



HEALTH SERVICES
— OF NORTH TEXAS —
Medical Care for You

2024

Impact Report

2025
& Calendar



HEALTH SERVICES
OF NORTH TEXAS
Medical Care for You

Faces of Resilience

Meet Some of Our Patients

My provider really cares. She went above and beyond to make sure I had my shots, provided preventative measures, and was always there to support me.

The nurses here are amazing. They've been there for me every step of the way, helping me navigate through the toughest moments.

Meet Claudia

Born with HIV, Claudia has faced a lifetime of challenges, but finding Health Services of North Texas and her provider changed everything. With compassionate care and support, Claudia has taken control of her health and her future.



Read Claudia's story

Meet Dena

Facing a terrifying diagnosis, Dena fought cancer with resilience, determination, and the support of her family and care team at Health Services of North Texas. Now in remission, with a lot of joy and humor, she reminds us all that we are stronger than we think.



Read Dena's story



Meet Emory

Born at just 25 weeks and weighing one pound, Emory's early life was a fight for survival. Her journey through the NICU, medical complications, and countless hurdles tested her family's strength. Finding Health Services of North Texas and Dr. Jo was a turning point. Nearly nine years later, Emory's infectious smile lights up every room. She goes to school, loves animals, and even competes in horse shows, defying every expectation.



Read Emory's story

2024 Impact Report

Contents

Letter from Leadership	4
Service Line Impact	5
Highlights by the Numbers	6-7
Exceptional Clinical Measures	8
Strategic Initiatives	9
Program Highlights	10-11
Calendar	12-35
Financial Report	36-37
Board of Directors	38
HSNT Patient Population	39

Your Support has Empowered Us.

HSNT has been able to respond effectively and proactively to meet the needs of our community.

Dear Friends and Stakeholders:

As we reflect on 2024, we take pride in Health Services of North Texas' (HSNT) role in shaping healthier, stronger communities throughout Denton and Collin County. These vibrant regions continue to experience considerable growth, which brings unique opportunities that demand thoughtful solutions and partnerships. Your support has empowered HSNT to respond effectively and proactively to these evolving local needs.

Driven by our mission, our goals are clear: we meet patients where they are, providing them with the tools and resources necessary for a healthier, more resilient life. This past year alone, we welcomed an 8% increase in patients and saw a remarkable 12% rise in pediatric patients. With responsible stewardship at the heart of our approach, we are proud to report that 94 cents of every dollar received went directly toward patient care. Additionally, 95% of our patients reported that our sliding fee scale makes healthcare accessible and affordable.

Operational efficiency and effectiveness continue to be a strategic priority. In 2024, we implemented standing orders that streamlined workflows and allowed providers to focus on what they do best: attentive, quality patient care. We also restructured appointment schedules, enhancing convenience and improving patient access to medical care.

Further demonstrating our commitment to innovation and advancement, HSNT integrated new technology in 2024. Our AI-powered website chatbot, AI medical scribes, and enhanced patient communication have reduced administrative burdens, allowing our providers and staff more time to deliver high-quality, personalized care.

Our commitment to excellence was nationally recognized this past August, as HSNT earned the Health Center Quality Leader badge at the silver level from the Health Resources and Services Administration (HRSA), placing

us among the top tier of health centers nationwide. Additionally, we were honored with the Access Enhancer and Health Disparities Reducer badges, acknowledging our substantial progress in improving clinical measures and patient outcomes.

As Denton and Collin Counties continue to evolve, HSNT remains committed to staying ahead of the curve. For 2025, we have set ambitious goals, including achieving the Gold Level Health Center Quality Leader badge and expanding our reach to serve even more communities. Our culture of continuous improvement allows us to reduce barriers, innovate, and enhance the quality of care we provide.

Resilience at HSNT means preparing our communities to face whatever lies ahead. Through ongoing investment in innovation, infrastructure, and our team, we continually strengthen our ability to meet evolving needs and bridge the gaps to care. We remain committed to delivering on our promises to our patients, community, and stakeholders, contributing to healthier communities and a strong workforce.

Thank you for your continued partnership and trust.

With sincere gratitude and optimism,



Doreen Rue, LMSW-AP, ACSW
HSNT Chief Executive Officer



Rev. Dr. Dale R. Tampke
HSNT Board President



DOREEN RUE, LMSW-AP, ACSW

HSNT CHIEF
EXECUTIVE OFFICER



REV. DR. DALE R. TAMPKE

HSNT BOARD
PRESIDENT



Building a Healthy Community



Our Patient-Centered Medical Home certification from the National Committee for Quality Assurance highlights our commitment to delivering personalized, coordinated care, ensuring patients receive the comprehensive care they deserve, every time.



PRIMARY CARE

HSNT IS DEDICATED TO PROVIDING HOLISTIC PATIENT-CENTERED CARE.

Seeing the needle move on patient health outcomes drives us to do better each day for the health of our community. When we effectively prevent and treat chronic health conditions in the primary care setting, the cost savings to our community is substantial, reducing hospitalizations and unnecessary emergency care.



BEHAVIORAL HEALTH

BEHAVIORAL HEALTHCARE SUPPORTS BOTH MENTAL AND PHYSICAL WELLBEING FOR OPTIMAL HEALTH AND PRODUCTIVITY.

HSNT's integrated behavioral health model creates a supportive environment where patients feel safe to openly discuss their mental health with providers they trust. By seamlessly combining primary care and behavioral health services, we empower patients to access talk therapy and counseling right where they already receive care.



PEDIATRICS

HSNT PROVIDES QUALITY CARE FOR CHILDREN OF ALL AGES.

Oh, how we love children, and all the joy and wonder they bring! Partnering with families to nurture children's health is both a privilege and a passion. From routine checkups and same-day sick visits to guiding you through asthma care, vaccine schedules, and questions big or small, our pediatric team is dedicated to providing compassionate, thoughtful care that helps your family thrive.



INFECTIOUS DISEASE

HSNT WAS ESTABLISHED IN 1988 BY VOLUNTEERS PROVIDING EMOTIONAL SUPPORT FOR SEVERELY ILL INDIVIDUALS WITH HIV/AIDS.

