



HOPE CLINIC
delivering hope & health

2023
**Annual
Impact
Report**

BOARD MEMBERS SERVING IN 2023

President Kyle Redel
(The Parks Church)

VP Teresa Craighead
(Retired)

Treasurer Melissa Willmarth
(CPA)

Secretary Joy Steed
(Community Volunteer)

Steve Twyman, MD
(Clinic Co-Founder)

Nick Benavidez
(Retired)

Julia Wiener, PHD
(JW Strategies)

Lacie Reitmeyer, MPH, RN
(Community Volunteer)

Rachel Darling
(Marketing)

Jeff Williams, DDS
(Retired)

Kevin LaMarca
(Attorney)



KYLE REDEL

President, Board of Directors

Dear Friends,

With gratitude in our hearts and optimism for the future, we reflect on the meaningful strides we've made in 2023!

As you read through this Annual Impact Report, join us as we acknowledge God's guidance, and recognize that our mission to provide compassionate healthcare is woven into the very fabric of God's love for His people.

This annual report is more than a collection of statistics; it is a testament to dedication of our board, staff, volunteers and donors. Let us not only celebrate the milestones, but also recognize the divine connections that have allowed us to serve with purpose.

Your commitment to Hope Clinic reflects a shared belief that through faith, we can be instruments of healing and vessels of hope.

About Us



Hope Clinic's vision has always been to become the full-time medical home for over 1,000 uninsured residents throughout Collin County.

2023 Highlight: Met Active Enrollment Goal

In May of 2023, we exceeded our goal of 1,000 actively enrolled patients. Moving forward, we seek to continue serving and maintaining a minimum of 1,000 patients who entrust us with their care.



Delivering Hope and Health

Our mission is to share the love of Christ by partnering with our community to provide quality, compassionate health care to our medically underserved neighbors..

Hope Clinic strives to create a space where everyone is treated with dignity, respect and love while delivering high-quality medical and mental healthcare.

Our values flow from the person and work of Jesus.

Services We Offer

Hope Clinic is a non-urgent, primary care clinic where paid staff and volunteer licensed professionals provide free medical care for Collin County residents who have household incomes at/or below 200% of the federal poverty line. In 2023, that equated to an individual earning less than \$29,160 or a household of 4 making \$60,000 per year.

Our 2023 in-clinic services included:

- ✓ Annual Exams, Sick Visits, Well-Woman Exams, & Chronic Disease Management
- ✓ Mental Health Counseling, Pain Management, Gynecology & Vision Specialist Clinics
- ✓ Low, to No-Cost Prescriptions and Free Labs



2023 Highlight: Patient Benevolence Fund



Our board established this fund in 2023 thanks to the generosity of a large one-time gift, as well as additional designated funds, for the purpose of assisting established patients with medical needs that cannot be met with current resources or through established avenues with partner organizations. Over \$65,000 was spent to help over 77 patients in 2023, which includes counseling.

2023 Highlight: Increased Partnerships with Specialists



The creation of a Referral Coordinator position on staff has allowed us to increase our partnerships with medical specialists who agree to see our patients in their offices. In 2023, we referred over 446 patients to over 25 specialists, which included 29 surgeries.

