

HEALING HANDS MINISTRIES

2014 ANNUAL REPORT



OUR MISSION

Healing Hands Ministries extends the hand of God to provide quality medical and dental care to the residents of Lake Highlands and adjacent Dallas communities.

OUR VISION

Hope for the Spirit, Health for the Body.

OUR TRADITION

Healing Hands Ministries believes in treating the whole person—body, mind and spirit. Here each patient is treated with respect and dignity. Patients pay based on a sliding scale of their families' incomes so that individuals who might otherwise go without care due to lack of funds find a medical home at Healing Hands Ministries.



A MESSAGE FROM

JANNA GARDNER, RN, COHN-S



2014 was an exciting year for Healing Hands Ministries (HHM). We were able to achieve more than we ever thought possible by making strategic decisions to improve our business model while continuing the commitment to provide dignified, quality care to our patients.

HHM prayerfully made the decision under the Board's leadership to invest in human capital that could further our mission. Assured that these individuals shared our core values and understood the heart of our mission, we hired our first Chief Financial Officer, Information Technology Manager, and Billing Verification Coordinator. These key leaders allowed us to ensure our financial policies were in accordance with best practices, the ability to bill using our electronic medical record, and benefit from a leader who could manage our rapidly growing IT Network. Upon realizing we also needed someone to head our quality management efforts, HHM hired a Director of Quality Management to hold us accountable to the high standards we practice diligently.

Great work was done the first three quarters of the year to prepare us to add electronic dental records, which would provide a higher level of

care and efficiency for our dental patients. Our relationship with Texas A&M Baylor School of Dentistry grew, increasing our ability to see dental patients by 88 percent.

The clinic was flourishing, but there seemed to be something missing. I began to understand that HHM could not realize its dreams of expanding our care and services to all medically underserved patients without a partner who would share the burden. It would take a unique person—a physician leader with a God-given heart to serve all people, no matter how sick or vulnerable they were—to pave the way for a future that could include behavioral health, a pediatric service line, a women's health program and who knows—possibly a program that would offer pregnant women prenatal care in a kind, compassionate way. God burdened my heart and then did the miraculous, gifting me with my friend Dr. Chris Berry.

Dr. Berry and the HHM team share the same passion to serve by offering compassionate, dignified care to the most vulnerable. The results of his joining the HHM family as medical director are best described through the eyes of our patients. They are the ones who motivate our God-given passion to serve. They are the ones who encourage us to face the challenges of delivering health care when resources are few. Patient Maria Quijada is but one example of the good

work Healing Hands Ministries does every day. As you read Maria's story, I challenge you to think of a time when you really struggled and needed the help of another.

Imagine if you had no hope of receiving help. What if you had no hope of providing medical or dental care to a suffering member of your family? What if that family member was one of your children or your mother? The hopelessness you would feel would be relentless and heartbreaking. You would move heaven and earth to help your family while making a personal sacrifice to forego your own health needs. This happens every day in our city.

Help us change this reality. Share your time, talent, and treasure with Healing Hands Ministries. Every dollar that is given to HHM is stewarded to provide lifesaving programs for children and their families. You may personally contact me at jannagardner@hhmtx.org, and I would be happy to share with you how you can make a difference by investing in Healing Hands Ministries. Please join us in carrying on the tradition of excellence by helping us to further our mission. We would be happy to work in partnership with you to provide hope for the spirit and health for the body!

Janna Gardner
President and CEO
Healing Hands Ministries



Maria Quijada
PATIENT SPOTLIGHT

It was a cold night in El Salvador in 1962 as Maria Quijada, just four years old at the time, worked to build a small fire. She turned her back to the fire to warm herself without realizing she was stepping too close.

"Before I knew it, my hair and back were on fire," said now 57-year-old Maria.

Maria was rushed to a hospital in El Salvador where she was given a bleak prognosis.

"They told me I was dying," Maria said. "They gave me blood

transfusions, and I stayed in the hospital for six years."