Infectious disease prevention and treatment are a cornerstone at HSNT. With our integrated opt-out screening model, HSNT makes HIV testing a routine, stigma-free part of care. Each year, thousands of patients benefit from our comprehensive infectious disease testing and treatment. In fact, our screenings for HIV consistently exceed national standards.

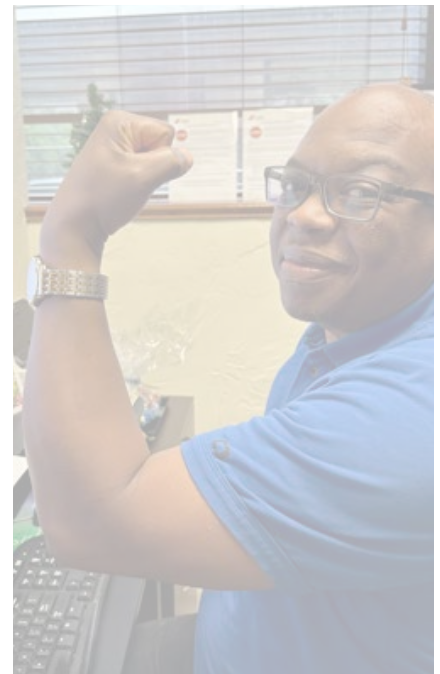


WOMEN'S HEALTH

and OB/GYN

HSNT PROVIDES QUALITY CARE FOR WOMEN OF ALL AGES.

Knowledgeable, professional, and caring. That's how our women's health providers are described by the patients who trust them most. At HSNT, we proudly stand as a leading resource for uninsured women in our community who need comprehensive prenatal care and compassionate support. With a deep commitment to quality, our women's health team prioritizes essential screenings like cervical and breast cancer, consistently meeting or exceeding national standards.



Serving as a Foundation for Better Health

19,505  16% Increase over three years

Patients Served through...

56,756  14% Increase over three years
medical and behavioral health visits



9,358

Children (0-17)
16% YOY Increase



683
babies born

7,427

Women (18+)



2,720

Men (18+)



116

veterans



14,319

patients living at or below
federal poverty level



6,633

uninsured patients



67%

Patients live in
Denton County



25%

Patients live in
Collin County



8%

Patients live in other
parts of North Texas

5,899

Enabling Visits

6

Health Centers

129

Employees

21

Providers



2024 Highlights



HSNT Patient Satisfaction*

97%

**2,154 patients who completed the satisfaction survey would recommend HSNT to others.*

Calls for Care



153,107



Zip codes served

98

New patients connected to care



6,220



Women screened for breast cancer through a FREE mammogram mobile unit

463

Patients living with diabetes served



1,817

HIV Tests Administered
including 440 FREE Friday HIV screenings



5,101

Doctor Gerardo Rodriguez with
MA2 Dalia Chavez

EXCEPTIONAL CLINICAL MEASURES



DIABETES MANAGEMENT (A1c CONTROL)

HSNT empowers patients to manage their A1c levels through continuous education, regular follow-ups, case management, and effective medication therapies. By working together, we help patients overcome barriers and achieve a controlled A1c.

73%

of adult patients living with diabetes had an HbA1c level at or below 9

3% better than the national average!

BLOOD PRESSURE MANAGEMENT (HYPERTENSION CONTROL)

Improving hypertension rates can be challenging, but small lifestyle changes can make a big difference. Creating a calm, supportive environment and encouraging healthy habits helps our patients manage their blood pressure effectively.

73%

of adult hypertensive patients had a blood pressure measurement at or below 140/90

8% better than the national average!

DEPRESSION SCREENING (AGE 12+)

Early detection of depression symptoms makes a significant difference in the treatment and recovery of depression. HSNT routinely screens patients ages 12 and older using a proven Patient Health Questionnaire (PHQ) for depression symptoms.

93%

of patients aged 12 and older were screened, with 504 out of 11,079 screenings resulting in a need for follow-up

31% better than the national average!



STRATEGIC INITIATIVES

IN 2024, HEALTH SERVICES OF NORTH TEXAS DEMONSTRATED RESILIENCE AND CONTINUED INCREASING ACCESS TO CARE FOR MORE INDIVIDUALS AND FAMILIES.



INCREASED ACCESS TO APPOINTMENTS

By shifting providers' focus from rigid time slots to patient care blocks, HSNT improved capacity without compromising quality. In the 2024 patient experience survey, 94% of 2,028 respondents reported securing timely appointments, a 4% increase over two years.



INCREASED OUTREACH EVENTS

HSNT is focused on engaging with our community where they learn, live, play and work, especially in high need areas of our community. HSNT engaged with more than 4,400 potential patients across 31 outreach events throughout the year.



HSNT IMPLEMENTS ADVANCED MEDICAL SCRIBE AI

Adopting new technology into existing workflows takes intentional effort. HSNT's providers did just that in adopting a medical AI scribe to summarize their patient visits, improving provider engagement with patients, and increased accuracy and specificity in patient documentation. AI Scribe technology has proven to be a tremendous partner and resource for HSNT Providers across all service lines.



ADVOCACY CENTER OF EXCELLENCE GOLD AWARD PRESENTED BY NACHC

HSNT has earned the Gold Advocacy Center of Excellence (ACE) award from the National Association of Community Health Centers (NACHC). This is the highest recognition for health centers that make advocacy a priority. ACE health centers actively engage policymakers to secure support for affordable and innovative care. This designation highlights HSNT's commitment to telling the story of how community health centers impact patients, communities, and the local economy.

