

# The Year in Review



Dear Friends,

As I reflect on Hope's activities during 2010, I am again in awe of God's faithfulness shown in so many different ways. Chief among them was the completion in the fall of the Capital Campaign, which raised \$3.6 million during very difficult economic times. Construction of our new building resumed in November and is expected to be completed in April, 2011. Early in the summer as it became obvious that we could not complete this fundraising effort on our own, the board and I took time to ask for God's help. That heartfelt prayer was answered in a short time, and we offer our sincere thanks to each of you, our supporters, who contributed so generously.

We are also deeply appreciative of all of you who continued to support Hope's general operations while the Campaign was underway. We are thankful, too, for the many volunteers who selflessly donated almost 29,000 hours of time to Hope's programs during 2010. This is nearly fourteen years' worth of eight-hour days!

The Board and I are also grateful for the many new partners in the community who support Hope's efforts. For example, we launched a program with the U-M Gastroenterology Department to perform free colonoscopy exams on Hope patients. The Dental Clinic continued its partnership with Community Dental Center with programs to provide patients of

both clinics with oral surgery services and dentures free of charge. After we received word that we would no longer be able to host our weekend meals program at the Ypsilanti Salvation Army building after the end of 2010, Grace Fellowship Church graciously stepped forward to offer the use of their building until our own on-site kitchen is constructed.

The past year brought several changes to our satellite medical clinic in Wayne. In May, the clinic moved to a new home in a building we had purchased and renovated. The clinic gradually expanded services during the rest of the year, but unfortunately the adjoining furniture store suffered an explosion on December 29. Thankfully no one was in the clinic at the time, but the clinic was forced to vacate the premises and move to a temporary location because of structural damage.

Through all of the changes and challenges we faced in 2010, we have felt strengthened by the support of all of our volunteers and donors. May the Lord continue to bless each of you in the Hope family as we work together to humbly serve the people in need in our community.

Sincerely,

Dan Heffernan, M.D.  
Founder and President

## Serving at Hope in 2010

Dedicated – Caring – Hard-working – Incredible – Flexible – Generous – Loving – Thoughtful. These are a few of the adjectives that describe the hundreds of volunteers who served at Hope in 2010. Together they volunteered 28,874 hours – the equivalent of over 14 full-time employees working the entire year. What an amazing contribution! When you look at the 2010 Hope statistics, keep in mind that our wonderful volunteers are the ones who made it possible for Hope to provide these services.

Volunteering at Hope takes many forms. People volunteer individually and in groups, on a weekly or one-time basis or somewhere in between. They may serve on the front lines providing medical care or serving a hot meal, or they may help behind the scenes doing data entry, building repairs, or bagging food.

Serving at Hope is often a family affair – it may be a parent and child, a couple or a whole family that volunteer. This year we would like to feature some of the families that serve together at Hope.



Dr. Frank and Toos Judge both volunteer at the Ypsilanti Medical Clinic. Dr. Judge volunteers at least every other week, providing onsite neurology consults to a large number of Hope Ypsilanti and Wayne Clinic patients.

His wife, Antoinette Judge, volunteers 10–11 hours every week as a receptionist at the Ypsilanti Medical Clinic. Dr. Judge began seeing Hope patients many years ago in his neurology practice, with Mrs. Judge's support as practice manager. Beginning in 2005, they have both volunteered at Hope.



Bob and Sandi Hlavacek have served at Hope for a number of years, helping with fundraisers, making a weekly pickup of bread for distribution through the food bank and making themselves available to help wherever they're needed.



Dr. Joe Giannola provides care to our Wayne satellite clinic patients. His sister, Joy Casadei, RN also volunteers, along with Joy's daughter Jade Casadei, who helps out at the front desk. All began at Hope when the clinic opened in 2007.



Bruce and Kay Scott and their three children, Kelsey, Kyle and Ryan (not pictured), serve together at our food bank. Kay prays with clients while the rest of the family helps with food distribution. Bruce also shares his culinary skills by cooking at our weekend meal program.



Dr. Karen Kerry and her daughter Kelly volunteer at Hope Dental Clinic. Kelly serves as her mother's dental assistant while Dr. Kerry treats our patients.

