

# community.

NO ONE WALKS ALONE.

WE ARE UNITED FOR MIND, BODY, AND SPIRIT,

JOINING WITH THOSE WHO SHARE OUR MISSION,

LIFTING ALL VOICES,

ALWAYS LOOKING FORWARD,

DIRECTED BY OUR GUIDING PRINCIPLES,

FINDING BETTER WAYS TO WORK TOGETHER:

SERVING HUMANITY TO HONOR GOD.



University

**With faith as  
our guide,  
Methodist  
Healthcare  
Ministries  
walks hand-in-  
hand with the  
least served to  
build a future  
where all can  
thrive with  
dignity, purpose,  
and unity.**

## **Letter from the Board Chair and CEO**

*Serving Humanity to Honor God in ways that no one else could—or would; these were the cornerstone ideals upon which Methodist Healthcare Ministries was founded thirty years ago. Since 1995, that dream has grown from a spark of faith to a flourishing and far-reaching ministry that shines brightly in people's darkest days.*

Today, MHM continues seeking to fulfill that dream of an organization whose existence would not only guide the ministry and exceptional care of its 50/50-co-owned Methodist Healthcare System, but also create programs and support partners providing healing and hope for low-income, uninsured individuals and families with nowhere else to turn.

**In this special 30th Anniversary Edition of our Annual Report, we hope the stories and impact of our journey will inform and inspire you to do all the good you can in service to others.**

As with all dreams, in pursuit of our vision 'To be the leader for improving wellness of the least served'—there have been many moments of triumph, but equal moments of tragedy. Walking alongside our communities in response to the pain of disasters like the Uvalde Elementary Shooting and disease like COVID-19 have grown our capacity to serve, and love our neighbors well. It's deepened our commitment to listen first to those closest to the problem, to learn from the lived and shared expertise of those invested in local systemic solutions, and to always act within our ability to share resources and shift power toward strengthening communities to achieve long-lasting, generational health.

From those valleys, and because of our belief to uphold and uplift the inherent dignity and purpose of each person made in God's image, we continuously

seek for ways to transform and improve our internal processes and culture in order to serve our community with our very best. That purpose led us to apply for and receive the 2024 Governor's Texas Award for Performance Excellence—and continues to spur on our work to dream of bigger and better ways to advance health equity across our 74 counties.

But a dream is only a wish if not supported by extraordinary people and a visionary plan. We can only look back with such pride—and look ahead with eager anticipation—for all the lives transformed toward greater health and wellbeing because of the strength of its team, partners and strategic plan.

To all of our devoted board members, 'Caring Servant' team members, trusted partners and remarkable and resilient community members—you are the dream workers. The architects of a future we pray and believe will be filled with far more happier and healthier birthdays for people from all walks of life. May God continue to strengthen and guide each one of us to follow the guiding light of John Wesley for the next thirty years, to "Do all the good you can, by all the means you can, in all the places you can, to all the people you can, as long as ever you can."

God bless you,



Jaime Wesolowski, President & CEO



Mike Porter, Chair of Board of Directors

8  
12  
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56

- No one walks alone.** • IMPACT AT A GLANCE
- We are united for mind, body, and spirit,** • PROGRAMS AND SERVICES IMPACT
- joining with those who share our mission,** • GRANTMAKING IMPACT
- lifting all voices,** • POLICY & ADVOCACY IMPACT
- always looking forward,** • SYSTEMIC CHANGE IMPACT
- directed by our guiding principles,** • SPECIAL REPORT: THE SOUTH TEXAS SAFE WATER PROJECT
- finding better ways to work together:** • TRANSFORMING INTERNAL PROCESSES & CULTURE
- serving humanity to honor God.** • STEWARDING OUR RESOURCES



We stand with the least served—always listening, learning and partnering with communities to co-create a healthier, more hopeful future.

## IMPACT AT A GLANCE

Methodist Healthcare Ministries advances health equity by fostering both **thriving people** living to their fullest potential and **thriving places** united in purpose to support sustained well-being.

Our work is focused in four key areas: direct services, grantmaking, policy & advocacy, and systemic change.

### TOTAL NUMBER OF 'CARING SERVANT' EMPLOYEES

# 548

### TOTAL INVESTMENT SINCE INCEPTION

# \$1.66 Billion

### CARE SERVICES PROVIDED

# 350,000+

Care services in 2024 were provided to **22,026** patients and clients.

