



# HOPE

2014 Annual Report

## Dear Friends,

Hope Clinic experienced an end of an era in 2014 as we celebrated the retirement of two pivotal figures in the history of our organization: Dr. Dan Heffernan, our founder, medical director and board president and Cathy Robinson, Hope's first executive director.



Hope began humbly in 1982 when Dr. Dan Heffernan felt God's calling to care for His beloved poor. What started in a single classroom on Saturday mornings, caring for those who did not have health insurance, blossomed into over 200,000 patient visits to the medical clinic during the 32 years Dr. Dan served as medical director. His obedience to God's calling helped inspire an army of volunteers to follow in his footsteps to serve at Hope, creating a culture of giving back that still exists today.

In 1990, Cathy Robinson came to Hope as executive director and Hope's first employee. Cathy had a passion for helping people and shared Dr. Dan's vision of caring for those in our community who had nowhere else to turn. Under her leadership, Hope expanded its services to include a food pantry, hot meals every Saturday and Sunday, free laundry facilities, a dental clinic, and emergency financial assistance for those in need. Cathy's heart for ministry went far beyond the services Hope provided. Cathy often met with clients to pray with them and share God's love. She helped usher in God's redemptive power that brought spiritual renewal to those who came to Hope. We are grateful that she has taken a position on the board of directors and continues to offer her wisdom and loving spirit to further the work of Hope.

Dr. Dan and Cathy's dedication to following God's calling has had an invaluable impact on where Hope Clinic is today. We are forever indebted to them for their leadership that healed people, restored hope, and allowed people to experience God's love in a very tangible way. As we move forward, we look to their example as we continue the mission of providing compassionate and practical help to those in need, ministering to the whole person with dignity and respect.

"Well done, good and faithful servants."

As you take a few moments to read our highlights from 2014, know that we continue to be grateful and humbled by the invaluable support you have provided through your prayers, volunteer efforts and financial assistance. Because of your partnership with us, we have been able to continue the work Dr. Dan and Cathy began many years ago to care for God's beloved poor.

Greta Buck  
Board President

Matthew Hudson  
Executive Director

# HOPE Highlights

## • Transitions

After 23 years of leading Hope as its executive director, Cathy Robinson retired and entered into the next phase of her career at Hope as a board member. In February, we welcomed Matt Hudson as executive director, the second person to ever fill the role. Matt has a passion for Hope's mission of "providing compassionate care and ministering to the whole person with dignity and respect."

We experienced another transition as Dr. Dan decided after 32 years as medical director and board president to turn the reins over to others to continue the work of Hope Clinic. Long-time Hope family members stepped up to fill these roles. After eight years serving as associate



## • Social Work

Hope was able to expand its social work offerings to provide more holistic care for our clients. The social work department now includes long-time staff social worker Naomi Williams, Mia Moyad, MSW, in her new role leading the department, and patient advocate Susan Starwas. The social work department helps patients sign up for expanded Medicaid and insurance plans on the marketplace, assists clients with enrolling in government support programs like SNAP assistance, provides direct financial assistance to those facing hardships, and directs people to resources available to them. We are also pleased to have partnered with the University of Michigan and Eastern Michigan University as a placement site for social work interns, which allowed three interns to work with our clients in 2014.

## • Dental

In 2014, dental care continued to be a large unmet need for our community. Thanks to the increasing network of volunteer dentists during our Days of Caring and Oral Surgery Days, Hope was able to provide over \$200,000 worth of donated preventative care and oral surgeries to help restore smiles and self-confidence to our patients.



medical director, Dr. Jean Cederna moved into the role of medical director to oversee medical care at the clinic. Seasoned volunteer and board member Greta Buck accepted the call to lead the board of directors into Hope's future.



- **Volunteer Chaplain**

As Hope has focused on growing the spiritual side of our ministry, we were pleased to welcome William Simmons as our volunteer chaplain at our Ypsilanti and Wayne clinics. His love for Christ and His people has been extremely beneficial in caring for the spiritual needs of our patients, often giving encouragement and prayer to those in need. William has also been highly involved in the planning and delivery of our weekly fellowship meeting and quarterly Men's Night events.

- **Men's Night**

For years, Hope Clinic has had a Ladies' Night outreach to minister to the women in our community and build relationships among our clients, volunteers, and staff. In 2014, we began our Men's Night ministry that started with food and football and has blossomed into providing a place for men to fellowship, build relationships, and share testimony. We are also excited that our vision has inspired area churches to get involved and join with us in this ministry.

- **Hope Fellowship**

In February of 2014, we established the Hope Fellowship, a weekly Sunday evening service in our dining room to provide a safe place where all can come to worship, receive spiritual nourishment through the message, and share in prayer for our clients, volunteers, staff, and neighbors. Each week, an area church volunteers to host the service, providing the music and the message for the evening. Through our fellowship outreach, we have seen prayers answered, lives changed, and community built as a result of our time together.



- **Medical Clinic**

We continue to meet the medical needs of those who come to us with no insurance or inadequate insurance. In order to more holistically meet the needs of our patients, Hope began to coordinate with our social workers to make them available to all patients, assisting them in accessing government programs such as housing, food stamps, and utilities assistance.





