods, Shirley Charles, Wolfgang Puck Catering, Park Cities Presbyterian Church, Bring the Light Ministries, and a host of other companies and churches. Our food vendors, Byrne Brothers and Labatt Foods also frequently donate food to us



throughout the year.

Yet, even with all this support, it's costing us hundreds of thousands of dollars to adequately supplement the donated food. We need your help to ensure we can provide nearly 4,000 nourishing meals to those in need every week.

Our team is dedicated to supporting our friends on the streets by forging new partnerships, exploring innovative solutions, and implementing fresh food strategies. To continue delivering delicious, nutritious meals to those in greatest need, we rely on the support of compassionate individuals and organizations to join us in this vital mission. Together, we can make a lasting impact on the lives of those facing hunger and hardship.

Despite rising food prices and decreased donations, OurCalling served a record number of meals.

175,112 meals served in 2024
139,897 meals served in 2023

ABEL’S STORY



Abel Alonzo
Kitchen Assistant

I was a bartender for 30 years, which also meant 30 years of drinking. My life became unmanageable, and I was filled with anger. After a moment of divine intervention, I finally decided it was time to turn things around and joined a year-long recovery program that provided support for re-entry. Because of my experience in the food and beverage industry, the program connected me and other participants with OurCalling. After volunteering in their kitchen for six months, I graduated from the program and was offered a full-time position as a Kitchen Assistant at OurCalling!

“OurCalling helped me believe in miracles, big and small. It’s truly one of the best places to be.”

INTENTIONAL HOSPITALITY

Julia Harper, Advancement Administrator



If you’ve visited OurCalling’s Outreach Center, you’ve probably entered through our back door. But the true impact begins when someone steps through our front doors. If you spent just a few minutes there, you’d notice a sense of order within the bustle.

You’d see a digital display showing who’s next for a shower or laundry services. Guests would be waiting in rows of chairs, like in an airport, to meet with one of our partners. You’d hear names being called as guests are invited to sit with a caring volunteer, someone who will check in on them, offer to pray together, and help them select clothing and toiletries for the day. Other volunteers would be retrieving resource lists from the printer and gathering exactly what each guest has requested. Gospel music might play softly in the background, adding to an atmosphere that could surprise

you—sunlight streaming through the tall windows, and delicious aromas coming from the kitchen.

Every bit of this is intentional. We are creating a place of dignity where hope is reborn.

Rodney Lara, our Director of Operations explains that when an individual experiencing homelessness walks through OurCalling’s front doors, they are welcomed into “eight hours of home and a taste of healthy community.” To create a thriving community, we have guidelines and a system of accountability to keep track of the resources each guest receives. Rodney notes that this system fosters a “healthy type of tension, leading to meaningful conversations and building trusting relationships.”

In 2024, our Operations leadership reassessed our resource distribution processes, and implemented key changes to create

a more welcoming experience, especially for newcomers who are seeking essential resources. These adjustments have led to a significant increase in our capacity to serve, with nearly 40,000 more items distributed and more than 35,000 additional meals served compared to the year prior.

Our people-centered approach to resource distribution makes OurCalling a welcoming place for our homeless neighbors, where they can experience the love of Jesus, build healthy relationships, and find a supportive community as we work together toward permanent solutions for getting them off the streets.

SUMMER SURVIVAL

OurCalling's Vital Role in Protecting Homeless Neighbors

Rainer Bantau, Senior Operations Manager

Beat the Heat began several years ago in response to the urgent need for safe spaces during extreme heat waves. Each summer, we extend our hours to serve as a cooling station for the local homeless community, offering essential relief from dangerous temperatures.

In response to the life-threatening risks that extreme heat poses to our homeless neighbors, OurCalling remains open during excessive heat, following the National Weather Service's guidelines when the heat index—a combination of temperature and humidity—reaches 105 degrees or higher.

In summer 2024, OurCalling extended hours to 8 p.m. for 23 days, during which we provided an additional 2,100 meals, 3,000 snack bags, and nearly 9,000 bottles of cold water to those in need.

Preparedness for extreme weather is vital to delivering safe, effective support for our homeless neighbors. We also faced a prolonged power outage from intense summer thunderstorms, which challenged us to adapt. Throughout, we continued serving meals and upholding dignity in our care while preventing food loss. Ministering to our guests requires flexibility and a readiness to meet the unexpected with resilience and compassion.



Our Chef and volunteers continued to cook meals for our guests during the power outage, using lanterns and headlamps to light the kitchen.