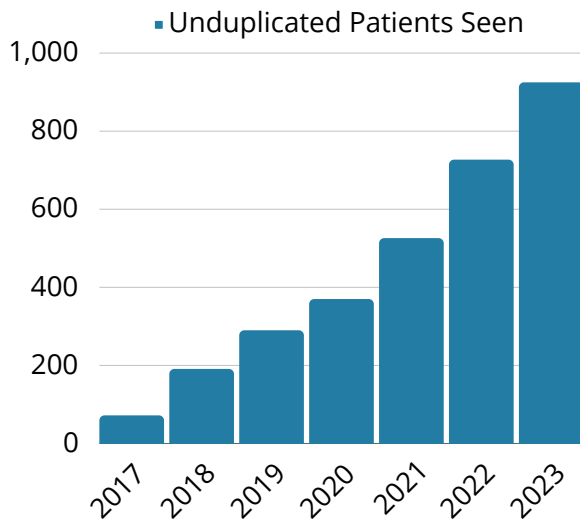
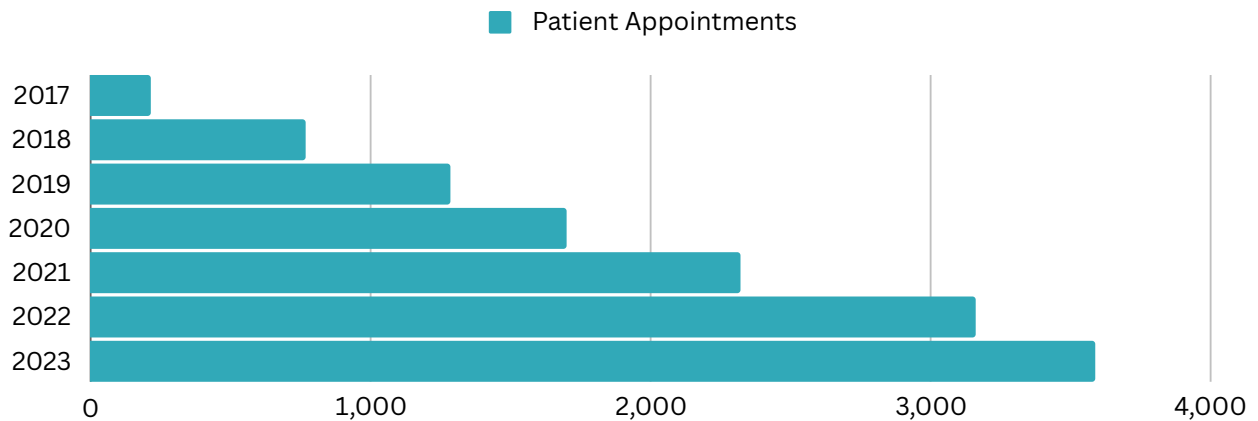
Growth & Performance



2023 Highlight: Increased Patient Appointments & Patients Served

As shown in the charts below, Hope Clinic has steadily increased the number of patient appointments year over year, starting with 217 in 2017 and **servicing 3,588 in 2023.**

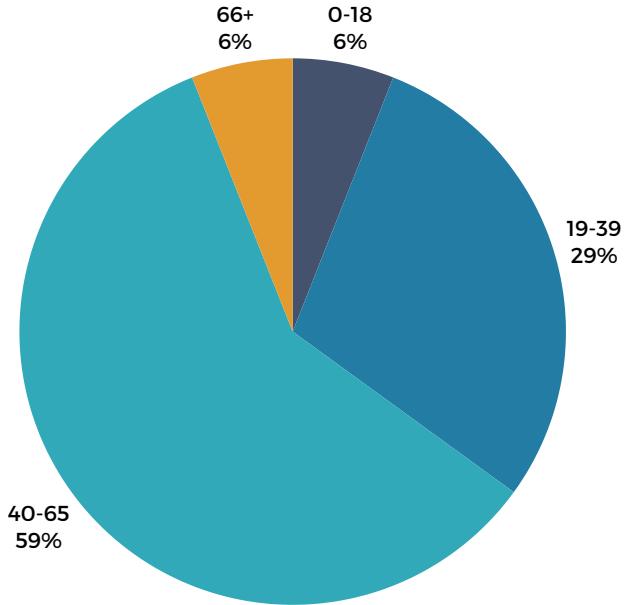
The actual number of unduplicated patients has also risen each year, starting with 72 in 2017 and **reaching 925 in 2023.**