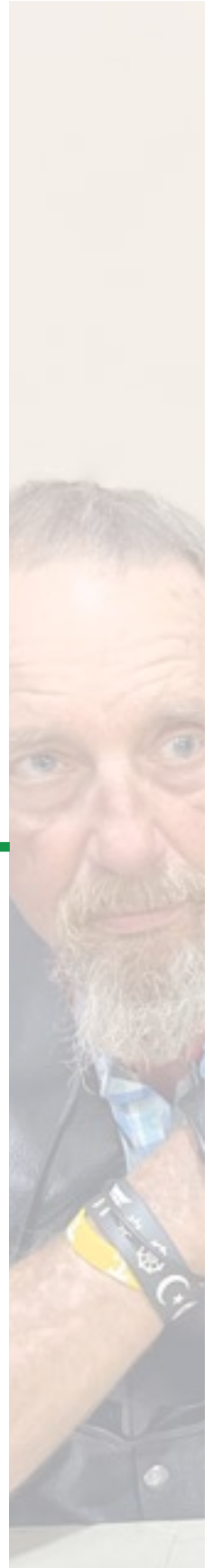


HSNT Best

Building effective systems together

HSNT BEST creates a culture of problem solving that produces innovative operational excellence. This culture has paved the way for increased access to quality, affordable care by 14% over the past three years.

HSNT BEST is practiced in all areas of our business from creating a rubric to evaluate grant funding opportunities to implementing standing orders giving providers more time to do what only they can do in the patient care setting.



INCREASING ACCESS

HRSA Quality Awards

HSNT'S ROLE AS A QUALITY LEADER IN COMMUNITY HEALTHCARE

In August 2024, HSNT was awarded a Silver Health Center Quality Leader badge by the Health Resources and Services Administration (HRSA) for our outstanding clinical quality performance in 2023, **ranking in the top 11-20% of U.S. health centers**. HSNT also received the Access Enhancer and Health Disparities Reducer badges for our significant improvements in patient access and health outcomes, including increased screenings for breast cancer, hypertension control, and HIV testing. With an **16% growth in total patients** and a nearly **60% rise in enabling services** between 2022 and 2024, HSNT continues to expand our impact in North Texas.



BREAKING DOWN BARRIERS

A Collaboration Dedicated to Healing

WORKING TOGETHER TO PROVIDE HEALTHCARE FOR THOSE EXPERIENCING HOMELESSNESS

According to United Way of Denton County, there are **627 households experiencing homelessness in Denton County as of October 2024**. HSNT partners with Our Daily Bread (ODB) to provide essential medical care to those experiencing homelessness in Denton, Texas through trauma-informed, compassionate, and accessible services. **Many individuals experiencing homelessness struggle with chronic illnesses, disabilities, and stigma associated with their living conditions, but HSNT ensures they receive respectful and judgment-free care.** Through a sliding-fee scale and proximity to the ODB shelter, HSNT makes healthcare attainable for those in need, offering same-day appointments when possible. Ultimately, HSNT's commitment to meeting patients where they are fosters trust, improves health outcomes, and strengthens the community's support network for those experiencing homelessness.

HSNT served
247 patients
experiencing homelessness



BUILDING CAPACITY

Impact of Standing Orders

MAXIMIZING EFFICIENCY WITH STANDING ORDERS AT EACH HSNT HEALTH CENTER

In 2024, our standing orders played an important role in streamlining care and lightening provider workload across our six health centers. By enabling our medical team to act proactively, we enhanced efficiency and access to care in impactful ways:

- **57,000+ calls answered** by our Medical Office team, maintaining a 98% answer rate.
- **Over 1,000 new patient intakes completed** with a 97% success rate in Family Practice, improving new patient onboarding.
- **16,000+ point-of-care tests conducted** without requiring a provider-prompted order, expediting diagnostics and treatment decisions for patients.

These standing orders and protocols help our providers focus on delivering high-quality, patient-centered care.



