



MORE THAN MEDICINE
2017 ANNUAL REPORT



“

Thank you, HOPES, for
being a beacon of light and
hope to our community!
People here are treated
with respect and feel
valued.” - *HOPES Client*



A photograph of a female healthcare professional with long brown hair and glasses, wearing a dark red top, examining a young boy's mouth. The boy is sitting on a table, wearing a white short-sleeved shirt and blue jeans, with his mouth open. The background shows a clinical setting with a wall-mounted blood pressure monitor, a stethoscope, and a decorative owl on a branch. The image is partially covered by a large purple and orange diagonal graphic on the left side.

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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



2017 was a transformative year for our organization. We provided almost 10,000 men, women, and children with primary medical care, behavioral health services, and case management support. Patients continued to benefit from our 'one-stop-shop' model that includes integrated services like transportation and medication delivery as well as access to an onsite pharmacy, x-ray, and lab.

Through the generosity of this community, we launched pilot programs like Healthy Money Habits, a financial wellness clinic aimed at empowering our clients to take control of their finances. We also partnered with Washoe Legal Services to pilot the Northern Nevada Alliance for Health and Justice, a medical-legal partnership that provides legal assistance to HOPES patients.

At HOPES, we believe the path to wellness is so much more than medicine. It requires wrap-around services and a patient-centered approach to truly impact the health of not only the individual – but the community as a whole.

We also believe – and we are committed to – providing healthcare for anyone who walks through our doors. It is not only a basic human right; it is the right thing to do.

This is a special place in which we live. As Nevadans, we are known for 'going our own way' and we are proud of our individuality. Our beliefs may not always align, but we unanimously value kindness.

It's an honor to do this work, and, now more than ever, we need to stick together, learn together, and above all, be kind.

Sincerely,

A handwritten signature in black ink, which appears to read "Sharon Chamberlain". The signature is fluid and cursive.

Sharon Chamberlain
CEO, Northern Nevada HOPES



MORE THAN MEDICINE

Northern Nevada HOPES offers a team-based, patient-centered approach to healthcare. At HOPES, every patient has access to a dedicated team of physicians, clinical staff, pharmacists, behavioral health providers, and case managers. These interdisciplinary care teams help coordinate patient care while reducing barriers and improving health outcomes for patients.

The path to wellness is more than medical care, and requires wrap-around services to truly impact the health of an individual and the community as a whole. We believe that addressing just the symptoms of disease and ignoring the root cause will not improve population health in the long term. In response, HOPES is countering the Social Determinants of Health with innovative programs like our medical-legal partnership, a financial wellness clinic, and expanded case management services.





Medical-Legal Partnership

In 2017, HOPES partnered with Washoe Legal Services to launch a medical-legal partnership called the Northern Nevada Alliance for Health and Justice. This program provides legal assistance to HOPES patients who face legal challenges that affect their health. HOPES clients meet with an attorney who assists them with: family law, landlord discrimination, unlawful eviction, termination of essential utilities, immigration, income maintenance, wills, guardianship, sealing records, and consumer protection, among other civil issues.



I am financially strapped due to being a full-time student. However, I'm able to comfortably make due. It's places like this, (HOPES) that allow me to take care of myself, both physically and financially."

- HOPES Client

Innovative programs designed to treat the whole person.

Healthy Money Habits

We believe that the relationship between financial well-being and positive health outcomes are undeniably linked. In 2017, HOPES launched the Healthy Money Habits program that provides clients with financial wellness coaching and education so clients can stabilize their financial situation and ultimately achieve optimal health.



Comprehensive Case Management Services

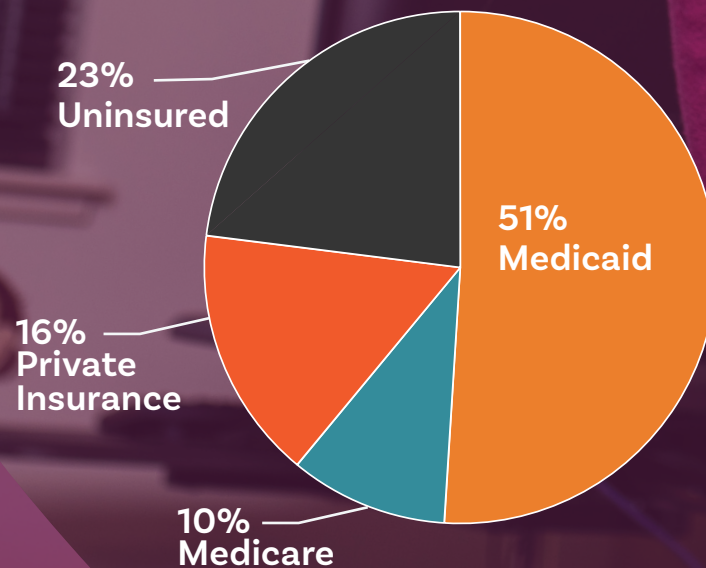
Patients working with case managers receive assistance navigating community resources through resume assistance, job training, Social Security Disability applications, access to transportation, and more. In 2017, HOPES provided case management services to over 1,900 individuals with over 10,000 encounters, connecting our clients to the support they need.



