



Exalta Health

Our community. Our health.



2017 ANNUAL REPORT



Exalta Health

CHAIRPERSON OF THE BOARD

Fiscal year 2016-17 was a year of excitement, hope, and challenge. Addressing the health of the whole person is a key part of our mission. We identified ways to measure the difference we are making in the lives of the people we serve. We integrated behavioral health and expanded spiritual care. We provided service at a second location. We collaborated with many partners but in particular Streams of Hope and Catherine's Health Center. We implemented our branding campaign to let everyone know we are here — as Exalta Health.

We are blessed through dedicated volunteers and staff who day in and day out provide life-giving quality care. And our donors — some of whom have been with us for many years — continue to make this mission possible.

But we also felt the sobering reality of our dependency on the generosity of our donors. Not knowing where our next check is coming from is humbling. In many ways, as an organization we felt similarly to many of our patients — concern about survival while being dependent on others' generosity.

Looking forward, we do not know specifics of the future. We know that a significant part of our population has inadequate healthcare and their needs will continue for the foreseeable future. How needed healthcare will be accessed and paid for by many of our neighbors is less certain. We know our services are needed but how we will sustain this ministry is not fully known. But as we move forward, we do so trusting that our Lord will provide.

And so we lift up health as we exalt His name.



M. Daniel Butler

OUR MISSION

Exalta Health reflects the spirit of Christ by providing compassionate, accessible healthcare.

OUR VISION

A collaborative community where accessible, quality healthcare promotes wellness for all

OUR BOARD OF DIRECTORS

M. Daniel Butler
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Curtis VanSolkema
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Ricardo Tavárez



Ken VanBeek, Behavioral Health Coordinator Laura Vander Molen, DO, Medical Director

Behavioral Health: Uncommon ways to manage common disorders.

Thanks to a grant awarded jointly to Exalta Health and Catherine's Health Center (CHC), Ken VanBeek joined the teams at Exalta and CHC as Behavioral Health Coordinator, leading the integration of behavioral health services into our medical practices.

The results of this effort at Exalta Health are striking:

- Behavioral health services are now available when patients are in the office seeing their doctor, which makes access to services easier.
- Services have dramatically increased from 1/2 day of counseling each week to having social work services available every day.
- We added a bi-lingual, bi-cultural social worker to provide services to our Spanish speaking patients.
- Screening and assessment tools are routinely used to ask all patients about their mental health and substance use patterns.
- Integration helps to destigmatize mental health issues, making people more open for effective treatment.
- The medical staff provides assistance to patients seeking help from their doctor for their anxiety or depression.
- We now offer services at the right time in the right place.

Even more striking are the patients whom we have been able to help:

- A man in his twenties who has courageously separated himself from his gang life is struggling with only seasonal work and the recent deaths of his brother and father.
- A single mom with two young children is estranged from an adult daughter, whom she never told that she loved. By learning to communicate and love without criticism, she and her daughter have reconciled.
- A 50-year-old male has struggled for many years with anxiety and a substance use disorder. He is now finding encouragement from behavioral health and spiritual services and recently found a job at a local ministry helping other men.

Depression, anxiety, and substance use are misunderstood disorders that can have traumatic results. Our national opioid crisis and suicidal rates are evidence that these disorders are real. However, when behavioral health is integrated into the medical setting, barriers are removed and these common disorders are effectively managed.



Karen Kaashoek, Executive Director of CHC **Paul Holtrop**, Executive Director of SOH

Collaboration: When the sum is greater than its parts.

Exalta Health highly values collaboration, defining it as “working with our community for effective outcomes.” These words are being put into action through a number of partnerships in the community. Two examples are our efforts with Catherine’s Health Center (CHC), a clinic in the Creston neighborhood, and Streams of Hope (SOH), a Christian community development organization in Kentwood.

Karen Kaashoek, the Executive Director of CHC, explains “CHC and Exalta first began to explore working together more than 10 years ago. Our collaborative efforts are a logical outcome of our shared passion to be excellent stewards of the resources in our community, to maximize the impact of what we do, and to minimize waste caused by duplication of efforts.” This collaboration led to jointly writing a grant and sharing staff (data analysis and social worker) during the past year.

Collaboration with SOH has also impacted service delivery. Paul Holtrop, Executive Director of SOH shares: “During the last year, we have enjoyed a partnership with Exalta Health that provides a doctor at our campus for a day each week. It is very economical and especially accessible medical service for our neighbors!”

And these two separate collaborative efforts by Exalta Health are leading toward greater things in the future.

Holtrop states: “In 2018, we will investigate additional medical services in partnership with both Exalta Health and Catherine’s Health Center.”

Kaashoek explains advantages of this approach. “Our efforts to share resources rather than compete for them allow us to learn from each other, develop more effective programming, and reach more of our community ... to improve the health of the most vulnerable residents of our community.”

Holtrop adds: “Sometimes we can be of great assistance to our neighbors by simply making existing resources known and available.”

Collaboration is always a step into the unknown because we don’t know where it will lead. But what we do know is that working together with organizations that share our values and vision creates a synergy and produces something greater than we can do by ourselves.