DID YOU KNOW?

According to the CDC and the National Weather Service, heat is the deadliest weather-related hazard in America, responsible for more than 1,200 deaths each year. Despite this, it's often underestimated as a serious threat.

BREAKING BARRIERS

Ed Johnson, Director of Programs

Homelessness in America is a complex issue with diverse causes and needs that require a range of services. OurCalling addresses these needs by partnering with specialized providers, some of whom are housed on-site, to create a one-stop facility that eases access for homeless individuals, allowing our Care Ministers more time for meaningful conversations about faith and recovery. Additionally, OurCalling is a member of the All Neighbors Coalition, a network led by Housing Forward that includes over 140 organizations working together to address homelessness in Dallas and Collin Counties. These partnerships enable us to make a more comprehensive and lasting impact.



Donald comes to OurCalling's facility on Thursdays for one-on-one meetings with a Care Minister, and receives medical services from Watermark Health.

Building Collaborative Partnerships to Create Pathways Out of Homelessness



Watermark Health's Mobile Unit provides urgent care needs to our homeless friends at OurCalling.

2024 ON-SITE PARTNERS

INCLUDING THE NUMBER OF HOMELESS INDIVIDUALS THEY INTERACTED WITH

- City of Dallas (Ticket Removal) = 312
- The Haven (Detox) = 288
- MetroCare (Mental Health Provider) = 242
- Miller Services (Social Security Benefits) = 324
- NTFB (Food Stamps) = 1,363
- NTBHA (Mental Healthcare Provider) = 510
- Paloma Living (Assisted Living/Nursing Home/Hospice Care) = 102
- Parkland (Medical Provider) = 635
- Recovery Resource (Recovery Programs/Services) = 439
- Veteran Affairs = 52
- Watermark Health (Medical Provider) = 314

Our partners had an estimated 88 weekly engagements, totaling more than 4,500 engagements.

Our valued partner, The Haven, operates out of OurCalling's facility every Monday and Wednesday, offering crucial medical detox services. Recently, James was admitted to their program, and after completing detox, he made the decision to enter a long-term recovery program, where he is now thriving!



CONNECTING THROUGH COMPASSION

How OurCalling Supports Women on Their Journey of Faith and Hope

Interview with Tabitha Keel, Women’s Care Minister

Q: How do you typically start the conversation with someone new coming to the Women’s Center?

A: I begin by introducing who we are and what we do. Although I know I’ll need to ask some questions for our program survey to help get them off the street, my first priority is to make them feel comfortable. I go over our daily schedule at OurCalling, introduce our on-site partners, explain the Connector bus schedule, and show them how to use OurDirectory. When they see the range of services we offer, they usually start to feel more at ease and begin to trust me.

Q: How do you introduce faith into the conversation?

A: I begin by setting the stage for future conversations about faith and spirituality right from the beginning. I’ll often say, “We’re a Bible-teaching, Jesus-loving organization. But even if you worship Satan, it won’t change the way we treat you.” The absurdity of that statement usually makes them smile or laugh, which helps ease any tension. I also mention our Wednesday church service and invite them to join me if they decide to attend.

Q: Are our homeless neighbors receptive to the gospel?

A: Most of them are familiar with church, they have attended chapel services, and identify as Christians. Some of our survey questions about their background and upbringing naturally lead to conversations about their religious or spiritual experiences. This opens the door for deeper discussions about who God is and their identity in Christ. Many have endured significant abuse and trauma, which often fills them with shame, leaving them doubting that Jesus truly loves them or that there’s hope for them. Building trust takes time, as we show them that we’re here because Jesus loves them and has never given up on them. I often say, “If you want to believe in miracles, you’re sitting in one. God started this organization 15 years ago, for this very moment, because He loves you.”

Q: What role do Bible studies play in helping our neighbors transition off the streets?

A: Our Bible studies are essential to how we support the women in our care and build trust with them. Our Care

Ministers take turns leading, often sharing personal stories—our own struggles, past mistakes, and how God has transformed our lives. Trust is rare for people on the streets, and by being open and vulnerable, we break down barriers and offer hope that change is possible. It’s incredible how often one of us prepares a message, only for God to nudge us to change it on the way to work. Those are the times when a woman will come up afterward and say, “I prayed last night, and what you shared was exactly what I needed to hear.” We never know what each person is going through, but God does.

Q: What would you say to someone who supports OurCalling?