# 136

**136** owned or funded sites.



PRIMARY CARE



MEDICAL



ORAL HEALTH

### PATIENT SATISFACTION PERCENTILES



HBA1C  
CONTROL



BMI  
SCREENING AND  
FOLLOW UP



DEPRESSION  
SCREENING AND  
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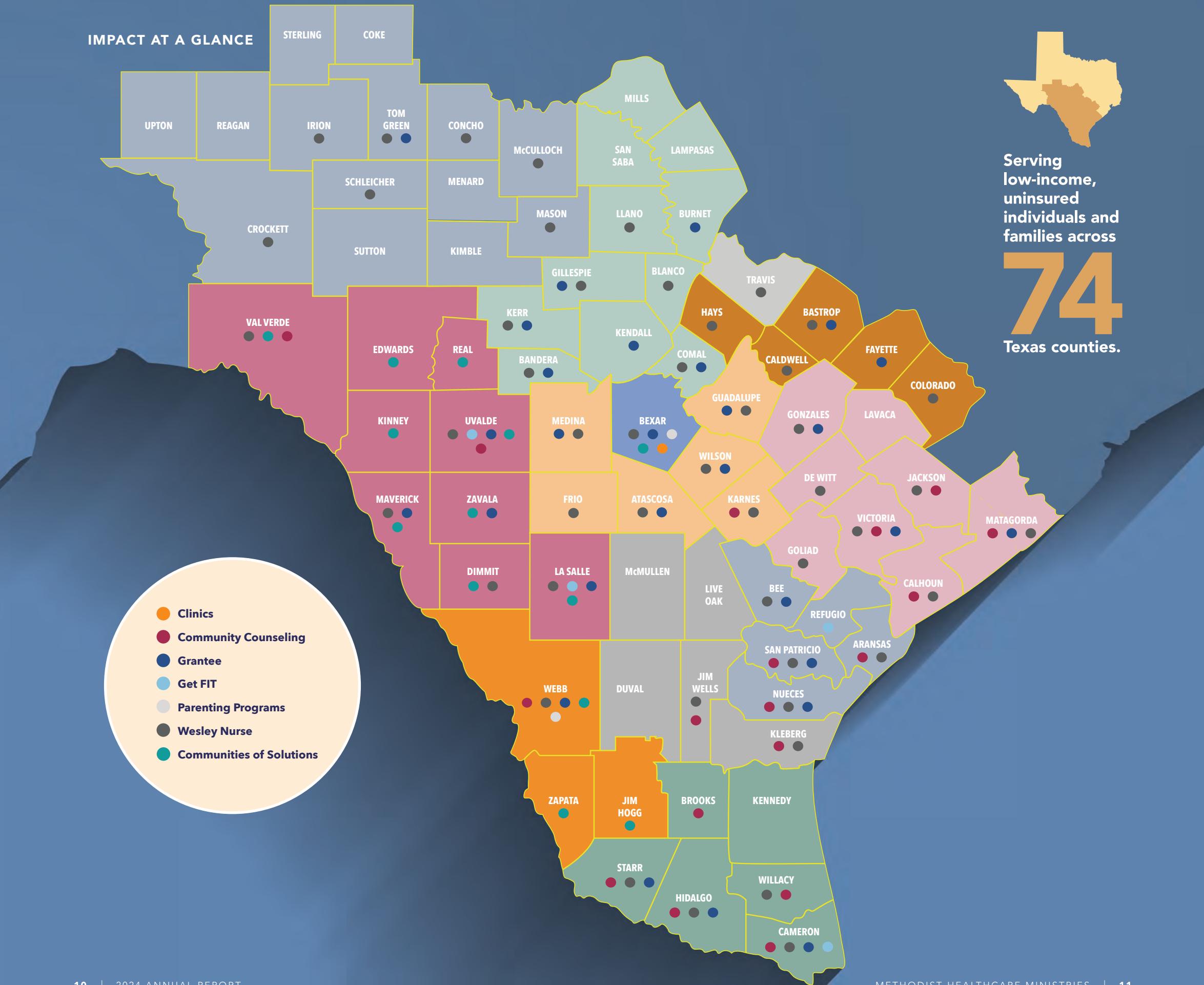


BMI  
SCREENING AND  
FOLLOW UP



DEPRESSION  
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FOLLOW UP

## IMPACT AT A GLANCE





Leticia Rosales, a Certified Diabetes Care and Education Specialist, delivers integrated, patient-centered care—empowering patients to manage their diabetes through education, collaboration, and life-changing tools like continuous glucose monitoring.

San Antonio, Texas 

A cornerstone of Methodist Healthcare Ministries mission is **the clinical and community-based programs and services** we provide to improve the health and well-being of the least-served through free or low-cost community-based programs and integrated healthcare clinics.

As a direct-service provider, Methodist Healthcare Ministries offers access to clinical care for low-income, uninsured individuals in and around Bexar County. Our programming expands beyond clinical care to include a wide array of community-based programs and services that foster and support health and wellness for individuals of all ages across our 74-county service area.

"We have relationships with our patients because we have the time to sit and to talk about more than just what a doctor discusses."

—Lessa Perry, Wesley Nurse



#### INTEGRATED CARE

### Aligned, Effective, and Holistic Care

Leticia Rosales, RN, is on the frontlines of good health for community members who need an integrated approach to diabetes care and prevention.

"As a Certified Diabetes Care and Education Specialist, integrated healthcare means working closely with a team of primary care providers, dietitians, pharmacists, social workers, and mental health professionals to deliver coordinated, patient-centered care. It allows me to address not only blood glucose management, but also the emotional, behavioral, and social factors that affect a patient's ability to manage diabetes. For example, imagine a patient with diabetes and depression. In a fragmented system, they may see a primary care provider who manages their blood glucose but overlooks mental health, while a separate counselor may not know about their diabetes. In our integrated system, providers collaborate, ensuring that our patients receive comprehensive, person-centered support."

One of Leticia's patients expressed appreciation for the wide range of services saying, "My health has completely changed—a real 360° for the better. I have more energy and I am more active."

Leticia affirms the effectiveness of an integrated approach: "Integrated care empowers patients and helps me deliver patient care and an education that's aligned, effective, and holistic."

**"My health has completely changed—a real 360° for the better. I have more energy and I am more active."**

— Diabetes patient in Leticia's care



#### STRENGTHENING LOCAL COMMUNITIES

## A Uniting Force

"As a Wesley Nurse my mission is to care for the whole person, physically, emotionally, and spiritually while serving in the broader community. The same spirit of service drives my leadership in uniting the Hispanic business community. Health and economic stability are deeply connected. When families have access to jobs, education, and support, their health outcomes improve.

The Bastrop County Hispanic Chamber of Commerce has the potential to be a powerful force for health and wellness. By supporting small businesses and entrepreneurs, we help families build stability and pride. We reduce stress and improve quality of life. The Chamber also provides a trusted platform for education and outreach. Through partnerships with providers, non-profits, and wellness programs, we can promote health literacy, increase awareness of local resources, and encourage prevention care. Ultimately, a thriving business community contributes to a thriving, healthier Bastrop."