BUILDING CONNECTIONS

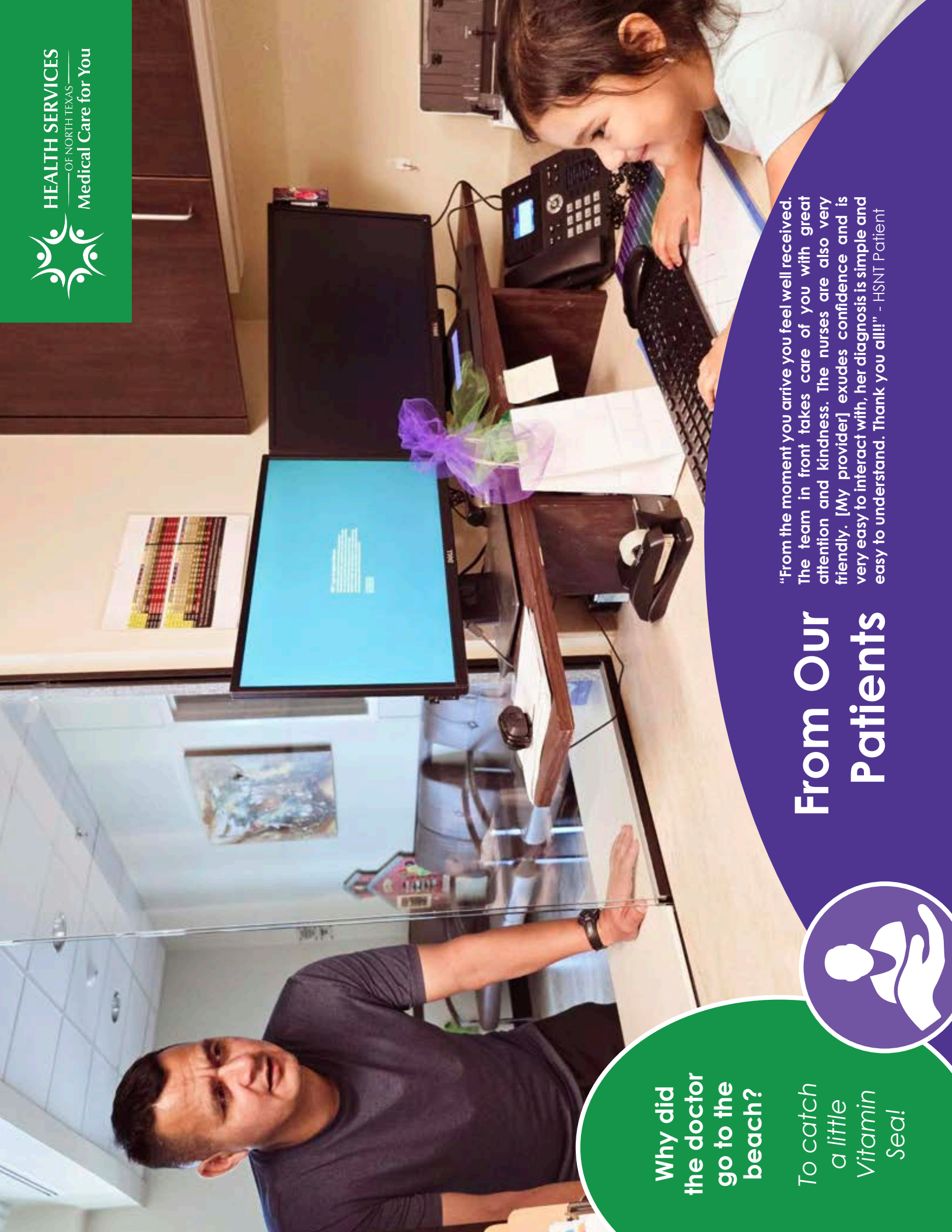
Introducing the EQN Team

HSNT ELIGIBILITY QUALITY NAVIGATORS ARE HELPING BRIDGE THE GAP

The Eligibility Quality Navigator Team is supporting patient care at HSNT with timely screenings, follow-ups, and access to resources. In 2024, they:

- Managed **258 Transition of Care Notices**, helping facilitate smooth follow-ups for hospital discharges and ER visits.
- Facilitated **463 Mobile Mammograms**, surpassing national screening rates.
- Contacted **600+ patients for colorectal screenings**, leading to 82 completed tests and 13 early detections.
- Scheduled **1,266 appointments for preventive care**, chronic disease management, and screenings.
- Assisted **53 patients with Medicaid & Medicare enrollments**, improving access to care.

Through their dedication, the EQNs removed barriers, closed care gaps, and made a lasting impact on community health in 2024.



Why did
the doctor
go to the
beach?

To catch
a little
Vitamin
Sea!

From Our Patients



"From the moment you arrive you feel well received. The team in front takes care of you with great attention and kindness. The nurses are also very friendly. [My provider] exudes confidence and is very easy to interact with, her diagnosis is simple and easy to understand. Thank you all!!" - HSNT Patient

March 2025

Su Mo Tu We Th Fr Sa
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31

May 2025

Su Mo Tu We Th Fr Sa
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

April 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <i>April Fools' Day</i>	2	3	4	5
6	7	8	9	10	11	12
13 <i>Palm Sunday</i>	14	15	16	17 <i>Good Friday</i>	18	19 <i>Passover Begins at Sundown</i>
20 <i>Easter</i> <i>Health Care Volunteer Week</i>	21	22 <i>Earth Day</i>	23 <i>Administrative Professionals Day</i>	24	25	26
27	28	29	30			
NOTES						



What do
you give a
sick pig?

Oink-
ment!

From Our Patients

"Health Services of North Texas has always been there for me. They are the front lines of any battle... they are the foundation of my belief...that GOOD people are still out there." - HSNT Patient



April 2025

Su Mo Tu We Th Fr Sa
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30

June 2025

Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

May 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 Cinco de Mayo	6 Nurses Week Begins	7	8	9	10
11 Hospital Week Begins Mother's Day	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26 Memorial Day	27	28	29	30	31
NOTES Time to schedule your children's physicals! Stay ahead of the summertime rush and keep them healthy all year long.						

Big thanks to the talented artists at The Art Room who partnered with us to bring warmth, creativity, and joy to our pediatric patients!



Why did the
cookie go to
the doctor?

He was
feeling really
crummy.

From Our Patients



"I just want to reiterate how thankful I am for having HSNT in my life! Without [their] help my quality of living would probably be non-existent. From my wonderful PCP to all of the case management, I owe my happiness all to HSNT!"
- HSNT Patient

May 2025

Su Mo Tu We Th Fr Sa
 4 5 6 7 8 9 10
 11 12 13 14 15 16 17
 18 19 20 21 22 23 24
 25 26 27 28 29 30 31

July 2025

Su Mo Tu We Th Fr Sa
 6 7 8 9 10 11 12
 13 14 15 16 17 18 19
 20 21 22 23 24 25 26
 27 28 29 30 31

