

ANNUAL REPORT

2024



ANNUAL REPORT 2024

TABLE OF CONTENTS



About Prism Health North Texas	3
Letter from the CEO.....	5
Letter from the Board Chair.....	6
Board of Directors	7
A New Chapter.....	8
Introducing Women’s and Pediatric Care	9
Patient Story: Brian	10
Patient Story: K.D.....	11
By the Numbers.....	12
List of Services	14
Locations	15
Financial Summary	16
In the News.....	17
Donors	18
Looking Ahead.....	19
A Healthier North Texas	20

ABOUT PRISM HEALTH NORTH TEXAS

PrismHealth
NORTH TEXAS

OUR STORY

Since 1986, Prism Health North Texas (PHNTX) has been committed to providing high-quality, compassionate care in Dallas. Originally founded as an HIV treatment and prevention clinic, PHNTX has grown in response to community needs—expanding services to include full primary care, pediatrics, and women's health.

With deep roots in South Dallas, East Dallas, and Oak Cliff, PHNTX operates health centers in some of the area's most underserved neighborhoods. Following the COVID-19 pandemic, the demand for accessible, inclusive healthcare grew.

In 2024, PHNTX answered that call by achieving Federally Qualified Health Center Look-Alike status, strengthening its mission to provide whole-person care for everyone in the community.



ABOUT PRISM HEALTH NORTH TEXAS

PrismHealth
NORTH TEXAS



MISSION

Promoting the health equity of communities we serve through education, prevention, research, and affirming personalized healthcare.



VISION

Building equitable healthcare access for all Texans.



VALUES

We:

- are solution seekers.
- have a can-do attitude.
- are mission-driven.
- care about people.

DR. JOHN CARLO, MD, MS

CHIEF EXECUTIVE OFFICER



Dear Community,

2024 was one of the most significant years in the history of Prism Health North Texas. Our designation as a Federally Qualified Health Center Look-Alike marked a turning point — enabling us to serve more patients and ensuring that no one is turned away from care because of their financial situation. In Dallas County, where health inequities run deep, this step represents both progress and promise.

Our transformation extended beyond designation. Over the past year, we expanded services in women's health, pediatrics, behavioral health, dental, and pharmacy. We deepened our presence in South Dallas, addressing long-standing care deserts. And we strengthened our leadership team: Lawrence Martin joined as Chief Operating Officer, bringing a sharper focus on efficiency and patient experience; Jana Voegel stepped in as Chief Financial Officer, ensuring strong stewardship of our resources; Dr. William Hays was named Chief Medical Officer, solidifying our clinical leadership; and Kim Burgan became our first Chief Marketing and Development Officer, helping us share our story, build partnerships, and grow philanthropic support. Together, this team is equipping PHNTX to deliver care with both vision and discipline.

We also faced challenges — from operational growing pains to improving the patient experience. Yet through it all, our staff demonstrated resilience, creativity, and an unwavering commitment to our patients. They are the heart of PHNTX, and I am deeply proud of their dedication.

Looking ahead, our vision is clear: achieve full FQHC status, expand family-centered care, and strengthen partnerships that amplify our impact. Guided by our values of dignity, inclusion, and equity, we are building a healthcare system worthy of our community.

Thank you to our patients, staff, board, partners, and donors. Your trust fuels our mission and strengthens our resolve to advance health, hope, and equity for all.

Sincerely,

A handwritten signature in black ink, appearing to be 'John Carlo', written over a light blue horizontal line.

REV. BILLY LANE

BOARD OF DIRECTOR CHAIR



Dear Friends,

As I reflect on 2024, one word comes to mind: transformation. This year, Prism Health North Texas reached a historic milestone in becoming a Federally Qualified Health Center Look-Alike — an achievement that expands affordable care to thousands of neighbors in need. It is a milestone made possible by years of preparation, steadfast leadership, and the unwavering support of our community.

On behalf of the Board of Directors, I want to affirm our deep commitment to PHNTX's mission and the values that guide our work. Part of that stewardship in 2024 was ensuring the right leadership was in place to carry our mission forward. Together with Dr. Carlo, we strengthened our executive team with leaders who bring expertise in operations, finance, clinical care, and community engagement, positioning PHNTX for sustainable growth and impact.