—*Dalila Mancha, Wesley Nurse for Bastrop United Methodist Church*

## Integrated Care for Better Outcomes

For Methodist Healthcare Ministries direct services staff, the first step in care is listening to each patient to identify their unique needs, including those that go beyond the clinic.

Recently, when a patient was missing appointments due to a lack of transportation, Wesley Nurse Minilu Meza and Community Health Worker Maggie Canales Valls worked together with the patient to help her navigate through a financial assistance program focused on helping patients establish personalized health care plans.

They followed through with continued support for her transportation to appointments, which Minilu attended, and access to medications that are crucial to her healthcare needs.

THE INDIVIDUALS WE SERVE

UNIQUE PATIENT & CLIENT VISITS

**147,181**

UNIQUE PATIENTS & CLIENTS SERVED

**22,026**

PEOPLE SERVED VIA COMMUNITY HEALTH & WELLNESS EVENTS

**1,944**

INDIVIDUALS ASSISTED VIA COMMUNITY HEALTH WORKER ENCOUNTERS

**33,897**

MEDICATION ASSISTANCE PROGRAM

TOTAL MEDICATION SAVINGS FOR PATIENTS THROUGH  
MEDICATION ASSISTANCE PROGRAM IN 2024

**\$10,886,162**

TOTAL PATIENT MEDICATION SAVINGS SINCE INCEPTION

**\$122,095,260**

PROSPEREMOS JUNTOS/THRIVING TOGETHER (PJTT) COHORTS

INVESTMENT IN PJTT COHORTS

**\$7,466,636**

100% of PJTT coalitions were made of at least  
1/3 'persons with lived experience'  
in their governing bodies

**100%**



Executive Director Chuck Lutke tends the community garden at Arthur Nagel Community Clinic, where MHM's cornerstone grant helps restore health and renew hope for Bandera residents through compassionate care, health education, and essential services for all who need them.

Bandera, Texas 

## GRANTMAKING IMPACT

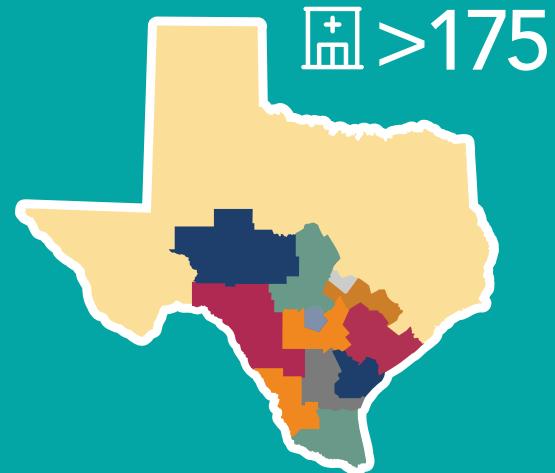
In 2024, Methodist Healthcare Ministries provided funding for **over 175 agencies** who share our broader definition of healthcare to include addressing the vital conditions that affect health and wellness. Additionally, our Community Investments team engaged partners and stakeholders to develop new funding frameworks and procedures designed to reduce administrative burdens, increase operational support, and strengthen greater long-term impact.

### 2024 GRANT FUNDING

**\$70,543,360**

(COMMUNITY INVESTMENTS, POLICY CONTRACTS, STRATEGIC OPPORTUNITY FUNDS, COMMUNITIES OF SOLUTIONS)

### NUMBER OF GRANTEES ACROSS 74 COUNTIES

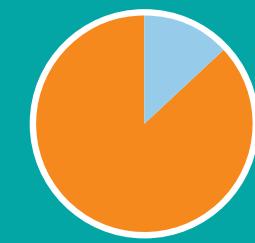


### GRANT FUNDING SINCE INCEPTION

**\$515,543,360**

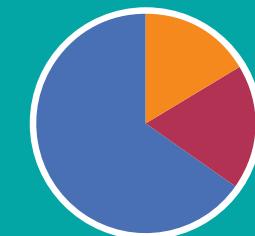
#### GEOGRAPHIC FUNDING DIVERSITY

■ 13.1% RURAL  
■ 86.9% URBAN



#### STREAMS OF CARE FUNDING

■ 16.5% UPSTREAM  
■ 65.1% MIDSTREAM  
■ 18.4% DOWNSTREAM



## GRANTEE SPOTLIGHT

### Restoring Health and Renewing Hope

**"Support from MHM, not only with generous grants but also event sponsorship, on-site visits with great advice, and course offerings at your headquarters, means the world to us and our patients."**

— Chuck Lutke, Executive Director, Arthur Nagel Community Clinic

In the heart of Bandera, the Arthur Nagel Community Clinic has been a beacon of care for more than a decade, offering quality health services to those who otherwise might go without. For Executive Director Chuck Lutke, the clinic's mission is summed up in its simple but profound tagline: Restoring Health. Renewing Hope.

"What the phrase represents," Lutke explains, "is that our clinic is here to restore physical and mental health to all people who qualify for our services—ages 12 and up—regardless of their ability to pay, ethnicity, race, creed, or citizenship. In restoring their health, we also give them reason to hope, because we are people who genuinely care about them and will be here when they need us."

But for Lutke, healing goes beyond medical treatment. "We are a cadre of providers and administrators whose work is based in science, reason, and evidence. We don't heal anybody—science does that. A big part of our work is health education and helping patients understand what healthy living can and will do for them. We help them make informed decisions that may ultimately alter the course of their life and others for generations."

#### MORE THAN JUST A GRANT

Support from Methodist Healthcare Ministries has been critical in sustaining and expanding this impact. As one of

the clinic's largest funders, we provide critical support for essential services, equipment needs, and staff development.