Several decades and one move across the Gulf later, Maria heard about Healing Hands Ministries. Her friend told her about the low-cost health care for underserved patients and came with her to her first appointment to help complete the paper work.

Her first appointment seemed like many others—a diabetes and cholesterol check-up. She did not realize that this simple doctor's visit would change her life.

"Maria came here for debriding, and we referred her to Parkland Memorial Hospital," Teresa Carillo, lead medical assistant, remembers.

Find the matching puzzle piece to continue the story...

OUR STORY

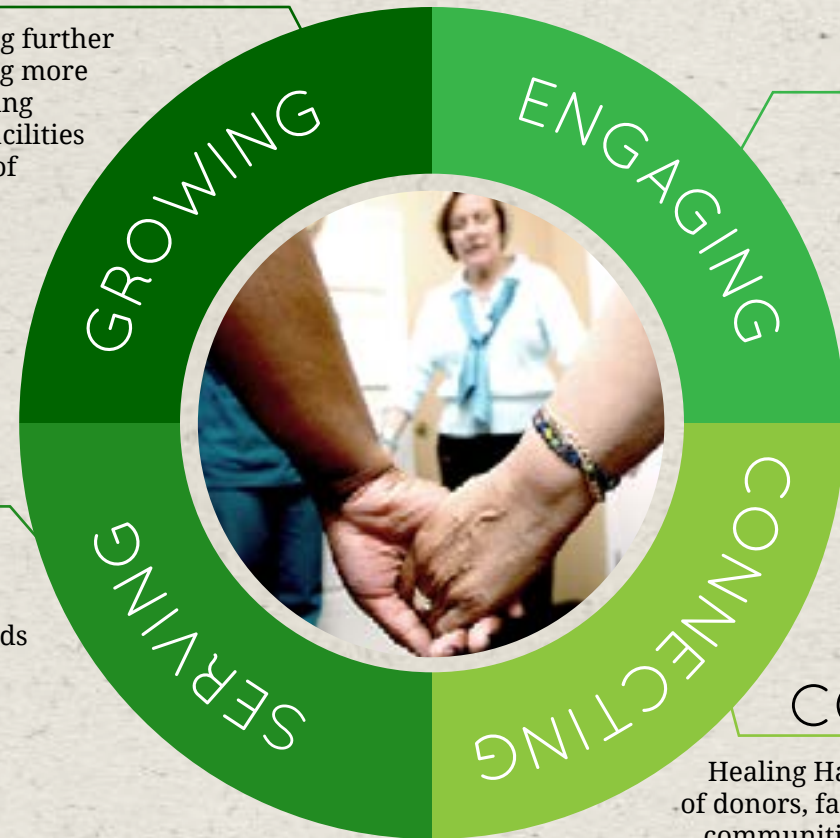
In 2004 while working as a school nurse, our founder, Janna Gardner, became acutely aware of the medical needs of the working poor families in the neighborhood schools. Janna's faith led her to action. With the assistance of volunteers and community partners, Healing Hands Ministries opened its doors two years later. Now Healing Hands is the medical and dental home to 7,000 Dallas County residents in need. Our patients come from all areas of Dallas County to receive quality, integrated care from our health care professionals.

GROWING

Healing Hands is expanding further into Dallas County, reaching more patients everyday. Upcoming expansions will increase facilities to over 10,000 square feet of customized space.

SERVING

Healing Hands currently serves 7,000 residents in Dallas County with a capacity to serve thousands more.



