



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:

Taking a non-judgmental approach to care and removing stigma from the equation



Providing services to everyone: the insured, the uninsured, and the undocumented

Transporting patients to their appointments and delivering medications to their homes



IMPROVED ACCESS TO CARE BENEFITS THE COMMUNITY BY:

Reducing the rate of preventable hospitalizations, inpatient days, and Emergency Department use

Giving patients access to preventative care that reduces unnecessary healthcare burdens, for the individual and community

Fueling local economies by providing jobs, and creating a “ripple effect” of economic activity

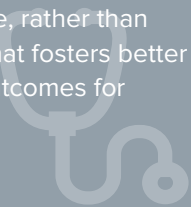
AS A PATIENT OF HOPES, YOU GAIN ACCESS TO:

A primary care provider who leads your healthcare team in making a plan for your lifelong health goals

Customized care based on your needs, values, and choices

A care coordinator who helps you navigate a complex healthcare system

A continuum of care, rather than episodes of care, that fosters better long-term health outcomes for patients



A one-stop shop for your healthcare needs:

- pediatric and adult primary care
- behavioral health counseling
- a full-service, onsite pharmacy
- radiology and diagnostics
- chronic disease management
- case management
- wellness and nutrition management



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	<u>\$692,044</u>
Total revenue	\$20,330,254

Expenses

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

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

BALANCE SHEET

Assets

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

Liabilities

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

Net assets

Unrestricted	\$13,183,537
Temporarily restricted	<u>\$69,347</u>
Total net assets	\$13,252,884

Total liabilities and net assets **\$33,285,001**

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.



THANK YOU TO OUR CONTRIBUTORS

The Nell J. Redfield Foundation	Rounds Bakery	A. Perry	Wild River Grille	Gallimore	Dreamers
Renown Health	Community Foundation of Western Nevada	5 Star Saloon	Thomas Glogowski	Squeeze In Sparks, Inc	Diabetes Prev. Program
Robert Z. Hawkins Foundation	Christine Silsby	Trudy Italiano	Isabel Deaver	Jacqueline Castiglione	Patagonia
The Reviglio Family	Reno First United	Zonta Club Of Reno	David and Karen	Paula Davies	Danny Sierra
Susan G. Komen	Methodist Church	Nothing Bundt Cakes	Witherow	Rosa Johnson	Theresa Navarro
Moana Nursery	A and H Insurance, Inc.	Buenos Grill	Amanda Moya	Eleni Murphy	Barbara Auserman
John Ben Snow	Douglas Paddock	Mr. and Mrs. Lewis	A Taste Of Thai	Kimberly Nichols	Margaret Baker
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Jerome Edwards	Abowd Enterprises	Batch Cupcakery	Sharon Chamberlain	Doyle Cornelius	Leatherman
Elton John Aids Foundation	Cafe at Adele's	SoDo Restaurant + Bar	Terry Mercurio	Marie MacDougall	Linda Barrett
Roxie & Azad Joseph Foundation	John Ogorman	The Siegel Group	Keri O'Halloran	Rochelle Chavira	Brian Boyd
Susanne & Gloria Young Foundation	Northern Nevada	Nevada Inc.	Ro Olison	Brian Chew	Michael Carroll
Charles Schwab Bank	Outreach Team (NNOT)	Scott Brenneke	Katrina Olson	Chris Thomassian	John and Juleanne
Kelly Testolin	Phillip Valenzuela	Barbara Frey	Michelle Engebretson	Robert F. Douglas	Crumley
NV Energy	Walmart	Marichuy's Mexican Kitchen	Stan Shane	Tom Durante	Team Danger
Silver Dollar Court, Inc.	The Flowing Tide Pub	Steve Baugman	Washoe Pines Foundation	Margarita Jimenez	Emmanuel Deleon
Comer Foundation	The Grill at Quail Corners	Paul Devereux	Amanda Prina	Teresa Mooney	Joan Demeritt
Health Plan Of Nevada	Cafe de Thai	Nothing To It!	BJ's Restaurants	Veronica Barnum Moore	Ralph & Dorene Egerer
M.A.C. AIDS Fund	Wet Hen Cafe	PJ & Co	Johann and Greta	PFLAG	Ernest David Lucero
Elizabeth Taylor AIDS Foundation	Whispering Vine Wine	Premiere Physical Therapy	Engelbrecht	Matt Setty	Todd Felts
Foundation	Chris Tran	Tricia Demeritt	Rebecca Reyes	Steve McMillan	Gerald Heston
Doug Brewer	Douglas Vacek	O'Cleary's Restaurant	Choices Group	Dawniel Selvig	JM Hamilton
Susan Mazer-Smith	Keira Lewis	Rachel Tatro	Comstock Grizzlies	Stu Coffey & Pebble Smith	Human Services Network
The Patio	Pacific States	Sassafras	Melissa Larsen	Mark Taxer	Jessica Lance
Peter & Alma Francis	Utility Telephone	Hazel Bowen	Paisan's Old World Deli	Tony & Marian Taylor	Brooke Marlowe
Peg's Ham N Eggs	Dr. Trudy Larson	Java Jungle Vino	Tracy Shadden	Zeina Barkawi	Ed and Kay Martinez
	Two Chicks	Jenli Waters	Myong Shepherd	A.C.C.E.P.T.	Robert McCalla
	Darci A. Allison	NAIOP Northern Nevada	Noble Pie	James Nachiondo	Jane A. Nichols
	Mike and Cheryl Genin	John and Kathy Tatro	Fred Jakolat	Save Mart Supermarkets	Debbie O'Gorman
			Donald & Patricia	Pignic Pub & Patio	Renee Reed
					Richard Ross