A: We’re all part of the same team, each with different roles to play. I feel called to be in the thick of it, working directly with people in need. Others are called to succeed in business and give generously to support this work. Together, we’re able to be Jesus’s hands and feet. I get to see miracles every day because someone else has donated food, Bibles, or financial support. I couldn’t do what God has called me to do without their generosity.

“Jules was in the Women’s Center when I led a devotion on Psalm 23. Overcome with emotion, she asked for the verse to be prayed over her. A few weeks later, I had the privilege of attending her baptism, where she shared that she was saved after hearing that teaching on Psalm 23.”

- Tina, Women’s Care Minister



A SAFE HAVEN FOR HOMELESS WOMEN

Lanette Taylor-Saenz, Women’s Care Team Manager

Living on the streets is terrifying and very dangerous, but it poses additional threats for women who are experiencing homelessness, who self-report being abused physically, verbally, or mentally at least once a week. Many of the women we serve are fleeing domestic violence and trafficking.

With this in mind, OurCalling’s Women Center, quietly situated on the second floor of our building, aims to be a place of peace and refuge for those on the streets. Women’s Care Ministers are prepared to walk with each woman and navigate the nuances and complications of being on the street.

The Gift of Dignity

While the Women’s Center offers essential services such as meals, showers, laundry, and clothing, our care goes beyond these basic needs. We remind women of their inherent worth, hosting special movie days and partnering with other ministries to create uplifting events. Celebrations like our Mother’s Day Tea Party, Fall Party, and Christmas Boutique feature delicious meals, inspiring speakers, and pampering treats like new wigs and nail accessories. Through these acts, we remind each woman that God’s love for her is deep and that she is worthy of dignity and joy.

Threads of Kindness

Our volunteers mean so much to us. We have a volunteer that comes weekly, bringing yarn and crochet needles. Women come and sit with her and ask if they can crochet or learn how to. There, at that small table, is where words of wisdom and love are spoken. Seeds of life are planted, and the word of God is spoken. She, like all the other volunteers, ministers to our ladies in their humanity with their words and presence. We are forever thankful for those who choose to serve in our Women’s Center.



This is Amy. I’ve had the privilege of walking with Amy for the last four months, and her journey has touched me deeply. Amy’s story is one of profound loss and resilience. She lost both of her parents—her mother in a tragic car accident that Amy witnessed first-hand and her father shortly after due to medical challenges. Amy has a cognitive delay and struggles with mental illness. For the last four years, she’s been surviving on the streets, facing unimaginable hardships.

During her time on the streets, Amy endured physical and mental abuse and developed serious health issues. She was even introduced to drugs, which became part of her struggle. But in these past months, I’ve watched God work miracles in her life. Amy accepted Christ as her Lord and Savior, she’s left drugs behind, and she’s committed to growing stronger, even attending classes at the Salvation Army, where she’s

staying while we work to get her into her own apartment.

Amy’s transformation is a true testament to what happens when we walk alongside someone. Together, we’ve tackled everything from getting her documents in order to making it to her medical appointments—things she couldn’t do on her own before. Now, Amy is radiating joy; she’s part of a church community, and she has friends she cherishes.

“Amy holds a precious place in my heart, and I know she is priceless to our Father in Heaven.”

- Beth DeBerry, Women’s Care Minister

“Each conversation we have with our ladies is done with dignity, intentionality, and integrity. We see our women as fearfully and wonderfully made.”
- Lanette, Women’s Care Team Manager



How Care Ministers
Guide our Homeless
Neighbors Toward Hope
and Lasting Change

FROM THE STREETS TO STABILITY



TJ Detwiler
Men's Care Team Manager

TJ brings profound experience to his role as the Men's Care Team Manager, having battled addiction for over 20 years and experiencing homelessness himself. After surviving an overdose that put him in a coma, TJ's life was transformed by God's grace. He graduated from a rigorous recovery program, went to seminary, and now dedicates himself to supporting men facing similar struggles. He lives in Dallas with his wife and their 1-year-old daughter.

Interview with TJ Detweiler, Men's Care Team Manager

OC: How do Care Ministers fit within the services OurCalling offers?

TJ: Many people first come to OurCalling for essentials like meals, clothes, or showers, but they soon discover there's more support available. Over 15 years, we've developed a process for our Care Ministers (CMs) to help connect individuals with community, dignity, faith, and resources to rebuild their lives.

OC: What does a 1:1 appointment with a Care Minister look like?