"Support from Methodist Healthcare Ministries, not only with generous grants but also event sponsorship, on-site visits with great advice, and course offerings at your headquarters, means the world to us and our patients," says Lutke.

He recalls the early days of his leadership when Methodist Healthcare Ministries offered guidance and encouragement. "I cannot say enough good things about

the MHM Senior Program Officer who helped guide me through my first couple of years here. The funding we receive truly is foundational in helping us provide care, access needed equipment, and even introduce us to concepts of integrated care that make a real difference for our patients."

Through this ongoing partnership, the Arthur Nagel Community Clinic continues to meet Bandera's healthcare needs while embodying hope, compassion, and the promise of better health for all.



*Lutke with Nagel's Clinical Director, Susan Broa, who has been with the clinic most of its 18 years.*

## GRANTEE SPOTLIGHTS



### SMITHVILLE

## Providing Health on Wheels

The City of Smithville "Health on Wheels" program, funded by Methodist Healthcare Ministries, provides rural access to care through mobile services across Bastrop, Caldwell, Colorado, and Fayette counties. Residents receive medical, mental health, oral health, and social determinants of health screenings.



### AUSTIN

## Uniting Two Generations

With a grant from Methodist Healthcare Ministries, 286 parents and 358 children graduated from AVANCE-Austin's Parent-Child Education Program in 2024. Parents engaged in business training for economic mobility while their children participated in literacy and nutrition programs.

*"Thanks to the incredible services I received, I now have food assistance, I'm seeing a behavioral health counselor, and I even have new dentures."*

*—Health on Wheels patient*



At 82, Juanita found hope and stability through Methodist Healthcare Ministries' Medical-Legal Partnership program, which restored her home healthcare, secured critical Medicare savings, and removed barriers to housing—all so she could focus on healing and living with dignity.

Bexar County, Texas 

Methodist Healthcare Ministries understands that real change for people who have gone unheard requires a **unified voice**. We are committed to listening to those we serve and advocating for local, state, and federal policies that promote good health through access to care and improving community conditions. One of the ways we achieve this goal is through our Medical-Legal Partnership (MLP) program, which integrates legal services and delivery of care to address unmet legal needs for our patients.

TOTAL MLP  
REFERRALS, 2024

**907**

TOTAL PATIENT SAVINGS FOR  
LEGAL SERVICES THROUGH MLP

**\$3,091,280**

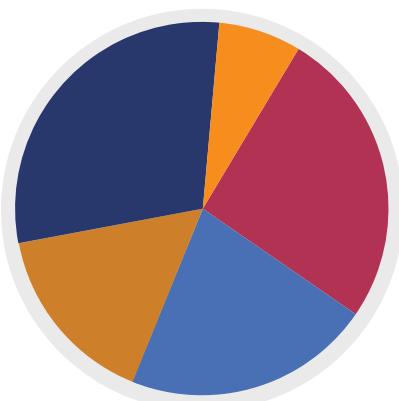
**PERSONAL STABILITY**

Advance Directives & Guardianship (4%)  
Probate, Wills & TODDs (5%)  
Protective Order (3%)

Crime Victim Compensation (5%)  
Other Family Cases (2%)  
Divorce/Separation with  
Violence and Other Factors Present (11%)

**LEGAL STATUS**

Custody, Visitation & Child Support (4%)  
Birth Certificates, Identity Theft License,  
and Expungement (4%)  
Advance Directives & Guardianship (4%)  
Taxes (2%)



**EDUCATION & EMPLOYMENT**

Miscellaneous Civil Litigation (2%)  
Workplace Rights & Discrimination (3%)  
Worker's Compensation (2%)

**HOUSING**

Public Housing: Evictions, Repairs & Utilities (6%)  
Home Foreclosure & Mortgage Dispute (6%)  
Private Landlord: Eviction, Repairs & Utilities (10%)  
Debt Collections & Other Finances Disputes (4%)

**INCOME & INSURANCE**

Medicaid, Medicare & Other Community Care (4%)  
Food Stamps/SNAP & Other Benefits (4%)  
SSA Overpayments & Terminations (5%)  
Human Trafficking (7%)



**REMOVING LEGAL BARRIERS**

## A Partnership for Health and Life

Methodist Healthcare Ministries' Medical-Legal Partnership program integrates legal professionals into our clinics to help patients overcome non-medical challenges—like housing insecurity, wrongful denial of benefits, or debt disputes—that can worsen health conditions.

Working alongside Texas RioGrande Legal Aid, the Medical-Legal Partnership team helps patients resolve these issues so they can focus on getting well.

For 82-year-old Juanita, a dental patient at the Wesley Health & Wellness Center, that legal help came at a critical time. After major neck surgery that left her temporarily paralyzed, she relied on a home health aide for basic care. Then,

due to a Medicare agency error, those services were suddenly terminated. At the same time, she was struggling to afford rent, living with her daughter, and trying to qualify for Section 8 housing assistance—only to be denied twice.

"They took my [home health] aide away. I didn't know what to do," Juanita recalls. "Everywhere I went I couldn't get help. I had to move in with my daughter because of how expensive everything became. Then they denied me housing—twice. That's when I went to MHM. And you help me a lot."

Our Medical-Legal Partnership team stepped in on two fronts. They disputed the wrongful termination of her Medicare services and won, reinstating her

home health care services. They also helped her secure a Qualified Medicare Beneficiary subsidy, saving her \$185 a month on premiums.

Separately, they challenged her housing denial. The local housing authority had cited an old \$1,000 debt to a former landlord as grounds for rejection. The Medical-Legal Partnership team argued that the debt was too old to be used against her, and the housing officials eventually conceded.