ENGAGING

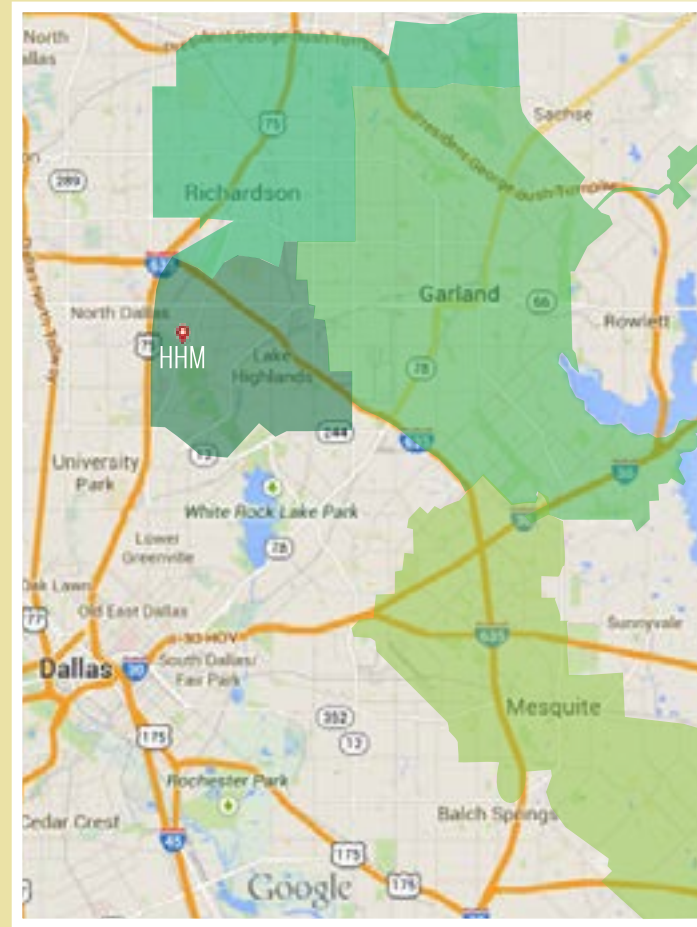
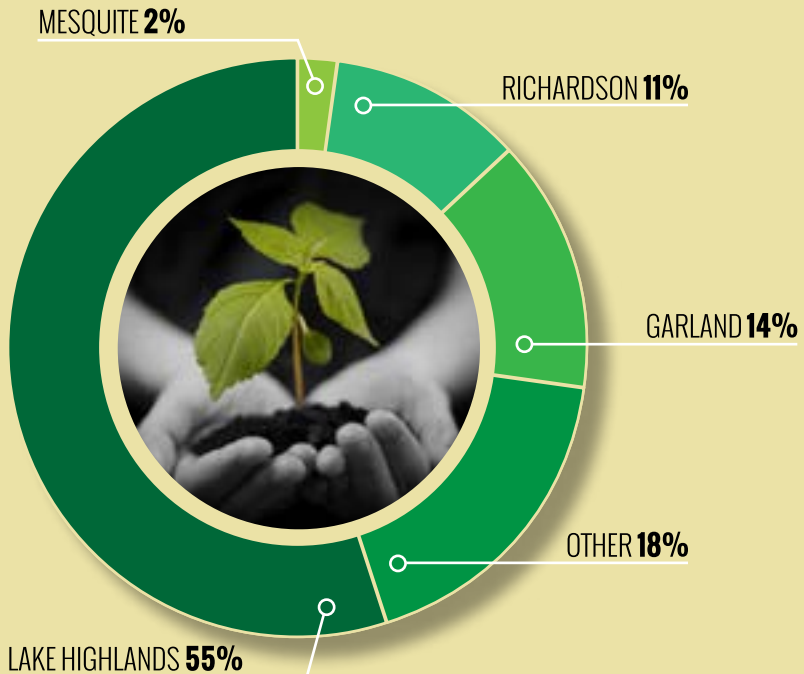
Through Healing Hands, new programs such as Community Cafe and additional Bible study opportunities have engaged patients, volunteers and health care professionals in promoting health, hope and faith.

CONNECTING

Healing Hands has become a network of donors, faith-based partners, medical communities and volunteers that help connect patients to a medical home.

OUR NEIGHBORHOOD

Our patients come from all areas of Dallas County to receive the best care from our health care professionals. Here, you'll find a map of how our patients are distributed around the county.