To our donors, partners, and friends: thank you. Your trust enables us to continue breaking down barriers to care, expanding services, and meeting families where they are. We are proud to walk alongside you as we build a healthier North Texas.

With gratitude,

Billy Lane
Board Chair

2024 BOARD OF DIRECTORS

PrismHealth
NORTH TEXAS



Prism Health North Texas is guided by a dedicated Board of Directors whose expertise spans healthcare, finance, and community advocacy. Committed to our mission, they provide strategic leadership to ensure the delivery of high-quality healthcare services to those in need.

Rev. Billy Lane - Chair

Ryan J. Meyer - Chair Elect & Secretary

Debra L. Nystrom - Treasurer

Chris Clark - Past Chair

Joey Avila

Jeremy Benson

Ruby Blum

John Christian

Lionel M. Hillard

Doug Lightfoot

W. Steve Love

Douglas Manhart

Abraham Salum

Matt Wilkerson

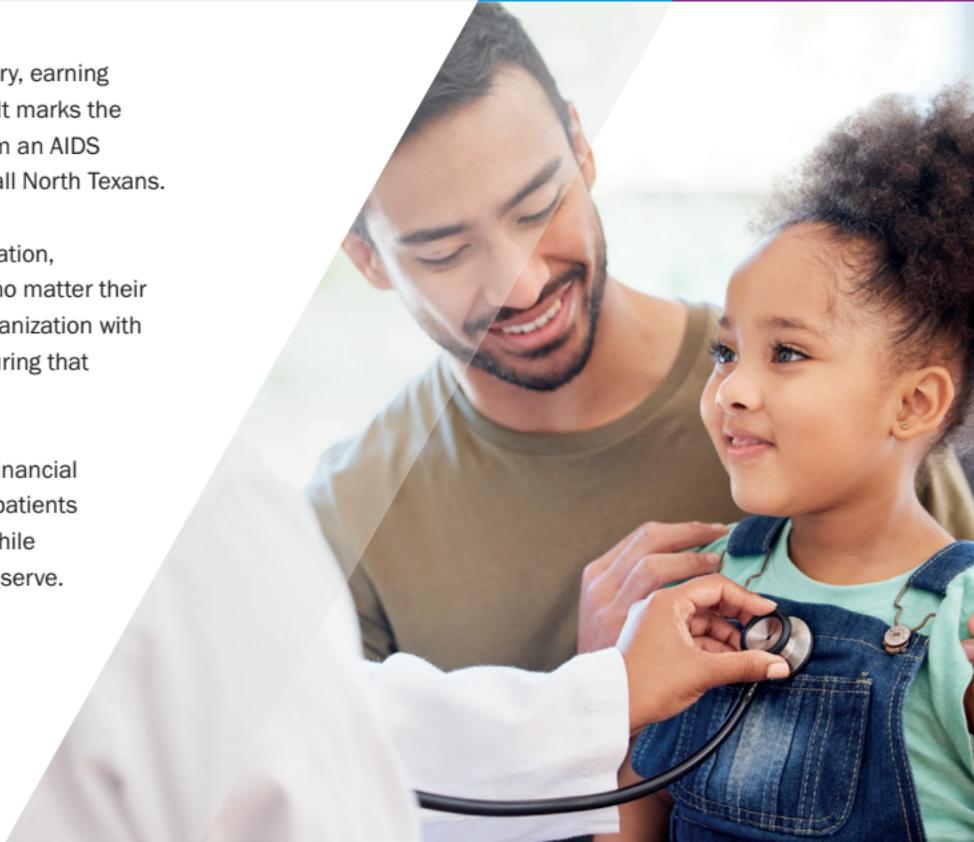
A NEW CHAPTER: **BECOMING AN FQHC-LAL**

In 2024, Prism Health North Texas reached a defining moment in our history, earning designation as a Federally Qualified Health Center Look-Alike (FQHC-LAL). It marks the culmination of years of growth and transformation, as we have evolved from an AIDS Service Organization into a comprehensive community health provider for all North Texans.