While Juanita remains on the city's two-year housing waitlist, the legal victory removed a major barrier to her application.

Her health remains fragile—she lives with chronic pain and recently suffered a heart attack—with home healthcare services reinstated, she feels

supported. "Now my provider, my nurse, comes every week and everything is beautiful," she says.

Juanita's gratitude for the program is deep. "It made me feel good because I couldn't do anything," she reflects. "But I went [to the Wesley Health & Wellness Center] and they helped me with my teeth and my life. I'm fine. I'm grateful. I'm very grateful."

She also wants others in her community to know they don't have to struggle alone. "Go in and visit them for the things you need. Pick up the phone, make a call... they will help you out. Health, legal, whatever you need."

Her message for the MLP team is simple: "God bless them and for them to help other people. Keep on going. Keep going."



**ADVOCACY SPOTLIGHT:  
CHAMPIONING THE  
SAN ANTONIO STATE HOSPITAL**

**Amplifying the  
Call for Mental  
Health Services**

In 2017, Methodist Healthcare Ministries recognized the mental health crisis in Bexar County and surrounding South Texas communities—and convened mental health stakeholders to advocate for a new San Antonio State Hospital (SASH).

In 2024, the seven-year effort to secure passage of state legislation and funding came to fruition with the opening of the new SASH by the Texas Health and Human Services Commission. The \$357 million state-of-the-art facility features single-person rooms, natural light, recreational experiences, and outdoor spaces to promote healing and recovery.

"Methodist Healthcare Ministries is proud to have been a part of this journey," said 2024 Board Chair Lavonne Garrison. "We remain committed to joining our community leaders and mental health stakeholders to continue the work to reduce and eliminate health disparities experienced by so many Texas families, especially for mental health services."

**TOTAL NEW  
BED CAPACITY**

**300**

**BEXAR COUNTY  
ADULTS STRUGGLING  
WITH MENTAL HEALTH**

**23%**

**TOTAL COUNTIES  
SERVED**

**54**

**TOTAL STATE  
FUNDING  
SECURED**

**\$357M**



MHM Digital Equity Partner  
and Chief Technology  
Strategist serves as director  
of Digital Ambassadors and  
IDRA Youth TechXperts.

San Juan, Texas 



## SYSTEMIC CHANGE IMPACT

Methodist Healthcare Ministries is committed to finding new ways to **promote change that alleviates longstanding systemic disparities**. United with research partners and community stakeholders, we identify gaps in systems that create barriers to health and well-being.

We develop initiatives beyond the clinic that impact health like digital equity, economic mobility, and food security that are vital to improving community-wide quality of life.



## OUR COMMITMENT TO SYSTEMIC CHANGE.

Through its strategic focus area of Impact Systemic Change, Methodist Healthcare Ministries commits to invest in efforts to address systemic and root causes of health inequity to disrupt the cycle of intergenerational poverty (focusing on food security, economic mobility, and digital inclusion).



### HEALTH EQUITY

We invest in systemic change that improves the living conditions that cause people to be sick in the first place. We work closely with community partners to address factors that affect health including **food security, economic mobility, and digital equity**.

When we disrupt the cycle of poverty and create stronger communities for every resident, we can ensure health equity that lasts for generations.



### FOOD SECURITY

Identify, invest in, and support approaches that improve food security in neighborhoods and communities by improving access to healthy and affordable foods.

- LABOR PRACTICES
- ACCESS
- DISTRIBUTION
- PRODUCTION



### ECONOMIC MOBILITY

Identify, invest in, and support approaches that address root causes of poverty and financial outcomes for individuals and families living in poverty.

- EDUCATION AND COACHING
- CAPITAL AND ASSET BUILDING
- FINANCIAL INCLUSION
- COMMUNITY BUILDING
- DIGITAL LITERACY/ SKILLS
- INFRASTRUCTURE
- AFFORDABILITY
- TELEHEALTH



### DIGITAL EQUITY

## Bridging the Digital Divide

In South Texas, digital equity is not a luxury—it's a lifeline. From a mother earning her GED online, to a son attending virtual college prep workshops, to a grandparent managing their health through a patient portal, generations of families across South Texas are accessing networks of opportunities as part of Methodist Healthcare Ministries' digital equity initiative.

Methodist Healthcare Ministries has invested nearly \$30 million to expand digital and broadband services by supporting strategic, community-driven partnerships across South Texas. One innovative program is the Youth Digital Opportunity Labs, a product of the collaboration among the Intercultural Development Research Association (IDRA), Institute for Local-Self Reliance (ILSR), digitalLift (formerly Community Tech Network), and Compudopt. The

labs provide students in the Rio Grande Valley and San Antonio with hands-on exposure to broadband infrastructure and introduces them to careers in broadband and technology sectors—areas critical to the region's future.

Michelle M. Vega, Chief Technology Strategist with IDRA, explains that, "Through the MHM-funded Digital Ambassadors program, IDRA is equipping students, not only with STEM education and workforce training, but with the confidence to lead and serve. These young leaders are learning valuable digital skills—and just as importantly, they're using that knowledge to uplift their communities. When students see themselves in STEM, they don't just imagine new futures—they help to create them for everyone around them."



## ECONOMIC MOBILITY

### GOALS: Addressing Root Causes

Methodist Healthcare Ministries' work to advance health equity includes addressing one of the strongest risk factors for poor health: generational poverty.

In 2024, we continued work on our San Antonio GOALS initiative, a groundbreaking study conducted by the University of Texas at San Antonio College of Health, Community and Policy to research two economic mobility interventions: cash assistance and Economic Mobility Pathway's (EMPath) Mobility Mentoring®, an economic mobility coaching approach.