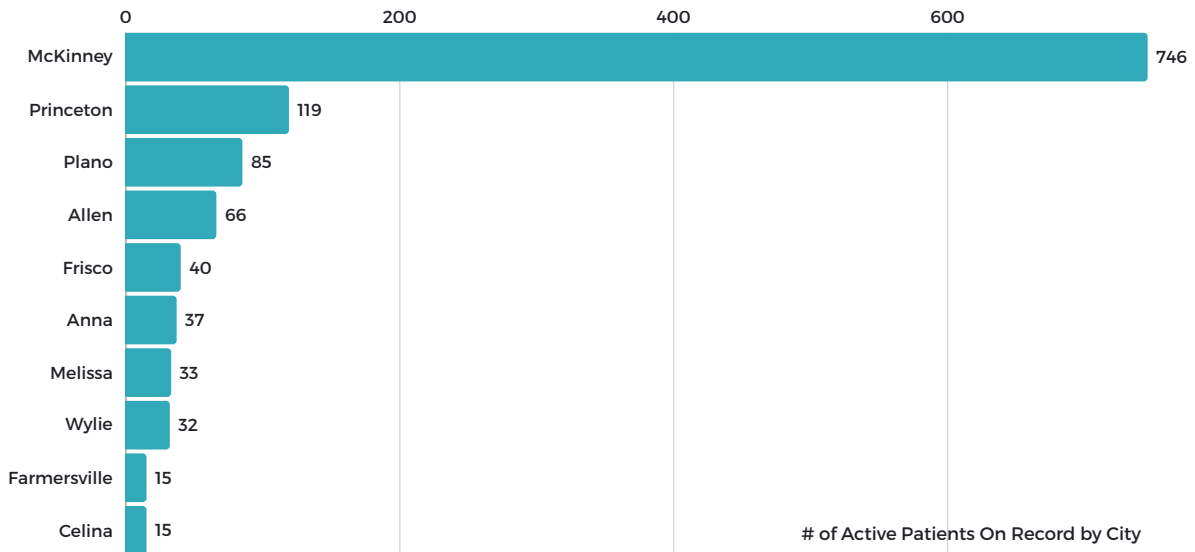
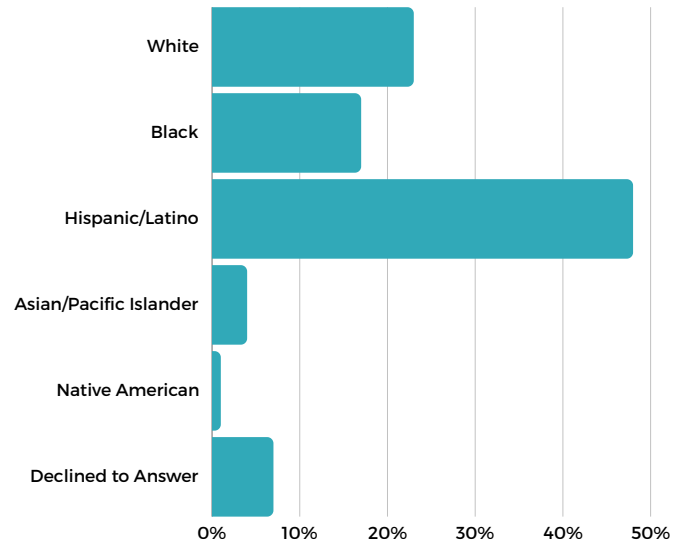
473
New Patients
Enrolled
in 2023

Patient Demographics

Patient Age :



Patient Race/Ethnicity by Percentage



67% of Our Patients are Female

33% of Our Patients are Male



2023 Highlight: Enrollment of Patient #2000

This milestone was celebrated as it is a tangible way for staff and volunteers to recognize just how many have walked in and out of our doors since opening in 2017. At the close of the year, our total patient enrollment since inception had exceeded 2,300.

Patient Satisfaction

Patient Quality of Care :



According to our cumulative Patient Survey since 2019, 100% of all patients responding rate their quality of care as 5 Stars! (On a rating of 1 to 5 stars)

Patient Health Improvement:



This same survey shows that 95% of respondents feel their overall health has improved since becoming a Hope Clinic patient.

No Treatment Before Hope Clinic :



60% of all patients responding said they were NOT receiving any medical care before coming to Hope Clinic and 18% said they were going to their local ER.

ER Visits Decrease After Hope Clinic :



After becoming a Hope Clinic patient, 55% of survey respondents said they have decreased their use of the ER.

Patient Story: *A resilient 60-year-old woman, navigating the challenges of chronic kidney disease, diabetes, heart concerns, and thyroid issues, walked into the clinic seeking assistance. Her life took an unexpected turn when her husband, after decades of marriage, disclosed not only infidelity, but also his decision to leave her. This revelation left her not just emotionally shattered but in financial straits, with no savings or insurance.*

Adding to her concerns, she found herself as the primary caregiver for her mother, amplifying stress in her life. In the midst of these trials, Hope Clinic became a beacon of support, offering a lifeline through various avenues, including: peace of mind through STI Testing; financial assistance for kidney ultrasounds thanks to a nephrologist referral partner and comprehensive diabetic/thyroid care and necessary medications. She also received access to dental resources, addressing two decaying teeth contributing to her medical challenges, and utilization of consistent counseling for depressive and anxiety disorders on her well-being. In the face of adversity, this patient found not just medical care, but a compassionate community at Hope Clinic, helping her rebuild her life one step at a time.