FINANCIAL SNAPSHOT

We invested 95% of all donations raised directly into programs and services that serve people in need.

Our Patient Payer Mix

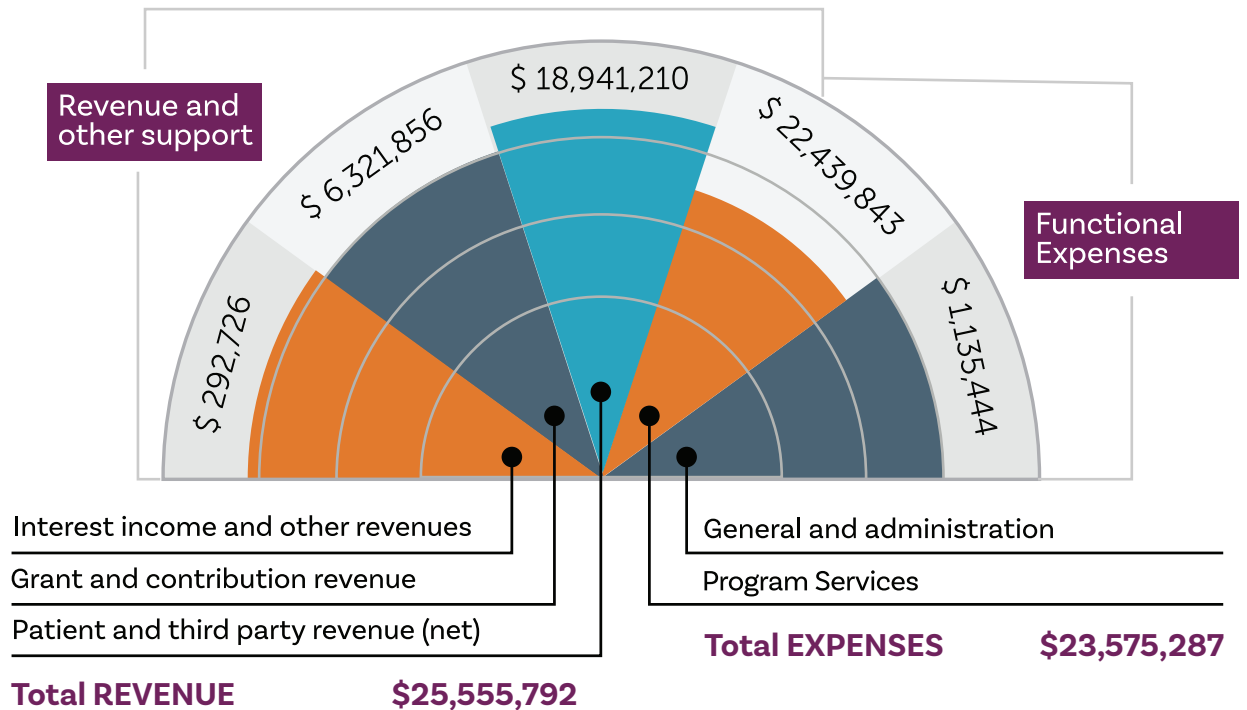


“

The staff at HOPES have given me my life back. The only way I can hope to repay them is by passing their kindness on to others."

