



**COMPASSIONATE CARE FOR ALL**  
2016 ANNUAL REPORT

“

I want to say thank you for actually giving me the opportunity to take my life back. I know, for a while there, it was a battle. But even though I had given up on me, *you* hadn't given up on me.

— Jonah | HOPES patient

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## OUR MISSION:

At Northern Nevada HOPES, we are dedicated to building a healthier community by providing coordinated care and support for individual and family wellness. Our community health center combines primary care, medical specialties, behavioral health and prevention with a team of experienced professionals who are committed to high-quality care.





# FROM OUR CEO

When I came to Northern Nevada HOPES five years ago, it was a small clinic with 600 patients and 26 employees operating from an old motel building in downtown Reno. Few in the community had heard of the organization, and many had no idea it even existed.

Today, thanks to the support of people like you, our community health center serves nearly 8,000 patients with an expanding list of healthcare services and a growing team of 135 employees. In 2016, HOPES opened The Stacie Mathewson Community Wellness Center – a state-of-the-art, 38,000 square foot medical facility. Since the grand opening, we opened our pediatric clinic, started onsite x-rays, and have greatly expanded our behavioral health, adult primary care, and transportation services.

Our community is booming and on the cusp of a major revitalization after years of stagnant growth. And while growth and prosperity are exciting for the future of Reno, HOPES is committed to making sure that our most vulnerable neighbors do not get left behind.

People in our community still face numerous barriers to accessing care like homelessness, distance or lack of transportation, fear of stigma, inability to pay, and substance use at rates much higher than the national average. That is why our one-stop-shop model of care is so vital to improving health outcomes for individuals and families in our community. Not only does it connect patients with access to healthcare, but also to behavioral health counseling, transportation, housing and food assistance, education, and countless community resources.

It has been a year of extraordinary growth and expansion for Northern Nevada HOPES, and we could not have accomplished this much without you. We believe that our integrated, patient-centered model of care is the future of community health. And with your support, HOPES can continue to make a positive, lasting impact for generations to come.

With gratitude,



Sharon Chamberlain  
CEO







## GRAND OPENING

It took one year to build the Stacie Mathewson Community Wellness Center, but it was a health center 20 years in the making. In 1997, HOPES opened as the region's only HIV clinic, providing compassionate medical treatment to 600 individuals living with HIV. On February 1, 2016, HOPES opened its doors to the three-story, 38,000 square foot wellness center in downtown Reno. The new clinic has allowed HOPES to expand existing services, while launching new services such as pediatric primary care, on-site radiology and diagnostics, a Medication Assisted Treatment (MAT) program for those dependent on opioids, and a teen pregnancy prevention program. It is not only a place for people to take control of their health, but also a place for the community to gather and strengthen their ties. It is a place anyone can access healthcare, regardless of social standing or ability to pay.





## EVERYONE IS EXCEPTIONAL

“Here at HOPES we boldly declare that the forgotten, the ignored, the rejected, the invisible, no matter what your skin color, or your income level or your gender, we say whether you are upper class, middle class, lower class or if society says you have no class whatsoever, you are a human being and that makes you exceptional and here at HOPES you will fit right in.” – Sharon Chamberlain, CEO of HOPES

## CARE, NO MATTER WHAT

“It doesn’t matter whether you are from Reno or from Mars. You basically walk in off the street and you have medical treatment, how great is that?” – Stacie Mathewson, CEO, Doors to Recovery



## LIFE CHANGING WORK

“I cannot tell you how fortunate we are to have something like this in the community and have partners that come together like Sharon Chamberlain and Stacie Mathewson. We have to continue to make sure this grows and thrives in our community because we need this now more than ever. The work you do here is truly life-changing for so many people.” – Mayor Hillary Schieve, City of Reno





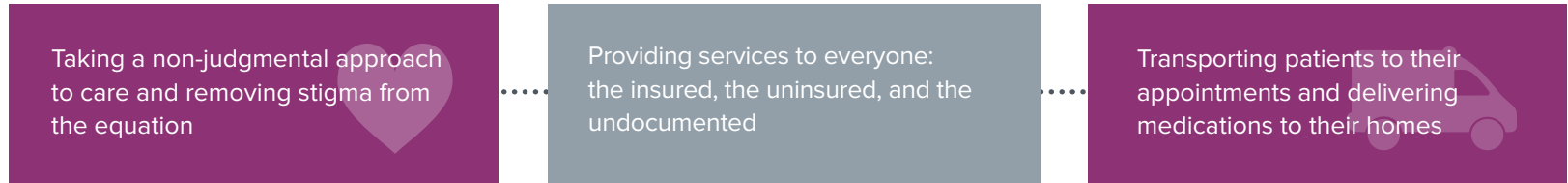
Good health begins with access to quality care. At HOPES, we welcome everyone – wherever they are in life – and provide a safe and accepting place to access comprehensive, patient-centered care. What is patient-centered care? Patient-centered care means providing care that is respectful of and responsive to individual patient preferences and needs while ensuring that a patient’s values guide all clinical decisions.

