

2018 ANNUAL REPORT

Finding solutions
to our community's
biggest challenges.

NORTHERN NEVADA
HOPES
your partner in health.



“

“HOPES has been life-changing, life-saving, life-challenging. It has been everything I needed at a time when I had nothing. The name says it all. I have hope. And now I have many, many reasons to be happy and alive and full of love, and I never really thought that could come back into my life.”

- Alex | HOPES Client



TABLE OF CONTENTS

- 05 From our CEO
- 06 Our Community Impact
- 08 Here We Grow Again
- 11 One-Stop-Shop
- 12 Finding Solutions to our
Community's Biggest Challenges
- 18 Financial Snapshot
- 21 From our Board President
- 22 Contributors





OUR VISION

Build a healthier community.



OUR MISSION

We provide affordable, high-quality medical, behavioral health, and support services for all.



OUR VALUES

At HOPES, we value:

- Kindness
- Dignity
- Inclusion
- Creativity
- Adaptability





FROM OUR CEO

I am pleased to share Northern Nevada HOPES' 2018 annual report with our partners and friends. It is an honor to serve our clients. We continue to break down barriers in order to give everyone access to quality medical care and behavioral health care.

Thanks to the generosity of this community, HOPES was able to continue providing life-changing wrap-around services that impacted over 10,000 men, women, and children living in northern Nevada.

As our vision states, we are committed to building a healthier community. In order to do that, HOPES is addressing some of our region's biggest challenges including the opioid crisis, the housing shortage, and access to behavioral health services. We know that each of these issues have a significant impact on the health of an individual and, ultimately, the health of the community as a whole.

To address these challenges, in 2018 HOPES hired an additional 8 behavioral health providers, added 5 new medical providers, expanded the Medication-Assisted Treatment (MAT) program

for opioid use disorder, and launched a capital campaign to build bridge housing for people experiencing homelessness.

While we are sincerely proud of what we have accomplished this past year, we are mindful of the challenges that lie ahead. By completing our strategic plan for the next 5 years, HOPES is ready to respond to the needs of the future in a thoughtful, deliberate, and compassionate way.

At HOPES, we value kindness, dignity, inclusion, creativity, and adaptability, and we integrate each of those ideals into the work we do every day. Important work that we cherish and feel privileged to do. Together, we will continue serving our community and making this place we call home, a better place for all.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sharon Chamberlain'. The signature is fluid and cursive, with a large initial 'S'.

Sharon Chamberlain
CEO, Northern Nevada HOPES



HOPES COMMUNITY IMPACT BY THE NUMBERS

National Association of Community Health Centers:

\$24B

Health Centers save
the health system
\$24 billion annually.

24%

Health Centers, on
average, save the
community over \$2,300
(24%) per Medicaid patient.

Who We Serve



Provide care for all ages – NEWBORNS TO SENIORS



58% live below 200% of the Federal Poverty Level (FPL)