- Steve | HOPES Client

STATEMENT OF OPERATIONS



BALANCE SHEET



Assets		
Current assets	\$ 11,610,632	← TOTAL ASSETS \$ 33,377,299
Other assets	\$ 8,255,612	
Property and equipment	\$ 13,511,055	
Liabilities		
Total current liabilities	\$ 1,818,816	← TOTAL LIABILITIES \$ 18,143,910
Long-term debt	\$ 16,325,094	
Net Assets		
Unrestricted	\$ 15,233,389	← TOTAL NET ASSETS \$ 15,233,389
Temporarily restricted	\$ —	
Total liabilities and net assets		\$ 33,377,299

THANK YOU TO OUR CONTRIBUTORS

IN MEMORY

David Andrew Barnum
Don Bowman
Martha Tote

IN HONOR

AC Kiryakous and the Patio
Deb and Dave Kladney
Mr. and Mrs. Michael and
Michelle Hovenic
Mr. Mike S. Hovenic and
Dr. Ginger K. Hovenic
Dr. Tom Hovenic and
Dr. Whitney Hovenic

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The spirit and soul of a community is best revealed in how it takes care of its own, how it holds the poorest and the most in need, and how it makes evident its own compassion and generosity. HOPES is where the soul of Reno is held, healed, and nurtured." - Susan Mazer and Dallas Smith | HOPES Supporters

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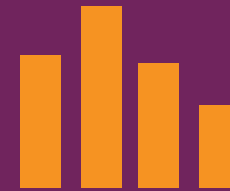
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HOPES COMMUNITY IMPACT BY THE NUMBERS



9,796 patients served
26% increase in one year



2,085
pediatric
patients

63% increase
since 2016



44,366
patient visits

72% increase
since 2016



1,516
medication
deliveries

18% increase
since 2016



6,880
vaccines and
immunizations

124% increase
since 2016



92%
HIV positive
patients with
undetectable
viral load



906,273
number of syringes
disposed of
safely through
our syringe
services program

COST EFFECTIVE HEALTHCARE

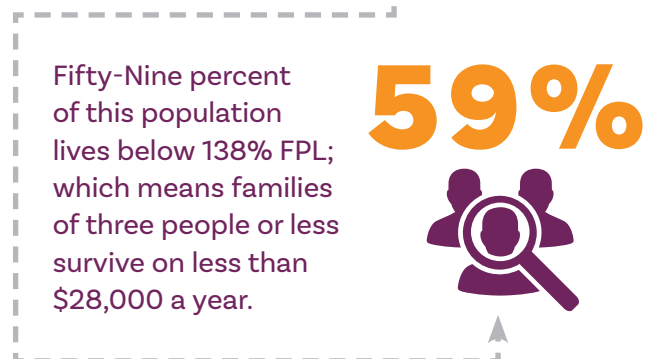
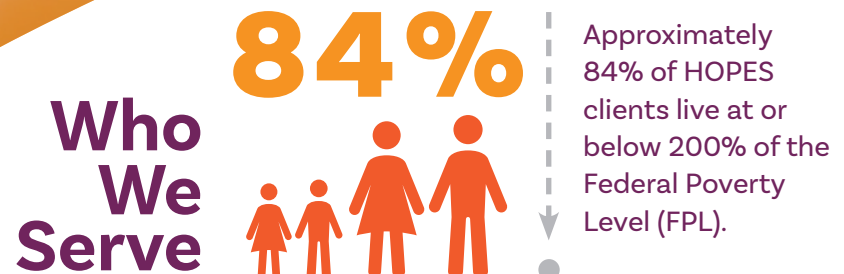
Overreliance on emergency departments (EDs) is costly to the healthcare system as a whole. Patients who visit EDs 3 or more times in 3 months are referred to as “high-utilizers.”

At HOPES, we work to engage these members of our community in primary and preventive care in conjunction with wrap-around services. In 2017, we reduced the number of unnecessary inpatient hospitalizations and ER use by 28%.

Health Centers save, on average, \$2,371 per Medicaid patient compared to other providers.

\$9,612,034

4,054 HOPES Medicaid patients x
\$2,371 = \$9,612,034 savings to our
local healthcare system



ADDRESSING OUR COMMUNITY'S BIGGEST ISSUES

Opioid Crisis, Behavioral Health, and Homelessness/Housing

Northern Nevada is experiencing an exciting time of growth and opportunity. While our robust economy has created positive change, it has also highlighted some challenges facing our community including the lack of affordable housing, opioid and drug overdose and abuse, as well as a lack of behavioral health resources and care.

Not only has HOPES been a key leader in community initiatives related to overcoming these challenges, but HOPES addresses them each day through our integrative approach to health and well-being.

Housing Crisis

At HOPES, we believe the path to independence is like training for a marathon, where every step along the way brings you closer to your goal. In the housing continuum, that goal is independent living. Our case managers help our clients navigate housing options and empower them to reach their goals through connecting them to employment and social services resources.



