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NEWSLETTER | SEPTEMBER 2017

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



2060 Division Ave S, Grand Rapids, MI 49507  
phone 616.475.8446 fax 616.475.1272  
exaltahealth.org

SAVE THE DATE

**10 Annual Luncheon**  
**OCTOBER 10, 2017 @ The Kroc Center**  
2500 Division Ave S, Grand Rapids, MI 49507

Register on-line at [www.exaltahealth.org/events/3rd-annual-luncheon/](http://www.exaltahealth.org/events/3rd-annual-luncheon/)

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FROM OUR PRESIDENT

Finding Unity In Community

What a summer!

Wars (Afghanistan, ISIS) and rumors of war (North Korea); overt racism and implicit support for white supremacy; political divisions and party infighting; anger and hate displayed through social media and news media, in political houses and neighborhood homes; once in 500 years storms and daily climate change; fears of deportation and dreams deferred.

Yes, what a summer! And it's continuing as we prepare for fall.

Exalta Health also felt its challenges this summer. Our biggest struggle has been financial. 80% of our revenue comes through donations. This model of financing care makes us vulnerable to cash flow problems in the summer and limits our growth and development. As we strive to deliver quality care to people who cannot afford any care, we are dependent on the good will of donors and potential donors.

It is a model that can be difficult to explain and hard to understand. With most businesses when there is a demand and need for service (which there is) people are willing to pay. But by definition the people served at Exalta Health have a need but do not have money. Increases or improvements in services do not bring in more revenue. Rather revenue is dependent on people's stories of need being told.

And to tell the stories we need listeners. We need to spend time (in part dependent on money) to get the stories in front of people -- people who will listen, care, and respond.

When it was clear in July that our financial storm would hit particular hard, we let people know. Through letters, phone calls, and meetings we explained what we were experiencing and what we needed.

And our community responded. In July and August over \$275,000 was raised, \$160,000 directly related to our special appeal. Donations large and small came from people who heard the story and responded.

The stories of the people we serve are not stories of political parties, political divisions, or political corrections. They are not the stories of health care financing, philosophies, or methods. They are the stories of God's children needing the community's help.

And as the community responds we find the divisions, divisiveness, and dissension disappears. In its place is unity -- unity forged in fire and motivated by love.

Our financial need is not just a summer thing: it is the current model for financing this ministry. We need the community to faithfully listen and respond throughout the year. Thank you for being a part of that community.

Bill Paxton, Exalta Health President

## EXALTA HEALTH BLOCK PARTY



On July 17<sup>th</sup> Exalta Health hosted a Block Party, reaching out to our neighbors to celebrate our new name and the improvements we have made to our building and grounds. 250 people enjoyed tasty food from Mi Casa and El Granjero Restaurants while listening to a live band. Face painting provided by volunteers was a big hit with kids, young and old. The Grand Rapids Fire Department entertained with a rescue truck and the Grand Rapids Police Department was represented. Exalta Health "Smile Packs"- dental care kits - were distributed and many of our neighbors toured the clinic and received information about our services.

An anonymous donor family made the event possible by providing the funding. Other generous donors have covered the costs of painting the exterior of our building and repairing, recoating and striping the parking lot and new signage as part of the rebranding to Exalta Health this year.

Our friends at En Vivo Church passed out 1000 flyers in the neighborhood to publicize the event, going to the businesses and door to door to homes. Many of our local partner organizations also helped us with publicity. We are also grateful for the numerous volunteers who served at the event alongside our staff, welcoming and serving those who came from the neighborhood.

**"Both Adults and children were happy to get a new tooth brush of their own. Children said, "Is this really mine?" It was a great day!"**

-Donna E

It was great to have the community come together at Exalta Health. A genuine interest was expressed in doing it again with several suggestions shared for making it even bigger and better next time.



## MEDICAL CORNER

### A Grateful Family – Miguel's Story



When Miguel came back in for a checkup recently, he did not come alone. Martha, his wife, and their daughter Sandra came along with him. And they came to say thank you.

Miguel and Martha live in El Salvador where Miguel is a retired teacher and school administrator. They often visit Sandra and her family who live in Grand Rapids.

When Miguel was here in the summer of 2015, he became very ill. Sandra learned of Exalta Health and made an urgent care appointment for him. Dr. Chris Shoemaker recalls: "At that first appointment, I knew he was a complicated patient. When Miguel's symptoms continued to worsen over the next week in spite of the treatment he received, I realized an infection was threatening his life. Fortunately, we were able to get him in to see a foot surgeon that same day, who then during surgery, found a small piece of metal in Miguel's foot that was the source of the infection."

With appropriate treatment provided by a team of providers in our medical community, Miguel made a complete recovery.

"God brought us to you to save my dad's life," Sandra told Dr. Chris last month when she was here. The gratitude of Miguel and his family will continue to encourage Dr. Shoemaker and all our staff and volunteers for a long time.

Martha also shared, **"We thank God for the good heart of people who give their money to help people they do not even know"**

Your gifts are making a real and sometimes lifesaving difference in the lives of real people by the grace of God. Miguel and Martha's gratitude is hopefully as much of an encouragement to you as it is to our staff and volunteers.

## STEWARDSHIP MATTERS

Did you know that 80% of Exalta Health's income is from donations of money, materials and professional services? This now amounts to over \$1,000,000 annually! We appreciate the generosity, creativity and wisdom of our supporters who support us through a variety of methods such as:

- Designating Exalta Health to receive contributions through an employer's United Way campaign
- Gifts of stock or other appreciated assets, which may also provide the donor with reduced income tax liability.
- Donations of equipment, supplies, materials, equipment repairs and other services; this is subject to our organizational needs, gift acceptance policies, and IRS regulations.
- Volunteer licensed professional services; this is also subject to IRS regulations and Exalta Health policies.
- Sponsorships of our annual fundraising events
- Donations of items for sale or use in fund raising events
  - Gifts through a will, trust or estate plan
- Charitable Gift Annuities
- Gifts by cash, check and electronically through our secure website: [ww.exaltahealth.org/donate/](http://ww.exaltahealth.org/donate/)

If you are interested, please contact Ken Kraft, Director of Advancement at 616.475.8446 x107 or [kkraft@exaltahealth.org](mailto:kkraft@exaltahealth.org).

### PAUL'S STORY – Getting More Than Is Given

Paul Korte is a retired dentist. But retirement for Paul doesn't mean he doesn't work as a dentist.

If it is a Thursday morning, you will likely find Dr. Korte at Exalta Health. As a volunteer he provides quality dental services to patients, mentors student volunteers, and encourages staff and other volunteers. Dr. Korte is highly skilled in doing root canals. And by volunteering he helps make a much needed and technical service affordable for our patients.

"I have felt welcome from the first day I started as a volunteer. The staffs of both the Medical and Dental departments are upbeat, encouraging and appreciative of everything the volunteers do. The Christ centered atmosphere makes it a special place for the patients and volunteers as well. This motivates us to do our very best to serve those who come to us for care. There is an atmosphere of joy and a freedom to express our faith in actions, attitudes and words as appropriate. Each week when I leave the clinic, I have a feeling that I have

used what God has given me for a greater good. **I get more than I give at Exalta Health!"**

Dr. Paul Korte, DDS