TJ: In a one-on-one meeting, the CM gathers some basic information and dives deeper into what's keeping the individual on the streets. Through these conversa-

tions, we share the gospel, help them set goals, and create an exit plan tailored to their needs.

OC: How do Care Ministers help homeless neighbors get off the streets?

TJ: When a person is ready to take the next step, the CM works with them on an exit plan, coordinating with our Placement Solutions Team to review program options. The CM supports them through the application process, providing guidance and assistance with details like transportation to ensure a smooth transition.

OC: What happens once someone gets off the streets?

TJ: Our support doesn't stop once they enter a program. We regularly



check in to see how things are going. If the program isn't a good fit, we'll help them find a better match, staying by their side every step of the way.

OC: What was a big win this year?

TJ: Thanks to the Ambassador's Giving Club of Dallas, we hired another Men's CM, which allowed us to be more proactive in our approach. Now, we have a CM at the front desk welcoming newcomers and another observing the café to engage those who've been with us a while. As a result, we've been able to more rapidly get people off the streets who just became homeless. Additionally, we've had huge success recently seeing people who have been on the streets for 10 years decide to

finally get off the streets.

OC: Why is the Care Minister role so integral to OurCalling?

TJ: The Care Minister's role is to love each person as an individual. Many individuals go weeks without hearing their name. We get to know their name, sit down with them, and extend a hand-up when they're ready to leave the streets.

Our support continues after entering a program, with regular check-ins to track progress. If the program isn't a good fit, we'll help them find a better match and stay by their side throughout the process.

WHAT IS A PLACEMENT?

Andrew Lallerstedt, Placement Solutions Manager

Willie's Journey to Recovery

Our Street Outreach Team met Willie summer of 2023. After years on the street, Willie was ready to make a change. Our Placement Solutions Team quickly connected him with a faith-based recovery program that aligned with his goal to pursue sobriety.

In the fall of 2024, Willie reached out to tell us he's the happiest he's ever been. He graduated from the program and is now thriving in a re-entry program, gaining the support he needs to secure a job, a vehicle, and stable housing. Stories like Willie's highlight the power of focusing on recovery as a foundational step toward lasting transformation.

Willie, Summer 2023



Willie, Fall 2024



Placements help people get out of homelessness. They are the next step in a journey toward a sustainable life off the streets.

In 2024, we successfully facilitated 1,376 placements off the streets, including:

- 20% placements into medical stabilization agencies (hospitals or detox)
- 28% placements into shelters that facilitate their entry into permanent supportive housing
- 33% placements into program agencies (recovery, psychotherapeutic, discipleship programs)
- 19% placements into housing

THE JOURNEY OUT OF HOMELESSNESS

Going the Extra Mile

In 2024, our out-of-state placements expanded, as we placed 203 individuals outside of the DFW area. We are dedicated to placing individuals into the right program for their needs, and sometimes, that means sending someone out of state to receive the best care possible (this often is the case for our female guests escaping trafficking). Our Placement Solutions Team conducts quarterly visits with both local and out-of-state agencies to ensure we are building reliable partnerships nationwide that expand our capacity to help those we serve.

A Focus on Recovery

A significant focus last year was on recovery placements, which have outpaced all other types of placements. Our primary goal is to help individuals achieve stability in healthy, community-based recovery programs, a critical foundation for sustainable living. Experience has taught us that securing housing without addressing deeper needs can lead to individuals facing the same challenges again. By prioritizing recovery before housing, we aim to set people up for enduring success off the streets.

Streamlining Placements Through Technology

We improved the efficiency of our placement process by launching a new feature in our proprietary software. This feature streamlines the placement process and can utilize artificial intelligence to provide the best 'exit plan' options for each guest. It allows us to gather essential information, maintain ongoing communication, and ensure each individual is matched to the most appropriate solution off the street. As a result, we're placing more people in the right places in record time.

2024 Placement Milestone

Analysis of our Placement Program data revealed a very encouraging trend in our mission to connect our homeless neighbors to appropriate long-term care.

In 2022, we were able to help 17 people who'd been homeless for 10 years or more break the cycle of homelessness. In 2024, that number was 64 people!

In 2024, nearly QUADRUPLED the number of long-term homeless individuals that we helped off the streets!

BRAVING THE COLD

Taking Risks to Save Lives

Eric Clay, Donor Engagement Coordinator

On the night of January 12th, 2024 overnight lows dropped to 29 degrees. Two days later, the brunt of an arctic front moved into the region, pushing daytime highs into the lower 20s and overnight lows down to 10 degrees. This kind of severe weather can be deadly for those experiencing homelessness. The first year of exposure to these temperatures leads to frostbite, the second year to amputation, and the third to death.