OUR MINISTRY

BY THE NUMBERS

15,000+ patient visits annually

6 dental chairs in our clinic

101,733 children in our area without health insurance

300+ volunteers

1st charity clinic in Texas to be nationally certified by the NCQA

10,108 square feet of customized space in the new clinic

100 lab draws per week, at no patient expense

72 hour period in which children and their families are connected to a quality medical home

OUR SERVICES

- Care Navigation Referrals
- Chronic Disease Management
- Dental Hygiene
- Dentistry
- Diabetic Education
- Family Practice
- Primary Care
- Gastroenterology
- Gynecology
- Labs
- Minor Surgical Procedures
- Nephrology
- Neurology
- Orthopedics
- Pediatrics NEW!
- Prescription Assistance
- Referral Assistance
- Rheumatology NEW!
- Transportation Services NEW!



OUR FINANCIAL HIGHLIGHTS

AUDITED FINANCIAL STATEMENTS



STAFF SPOTLIGHT
SONIA RANGEL
FRONT OFFICE SUPERVISOR

"Healing Hands Ministries represents caring, giving, and a peace of mind to the patients that are in dire need of medical healthcare."

REVENUES FISCAL YEAR 2014

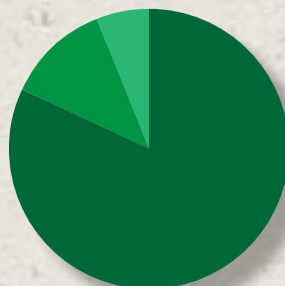
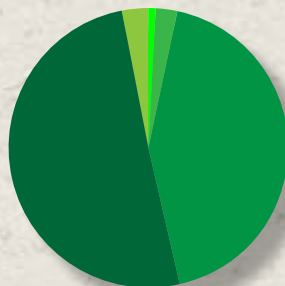
■ Contributions & Grants	\$2,929,427
■ Clinic Donations	\$300,785
■ Special Event Revenue	\$79,008
■ Donated Goods & Services	\$2,152,870
■ Interest Income	\$6,742
■ Other	(\$9,487)

TOTAL REVENUE \$5,459,345

EXPENSES FISCAL YEAR 2014

■ Program Services	\$2,902,141
■ Administration Services	\$417,499
■ Fundraising Services	\$94,249

TOTAL EXPENSE \$3,413,889



OUR FOUNDATION PARTNERS

Healing Hands Ministries is grateful for the many generous grants and gifts we have received throughout our first eight years of operation. Due to the philanthropic vision and support of the following partners, we have been able to assist thousands of Dallas area residents.

A&J Family Foundation
Abitibi-Consolidated Corp. Recycling Division
Abrams Royal Animal Clinic
AmazonSmile
American National Bank of Texas
AON Foundation
Ariail Fischer Gores Advised Fund,
The Dallas Foundation
B.B. Owen Trust
Baker Drywall Mgmt, LLC
Baptist Foundation of Texas
Baylor Health Care System
BBVA Compass Foundation
Big D Kona Ice
BlueCross BlueShield
Bodell Communications, Inc.
Brinker International
Bubba's Cooks Country
Carl B. & Florence E. King Foundation
Carl C. Andersen Sr. and Marie Jo
Anderson Charitable Foundation
Chi Omega Education and Charity Fund
CIS Group, LLC
Clayton Everett Design
Club Corp, Inc.
Comerica Bank Charitable Foundation
Communities Foundation of Texas
Community Services of Doctors Hospital, Inc.
Community Trust Bank
CVS Caremark Charitable Trust in partnership with the National Association of Free & Charitable