June 2025

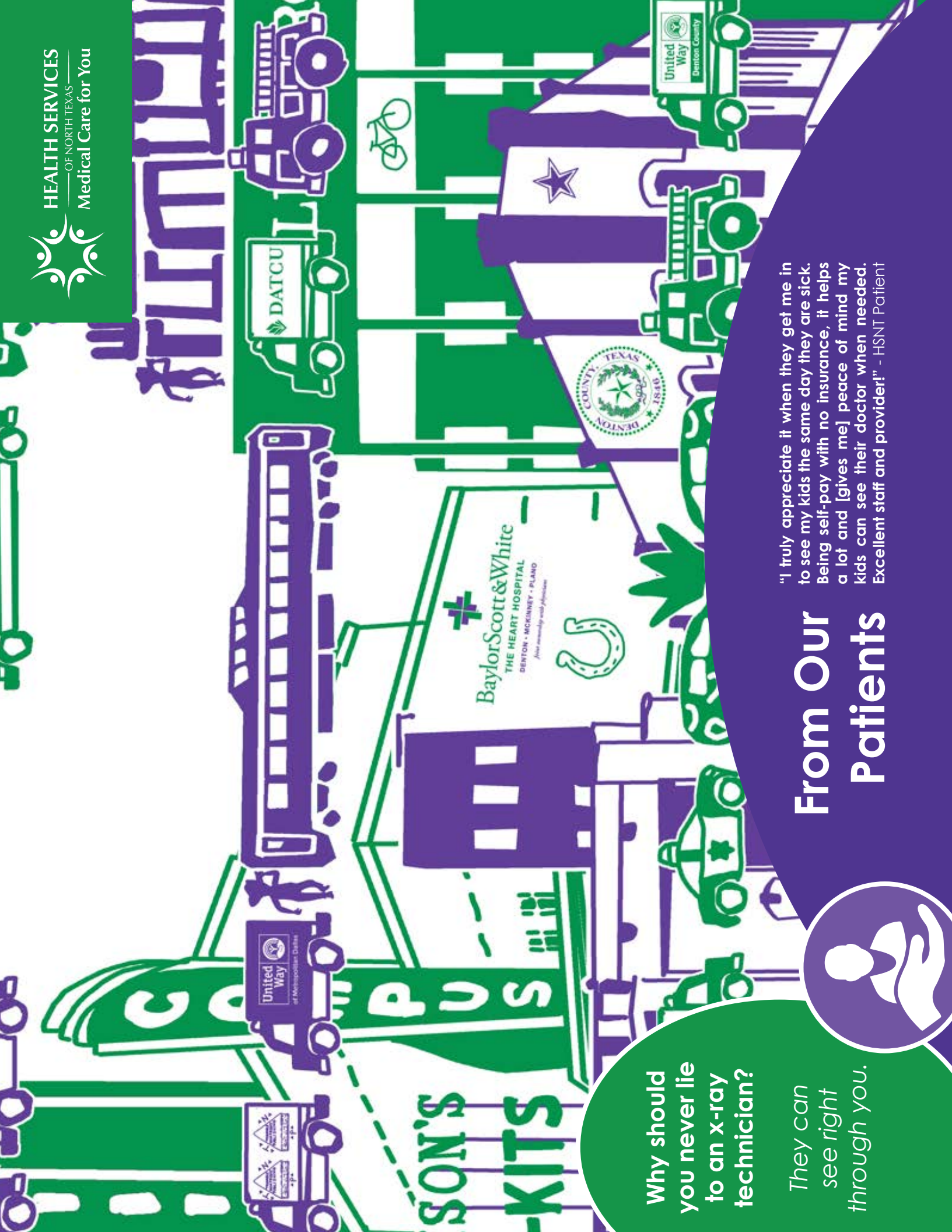
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9 HSNT Front Office Week	10	11	12	13	14 Flag Day
15 Father's Day	16	17	18	19 Juneteenth	20 Summer Begins	21
22	23	24	25	26	27  HSNT Donor Day Celebration National HIV Testing Day	28
29	30					
NOTES June 27 is National HIV Testing Day! Encourage your friends, family, and community to get tested, know their status, and stay healthy.						

From Our Patients

Why should
you never lie
to an x-ray
technician?

They can
see right
through you.

"I truly appreciate it when they get me in
to see my kids the same day they are sick.
Being self-pay with no insurance, it helps
a lot and [gives me] peace of mind my
kids can see their doctor when needed.
Excellent staff and provider!" - HSNT Patient



June 2025

Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

August 2025

Su Mo Tu We Th Fr Sa
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31

July 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	30	1	2	3	4	5
6	7	8	9	10	11 <i>Independence Day</i>	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
NOTES <i>Enjoy the sunshine responsibly: shade, sunscreen, and smiles.</i>						



Why did the
clown go to
the doctor?

Because he
was feeling
funny.



From Our Patients

"Starting from the front desk to the doctor, all the ladies are so sweet, attentive, helpful and kind to my babies and with myself. The [provider] always takes her time to explain to me what I could do with my toddlers and that brings me so much peace. Will always choose and recommend this facility!" - HSNT Patient

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 2025

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

August 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3 National Health Center Week Begins	4	5	6	7 First Day of School (Wylie)	8	9
10	11	12 First Day of School (Denton, Plano, Lewisville)	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	NOTES					

"I truly loved Dr. Starr and told him so on more than one occasion. He reminded me so much of the wonderful doctor I had as a child. Dr. Starr was like a father or brother to me. This is a tremendous loss. He will not be forgotten. He was a fine man and a wonderful doctor."

HSNT Patient

"Dr. Starr was the complete physician: knowledgeable, professional, smart, compassionate caring, funny, and empathetic. He was a joy to know and work with and he will forever be a role model and inspiration to me in my work as a physician at HSNT. We were truly blessed to have him with us and I will miss him dearly."

Stephen Schulman, MD

"Highly qualified health care professionals giving the best care at a price affordable to everyone. The clinic's environment is quiet and stress free. For the first time I feel like my health care provider actually listens to me. All around a wonderful experience."

- HSNT Patient

From Our Patients



Why was the doctor always calm?

Because he had a lot of patients.