Volunteer Impact

Not to sound cliché, but the impact made by Hope Clinic volunteers is priceless. Not only do they come alongside our paid staff to fill voids, but their presence in our clinic in 2023 allowed us to reach our vision of serving patients full-time, Monday-Friday and one Saturday per month. We cannot thank them enough for their faithfulness to serve our patients as either a provider, nurse, tech, scribe, interpreter, patient advocate or front/back office assistants. And why do they serve? Board Member and Patient Advocate, Nick Benavidez, sums it up this way: ***“Serving at the clinic is so fulfilling and has reminded me that we are all created in the image of our Creator; it has become my mission field.”***

2023 Highlight: 133 Active Volunteers

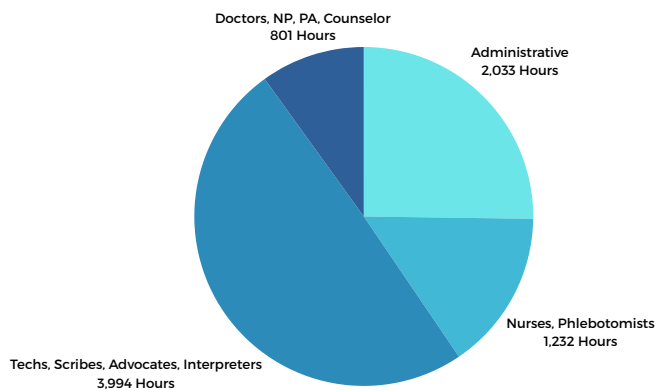
By the end of 2023, our active volunteer count totaled 154. Of these:

- 41 were licensed/certified medical professionals (20 of which were doctors, nurse practitioners or physician’s assistants)
- 18 were nurses/phlebotomists
- 3 were mental health counselors
- 44 served as scribes or techs
- 48 served as interpreters, patient advocates or front/back office volunteers

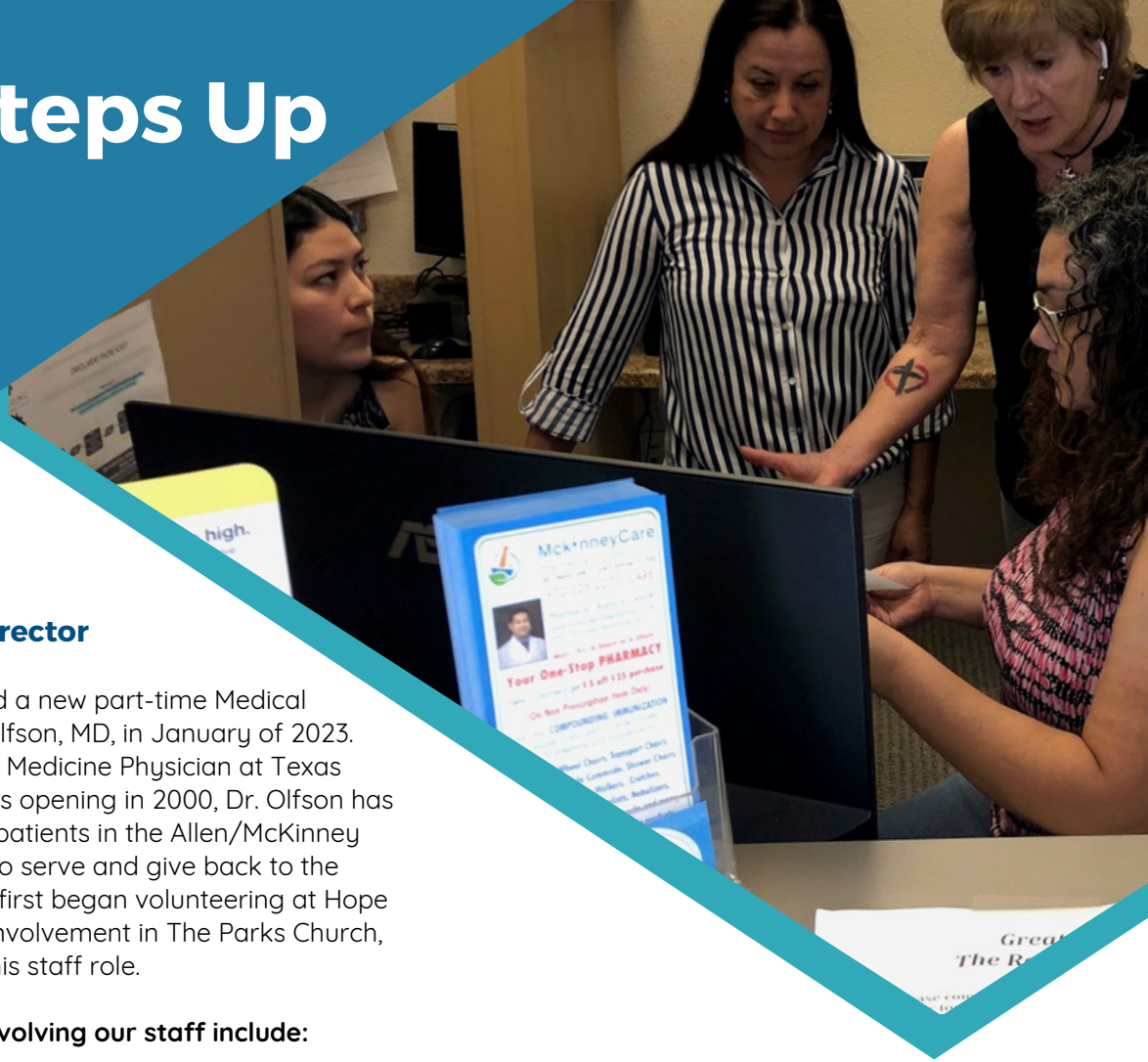
2023 Highlight: Over 8,060 Volunteer Hours