## Board of Directors

*Founder/President Emeritus*

Daniel D. Heffernan, MD

*President*

Greta Buck

*Vice President*

Terry Owens

*Treasurer*

Andy Arizala

*Secretary*

Dorothy Elliott, RN

Jennifer Baird

Cheryl Chenault-Shumake

Irl Duling

Andy French

Rev. Victoria James

Cathy Robinson

Kevin Sloan, DDS

Kathy Weber

*Pro Bono Counsel*

Bob Magill

## Pastoral Advisory Council

Deacon Dan Foley

Rev. Mike Frison

Rev. John Groen

Rev. Jerry Hatter

Rev. Victoria James

Rev. Theron W. Kersey

Rev. Garther Roberson

Pastor Kirk Schneemann

Rev. Levon Yuille

## Major Organization Donors

Ann Arbor Area Community Foundation

Ann Arbor Christian Reformed Church

Blue Cross Blue Shield of Michigan

Carls Foundation

CVS Caremark Foundation

Delta Dental Foundation

J. Ferrantino Charitable Foundation

First Presbyterian Church of Ann Arbor

Food Gatherers

Lloyd and Mabel Johnson  
Foundation

Kiwanis Club of Ann Arbor

Knox Presbyterian Church

Masco Corporation Foundation

Carl and Irene Morath  
Foundation

Edward F. Redies Foundation

St. Francis of Assisi Catholic  
Church

Towsley Foundation

United Way of Washtenaw County

Walmart Foundation

Washtenaw Coordinated Funders

Westminster Presbyterian Church



# 2014 Hope Statistics

## Ypsilanti Medical Clinic

- 5,393 visits
- 1,816 patients
- 21,833 volunteer hours
- \$1,057,494 worth of prescriptions accessed
- 725 specialty care referrals

## Wayne-Westland Medical Clinic

- 1,014 visits
- 437 patients
- 1,828 volunteer hours
- \$118,180 worth of prescriptions accessed

## Dental Clinic

- 4,529 visits
- 1,311 patients
- 2,045 volunteer hours
- 124 specialty care referrals

## Food Programs

- 338,129 pounds of food given
- 8,265 requests for food filled
- 6,082 people served hot meals
- 13,265 volunteer hours

## Emergency & Basic Needs

- 219 individuals received \$14,163.41 in direct support
- 17,548 non-food personal and household items provided for 3,025 requests
- 8,359 baby care items provided for 1,924 requests
- 253 households did 6,895 loads of laundry

# HOPE

Hope Medical Clinic, Inc.  
P.O. Box 980311  
Ypsilanti, MI 48198-0311  
[www.thehopeclinic.org](http://www.thehopeclinic.org)



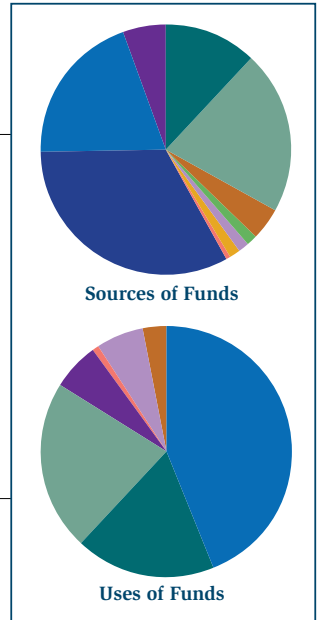
Hope Clinic, an interdenominational Christian nonprofit organization, provides compassionate and practical help to those in need, ministering to the whole person with dignity and respect.

# 2014 Hope Financial Summary

## Sources of Funds

Foundations & Corporations	\$473,330	12.07%
Individuals, Businesses & Organizations	\$824,053	21.00%
Fundraising Events	\$163,381	4.17%
Churches	\$57,909	1.48%
Endowment Income	\$60,000	1.53%
Washtenaw United Way	\$50,792	1.29%
Dental & Medical Patients	\$20,249	.51%
<b>Subtotal</b>	<b>\$1,649,714</b>	
Donated Professional Services	\$1,286,470	32.80%
Other In-Kind Donations	\$775,719	19.78%
Donated Medications	\$210,373	5.37%

**Total Contributions Received**      **\$3,922,276**



## Uses of Funds

	Expenses	Non-Cash Donations	Donated Services	Total by Program	Percent
Ypsilanti Medical Clinic	\$499,412	\$229,724	\$969,600	\$1,698,736	44%
Dental Clinic	\$475,326	\$23,483	\$218,065	\$716,874	18%
Food & Direct Assistance	\$218,421	\$651,549		\$869,970	22%
Wayne Medical Clinic	\$97,171	\$37,143	\$98,805	\$233,129	6%
Wash with Care	\$20,576	\$2,472		\$23,048	1%
Administration	\$244,079	\$2,088		\$246,167	6%
Financial Development	\$94,729	\$39,633		\$134,362	3%
<b>Total Use of Funds</b>	<b>\$1,649,714</b>	<b>\$986,092</b>	<b>\$1,286,470</b>	<b>\$3,922,276</b>	

**NOTE:** Another \$965,301 of medications distributed to patients through the Medicine Assistance Program and 23,509 hours of non-professional volunteer services are not included in these figures.