To keep our homeless friends safe from the bitter cold, OurCalling, in collaboration with Austin Street Center and other partners, operated a 24/7 Inclement Weather Shelter (IWS) from January 12th to 21st 2024, sheltering

more than 2,000 unique people during the 10 days. This response is a far cry from the start of inclement weather services at OurCalling.

Brandon Wallace has been on staff at OurCalling for 10 years. He recalls in 2017 when Wayne Walker came to employees in the breakroom to report an incoming cold front and shared his thoughts about how we could best serve our neighbors. After laying out a rough sketch that included individuals sleeping on the floor of the Outreach Center, Wayne asked, “What do you think?” Having just moved into the new facility in April (the second floor wasn’t even finished yet), most probably thought it was a crazy

idea. However, the impromptu meeting ended with “Let’s try it.” We tried it and have learned more each year, refining our processes from “winging it” to a well-prepared plan involving multiple partners who are capable of sheltering 1,000 people at a time.

Brandon has experienced all of the IWS’s that OurCalling has run, but this year, his first as Street Outreach Manager, gave him a different perspective. Serving on the Street Outreach Team means less time at the shelter and more time on the streets. Street Outreach Teams visit known encampments during inclement weather and respond to app reports and emergency calls. Brandon said that the most

significant difference is the change in focus. Setting aside the usual work of building relationships, Street Outreach efforts focus on the urgency of helping people get out of the harsh weather and survive.

The growing complexity of needs at the IWS has matched the growth in size and organizational capabilities. This year, we saw an increase in individuals requiring special needs care—particularly those who may face additional challenges, such as cognitive and physical disabilities. One example involved a blind man who needed extensive care and individual attention from our staff and volunteers. The most heartbreaking part is that there’s

currently no facility equipped to provide permanent supportive services for this high-needs population. When the inclement weather crisis ends, they leave the shelter with nowhere else to go. This is why we’re raising funds to build OurCommunity—a place where they can have a permanent home, receive specialized care, and live in a community that allows them to age with dignity.

The women’s area also grew, with more homeless women seeking care. Our women’s team worked tirelessly to create safe, dignified spaces that allowed women to find not just shelter but a community of support. During inclement weather, the Women’s Team focused on providing critical

needs and safety while beginning to discuss longer-term solutions to help women exit homelessness permanently.

As a result of IWS and all the relationships developed, we made 27 placements, acting on exit plans developed during IWS, and put them into action once the temperatures warmed up.

The challenges of inclement weather and high-needs populations will continue to demand our commitment to loving our homeless neighbors as Jesus has called us to do.

Inclement
Weather
Shelter



INCLEMENT
WEATHER
SHELTER
2024

2,000

• Homeless men and women stayed at the IWS for 10 days and 9 nights

436

• Volunteers served 1,645 hours

20,000

• Meals were served

10

• Local agencies partnered with OurCalling and Austin Street Center to provide meals, shelter, medical transportation, and more

REUNITED!



Our Street Outreach Team met T on the streets during inclement weather. He lived in a home, but due to some cognitive and communication barriers, he was unable to tell us where he lived. It was clear T was lost and confused, and we had no clue how long he had been on the freezing streets.

He agreed to come with us to the shelter while our team worked on a plan to find his home.

Later that evening, T and OurCalling were featured on the news, and people from his home saw the segment! They immediately came to the shelter to get him. Praise God for all the unique opportunities we have during inclement weather to help people off the streets and reunite them with family!



Thanks to reports sent via the OurCalling app, our Street Outreach Teams can connect with those on the streets! Download the app today and make a difference this cold season!

BREAKING GROUND, BUILDING HOPE

A Beautiful Beginning for OurCommunity and the Most Vulnerable

Juliana Williams, Chief Advancement Officer

On the first day that Texas' intense summer finally gave way to autumn, I found myself standing in the back of a small gathering of supporters, advocates, and partners, grinning uncontrollably. After three and a half years of passionately championing the need for OurCommunity, the whole experience felt surreal. We were breaking ground on Phase I of an unprecedented, permanent, supportive community for our most vulnerable homeless neighbors. God gave Wayne and the team an incredibly bold vision, and each person here brought their time, talent, and resources because they believed in it, too.