Clinics
Dallas Academy of Medicine
Dallas Children's Charities
Dallas City Council Campaign
Dallas Security Systems, Inc.
Dallas Women's Foundation
DataNet Solutions, Inc.
David M. Crowley Foundation
Debbie Perry Designs
Delta Sigma Theta Sorority, Inc.
Doctors Express Urgent Care Center
Dominion Foundation
Elements Massage of Lakewood
Erhard M. Bruhns Foundation
Estate of Mary Frances McKenzie
Exchange Club of Lake Highlands
ExxonMobil Foundation
EZCORP Foundation
Fannie & Stephen Kahn Foundation
Ferguson Financial of Wells Fargo
First Presbyterian Church of Dallas Foundation
First Private Bank
Garland D. Rhoads Foundation
Gaston Episcopal Hospital Foundation
Gil and Dody Weaver Foundation
Golf Galaxy
Goodrich Petroleum Corporation
Gray Reed & McGraw P.C.
Hamilton Exploration Group
Happy State Bank
Harold Simmons Foundation
Harry W. Bass, Jr. Foundation
Hawn Foundation Inc.
Health Care Service Corporation

HealthCap Partners LLC
Herb's Paint and Body Shops
Texas Health Presbyterian
Hill and Wilkinson, Contractors
Hillcrest Foundation
Horace C. Cabe Foundation
Hudson Rush Company
Hunt Consolidated Inc.
J.L. Williams Foundation, Inc.
Jackson Walker
Jill & Dale Hurd Family Fund
Jiv Daya Foundation
Joan N. Weil Charitable Trust
John R. McCune Charitable Trust
Jones Day
JP Morgan Chase Foundation
JS Helwig & Son, LLC
Junior League of Dallas, Inc.
Junk King LLC
Kraft Foods Global, Inc.
L.H. Skillman Partners, LTD
LA Fitness
Legacy Texas Title Escrow
Luck Family Foundation
Lupe Murchison Foundation
M.B. & Edna Zale Foundation
Mary Kay, Inc.
Meadows Foundation, Inc.
Microsoft Giving Campaign
Mimi Foley Memorial Fund
Mobil Retiree Matching Gifts Program
Nancy J. Lewis Revocable Trust
Nationwide Insurance Foundation
Neuberger Berman LLC
Neugent & Helbing, Inc.
Office Depot Foundation

One Hundred Shares- Dallas
ORIX Foundation
Pace Design Group
Parameno Resources LTD
Perkins and Will
Perot Foundation
Pioneer Natural Resources USA, Inc.
Potbelly Sandwich Works
Preston Hollow Presbyterian Church Foundation
QLSWM Law Firm
Quest Diagnostics Foundation, Inc.
Redman Foundation, Inc.
Rees-Jones Foundation
Republic Title of Texas Escrow
Rhodes-Stephenson Charitable Fund
Robert L. Smith & Associates, Inc.
Rotary Club of Park Cities Foundation
Roy and Christine Sturgis Charitable and Educational Trust
Salmon, Sims, Thomas & Associates
Sammons Enterprises, Inc.
Solender/Hall, Inc.
Southwest Risk LP
Southwest Securities, Inc.
Solender/Hall, Inc.
Southwest Risk LP
Southwest Securities, Inc.
Speedway Children's Charities
SQLC Charitable Foundation
Starlight Foundation
State Farm Insurance
Stemmons Foundation
Sterling Bank
Texas Association of Charitable Clinics

Texas Medical Association
The Bank of America Foundation
The Dallas Foundation
The Dental Ranch, PLLC
The Florence Foundation
The Henry W. Bull Foundation
The James D. & Kay Y. Moran Foundation
The Kim Jordan Foundation
The Max and Victoria Dreyfus Foundation
The May and Stanley Smith Trust
The Nation Foundation
The Prayer Closet
The Rosewood Foundation
The Sparrow Charitable Foundation
The Staubach Family Foundation
The Store Decor Co.
The Westerman Foundation
Thompson & Knight Foundation
Thomson Family Foundation
Tic Tac
Timberlake & Dickson, Inc.
Top Golf
TurningPoint Foundation
UNI Enterprises, Inc.
Vanberg Family Foundations
W.P. & Bulah Luse Foundation
Wells Fargo Foundation
White Rock Rotary Club
Wilshire S.S. Classes
Wisdom's Hope
Woodhaus, Inc.
YourCause, LLC, Trustee for Hewlett-Packard

THANK YOU!