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Nancy Perez	Ann Brumlach	Jason Newman	Guy Archer	Stephanie Harding	Liz Riley
Diana Quilan	Jowdy Burke	John Packham	Jolynn Bass	Jamie Hemingway	Hannah Roche
Cathy Trout	Gordon R. Butler	Katie Packham	Del Bates	Jim Hill	Diane Rosner
Dave Helgren	Fernando Canerleo	Joanne Parrilli	John Benkert	Tiffany Hoffman	Doug Rosner
G. Bentley	Virginia Carroll	Don Peet	Liz Blush	Amy Huff	Cindy Saavedra
Angela Bigotti	Dennis Carry	Tim Pilzner	Will Bolin	Ian Hughes	Carlos Santiago
Nancy Bowen	Lisa Collier	Paul Quode	Shelby Bowers	Teresa Hughes	Margo Sheltra
Lucille Boyle	Deb Deaangelis	Penelope Reardon	Nan Boyer	Sandy Jaegar	Mary Skau
Brent Kay	Stephanie Diamond	Brian Reublinger	Chris Bucklin	Jeanine Jaimes	Hannah Sloan
Bruce Cobeen	Peter Dieringer	Matt Revak	Patty Cooke	Kathy Jakolat	Joaquin Sombrano
Kathy Crawford	Sandra Egoscue	Allisa Rivara	Barbara Cotler	Brandi Johns	Fred Taylor
Creme	Dean Feliciano	Christina Rutledge	Gregory Cremeans	Janet Jorgensen	Connie Tench
Talova Davis	John and Kim Fralick	Gene Salvateroa	Susie Deller	Carla King	J. Mark Thompson
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Kasey Pomerleau	Steven Hockenberry	Jessica Thompson	Edward H. Cobeen	John Metzger	Bill Ware
Paul Klein	Nancy Hook	Hope Tingle	Family	David Moeller	Lili Wilbert
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

Douglas H. Brewer
Board President

Scott Brenneke
Board Vice President

Jerome Edwards, Ph.D
Board Secretary

Chris Bosse
Board Treasurer

Karen Witherow

Patricia Gallimore

Theresa Navarro

Bruce Cobeen

Tom Durante, LCSW

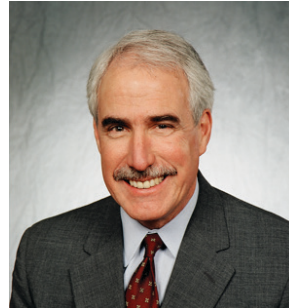
Bill Ware

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 "Doug Brewer". The signature is fluid and cursive.

Doug Brewer
Board President



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