Begun in 2022, GOALS is the first randomized control trial in the country that looks at how the two interventions can work together to support individuals and families on their journey out of poverty.

We look forward to receiving and sharing the full results of this study to better inform strategies that support greater financial independence and well-being.

**“Financial independence really does contribute to our quality of life. It impacts where we live, the types of foods, the types of services that we can access. It impacts our education and, in many cases, it even impacts the access to quality health care.”**

— Jaime Wesolowski, President and CEO,  
Methodist Healthcare Ministries



### SPECIAL REPORT

## The South Texas Safe Water Project

IN PARTNERSHIP WITH TEXAS A&M



**“Our water runs  
brown, stains our  
clothes, and makes us  
sick. How can we not  
fear what’s supposed  
to keep us alive?”**

*—Colonia resident*



2024 saw the culmination of the South Texas Safe Water Project, an initiative that embodied the **guiding principles** underlying our commitment to improving the health and well-being of the least-served.

In this landmark project, Methodist Healthcare Ministries partnered with Texas A&M School of Public Health to address the health disparities for the people in **colonia** communities along the US-Mexico border by studying their most critical natural resource: water.

**Colonias** are unincorporated, rural, and semi-rural communities primarily located along the Texas-Mexico border. They are often characterized by substandard housing, lack of infrastructure, and limited access to essential services.

1

We realize achievement of improved health and well-being of the people and communities we serve is a long-term commitment that requires intentional efforts focused on health equity.

—MHM Guiding Principle

#### RELIABLE DATA FOR SUSTAINABLE SOLUTIONS

**The South Texas Safe Water Project** was undertaken to provide both immediate relief to health issues while investing in the research necessary to make informed policy recommendations and actions for sustainable improvements.

The goal of the two-year project was to understand environmental hazards and their impact on community health of residents in colonias.

While prior data was fragmented and insufficient, the South Texas Safe Water Project produced reliable water quality assessments, including sampling and analysis for key contaminants.

This comprehensive research was coupled with extensive community engagement to empower residents, build local capacity for advocacy, and foster ownership of findings.

2

We seek to balance our work for the least served by providing the best quality clinical care, connecting individuals and families to needed resources, and working with communities to improve their health and well-being.

—MHM Guiding Principle

#### ADDRESSING IMMEDIATE NEEDS

Because community health was the primary driver of the South Texas Safe Water Project, it was crucial to ensure that residents had the right information and resources to immediately improve the quality of their drinking water.

Community Health Workers (Promotoras) and clinical partners actively participated in and or hosted over 30 community events to support and strengthen relationships with community members, stakeholders, and collaborators.

Through active engagement, we addressed colonia needs and concerns, including distribution of essential items including water filters, food baskets, participant stipends, and household care items.



Fourteen high school-aged students participated in collecting data through the Citizen Science Program, gaining practical skills for real-world application of environmental science and scientific literacy.

Omar Sanchez, a Citizen Science graduate, said, "We started with little to no information and ended up very conscious of environmental health; it felt like I had completed an education for a career."

3

We don't do it alone. To address the needs of every community, we support, convene, and/or partner with others engaged in and/or leading efforts to improve community health and well-being.

—MHM Guiding Principle

#### A COMMUNITY-BASED APPROACH

The South Texas Safe Water Project was built on the principles of Community-Based Participatory Research, prioritizing shared ownership, collaboration, and respect for local expertise.

This philosophy emphasized a reciprocal relationship with the community, valuing their knowledge, and involving them directly in shaping the research process.

By integrating the trusted voices of Community Advisory Boards and local nonprofit organizations, the approach deepened the connection and trust between the research team and the residents.

Community Advisory Boards were particularly critical in translating research into action. Their local expertise helped contextualize the findings, making the data more relevant and directly applicable for policy and program recommendations.



*Texas colonias often lack basic infrastructure, illustrating the determination of families seeking the American dream.*



**"The success of our program lies in the power of collective curiosity—when communities ask meaningful questions and engage with scientific methods, they ignite change by uncovering solutions to the challenges they face together."**

—Dr. Lindsay Sansom, Texas A&M School of Public Health



4

We partner with people with lived experiences to co-design, co-create, co-evaluate changes that improve health and well-being of families and communities.

—MHM Guiding Principle

#### ENGAGING RESIDENTS EVERY STEP OF THE WAY

The engagement approach of the study was one of co-learning, mutual respect, and shared decision-making. The South Texas Safe Water Project intentionally moved away from a top-down research model, opting instead for a collaborative framework that recognized the community as equal partners.

This approach valued the lived experiences and local expertise of residents, integrating their perspectives into every phase of the project. The goal was to collect data and also to build capacity within the community, providing tools and knowledge that would enable residents to advocate for their own health and environmental justice.

We support place-based efforts to strengthen historically underserved communities.

—MHM Guiding Principle

#### UNDERSTANDING COLONIAS

Central to the success of the project were *Promotoras*, or Community Health Workers, who connected the research team with community members. Their cultural competence and trusted status allowed them to engage residents in a meaningful way, overcoming barriers related to language and historical skepticism towards outside researchers.

Promotoras went beyond data collection; they played a key role in educating residents on the health risks associated with environmental contaminants. Through home visits, workshops, and small group discussions, they provided bilingual, culturally tailored information that helped residents take informed action while ensuring that the research data collected was comprehensive, reliable, and reflective of the community's true conditions.



#### Five Recommended Actions

—rooted in extensive feedback from community meetings, advisory boards, and collaborative workshops:

##### 1. STRENGTHEN REGULATORY OVERSIGHT

Enforce stricter penalties for water suppliers with repeated violations. Require transparent, bilingual reporting to keep residents informed.