Listening to Wayne share the excitement about starting construction on streets, utilities, and the first neighborhood was powerful, but what truly moved me was the thought of welcoming our first residents by the end of 2025.

When Jesus spoke in Matthew 25:40 about "the least of these," I can think of no better match than the future residents of OurCommunity. Not because they hold any less worth in God's eyes—after all, every person is created in His image (Genesis 1:27)—but because they are often the ones society has rejected, dismissed as "too difficult" or "too complex."

And yet, here I stood, witnessing a glimpse of heaven on earth—a true "thy kingdom come, thy will be done" moment—brought about by remarkable supporters who felt God's call to sacrifice, take risks, and create a lasting home for elderly, disabled, and deeply traumatized individuals.

The groundbreaking ceremony was a testament to God's faithfulness and His boundless love for His cherished people. This wasn't the finish line for this transformational project—it was a beautiful new beginning.



RESIDENT PROFILES

At OurCalling, we've met thousands of homeless individuals who desperately need OurCommunity. While some of these dear friends have sadly passed, others continue to survive on the streets, waiting for the opportunity of permanent housing and support that OurCommunity will provide. Below are some of the individuals who hold a special place in our hearts and who would thrive as residents of OurCommunity.

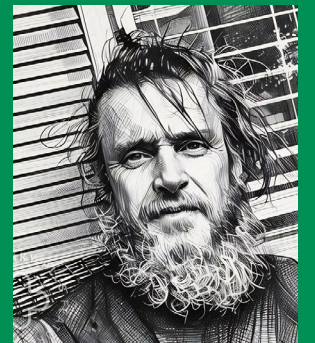


Penelope, 63

Penelope's childhood was marred by extreme violence, with her mother's murder and subsequent recruitment by her father into strip clubs, leading to years of trafficking.

Penelope lived with Dissociative Identity Disorder, often exhibiting childlike behavior, and endured ongoing physical and sexual abuse on the streets.

There were little to no programs that could both address her mental health challenges and trauma. Given her vulnerability, independent living wasn't viable. She needed a supportive community with wrap-around services to aid in her recovery. Sadly, Penelope was hit by a truck and killed while walking to her camp one evening. OurCommunity would have been the perfect home for her.



John, 64

John has been homeless for a long time. He is not addicted to drugs or alcohol. Still, he has severe mental health and physical challenges that make it difficult for him to care for himself.

He has been found on the streets, nearly dead, and taken to the hospital by good Samaritans multiple times. John has lived in housing, group homes, and motels, but his inability to care for himself makes his stays in housing short.

Doctors have agreed that John is incapable of caring for himself. OurCalling staff can't find assisted living options that will accept him. We consistently pray that John lives until OurCommunity is built so that he can receive the wrap-around care and community he so deeply needs.

Learn more about OurCommunity at www.ourcalling.org/community

HOPE SHINES BRIGHT



OurCalling’s Light Up The Streets Gala Raises Nearly \$500K

Ali Hendricksen, Senior Manager of Communications

OurCalling hosted its Light Up The Streets Gala on Friday, November 1st, 2024 at the Thompson Hotel’s National Ballroom. With a lively 1920s theme, over 300 attendees came together to celebrate OurCalling’s mission, supporting efforts to help individuals experiencing homelessness find pathways off the streets and toward Christ.

The night featured vintage touches like a speakeasy-inspired champagne wall and exceptional cuisine crafted by The Thompson Hotel’s scratch kitchen. Guests experienced interactive displays showcasing OurCalling’s impactful 2024 achievements and took an immersive journey through the critical stages of service that OurCalling provides to those in need. The reception featured exclusive auction items, a vintage photo booth, and a live painting by acclaimed artist Rolando Diaz.

Led by event chair Catherine Lowe and generously presented by the White Rhino Coffee Foundation, the evening’s highlight was an inspiring auction and the remarkable generosity of attendees, raising \$491,000 to fuel future efforts!

The night concluded with a moving performance of “Come, Jesus, Come,” as guests lit up the Dallas skyline with their hopes and prayers for those in need.



“We attended three galas last weekend, and OurCalling’s was the highlight! The venue, the decor, the theme, and the food were impeccable. Registration was seamless, the staff was warm and welcoming, and the service was excellent. But most importantly, you all certainly did the best job of sharing your passion for the ministry and for those you serve. That was a real blessing.”
- Gala attendee



WHY WE SERVE

Melody Brunner, Volunteer Engagement Manager

At OurCalling, we are blessed to have volunteers from all walks of life who dedicate their time to helping those experiencing homelessness. We spoke with three of our dedicated volunteers—George, Janet, and Barry—to understand what inspires them to serve and what keeps them coming back week after week.