Behavioral Health

According to the County Health Rankings, the national average of behavioral health providers is 360 patients to one provider. In Nevada, the number of patients is 580 to one provider. In 2017, HOPES expanded our behavioral health services following the Substance Abuse and Mental Health Services Administration (SAMSA) best practice recommendations to include behavioral health services with a combination of counseling and medication as well as case management to assist individuals with their whole well-being.



Opioid Crisis

Our nation faces an opioid crisis and communities throughout the country are identifying ways to decrease opioid related overdoses and abuse. At HOPES, we work to address the crisis through a harm reduction approach, meeting clients where they are and providing them our integrated wrap-around care, including our Medication Assisted Treatment (MAT) program. The MAT program combines behavioral health therapy with medication and case management, treating approximately 75-80 patients at any given time. HOPES also offers patients naloxone, with or without a prescription, reducing the number of overdoses and equipping clients with the tools to save the lives of their peers.



BREAKING DOWN BARRIERS. TRANSFORMING HEALTHCARE.

According to CDC, the conditions in the places where people live, learn, work, and play affect a wide range of health risks and outcomes. These are known as the Social Determinants of Health.

Our clients typically live with complex untreated medical issues and/or mental illness and either have no income, or are living off of a meager fixed income, leaving them with limited resources.

By providing a safe and non-judgmental place to access affordable healthcare, transportation, medication delivery, an on-site pharmacy, case management, x-rays, labs, and counseling, we are removing barriers for our clients and making our community healthier.



MORE SERVICES OFFERED

Although our community faces a shortage of healthcare professionals, with a provider to patient ratio at the bottom of national averages, HOPES has increased our staff by 50%, adding 50 new jobs to the healthcare workforce in one year. Offering more services and increasing the amount of individuals receiving preventive care and improving the overall health of the most vulnerable in our community.



HEALTHCARE SERVICES FOR ALL

PEDIATRICS - MEET BABY ALVARO



“

Everyone here makes you feel like family, especially the doctors.”

When baby Alvaro suddenly landed in his Uncle Jose’s care, he felt overwhelmed. Jose did have the help of his mother, but it has been ages since she cared for a newborn and they didn’t have any milk, diapers or a crib for Alvaro.

When Alvaro was brought in for his first well-child check, HOPES staff noticed Jose was visibly stressed by the new responsibility and hadn’t slept for days. Rallying around the new parent, HOPES staff gave Jose a well-deserved break while they helped him get better equipped for parenthood.

As HOPES intake staff fawned over Alvaro, a case manager got the baby signed up for Medicaid and the WIC Nutrition Program to provide the new family with free milk and baby food to help Alvaro grow. Jose got a referral to a local diaper bank, and case managers even helped them find a free crib.

Alvaro’s first appointment was with Dr. Natalie Vogel, HOPES Chief Medical Officer. Though Dr. Vogel had been a pediatrician

for years, it was her experience as a mother that helped Jose the most.

“Dr. Vogel was fantastic during our first visit. She is a mom too and I felt she was very loving and nurturing,” Jose said. “She told me it was alright to feel frustrations. When someone takes charge of another being, you want to be this perfect role model. She made me feel like it’s okay if you’re not perfect.”

After a few parenting tips and an encouraging first visit to the doctor with a healthy baby, Jose felt more confident in his ability to care for Alvaro. Jose said he wasn’t expecting all the help and resources he got when he first came into HOPES. Jose never got the best impression of hospitals and medical clinics during his life, and he said he was used to being treated like a number. But he felt like HOPES staff really cared about the well-being of little Alvaro.

“Everyone here makes you feel like family, especially the doctors,”

Jose said. “They showed that they cared, and I know Alvaro is in good hands.”

A few months later when Alvaro came in for his next check-up, Dr. Vogel noticed a real bond had formed between Jose and his nephew and Jose felt more comfortable in his role as a caregiver.



SENIORS - MEET L.B. TATE



“

Here they take personal care of you and take care of your needs. HOPES doesn't treat you like a number.”

L.B. Tate has become a beloved face when he arrives at the front desk at HOPES. He's always upbeat, happy and is known to be a bit of a flirt. Though he has made a lot of friends with HOPES staff, his closest relationship is with Trudy Italiano, HOPES' Seniors' Supportive Nurse.

L.B. turned 68 years old in the beginning of 2018. He is an Army veteran from the Vietnam War and spent much of his life working in an oil refinery, other than a stint as a DJ in the disco era.