##### 2. IMPLEMENT EDUCATION CAMPAIGNS

Create culturally relevant, multilingual materials—videos, workshops, pamphlets—distributed through trusted places like churches and schools. Expand *Promotoras'* role to build trust.

##### 3. INVEST IN INFRASTRUCTURE & PREPAREDNESS

Fund long-term upgrades to filtration and plumbing in *colonias*. Develop tailored emergency response plans with local leaders and health agencies.

##### 4. EMPOWER LOCAL ORGANIZATIONS

Support community groups to lead advocacy. Form a consortium linking nonprofits, government, and universities for sustainable solutions and policy change.

##### 5. IMPROVE PUBLIC HEALTH DATA ACCESS

Standardize state-level water quality reporting. Create a centralized, easy-to-read database for residents and policymakers.

We sustain a culture of continuous improvement and learning where innovation is welcomed, practiced, tested, and implemented.

—MHM Guiding Principle

#### LESSONS LEARNED AND NEXT STEPS

Methodist Healthcare Ministries and Texas A&M University recognized that a study of this size with residents who have been traditionally underserved by public institutions needed an innovative, community-driven approach. By involving residents in interactive data analysis sessions, report-back meetings, and workshops, the community was actively engaged and equipped to use the information generated. This inclusive process helped dismantle traditional power dynamics and fostered a stronger, more equitable research partnership.

We have already identified lessons learned and next steps for the project. These include expanding the program across additional counties in South Texas and addressing the critical need to investigate potential sources of water contamination through soil sampling.

"I would like to ask for continuity because **more people need to know more about water** and to know things about it. Thank you for the filter and the pitcher, it helps me and my family a lot. Thank you very much in advance, not only from me but from my family." — *Colonia* study participant



TRANSFORMING INTERNAL PROCESSES & CULTURE

*Methodist Healthcare Ministries'  
Catalina Schultze-Kraft and Gardopia  
Gardens Founder & CEO Stephen  
Lucke share a conversation in the  
Gardopia chicken coop about  
Methodist Healthcare Ministries'  
Volunteer Time Off program.*

San Antonio, Texas

Methodist Healthcare Ministries believes that deeply caring for our community begins with caring first for the well-being of our own team members.

It is a fundamental pillar in our strategic plan to create a thriving workplace by **investing** in the physical, mental and economic health of our Caring Servant team members and their families.

In 2024, a Thriving Workforce Committee recommended several strategies that our Board approved to achieve this goal, including paid 12-week parental leave, student loan repayment assistance, and an additional paid personal day.



#### THE TAPE AWARD

#### A Journey of Excellence

In 2024, Methodist Healthcare Ministries received the Texas Award for Performance Excellence from the Quality Texas Foundation Regional Program. Methodist Healthcare Ministries was recognized as one of only two Texas organizations who have successfully enacted the Baldrige Criteria for Performance Excellence, a program that empowers organizations to reach their goals while improving results.

The TAPE award is a reflection of our commitment to performance excellence in achieving our strategic goals. The award comes on the heels of Methodist Healthcare Ministries' recent Patient Centered Medical Home certification from the National Committee for Quality Assurance, recognizing our patient-centered approach to care and continuous quality improvement.



#### EMPOWERING EMPLOYEES

### Strengthening Communities Through Volunteer Time Off

In 2024, Methodist Healthcare Ministries introduced a new Volunteer Time Off (VTO) program. This supports team members as they engage in volunteer activities that enhance and serve the communities in which we live and work, support communities that are impacted by disasters, and address issues that impact quality of life. The VTO program allows team members to take up to 16 hours of paid time each year for volunteer work performed during regular business hours.

Catalina Schultze-Kraft, Methodist Healthcare Ministries' Director of

Regional Nursing and Wellness Programs, recently spearheaded a group VTO opportunity at Gardopia Gardens, a non-profit that addresses health disparities in a high-crime corridor on the near-Eastside of San Antonio. As a member of Methodist Healthcare Ministries' Food Equity and Security Team (FEAST), she recognized Gardopia's transformative work with food systems and community education.

Organizing the event organically, Catalina saw a clear need for guidance on how to utilize the VTO benefit. "We

have this amazing benefit, but a lot of people are not quite sure how to use it or where to go." By leveraging her existing connections through FEAST, she made it easy for her colleagues to participate. The response was overwhelmingly positive, with diverse teams eagerly joining.

"I see VTO as a chance to build relationships in a more human way with organizations doing powerful work in our communities," Catalina says. She emphasizes that the VTO opportunities are tied to Methodist Healthcare Ministries' systemic change areas: food

# Learning from Diverse Voices

security, digital equity and economic mobility. "Many of these groups rely on volunteers, and this is how Methodist Healthcare Ministries gives through our people, not just our dollars."

Catalina notes that VTO helps team members "connect to strategies we do not always get to see up close, learn from others, and be part of the change

we are aiming for." It also serves as an opportunity to build relationships across departments, particularly for teams like Information Technology, Finance, and Accounting, who—despite being critical to the mission—rarely get firsthand experience of the impact.

While the physical labor at Gardopia was demanding—volunteers were "dirty;"

we laughed; our bodies ached" — the experience was deeply rewarding. Catalina observed an engaged and curious group, asking questions, and having fun.

"I hope they felt what I felt, more connected to each other and happy to be part of the work we are doing at Methodist Healthcare Ministries."

**"I see VTO as a chance to build relationships in a more human way with organizations doing powerful work in our communities."**

— Catalina Schultze-Kraft  
Director of Regional Nursing and Wellness Programs



## Regional Tours

In 2024, Methodist Healthcare Ministries teams visited communities across their service area. Led by regional team members, these delegations met partners in Kerrville at the Doyle Community Center and Light on the Hill.