PHOTO CREDIT: THERESA DANNA-DOUGLAS

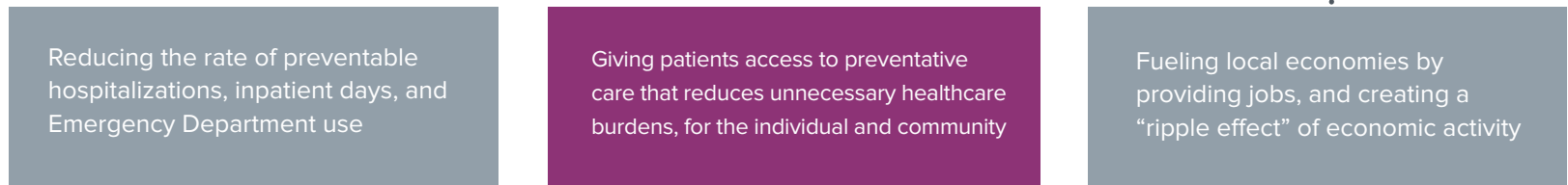


# THE PATH TO BETTER HEALTH

## HOPES REMOVES BARRIERS TO CARE BY:



## IMPROVED ACCESS TO CARE BENEFITS THE COMMUNITY BY:



## AS A PATIENT OF HOPES, YOU GAIN ACCESS TO:



# A GLIMPSE AT OUR FINANCIALS

## STATEMENT OF OPERATIONS

### Revenue and other support

Patient and third party revenue (net)	\$14,018,071
Grant and contribution revenue	\$5,283,239
In-kind revenues	\$157,031
Interest income and other revenues	\$179,869
Net assets released from restrictions	\$692,044
<b>Total revenue</b>	<b>\$20,330,254</b>

### Expenses

Program Supplies	\$18,274,965
General and Administration	\$1,159,805
Fundraising	\$57,204
<b>Total expenses</b>	<b>\$19,492,010</b>

**Change in unrestricted net assets** **\$838,244**

## BALANCE SHEET

### Assets

Current assets	\$8,409,911
Other assets	\$11,025,063
Property and equipment (net)	\$13,850,027
<b>Total assets</b>	<b>\$33,285,001</b>

### Liabilities

Total current liabilities	\$1,202,117
Long-term debt	\$18,830,000
<b>Total liabilities</b>	<b>\$20,032,117</b>

### Net assets

Unrestricted	\$13,183,537
Temporarily restricted	\$69,347
<b>Total net assets</b>	<b>\$13,252,884</b>
<b>Total liabilities and net assets</b>	<b>\$33,285,001</b>



Northern Nevada HOPES' preventative, integrated approach to care improves health outcomes of the individual and financially benefits the community at large.

## PROBLEMS

Nevada spends more than \$113 million annually on avoidable emergency department visits.

Health problems are a major drain on the economy, resulting in 69 million workers missing work each year. This loss of productivity reduces economic output by \$260 billion per year.

Preventable chronic diseases account for 7 out of 10 deaths in the country and 86% of U.S. healthcare costs.

## SOLUTIONS

Health center Medicaid beneficiaries are 11% less likely to be hospitalized and 19% less likely to use the Emergency Room for preventative conditions.

When we invest in prevention, businesses benefit. A healthier workforce reduces long term healthcare costs and increases stability and productivity. And communities that offer a healthy, productive, stable workforce can be more attractive places for families to live and for businesses to locate.

By focusing on preventative care and effective management of chronic illnesses, Health Centers across the country save the healthcare system over \$24 billion annually. This includes \$6 billion in savings to the Medicaid program.

## PATIENT PAYER MIX

Private Insurance	9%
Medicaid	49%
Medicare	12%
Uninsured	30%

## HOW FAR YOUR GIVING GOES

When you donate to Northern Nevada HOPES, 95% of every dollar goes directly to programs and services.