When L.B. first became a patient of HOPES in 2014, he was recovering in a motel from his second leg amputation due to complications from diabetes. Before that in 2012, L.B. survived a stroke and experienced homelessness for a brief time before he started living in a motel. After his amputation, a city case manager referred L.B. to HOPES to get primary care. He then became the first patient of Trudy's Medication Management Program.

When L.B. was established as a patient, he began to benefit from HOPES' wrap-around services. First, Trudy and HOPES staff worked with his city case manager to move him into permanent housing. He started receiving primary care services

to help get his diabetes under control, and started seeing HOPES' Behavioral Health therapists. HOPES drivers transported him to and from appointments, and he was able to get all his tests done at HOPES' on-site lab.

Thanks to HOPES' collaborative medical model, HOPES case managers and medical providers worked with Forrester Custom Prosthetics to get him new legs, and helped schedule surgery to alleviate L.B.'s cataracts.

Through the Medication Management Program, Trudy visits L.B. every two weeks. She helps L.B. keep his medication straight and checks his vitals and general health. One of the main services Trudy provides L.B. is drawing up his insulin for him. This program provides medical help to L.B. and other seniors, which allows them to stay independent and in their own homes while keeping them healthy.

Over the years, L.B. has become an invested partner in his own healthcare. L.B. now schedules all his own appointments, and gets to HOPES on a scooter he applied for through a program that helps veterans. Trudy says L.B. is 100 percent compliant with his



medication plans and therapies and only needs some minor diet maintenance to keep him healthy. At the beginning of 2018, L.B. moved into a bigger apartment with his dog Bear and was able to navigate the paperwork and relocation process without additional assistance. His friends at Forrester Prosthetics even volunteered to help him move.

“Empowering our clients to be independent is really the crux of our Medication Management Program,” Trudy said. “He independently found his new place and got himself all set up to move, which is super awesome. That's what we're trying to do and I'm really proud of him.”

One of L.B.'s health goals is to be good enough on his prosthetic legs to have a dance party with all his friends. That is a goal Trudy is happy to work towards, but only if she gets the first dance.



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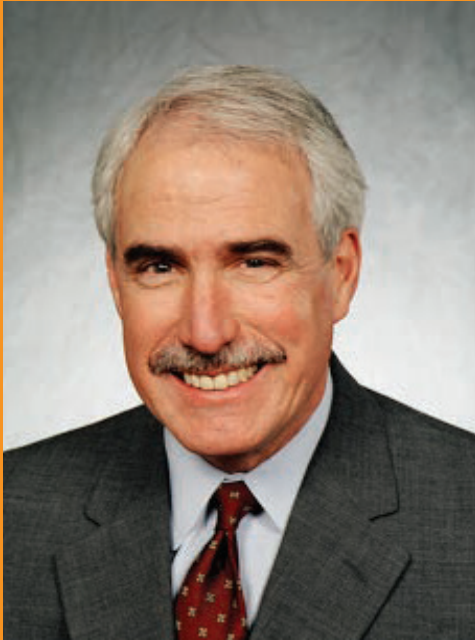
Abigail Stephenson

Stephen Allen



The Community Foundation of Western Nevada awarded the 100 percent Giving Board Award to Northern Nevada HOPES in 2017. Thanks to the HOPES executive board for their 100 percent financial support.

FROM OUR BOARD PRESIDENT



I have had the pleasure of watching Northern Nevada HOPES transform as an organization and raise the bar for healthcare in our community over the past several years. While I have always been proud to serve on this board, this year I found myself truly valuing our steadfast commitment to helping the most disenfranchised and medically underserved take charge of their lives and thrive.

HOPES has grown exponentially in recent years while continuing to provide excellent medical care and support services. We have launched innovative programs to address some of the biggest issues in our community and continue to seek out solutions that can improve the lives of our neighbors.

In 2017, we increased the number of patient visits by over 70 percent, providing care for approximately 10,000 men, women, and children in our community. Our dedicated staff has done an incredible job expanding services, strengthening programs,

and providing high-quality care for all. I am happy to report that HOPES is stronger than ever due to the outpouring of support from individuals who donate time, resources, and talent to further this important work.

As we move forward to 2018 and beyond, I am proud of where we came from and encouraged by our future. Our community is strong and vibrant, and together we will continue to uphold the right to access basic healthcare and ensure dignity for vulnerable populations in northern Nevada.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Brewer". The signature is fluid and cursive, with a large, stylized "D" and "B".

Doug Brewer
Board President



NORTHERN NEVADA HOPES | 580 W 5TH STREET | RENO, NV 89503
775.786.4673 | NNHOPES.ORG