This milestone didn't happen overnight. It was the result of years of preparation, collaboration, and a shared belief that everyone deserves access to care, no matter their insurance status or ability to pay. The process aligned every part of our organization with the highest national standards for access, quality, and accountability, ensuring that compassionate, affirming care remains at the heart of everything we do.

Today, our FQHC-LAL designation allows us to expand access, strengthen financial stability, and improve the way we measure and deliver quality. It connects patients to integrated medical, dental, behavioral health, and pharmacy services, while ensuring every dollar we raise is reinvested directly into the community we serve.

This achievement isn't the end of a journey; it's the beginning of a stronger future. With your partnership, we'll continue meeting North Texans where they are and helping them thrive where they live.



INTRODUCING WOMEN'S & PEDIATRIC CARE

PrismHealth
NORTH TEXAS



Access to quality healthcare shouldn't depend on where you live, what you earn, or whether you have insurance. Yet across Dallas County, especially in South Dallas, too many women and children still go without essential care.

At Prism Health North Texas, we've spent the past year laying the foundation to change that. Beginning in early 2025, our South Dallas Health Center will start offering Women's Health and Pediatric services, expanding our mission to care for every generation, under one roof.

Our Women's Health program will provide annual exams, family planning, prenatal and postpartum care, and cancer screenings, meeting women where they are in every stage of life. Our Pediatrics program will focus on preventive and primary care for children, from newborn checkups to immunizations and developmental screenings, all delivered in a welcoming, family-centered environment.

This next step represents more than program growth; it's an investment in families, health equity, and the long-term well-being of our community. With your partnership, we're ensuring that women and children in South Dallas have access to the compassionate, high-quality care they deserve: close to home and built to last.

"This next chapter strengthens our promise to expand access and equity, bringing quality care to every family, close to home."

- Kim Burgan, Chief Marketing & Development Officer

BRIAN'S FAST TRACK TO CARE

TURNING DIAGNOSIS INTO A NEW LIFE



Last year, Brian received news that changed his life: He tested positive for HIV during a routine outreach event. Nadia Mitchell, the Community Outreach Program Manager, was at the site, and when Brian's results came back positive, she worked quickly with her colleague Vinnyetta Cooper to connect Brian to medical care.

For Brian, learning he was living with HIV was a shock. But thanks to PHNTX's commitment to rapid linkage, he was seen by a provider and started recovery within 48 hours. With ongoing support from Nadia and Vinnyetta, he felt genuinely cared for and understood. He credits that empathy, along with the nonjudgmental approach, giving him the courage to move forward.

Rapid access to care made all the difference, but even more so did the consistent compassion of the outreach team. Both Brian's health and his outlook have transformed: Now he's living happily, with hope and excitement for what comes next.

Stock images and names used to protect patient privacy.

GOING THE EXTRA MILE FOR K.D.'S HEALTH



K.D. always had a positive relationship with the staff at the Prism Health North Texas Pharmacy in Oak Cliff.

On one occasion, he ran out of medication at the last minute with none left on hand. Since his medication comes from the state, it typically takes about two weeks to fill his prescription. However, the pharmacy had a bottle available specifically for emergencies like this, so K.D. didn't have to go without.

K.D. tries to maintain his health to the best of his ability, though his work as a flight attendant—based out of state and working six days with only one day off—can make taking regular doses challenging. He expressed gratitude for the pharmacy's efforts to accommodate his schedule. His doctor through PHNTX even adjusted his appointments, so now he only needs to visit twice a year to maintain his prescription. The pharmacy has everything arranged so that he doesn't need to worry about his medication.

Stock images and names used to protect patient privacy.