In the mid-border region, they learned about aid for immigrant families from Val Verde Border Humanitarian and Mission Border Hope.



## Aspen Ideas: Health

Aspen Ideas is an international summit that draws leaders and thinkers from a multitude of sectors.

Methodist Healthcare Ministries leaders participated in interviews, panels, and podcasts, highlighting our history, health equity, and strategic planning while also evaluating national trends and best practices applicable to South Texas.



SYSTEMIC CHANGE IMPACT

2024 INVESTMENT IN ECONOMIC MOBILITY STUDY

**\$2,581,821**



TOTAL INVESTMENT IN ECONOMIC MOBILITY STUDY

**\$7,200,000**



2024 INVESTMENT IN DIGITAL EQUITY PROJECTS

**\$10,528,106**

INVESTMENT IN DIGITAL EQUITY PROJECTS SINCE 2020

**\$29,164,921**



2024 INVESTMENT IN FOOD SECURITY INITIATIVES

**\$3,689,498**

INVESTMENT IN FOOD SECURITY INITIATIVES SINCE 2020

**\$11,948,564**





Methodist Healthcare Ministries fulfills its mission by reinvesting and stewarding our resources to work alongside the people in the places we serve, promoting lifelong well-being in body, mind, and spirit.

That stewardship includes not only the dollars we reinvest into the programs and services we offer, but our 50/50 ownership of the Methodist Healthcare System.

Methodist Healthcare is a 50-50 partnership between Methodist Healthcare Ministries of South Texas, Inc. and HCA Healthcare, the nation's leading provider of healthcare services.

This creates a unique partnership that ensures Methodist Healthcare continues to benefit the community by providing quality care to all and charitable care when needed.

2024

## Our Stewardship: Methodist Healthcare Impact

Methodist Healthcare Facilities	<b>11</b>
Free Standing Emergency Rooms ("Neighborhood ERs")	<b>10</b>
Current Licensed Beds	<b>2,760</b>
Physicians	<b>3,209</b>
Managed Rural Hospitals	<b>4</b>
Combined number of Inpatients & Outpatients	<b>832,191</b>
Inpatients	<b>132,955</b>
Outpatients	<b>699,236</b>
Number of ER Visits	<b>506,488</b>
Number of Deliveries	<b>11,557</b>
Capital Investments (last 10 years)	<b>\$2.18 Billion</b>
Property Taxes	<b>\$25,144,246</b>
Sales Tax	<b>\$21,341,428</b>
Charity & Indigent Care	<b>\$703 Million</b>
Total Charity Care Patients	<b>29,306</b>
Total Payroll	<b>\$972 Million</b>

2024

## Our Stewardship: Methodist Healthcare Ministries Audited Financial Statement

Methodist Healthcare Ministries has completed annual independent financial audits, receiving a clean (Unqualified) Opinion every year. Previous year audits have yielded:

- Zero findings
- Zero required corrective actions
- Zero financial restatements or legal compliance issues

These outcomes validate the integrity of Methodist Healthcare Ministries' governance structures, transparency in financial reporting, and the effectiveness of internal controls. The finance team integrates auditor recommendations into a continuous improvement cycle and proactively aligns with Generally Accepted Accounting Principles (GAAP) despite its nonprofit status—further reinforcing accountability and financial stewardship.



Scan to view the Audited Financial Statement and a digital copy of this report.

### OUR STEWARDSHIP FUELS OUR PURPOSE

## We believe that caring for health means caring for the needs of the whole person—body, mind, and spirit.

In addition to providing clinical care for the uninsured and economically disadvantaged, we are committed to **broadening the definition of health care** to include championing healthier neighborhoods, supportive relationships, broadband access, food security, and financial stability to strengthen families and communities.

As a private, faith-based, not-for-profit organization, we use the earnings we receive as 50-50 co-owner of Methodist Healthcare to fund community-led efforts and promote public policy changes that advance more fair and just opportunities for healthy living—now and for generations to come.

Guided by faith and walking hand-in-hand with people in the 74 counties we serve, we work to meet the unique needs of each community, ensuring that more people have the opportunity to live a happy, healthy, productive life.



"Finally, I mean  
love . . . not only  
in word, but  
also in deed.

As far as you  
can with a clear  
conscience...  
join with me in  
the work of God,  
and let us go on,  
**hand in hand.**"

—JOHN WESLEY,  
FOUNDER OF  
METHODISM

## OUR PURPOSE

To enhance well-being of the people and places in our service area so health equity is achievable, and *all* can thrive.

## OUR MISSION

Serving Humanity to Honor God

## OUR VISION

To be the leader for improving wellness of the least served

## OUR COMMITMENT TO HEALTH EQUITY

Methodist Healthcare Ministries believes that to improve the wellness of the least served and fully live out its mission of "Serving Humanity to Honor God," it must recognize the inequities inherent in its communities that contribute to poor health outcomes. Health Equity is both the process and goal by which Methodist Healthcare Ministries seeks to carry out that purpose. Health Equity is a framework of thought and action that strives to reduce racial and socio-economic disparities and create fair and just opportunities for every person to reach their full potential for health and life and contribute to that of others.

## OUR CORE VALUES

### Integrity

I am honest and trustworthy. I am accountable for the impact of my actions and my words.

### Spirituality

I am committed to making time for my loved ones, my community and myself. I embrace faith, hope and forgiveness in my daily life.

### Teamwork

I am collaborative and an open-communicator. I am innovative in my approach to working with others, and in finding solutions to challenges.

### Compassion

I am respectful, and do not judge others. I have concern for others and a desire to help.

### Making a difference

I am committed to a vision beyond myself. I am mission-focused.





We're broadening the definition of health care.<sup>SM</sup>