OUR FAITH & COMMUNITY PARTNERS

American National Bank of Texas
Americares
Baylor Health Care System
BNY Mellon Community Partnership
Chi Omega Christmas Market
Comerica Bank
Direct Relief International
Dispensary of Hope
Exchange Club of Lake Highlands
Gaston Oaks Baptist Church
HealthCap Partners LLC
Henry Schein Cares
Highlands Christian Church

Highlands Christian Women's
Fellowship
Highland Park Presbyterian Church
Highland Park United Methodist
Church
Hill and Wilkinson
Jackson Walker LLP
JonesDay
LabCorp
Lake Highlands United Methodist
Church
Lake Highlands Wildcat Wranglers
Lake Highlands Women's League

Lone Star Association of Charitable
Clinics
Mary Kay, Inc.
National Association of Free
& Charitable Clinics
Northpark Presbyterian Church
Northridge Presbyterian Church
Park Cities Baptist Church
Preston Hollow Presbyterian Church
Richardson ISD Partners Program
Salmon Sims Thomas
Texas A&M Baylor College of
Dentistry

Texas Health Physicians Group
Texas Health Presbyterian Dallas
Texas Health Resources
University Park United Methodist
Church
Vickery COPC Clinic of Parkland
Memorial Hospital
Wilshire Baptist Church
Women of Saint Michael an All
Angels Church

BOARD OF DIRECTORS

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Healing Hands

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Secretary
Jackson Walker LLP

NELSON FORSYTH, MD
Board Member
Retired Physician

TIKISA JACKSON
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LLP*

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*Genesis Physicians
Group*


MIKE IMHOOF
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Solutions*

GILL KIRKPATRICK, MD
Board Member
Texas Oncology

SUSAN SOLOMON
Board Member
Community Advocate

OUR FUTURE

Healing Hands Ministries has had the privilege of serving Hour uninsured friends and neighbors residing in Dallas County for 7 years. As we have continued to serve those in need, it has become abundantly clear there is another subset of individuals who need access to care. These individuals are those who are eligible for Medicaid and those who are medically disadvantaged. These individuals are in need of a safety net for medical and dental services. We have made a conscious decision to serve those children and their families. This decision will allow us to further leverage the beautiful facilities our community assisted us in building. We have been able to add two new paid providers for a total of four to our team, enabling us to double our capacity. This means we now can see 10,000 patients for 40,000 visits annually. This is crucial in serving a county that has the largest number of uninsured in the state. As Healing Hands continues to mature as an organization you will observe us intentionally analyzing ways we can serve others by adding health care product lines such as behavioral health, a more advanced women's health program and a dedicated pediatric service to name a few. We celebrate our success by giving God all the glory. Hope for the spirit, health for the body.

 story continued from page 3
At Parkland, Maria was diagnosed with cancer in her back because of the burn she suffered when she was four. Maria was hospitalized there from December 2014 to February 2015.

"I received no treatment [for my burn] for 15 years until I came here," Maria said.

Because of the affordable medical care and referral services of Healing Hands Ministries, Maria can receive treatment for her burn, diabetes, cholesterol and cancer, and she even enjoys doing so.

"I like coming here because everyone is so nice. Everybody makes me laugh even though I'm sick," Maria said with a chuckle and a twinkle in her eye.

Maria believes the positive effect HHM has had on her life is more than skin-deep.

"HHM changed my life," she said. "I want to live longer now because I feel so much better now. I have more faith now. It was a miracle I was able to come here."

Maria smiled into the distance as she explained, "I want people to know that I had no other way out. Healing Hands Ministries has helped me to heal." ■

HEALING HANDS MINISTRIES

HOPE FOR THE SPIRIT. HEALTH FOR THE BODY.



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