PRISM HEALTH NORTH TEXAS BY THE NUMBERS

PrismHealth
NORTH TEXAS

PATIENT CARE & SERVICES



- **17,738** Patients Served
- **40,906** Appointments
- **58,236** Prescriptions Filled
- **38,385** Screenings

EQUITY & ACCESS



- **37%** of Patients on Medicaid/Medicare/Uninsured
- **30%** of Patients from Underserved ZIP Codes
- **2,364** Patients Best Served in a Language other than English

17,738 LIVES TOUCHED
IN 2024



PRISM HEALTH NORTH TEXAS BY THE NUMBERS

COMMUNITY IMPACT

- **246** Outreach Events
- **28,000+** Community Members Engaged
- **18,055** HIV Tests Delivered
- **570** Meals Provided
- **1,378** Rides Provided
- **53,225** ACA Health Insurance Inquires Answered

PHILANTHROPY & FUNDRAISING

- **\$169,223** Raised*
- **507** Donations
- **\$479** Average Gift Size

*Includes individual donors, private foundations, & corporate gifts.



ORGANIZATIONAL GROWTH

- **5** Clinics, **3** Dental Offices, **3** Pharmacies
- **81,893** Calls Answered
- **201** Employees & Providers

PATIENT-CENTERED SERVICES

Our services ensure access to essential healthcare and foster a supportive environment where everyone receives personalized, inclusive care tailored to their unique needs.

- Primary Care
- HIV Medical Care
- HIV/STI Prevention & Treatment
- Dental Care
- Behavioral Health
- Case Management
- Pharmacy
- Clinical Research
- Insurance & Financial Aid Assistance
- Community Education & Engagement
- Policy & Advocacy



PRISM HEALTH NORTH TEXAS LOCATIONS



Oak Cliff Health Center

219 Sunset Ave, Ste 116-A
Dallas, TX 75208



Oak Lawn Health Center

2801 Lennon Ave, Ste 200
Dallas, TX 75204



South Dallas Health Center

4922 Spring Ave
Dallas, TX 75210



Worth Street Health Center

4004 Worth St, Ste 200
Dallas, TX 75246



Uptown Physicians Group

2801 Lemmon Ave, Ste 400
Dallas, TX 75204



Dental Care - Farmers Branch

13551 Dennis Ln
Farmers Branch, TX 75234



Dental Care - Vickery Meadow

8224 Park Ln, Ste 125
Dallas, TX 75231



Dental Care - East Dallas

3910 Gaston Ave, Ste 175
Dallas, TX 75246



Pharmacy - Oak Cliff

219 Sunset Ave, Ste 116-A
Dallas, TX 75208



Pharmacy - Oak Lawn

2801 Lemmon Ave, Ste 100
Dallas, TX 75204



Pharmacy - South Dallas

4907 Spring Ave
Dallas, TX 75210



Administrative Office

3900 Junius St, Ste 300
Dallas, TX 75246

2024 FINANCIAL SUMMARY*



REVENUE

Donations	\$370,875.30
Government Grants	\$11,368,368.74
Other Income	\$111,708,499.93
Total Revenue	\$123,447,743.97



EXPENSES

Administrative	\$5,944,640.07
Fundraising	\$1,156,812.98
Programs & Services	\$115,288,422.18
Total Expenses	\$122,389,875.23

*The financial figures presented in this summary are unaudited.

IN THE NEWS

WHEN MISSION MEETS THE SPOTLIGHT



In 2024, Prism Health North Texas earned widespread media attention for advancing accessible care and community health across Dallas.

- **FQHC-LAL Designation** – Featured in The Dallas Morning News, KERA News, D CEO, Dallas Observer, and Univision for expanding sliding-scale care across Dallas County.
- **Federal Spotlight** – Dallas Voice and The Dallas Morning News covered Admiral Rachel Levine's visit to PHNTX Oak Cliff Health Center.
- **Community Innovation** – Dallas Observer, CultureMap Dallas, and Vending Times featured PHNTX's Nice Package condom vending machines promoting sexual health access.
- **Public Health Leadership** – POZ Magazine, Dallas Voice, and He Said Magazine featured the Beneath the Briefs podcast and Pride outreach.
- **Recognition & Awards** – D CEO Magazine named Dr. John Carlo to the Dallas 500 and honored Jennifer Klein, winner of the Excellence in Nursing Award. PHNTX was also the finalists in multiple healthcare award categories.

BY THE NUMBERS



- 95 Earned Media Placements
- 44M+ Audience Impressions
- \$333,977 Editorial Value

THANK YOU TO OUR 2024 DONORS

We are grateful for every individual, organization, and partner who helped keep care within reach this year. Your support makes all the difference.