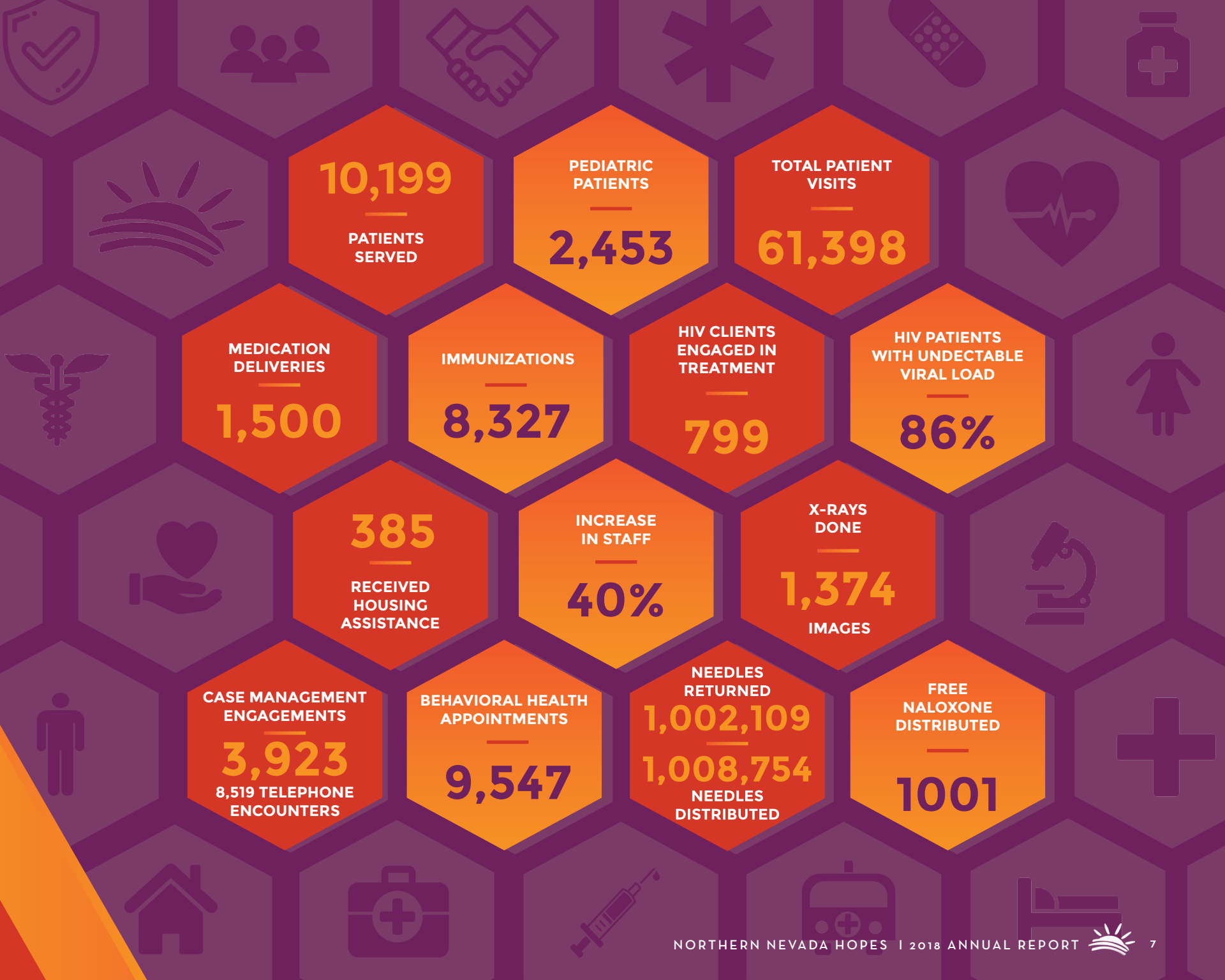


47% of those live at or below 138% FPL and the
average income for a family of 3 is \$17,632/year.



19% experiencing homelessness





COMMUNITY IMPACT: HERE WE GROW AGAIN

In recent years, our region has seen massive growth and economic prosperity. While this growth is exciting, it has exacerbated the need for access to health care for all members of our community. At HOPES, we saw this need first-hand as our patient threshold reached capacity in 2017 and we were forced to turn away approximately 80 new patients every single day.

The need was so great that in 2018, HOPES completed construction to better utilize some of our existing space to increase our capacity. This renovation allowed HOPES to add 13 behavioral health rooms, 9 exam rooms, 2 treatment rooms, 5 additional medical providers, and 8 behavioral health therapists. At the end of 2018, HOPES had over 10,000 patients and the newly renovated spaces will allow us to serve 12,000 patients by 2020.



12,000

With expansion,
HOPES will be able
to provide services
to 12,000 clients
by 2020



13

Additional
behavioral
health offices



9

Additional
exam
rooms



2

Additional
treatment rooms



5

Additional
medical
providers



8

Additional
behavioral health
therapists

IN 2018, HOPES ADDED THE FOLLOWING NEW PROGRAMS TO IMPROVE THE LIVES OF THE PEOPLE WE SERVE.

Free Naloxone Distribution

Overdose is the leading cause of injury-related death in the U.S. Naloxone is a life-saving opioid overdose reversal medication available, free of charge, to all members of our community.

1001

1001 free Naloxone kits distributed

Financial Wellness

The Lending Ladder, a micro lending program, is funded through our partnership with the Giving Circle at Nevada Women's Fund. It provides small loans to female clients in need, ensuring acute financial hardships do not leave clients in a cycle of debt and predatory lending.



A total of \$9,035.42 has been borrowed by seven women between the ages of 21 and 60.

Diabetes Prevention

In partnership with Renown Health, our Diabetes Prevention team is working to reduce the rate of diabetes in our community. This team works with patients to foster healthy eating, exercise, sleep, and stress management.



Completing the program and losing the goal weight reduces the risk of diabetes by 50%.

Reach Out and Read

By introducing a beautiful new book at the beginning of a well-child visit, providers find they can provide positive literacy promotion and build stronger connections with the family. Our providers use age-appropriate books in the exam room to connect with their patients and as an additional tool to monitor a child's development.



Distributed 340 books in 2018.

Nutrition Services

In 2018, we expanded our nutrition team, increasing our services to offer education and classes to help patients manage their chronic diseases through food and eating. Our nutritionists empower clients to make changes that will improve their health and overall quality of life.

WHY ARE INTEGRATIVE SERVICES IMPORTANT?

At HOPES, we provide a variety of services at one location because – not only does it improve the health of our patients – it is smart, sustainable, and effective.