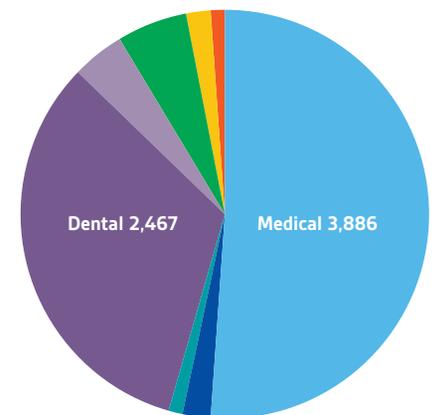
SUMMARY OF ANNUAL HIGHLIGHTS

Program Services and Staffing

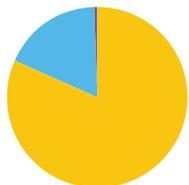
- Became Exalta Health after serving the community for **20** years as HIS
- Provided **7,576** patient contacts across all programs
- Saw a total of **2,338** patients, **640** of whom were new to Exalta Health
- Held two Free Dental Days, serving **87** patients through volunteers and staff
- **21%** of our patients had Medicaid, representing **6%** of our revenue
- Integrated behavioral health into the medical team
- Expanded spiritual care services with a CPE intern
- Implemented outcome measures for medical and created measurable outcomes for dental and spiritual care
- Provided **6,121** hours of volunteer services

Office visits made by patients over 2017.

Service	Visits
Medical	3,886
Urgent Care Medical	164
Streams of Hope - Medical	92
Dental	2,467
Urgent Care Dental	333
Counseling/Case Management	409
Optical	141
PAP	84
Total	7,576

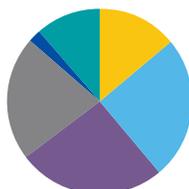


We are grateful that our supporters helped us meet challenges in 2017.



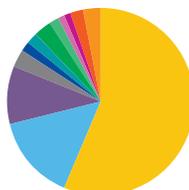
Income

Donations	\$1,263,403
Services	\$276,988
Other	\$5,091
Total	\$1,545,482



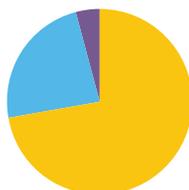
Donations

Individuals	\$178,486
Foundations	\$314,363
Corporations	\$325,723
Donated Services	\$273,943
Churches	\$29,085
Special Events	\$141,803
Total	\$1,263,403



Expenses

Salaries & Benefits	\$869,138
Donated Services	\$227,444
Labs/Medical Supplies	\$151,081
Facility, Equipment, Utilities & Maintenance	\$47,155
Office Supplies, Dues & Training	\$35,348
Contracted Services	\$26,934
Legal & Accounting	\$49,689
Printing & Postage	\$25,600
Insurance (Building & Liability)	\$17,034
Bank Fees & Interest	\$16,918
Depreciation	\$33,234
Other	\$44,688
Total	\$1,544,263



Expenses

Program Services	\$1,115,791
Management & General	\$365,368
Fundraising	\$63,104
Total	\$1,544,263

Statements of Financial Position

September 30, 2017, compared to September 30, 2016

ASSETS	2017	2016
Current Assets		
Cash and cash equivalents	\$234,122	\$159,430
Prepaid expenses	\$2,094	\$2,094
Pledges receivable, current position	—	\$78,082
Total current assets	\$236,216	\$239,606
Property & Equipment		
Land	\$20,000	\$20,000
Building	\$874,766	\$874,766
Medical equipment	\$16,017	\$16,017
Office equipment and furniture	\$84,275	\$82,609
Dental equipment	\$78,659	\$75,283
Total property and equipment	\$1,073,717	\$1,068,675
Less accumulated depreciation	\$550,029	\$516,794
Net property and equipment	\$523,688	\$551,881
TOTAL ASSETS	\$759,904	\$791,487

LIABILITIES & NET ASSETS	2017	2016
Current Liabilities		
Accounts payable	\$21,935	\$24,851
Accrued payroll and payroll taxes	\$33,758	\$28,051
Current portion of long-term debt	\$21,787	\$19,817
Total current liabilities	\$77,480	\$72,719
Long-term debt, net of current portion	\$36,099	\$73,662
Total liabilities	\$113,579	\$146,381
Net Assets		
Unrestricted	\$494,914	\$481,031
Temporarily restricted	\$151,411	\$164,075
Total net assets	\$646,325	\$645,106
TOTAL LIABILITIES & NET ASSETS	\$759,904	\$864,206

The accompanying notes are an integral part of these financial statements. Complete Audited Financials are available upon request. Ask Thressa at thoekstra@exaltahealth.org.

Thanks to you,
we're making
a difference.



Exalta Health

Our community. Our health.

Join us on Facebook and follow us on Twitter.

exaltahealth.org

Pray

"If you believe, you will receive whatever you ask for in prayer."

Matthew 21:22

Promote

Share Exalta Health with potential patients, partners, volunteers, and supporters.

Volunteer

- Healthcare professionals
- Clinical support
- General support

Contact Sarah Pegman

Volunteer Coordinator

616.475.8446 x116

spegman@exaltahealth.org

Donate

- Online at exaltahealth.org
- By mail
- Cash, securities or in-kind contributions
- Wills, trusts, or annuities

Contact Bill Paxton

President

616.475.1363

bpaxton@exaltahealth.org

Exalta Health

2060 Division Ave S

Grand Rapids, MI 49507

Clinic Locations

Clinica Centro

2060 Division Ave S

Grand Rapids, MI 49507

South Clinic at Streams of Hope

280 60th Street SE

Grand Rapids, MI 49548

Phone 616.475.8446

Fax 616.475.1272

Email contactus@exaltahealth.org