Alta Pierce
Amanda Perrino
American Medical Association
Angelita Yanez
Anonymous
Anonymous
 In Memory of Erin Roberts
Ashley Davis
AYCO Charitable Foundation
Bank of America
Brooks Powell
byrdwaters DESIGN
Carolyn Law
Cathedral of Hope Church
Caven Enterprise
Chad Forney
Clay Jenkins Family Foundation
Dallas Bears
Dallas Family Access Network
Dallas Voice
Dallas Woodys

David Bayers
Debra L. Nystrom
Debra Witter & J. Scott Chase
Deloitte
DIFFA Dallas
DLR Group
Don Jette
Donald Graneto
Durward Watson & Michael Kaufman
Dustin Hanthorne
Erin Roberts
Geoff Scott Walker
Goldman-Sachs
James Brown
Jeff Brack
Jennie Ly
Jeremy McGuire
Jimmy Medina
John Taylor & Jeni Love
Jonathan McKemman
Joyce Turner

Juan Herrera
Kenneth Kramer
Kenya & David Woodruff
Kim Burgan
Lisa Howe
Madhuveer Basude
Manuel & Francis Martinez
Mark Almanza
McCune Charitable Trust
Nick Hager
North Texas LGBTQ Chamber of Commerce
Pam Kuerbitz
Paragon Realtors
Patrick A. Sweeney
Paul Belk
Paul Lewis Gift Project
Randolph Querbes Terrell Charitable Trust
Robert Bisor
Roscoe Compton-Kelly
Ryan J. Meyer
Scott Noblett

Sisters-in-Action Drag Brunch
Stephanie Brown
Stephen Spivey
Sydney Street
The UPS Store (4848 Lemmon Ave)
Thomas Purdy
Tony M. Young
Tri & Alex McBath
Twisted Trick
United Way of Metropolitan Dallas
ViiV Healthcare
Vinay Bohara
W. Stephen Love & Mari Tietze
William Thompson

LOOKING AHEAD 40 YEARS OF CARE - AND COUNTING

Prism Health North Texas is committed to expanding access to high-quality healthcare for every North Texan. 2026 marks a major milestone as we celebrate 40 years since our start as a grassroots organization responding to the HIV/AIDS crisis.

Before we became a recognized case management resource, an AIDS service organization, and ultimately a comprehensive community health center, we were a small and mighty group determined to care for our neighbors when no one else would. That same spirit continues to guide us today.

In 2026, we will celebrate 40 years of compassion, community, and care. Our growth has been possible because of every patient, board member, stakeholder, donor, and staff member who believed in our mission and trusted us to deliver care.

As we look forward, we invite our community to be part of what's next. Join us through partnership, volunteerism, advocacy, or philanthropy.

Together, we can build a healthier North Texas for generations to come.

WHAT'S TO COME

- 40th Anniversary Celebration to honor four decades of community health and impact.
- Board of Directors & Staff Reunion bringing together past and present leadership to reflect on our legacy and envision the future.
- Capital Improvements to invest in our facilities to enhance patient experience and expand essential services.
- Strengthening our FQHC-LAL impact by opening more doors to care for every North Texan, no matter their financial situation.

JOIN US IN BUILDING A HEALTHIER NORTH TEXAS

PrismHealth
NORTH TEXAS

For nearly 40 years, Prism Health North Texas has stood by one belief that everyone deserves access to care.

Every clinic, pharmacy, lab, and office we operate opens its doors to neighbors who might otherwise go without. From children seeing a doctor for the first time, to adults managing chronic illnesses, to families finding care after losing insurance, your support makes that possible.

Ways to Support our Mission

- **Give** to help us reach more patients through medical, dental, and behavioral health services.
- **Volunteer** to assemble health kits for community events or lend a hand at our fundraisers to grow our impact.
- **Partner** with us to expand resources, improve health outcomes, and reach more North Texans.
- **Advocate** for community health centers and equitable access to care regardless of income, race, and insurance status.

Access begins with you. Will you join us?

Visit: phntx.org/give-back