GEORGE

Volunteer Since: August 2024
Role: Guest Services

Q: How did you hear about OurCalling, and what inspired you to get involved?

A: George’s connection to OurCalling goes all the way back to a long-standing friendship with Wayne Walker, who once supported George’s late son, Scott. “Wayne let Scott get on his team and treated him like family, even though he was just a volunteer. I’ve been following Wayne and this organization ever since,” George shared. After his wife passed away last year, George started volunteering in honor of his son.

Q: Why do you serve, and what keeps you coming back?

A: “I just want to give something back,” he says. “If my son were still alive, he would be serving here.” Through his role in Guest Services, George has come to appreciate the impact OurCalling has on the homeless community. “I thought people were homeless

by choice, but I learned that many simply do not have access to enough beds,” he explains. “This organization does great work, not only providing for physical needs but giving people some faith to live by.”

JANET

Volunteer Since: February 2022
Role: Women’s Center

Q: What inspires you to serve here?

A: “I believe God wants us to serve others,” Janet says. “Going to church and studying the Bible is wonderful, but I think God calls us to serve, just as Jesus did.” Janet is particularly inspired by the dedication of OurCalling’s staff. “These people have my heart. They come every day, giving so much of themselves. Coming from a business background, I admire the compassion they show—it’s truly wonderful.”

Q: Have any relationships at OurCalling impacted you?

A: Janet finds daily inspiration

Stories from OurCalling Volunteers

from both the staff and the guests she meets. She has watched guests like Winifred and Kimber grow, find purpose, and contribute to the community. “They are wonderful, and I love seeing them each time I come,” she says. Janet also speaks highly of OurCalling’s staff, describing them as “calm and wonderful” and always ready to support the volunteers with patience and kindness.

BARRY

Volunteer Since: January 2023
Role: Kitchen

Q: What first brought you to learning about OurCalling?

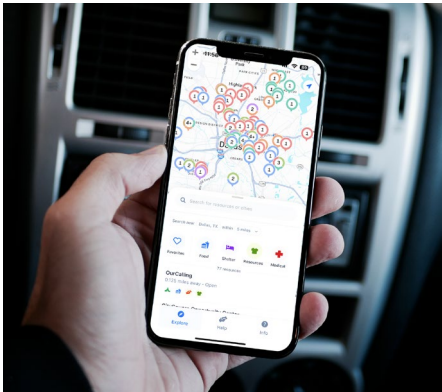
A: Barry, a retired Birmingham native, found OurCalling through Pastor Rodney Lara and joined shortly after. With a desire to stay active and make a difference, Barry started volunteering in the Guest Intake area, but he found his true calling in OurCalling’s kitchen. “I try to come on Tuesdays and Thursdays, and it’s fulfilling. It’s just part of my DNA now,” he explains.

Q: Who has had the biggest impact on your time here?

A: For Barry, it’s the people he works with in the kitchen, especially Charles and Abel. “They’re

professionals, and I appreciate the structure they bring,” he says. Barry has even joined Charles’ small group, building a bond that has enriched his experience. “It’s a good place for me to spend a couple of days a week,” he adds.





EVERYTHING WE DO BEGINS WITH YOU

Juliana Williams, Chief Advancement Officer

“Oh, the joys of those who are kind to the poor! The Lord rescues them when they are in trouble.”

Psalm 41:1, NLT

I’ve had the privilege of sharing lunches and walks through OurCalling with many of you (and if we haven’t yet, I’d love to!). I often hear how amazing we are for serving our homeless neighbors. While I agree that we have a dedicated and passionate team, I always feel a bit uncomfortable when I hear this. The truth is, we’re just like you—God placed compassion in our hearts and called us to act, and we simply said yes.

None of this happens without you. Every meal served at OurCalling is because individuals like you come to chop vegetables or wash dishes. Every piece of clothing provided is because you cleaned out your closets and drove to OurCalling to bless our neighbors. Every neighbor we meet is because you used the

app, gave out a directory, and helped spread the word at your church. Every session a Care Minister has with a guest is because of your donations, and every life-changing program that we are able to offer our guests is because of your generosity. Every life is transformed because we are doing this together.

Every January, we start with \$0 raised and a lot of faith that God will provide. Despite economic challenges, shifting donor priorities, and grants that skip years, He always provides—through you.