August 2025

Su Mo Tu We Th Fr Sa
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31

October 2025

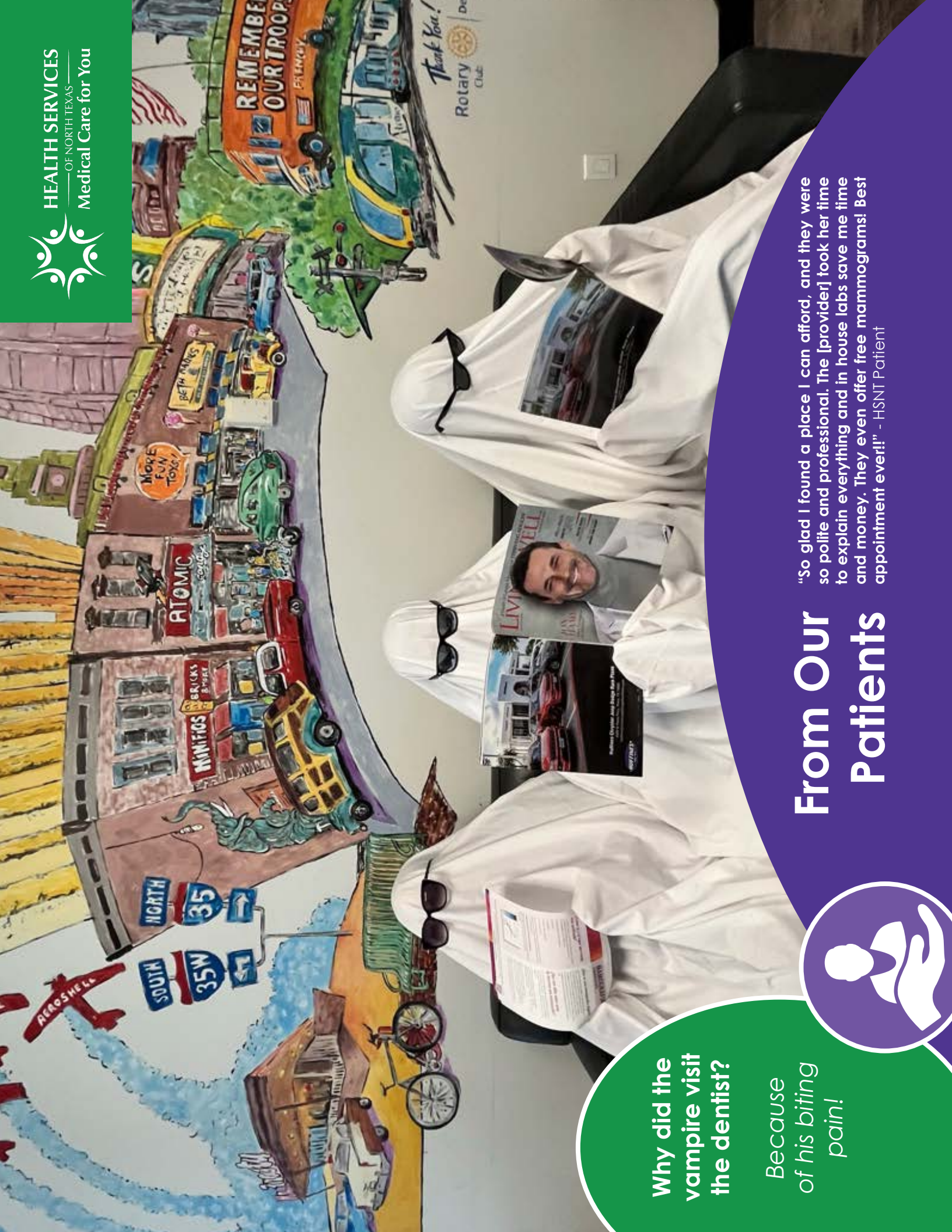
Su Mo Tu We Th Fr Sa
1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31

September 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Labor Day	2	3	4	5	6
7 Grandparents' Day	8	9	10	11 Patriot Day	12	13
14	15	16	17 HSNT Admin Operations Support Day IT Professionals Day	18 North Texas Gives	19	20
21	22 Fall Begins	23	24	25	26	27
28	29	30				
NOTES Time for your flu shot! Stay protected and book your vaccine appointment today.						



HEALTH SERVICES
—OF NORTH TEXAS—
Medical Care for You



Why did the
vampire visit
the dentist?

Because
of his biting
pain!



From Our Patients

"So glad I found a place I can afford, and they were so polite and professional. The [provider] took her time to explain everything and in house labs save me time and money. They even offer free mammograms! Best appointment ever!!" - HSNT Patient

September 2025

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

November 2025

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 National Physicians Assistant Week Begins	7	8	9	10	11
12	13 Indigenous Peoples Day Columbus Day	14	15	16	17	18
19	20 Medical Assistants Recognition Week Begins	21	22	23	24	25
26	27	28	29	30	31 Halloween	

NOTES **Reminder:** Schedule your mammogram or breast examination this October. Early detection saves lives!



Why did the turkey go to the doctor before Thanksgiving?

Because he was feeling stuffed.



From Our Patients

"I am very grateful to HSNT for the best care (physically and mentally) delivered in a stress-free environment by highly qualified health care professionals. Not only is this valued service affordable for a senior on a fixed income, I also receive help with my prescriptions, the first time in my life I can afford health care. Thank you so much!" - HSNT Patient

October 2025

Su Mo Tu We Th Fr Sa
 5 6 7 8 9 10 11
 12 13 14 15 16 17 18
 19 20 21 22 23 24 25
 26 27 28 29 30 31

December 2025

Su Mo Tu We Th Fr Sa
 1 2 3 4 5 6
 7 8 9 10 11 12 13
 14 15 16 17 18 19 20
 21 22 23 24 25 26 27
 28 29 30 31

November 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
National Nurse Practitioner Week Begins	Accounting Day	Veterans Day				
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	NOTES A quick shot, lasting protection! Have you gotten your pneumococcal vaccine yet?					

**December
got you
feeling cold?**

*Time for
your annual
check-up.
there's snow
better time!*

Hope Grows Here

This holiday season, no one should face health challenges alone. Whether you've supported our patients before or are considering giving for the first time, your compassion makes healing and peace of mind possible for thousands of local families

Providing care for our neighbors is a privilege we honor with immense responsibility, and it is only possible because of generous people like you. Thank you!



November 2025

Su	Mo	Tu	We	Th	Fr	Sa
						1
						8
				6	7	
			5	12	13	14
		3	4	19	20	21
		10	11	18	19	20
		16	17	24	25	26
		23	24	27	28	29
		30				

January 2026

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

December 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 World AIDS Day	2 Giving Tuesday	3	4	5	6
7	8	9	10	11	12	13
14 Hanukkah Begins at Sundown	15	16	17	18	19	20
21 Winter Begins	22	23	24 Christmas Eve	25 Christmas Day	26 Kwanzaa Begins	27
28	29	30	31 New Year's Eve			
NOTES						



**Why did
the doctor
laugh at the
X-ray?**

**Because
it was
humerus.**



From Our Patients

**"Quality care at an affordable price. I found them at
the perfect time." - HSNT Patient**

December 2025

Su Mo Tu We Th Fr Sa
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31

February 2026

Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28

January 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
NOTES						

Add a photo of someone you love!
*This could be a partner, friend, family member, pet, or
anyone who makes your heart happy.*

What did
one leg
say to the
other leg on
Valentine's
Day?
I kneed you.

From Our Patients

"The HSNT Team is extremely helpful and cares about
the needs of our child. They do everything they can to
make sure we get the best care." - HSNT Patient



January 2026

Su Mo Tu We Th Fr Sa
 4 5 6 7 8 9 10
 11 12 13 14 15 16 17
 18 19 20 21 22 23 24
 25 26 27 28 29 30 31

March 2026

Su Mo Tu We Th Fr Sa
 1 2 3 4 5 6 7
 8 9 10 11 12 13 14
 15 16 17 18 19 20 21
 22 23 24 25 26 27 28
 29 30 31

February 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Show the Love!