At the start of 2023, Hope Clinic introduced a new volunteer software which streamlined communication as well as the posting and signing up for volunteer shifts. But the biggest perk was better tracking and viewing of service hours as volunteers began signing in/out for their shifts using their phones or in-clinic iPad.

The chart below shows the total hours served in each area of service.



Staff Steps Up



2023 Highlight: New Medical Director Joins Team

The clinic welcomed a new part-time Medical Director, Theresa Olfson, MD, in January of 2023. Also an Emergency Medicine Physician at Texas Health Allen since its opening in 2000, Dr. Olfson has seen thousands of patients in the Allen/McKinney area. She wanted to serve and give back to the community, so she first began volunteering at Hope Clinic through her involvement in The Parks Church, before accepting this staff role.

Other highlights involving our staff include:



New Nurse Practitioner & Nurse

Ese Nosakhare, ACNPC-AG, and Misty W., RN, both joined the team, making us fully staffed by end of 2023.



4 New Administrative/Support Staff

- Joli Woodward - Office Manager
- Lelia Spinella - Referral Coordinator
- Christen Myers - Volunteer Coordinator
- Arely Chavez - Interpreter/Office Asst.



In-Clinic Mental Health Counselor

Thanks to a new partnership with The Center for Integrative Counseling and Psychology, Paola Villegas, LPC-A, now sees our patients in our clinic every Wednesday.



Another Clinic Expansion

Our staff worked diligently to expand by another 1,000 square feet, giving optometry its own space and adding offices and meeting space,



Community Outreach

Hope Clinic staff participated in 17 community and church events and made 8 public presentations, spreading the word about Hope Clinic.



Clinic Fundraising Events

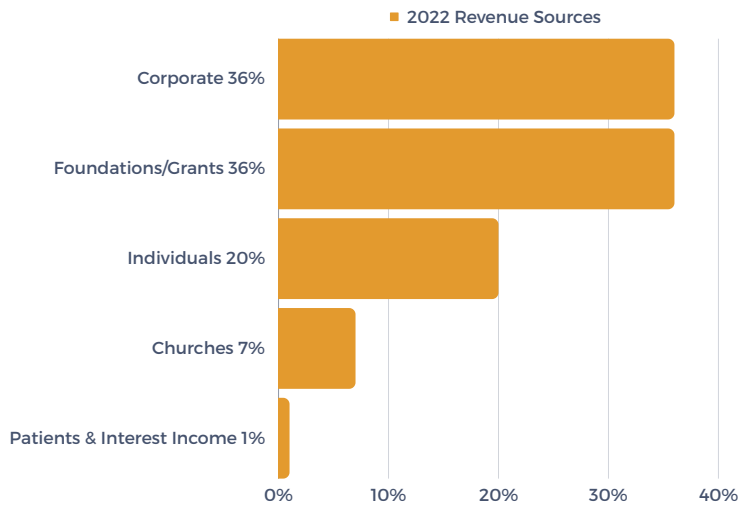
We celebrated our 6th birthday with 550 people at Hope Rising 2023: A Night of Comedy, with comedian Jeff Allen. Over \$46k was raised! North Texas Giving Day included a Lunch Watch Party and raised \$81,555.

Our team collectively celebrates the ability to be fully staffed, as it means having more consistent, available patient appointments and more bandwidth to be even more attentive to patient needs. We are seeing gratitude in patient faces like never before. They are thankful from the moment they come in to enroll as new patients because they feel seen and heard. They are thankful we partner with them in their care and consistently tell us they have never received free care anywhere like this before.