95%



# THANK YOU TO OUR CONTRIBUTORS

The Nell J. Redfield  
Foundation  
Renown Health  
Robert Z. Hawkins  
Foundation  
The Reviglio Family  
Susan G. Komen  
Moana Nursery  
John Ben Snow  
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Elton John Aids  
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M.A.C. AIDS Fund  
Elizabeth Taylor AIDS  
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Doug Brewer  
Susan Mazer-Smith  
The Patio  
Peter & Alma Francis  
Peg's Ham N Eggs

Rounds Bakery  
Community Foundation  
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Christine Silsby  
Reno First United  
Methodist Church  
A and H Insurance, Inc.  
Douglas Paddock  
Los Compadres  
Abowd Enterprises  
Cafe at Adele's  
John Ogorman  
Build Our Center Inc.  
Northern Nevada  
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Walmart  
The Flowing Tide Pub  
The Grill at Quail Corners  
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SoDo Restaurant + Bar  
The Siegel Group  
Nevada Inc.  
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Witherow  
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Ed and Kay Martinez  
Robert McCalla  
Jane A. Nichols  
Debbie O'Gorman  
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Pete Day	Mario Gonzalez	C.A. Schneider	Connie Dickson	Jim King	Bill Todd
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Melissa Flatley	Timothy Grat	Veronica Simanowski	Minia Dionicio	Charles Lednicki	Anne Towner
Harry Gastley	John Griffin	Joseph M Simonetti	Kathy Dodd,	Sherry Liao	Lindsey Triglia
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Jacob Ludel	Jasper Howard	Maggie Tracey	Shile Eguen	Peggy Mohr	Mitch Wilbert
Gloria Luna	Samantha Howell	Karen Traynor	Barbara Eiche	Catherine Monday	Tess Zinio



# OUR COMMUNITY IMPACT BY THE NUMBERS



**6,729 patients served**  
A 62% increase in one year

**29,697 patient visits**  
A 15% increase in one year



**91% of HIV patients** with undetectable viral load  
**90% of HIV patients** on HIV medication

**5,383 hours of volunteer time**  
donated to support our most vulnerable neighbors



**317 health insurance enrollments**

Patients without health insurance were able to enroll and access care with the help of our Intake & Eligibility team

**1,935 vaccines and immunizations**



**927,876 syringes disposed**

keeping used needles out of our playgrounds and parks and making it safer for first responders working in the community

**24,636 miles driven by transportation specialists**



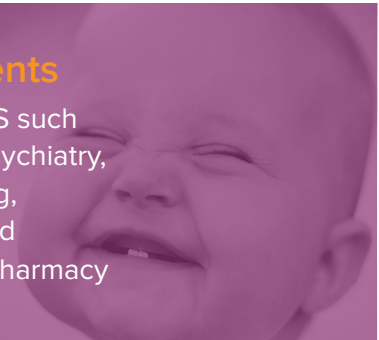
to deliver medications and drive patients to appointments who would otherwise be unable to access care

**24% decrease in patient no-show rate**  
by using innovative, out-of-the-box solutions



**1,505 pediatric patients**

accessed services at HOPES such as primary care, pediatric psychiatry, behavioral health counseling, immunizations, radiology and diagnostics, and an onsite pharmacy





# BOARD OF DIRECTORS

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Board President

Scott Brenneke  
Board Vice President

Jerome Edwards, Ph.D  
Board Secretary

Chris Bosse  
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Theresa Navarro

Bruce Cobeen

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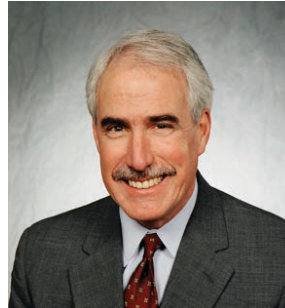
Bill Ware

Todd Felts, Ed.D

Stanley R. Shane, M.D.

Steve Trollope

## FROM OUR BOARD PRESIDENT



Since 2010, I have had the great privilege of serving on the board of directors for Northern Nevada HOPES. I have watched it grow from a small HIV clinic into a robust community health center in just a few short years.

With the recent opening of The Stacie Mathewson Community Wellness Center, I am more excited now than ever before about the future of this organization. Not only does our community have a beautiful new medical building, it has a growing team of healthcare professionals to provide compassionate, expert care as well. And it is the kind of patient-centered, nonjudgmental care that HOPES offers which makes me so proud to be a part of its mission.

People often ask me why they should come to HOPES. I tell them because it's the quality healthcare you will get – not just some of the best in the community, but in all of northern Nevada. Patients at HOPES have access to primary care, behavioral health, a pharmacy, case management, and so much more, all in one convenient location. Our healthcare teams work together to give you the very best in integrated care that considers every aspect of your wellbeing.

Please join me with your support of HOPES. The foundation of this incredible organization is that access to high quality healthcare is a fundamental human right, and your support helps us provide that access.

With gratitude,

A handwritten signature in black ink that reads "D Brewer". The signature is fluid and cursive.

Doug Brewer  
Board President