Celebrate the providers who make a difference! Share your gratitude or give in honor of an exceptional provider, case manager, or medical professional this month.



Dr. Stephen Schulman and Maria starring in Healthy Sprout, a pediatric puppet show created by HSNT.

**What is
Happiness'
blood type?**

B positive!

From Our Patients



"The front office staff, nurses and doctors are TOP NOTCH! I highly recommend Health Services of North Texas to all who need healthcare. If you have diabetes this is the place for you!" - HSNT Patient



February 2026

Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28

April 2026

Su Mo Tu We Th Fr Sa
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30

March 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
NOTES						

Resilient Partnerships



BY OPERATING IN A SUSTAINABLE MANNER, HSNT WILL BETTER SERVE OUR PATIENTS AND COMMUNITY FOR MANY YEARS TO COME.

Community Health Centers are pioneers in the delivery of accessible, effective healthcare. Health Services of North Texas (HSNT) continues this legacy through exceptional quality, recognized by a Silver HRSA Quality Award, and outstanding patient satisfaction, demonstrated by a 97% patient satisfaction rate.

To sustain our mission of providing high-quality, affordable care amid financial pressures, HSNT proactively pursues revenue-generating opportunities while responsibly managing expenses. A key asset in this strategy is our two onsite pharmacies, which significantly enhance patient outcomes, foster effective provider-pharmacist collaboration, and offer increased value and convenience to patients.

As we continue striving for excellence—evidenced by our Silver HRSA Quality Award and clean financial and program audits—HSNT remains firmly committed to prudent fiscal management. Our goal is to ensure the continued delivery of exceptional, accessible healthcare that is both financially responsible and sustainable for years to come.

“HSNT was there for me when I couldn't afford a doctor. I am still pleased with them even though I have good insurance and could choose another health center. Thank you.

- HSNT Patient

94 CENTS

of every \$1 goes directly to patient care

\$2,537,610 

increase cost in patient care

12% increase in 2024 expenses over 2023

95%

of patients surveyed report that HSNT's sliding fee scale is affordable

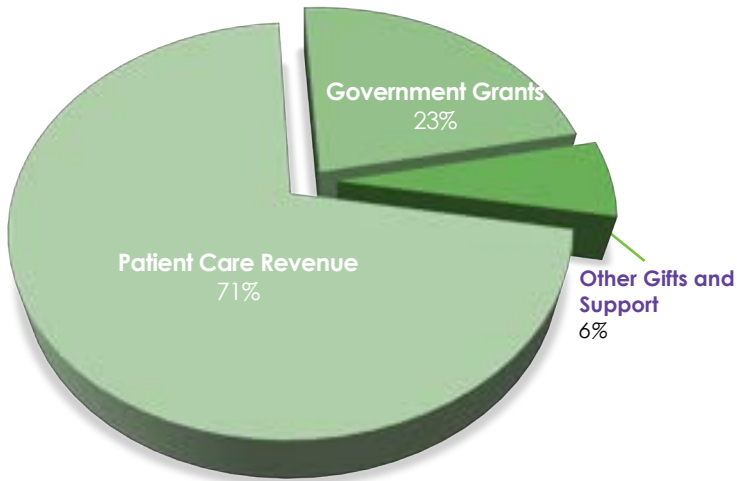
29% 

increase in philanthropic funding from partnerships with foundations, corporations, and community organizations



FUNDING OF CARE

From patient care, government grants, foundations, and other gifts throughout the year, HSNT is intentional about diversifying funding sources for patient care.



PATIENT CARE REVENUE 71% \$16,301,014

37%	Medicaid	\$8,441,197
20%	Commercial Insurance	\$4,761,071
9%	Self Pay	\$2,055,915
5%	Medicare	\$1,042,829

GOVERNMENT GRANTS 23% \$5,194,238

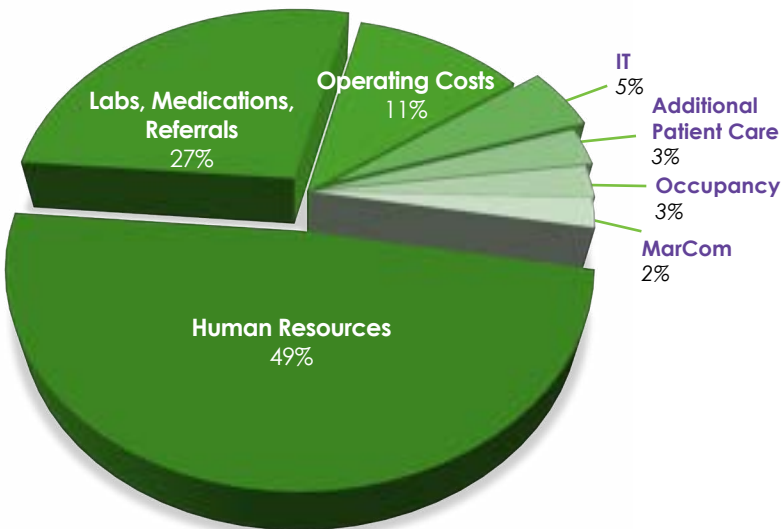
11%	HIV Care	\$2,524,166
8%	Community Health Center Funding	\$1,740,229
2%	State Funding	\$482,000
2%	Local City and County	\$447,843

OTHER GIFTS AND SUPPORT 6% \$1,387,005

3%	Foundations and Corporations	\$795,543
1%	In-Kind	\$342,390
1%	United Way	\$168,063
<1%	Interest	\$51,528
<1%	Individual Giving	\$29,481

TOTAL REVENUE
\$22,882,257

COST TO PROVIDE CARE



49%	Human Resources	\$11,214,269
27%	Labs, Medications, Referrals	\$6,287,315
11%	Operating Costs	\$2,642,247
5%	IT	\$1,143,587
3%	Additional Patient Care	\$682,072
3%	Occupancy	\$586,807
2%	MarCom	\$533,409

TOTAL EXPENSES
\$23,089,706

2024 Board of Directors



HSNT Board of Directors and Leadership

Thank you for your service!