Financial Report

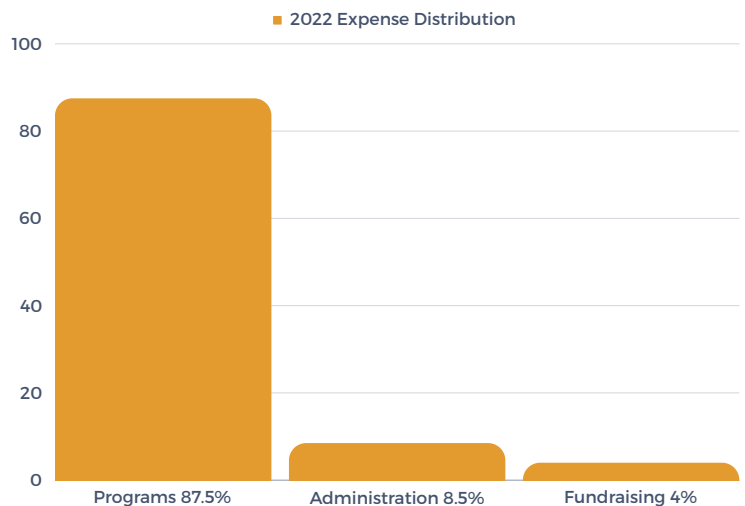
Hope Clinic is committed to being an excellent steward of public trust and community resources. Our financial statements are audited every year by an independent, third party auditor.

This Annual Report proceeds the completion of our our 2023 Audit and IRS Form 990 Tax Return, therefore the percentages shown in the charts below reflect our 2022 audit and tax reports. Actual revenue and expenses are pulled from board-approved 2023 financials.



Total 2023 Revenue:
\$1,031,501

Total 2023 Expenses:
\$947,058



Thanks To These Businesses, Churches, Foundations, & Organizations for Your Support!

4Imprint
Abbott Laboratories
Allen Eye
Amazon Smile
AT&T
Bank of America
Baptist Immigration Center
Baylor Scott & White Health
blockit
Bolos Foundation
Christ Fellowship, McKinney
City of McKinney
Communities Foundation of Texas
Co-Serv Charitable Foundation
Cottonwood Creek Church
Collin County Health Care Foundation
Encore Wire Corporation
Episcopal Foundation of Dallas
First McKinney
First United Bank
Foy, Inc.
Generous Charitable, Inc.
Genzel Plumbing Company
Gil & Dody Weaver Foundation
Globe Life
HEB
Honest-1 Auto Care
Ken Davis Foundation
Kroger
Market Street of McKinney
Melissa Rotary Foundation
Microsoft
Morrow Renewables
Philadelphia Insurance Companies
Preston Trail Community Church
Project Access - Collin County
Prosper United Methodist Church
Raytheon
RBFCU
Ready, Set Grow!
Roofing on Top
Roofing Solutions
Rotary Club of McKinney
Roy & Christine Sturgis Charitable Trust,
Bank of America, N.A., Trustee
SBG Hospitality, LLC
Southern Land Company (Angel Corps)
Stephen & Mary Birch Foundation
Stewart Title - McKinney
Texas Instruments Foundation
Texas Sage Dentistry
Texas Women's Foundation -
Mrs. H.L. (Ruth Ray) Hunt Memorial Fund & H100 Latina Giving
Circle
The Parks Church
Valley Creek Dental Care
W.P. & Bulah Luse Foundation
Walmart

Our appreciation to our 40+
individual, monthly donors or
those who have given a
generous, one-time gift!

You are our...



Join Us! Make An Impact!

God has been SO faithful to meet the needs of Hope Clinic and we sincerely thank you for your interest in our mission! Here are some reasons to give:

- Helps us share the love of Christ.
- Keeps our primary health care appointments free.
- Allows us to offer FREE or low-cost prescriptions and labs.
- Gives our patients a quality, compassionate emergency room alternative.
- Connects our patients with other community resources (food, housing, employment).
- Helps us cover general operating expenses, which helps decrease appointment wait-times.
- Helps us recruit and thank volunteers.
- Helps us continue being the trusted medical home to over 1,000 Collin County patients.

www.hopeclinicmckinney.org/donate



Hours:

Open Monday-Friday, 8:30 am to 5 pm and
Third Saturday of each month, 10 am - 2 pm
Closed for lunch each weekday, Noon - 1 pm



Phone :

469.712.4246



Address :

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McKinney, TX 75069



Website :

www.hopeclinicmckinney.org