Hats off to these and all our volunteers – whether you serve with family members or individually, you're all part of the Hope family and you are what makes Hope work.

## Major Organization Donors

- Ann Arbor Area Community Foundation
- Ann Arbor Christian Reformed Church
- Blue Cross Blue Shield of Michigan
- Build-A-Bear Foundation
- First Presbyterian Church of Ann Arbor
- Food Gatherers
- Helppie Family Foundation
- Knox Presbysterian Church
- Kresge Foundation
- Lloyd and Mabel Johnson Foundation
- Kiwanis Club of Ann Arbor
- Knox Presbyterian Church
- Metro Health Foundation
- Delta Dental Foundation
- River City Foundation
- State of Michigan Department of Community Health
- United Way of Washtenaw County
- Wayne Rotary Foundation
- Westminster Presbyterian Church

## Board of Directors

### President

Daniel D. Heffernan, M.D.

### Vice President

Greta Buck

### Treasurer

Larry Beach

### Secretary

Kathleen Weber

### Board Members

Andy Arizala

Jennifer Baird

Brett Birk

Irl Duling

Dorothy Elliott, R.N.

Rev. Victoria James

Terry Owens

Kevin Sloan, D.D.S.

Shanika Smith

Bob Magill, Pro Bono Counsel

## Pastoral Advisory Council

Rev. Levon Yuille, Chair

Deacon Dan Foley

Rev. Mike Frison

Rev. John Groen

Rev. Jerry Hatter

Rev. Victoria James

Rev. Theron W. Kersey

Rev. Garther Roberson

Pastor Kirk Schneeman

Rev. Ronald Zehnder

## 2010 Financial Summary - Agency Operations

### Sources of Funds

Foundations & Corporations	408,059	11.28%
Individuals, Businesses & Orgs.	387,830	10.73%
Fund-Raising Events	160,889	4.45%
Churches	82,162	2.27%
Dental Endowment Income	60,000	1.66%
Washtenaw United Way of Washtenaw County	59,730	1.65%
Dental and Medical Patients	30,748	0.85%
Government Grants	<u>9,090</u>	0.25%
Subtotal	1,198,508	
Donated Professional Services*	1,506,576	41.66%
Other In-Kind Donations	479,165	13.25%
Donated Medications*	<u>431,875</u>	11.94%
<b>Total Contributions Received</b>	<b>3,616,124</b>	

### Uses of Funds

	Expenses	Non-Cash Donations	Donated Services	Total By Program	Percent
Ypsilanti Medical Clinic	347,323	443,528	1,183,186	1,974,037	54.59%
Dental Clinic	401,050	12,209	170,891	584,150	16.15%
Food and Direct Assistance	126,435	387,429	0	513,864	14.21%
Wayne Medical Clinic	57,570	23,424	152,499	233,493	6.46%
Administration	169,768	400	0	170,168	4.71%
Financial Development	<u>96,362</u>	<u>44,050</u>	<u>0</u>	<u>140,412</u>	3.88%
<b>Total Uses of Funds</b>	<b>1,198,508</b>	<b>911,040</b>	<b>1,506,576</b>	<b>3,616,124</b>	

\*Note: Another \$2,601,176 of medications distributed to patients through the Medication Assistance Program and 13,203 hours of non-professional volunteer services are not included.

## 2010 Hope Statistics

**Ypsi Medical Clinic:** • 7,627 visits • 2,139 unique patients • 496 referrals

• \$3,033,051 worth of prescription medications • 18,228 volunteer hours

**Wayne Medical Clinic:** • 944 visits • 407 unique patients • 49 referrals

• \$109,677 worth of prescription medications • 2,018 volunteer hours

**Dental Clinic:** • 4,621 visits • 1,387 unique patients • 104 referrals • 1,896 volunteer hrs.

**Food Programs:** • 14,374 bags of groceries • 2,994 requests for groceries

• 9,259 hot meals • 6,732 volunteer hours

**Emergency and Basic Needs:** • 188 individuals received \$10,376 in direct support

• 120 individuals received transportation assistance, including gas vouchers & bus tokens

• 16,422 non-food personal items provided for 3,689 requests



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2010 Annual Report