Rev. Dr. Dale Tampke
HSNT Board President

Sara Schroeder
HSNT Board Vice President

Lee Brown
HSNT Board Treasurer

James Henderson
HSNT Board Secretary

Magdaline Ewoko

Michael Foster, CPA

Ryan Gehrke

Belinda Hernandez

Sadaf Haq

Makinzie Heard, MS, RN, NCSN

M. Hamed Hussain

Chance Oliver, Judge County Criminal Court 4

Kimberly Middleton, M.D.

Bibiana Ramirez

Eric Schwarz

As a Community Health Center, HSNT is committed to having the required minimum of 51% of our board members being consumer members and demographically represent our overall patient population. These requirements ensure that the needs of our patients are consistently represented at the highest level of our organization so that we can positively impact our patients' lives and our community as a whole.

RESILIENT INVESTMENT

Stewarding your trust through strong ROI.

Partnerships are at the core of what has brought HSNT to where we are today. Each investment in patient care from our business stakeholders, individual donors, foundations, corporations and local, to state and federal governments is stewarded in such a way that creates lasting impact for the communities we serve.

As you have read through this report, we hope that you have found it inspiring and will join us in being part of something bigger than just one person or one organization. This is about the health of a community, the health of future generations, and not leaving anyone behind who needs a hand up but empowering them for a lifetime.

HSNT invites you— **needs you**— to join us in this mission of **improving the quality of life for all North Texans through medical care, support services and advocacy.**

To our existing partners, we say thank you. Thank you for trusting us with your investment in a healthier community.

To our future partners, we look forward to collaborating with you in achieving your philanthropy goals and amplifying your brand through a strategic partnership.



**Learn more about HSNT's
2025-2027 Strategic Plan**

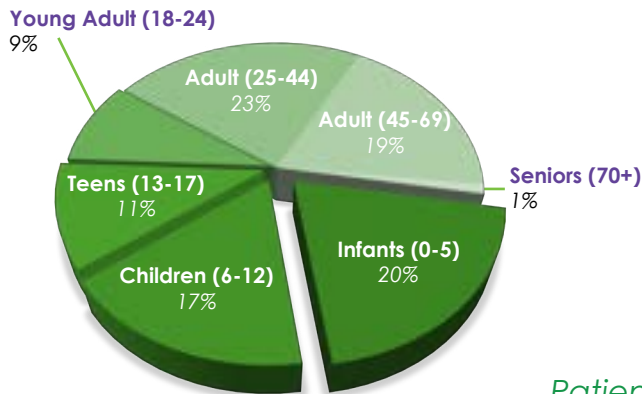


HSNT Patient Population

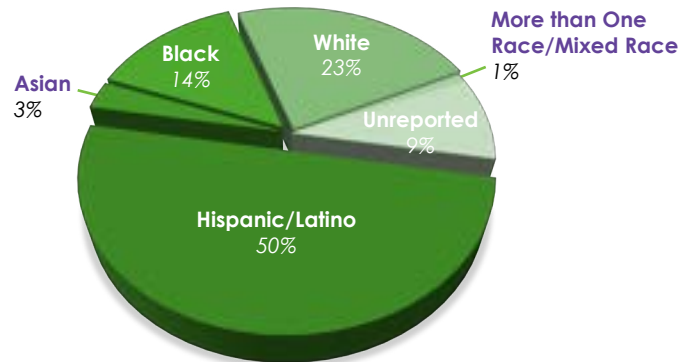
At HSNT, our goal is clear: to serve as a trusted medical home for all North Texans. We are dedicated to breaking down barriers by providing compassionate care regardless of race, ethnicity, or income.



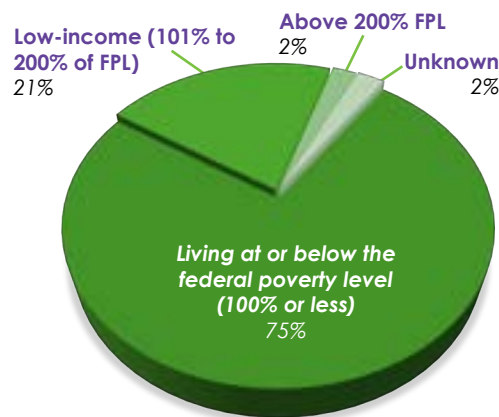
Patients by Age



Patients by Race/Ethnicity



Patients by Income



*The Federal Poverty Level (FPL) is an economic measure of income based on family size and income that determines eligibility for programs and benefits. For example, 100% of FPL for a family of four is \$31,000.



Health Services of North Texas is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as a part of an award totaling \$1,602,093, with 93% financed with non-governmental sources.

THANK YOU TO HSNT DIFFERENCE MAKERS

Thank you for investing in our resilient community in 2024. Your generosity empowers Health Services of North Texas to provide exceptional care for **19,505 patients**, **expand vital pediatric programs**, **strengthen infectious disease treatment**, and **deliver compassionate behavioral health services**. Your continued support grows resilience in families and nurtures hope throughout our community.

Have a minute?



Let us know what you think.

We'd Love to Hear from You

HSNT HEADQUARTERS

4401 N. I-35, SUITE 312 | DENTON, TX 76207
940.381.1501

healthservicesntx.org

Teri Johnson, Director of Marketing and Communications
tjohnson@healthntx.org

Six Health Centers to Serve Our Community

Denton Medical Center

4304 Mesa Drive
Denton, TX 76207

Denton Pediatric Center

4308 Mesa Drive
Denton, TX 76207

HSNT at the Serve Denton Center

306 N Loop 288 Suite 200
Denton, TX 76209

Denton South Center

3537 South I-35 E Suite 210
Denton, TX 76210

HSNT Plano

5501 Independence Parkway
Suite 110
Plano, TX 75023

Wylie Children's Medical Clinic

303 S. Hwy 78 Suite 106
Wylie, TX 75098