Thank you for your “yes,” for partnering with us, and for loving our homeless neighbors as you love yourself. If you’re not already, here are some great ways to get involved in our mission in addition to giving:

VOLUNTEER Volunteering at OurCalling offers a unique chance to make an impact by supporting our homeless neighbors with essential resources, meals, and meaningful conversation. Visit ourcalling.org/volunteer to learn more.

DOWNLOAD THE APP extend the efforts of our Street Outreach Team—download the [OurCalling App](#) on your mobile device and use it to submit information about a homeless individual you see. Our Street Outreach Teams use GPS coordinates to locate the encampment and offer vital services to those you submitted.

OUR DIRECTORY Keep copies in your car—OurDirectory is a small booklet with essential Dallas-based information for our homeless neighbors, such as the locations of all shelters, medical clinics, and food pantries. Hand a directory and a small bottle of water to those you might encounter on the streets. Order them at ourcalling.org/directory.

CLEAN YOUR CLOSETS OurCalling gladly accepts new and gently used clothing items, and blankets. Donate as a family, or gather your local church or business to hold a donation drive for OurCalling! Email development@ourcalling.org to learn more.

SHARE OURCALLING WITH A FRIEND

- Follow us on social media and share our content with your friends.
- Invite your friends for a Lunch & Learn visit to OurCalling. Email: development@ourcalling.org to schedule.
- Share this impact report with a friend! (We will happily send you a replacement copy!)

Thank you for your “yes,” for partnering with us, and for loving our homeless neighbors as you love yourself.

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Liesl Ricciardelli
Bonnie Thompson
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FINANCIALS

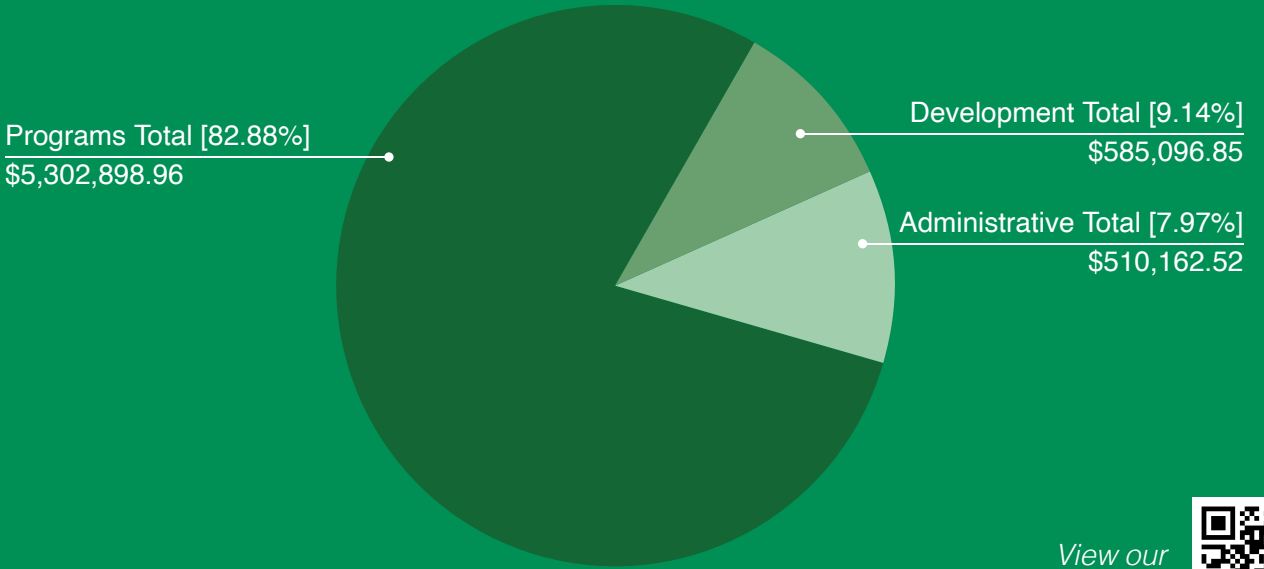
OurCalling is annually audited, Candid Platinum, accredited by the Evangelical Council of Financial Accountability, and Certified Transparent by Excellence in Giving. OurCalling is funded by over 3,000 individuals, foundations, churches, and businesses.

OurCalling is a 501 c3 nonprofit. Tax ID: 26-4430860. Incorporated in 2009.

REVENUE SOURCES



EXPENSES



*2024 Unaudited Financials





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