Integrative care:

Reduces wait times

Eliminates the need for separate intake procedures

Allows for better coordination of patient care

Minimizes duplication of services

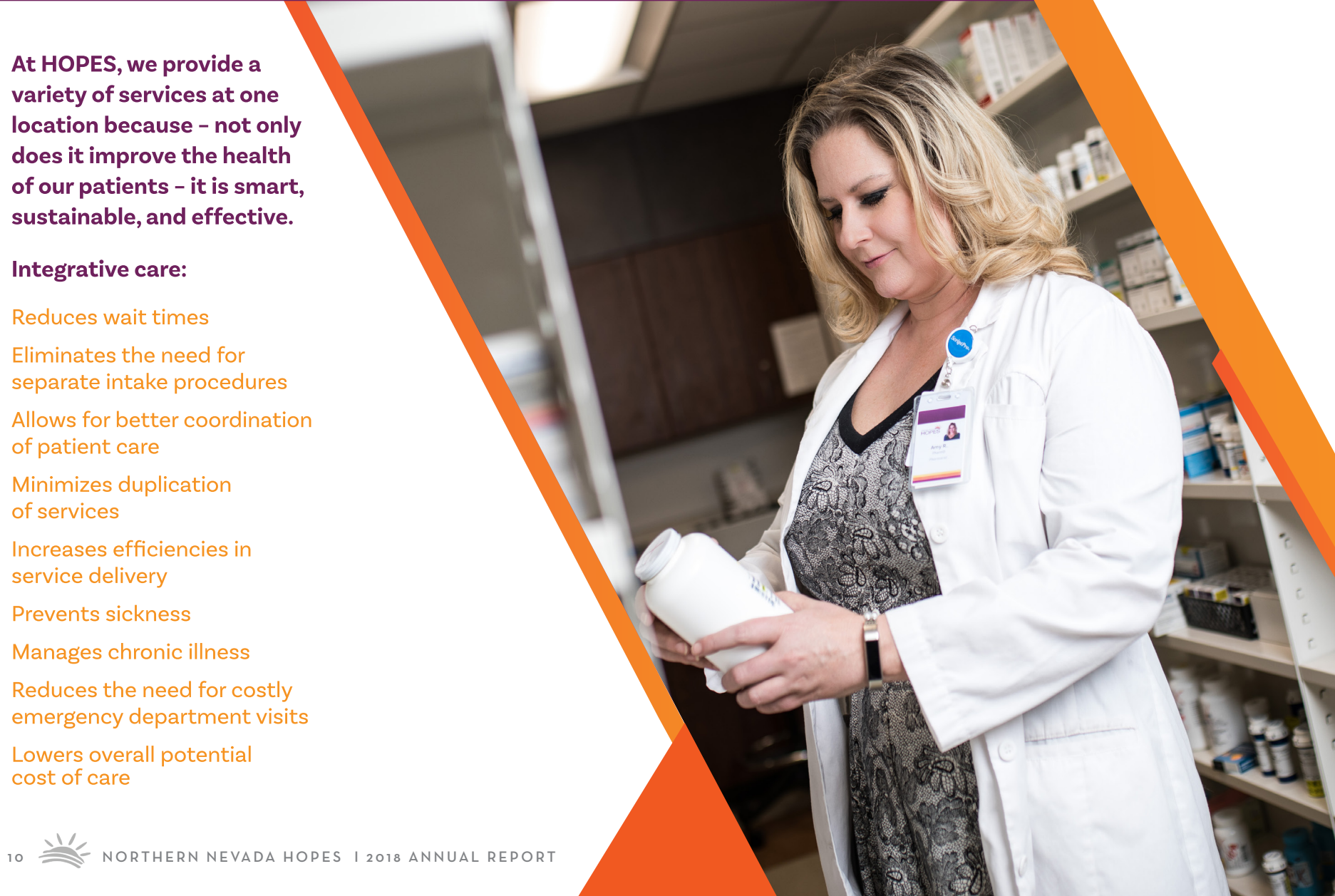
Increases efficiencies in service delivery

Prevents sickness

Manages chronic illness

Reduces the need for costly emergency department visits

Lowers overall potential cost of care



ONE-STOP-SHOP

Primary Care

Newborn to Senior

Behavioral Health

Children & Adults

Psychiatry

Pharmacy

Medication Delivery

Onsite Labs and X-ray

Preventative Screenings

Colorectal Screenings

Women's Health

Breast Cancer Screening Navigation

Pap Smears



Harm Reduction

HIV/Hep C Testing

Syringe Service Exchange

Free Naloxone Distribution

Prevention Programs

Diabetes Prevention Program

Teen Pregnancy Prevention Program

Nutrition Counseling

Health Insurance and Benefit Enrollment Assistance

LGBTQ Care

Recuperative Care

Infectious Disease Care

HIV/Hep C

PrEP and PEP

Comprehensive Care

Healthy Money Habits – Financial Wellness

Medical Legal Partnership

Case Management

Wrap-around Support Services

Hope Springs

Bridge-housing

Support Services

Transportation

Appointment Transportation and

Medication Delivery



FINDING SOLUTIONS TO OUR COMMUNITY'S BIGGEST CHALLENGES



The Challenge:

Housing Shortage = Increased Homelessness

Our community faces a housing crisis. The National Low Income Housing Coalition named Nevada the nation's toughest state for extremely low-income renters. In their most recent report, there are just 15 affordable units for every 100 extremely low-income renters in Nevada – the worst in the nation. The state also has one of the nation's fastest growing homeless populations and the highest rate of kids living alone on the streets, according to a report from the U.S. Department of Housing and Urban Development.

Health and Homelessness are Connected

Average life expectancy in the U.S. = **80** years old

Average life expectancy for chronically homeless = **60** years old

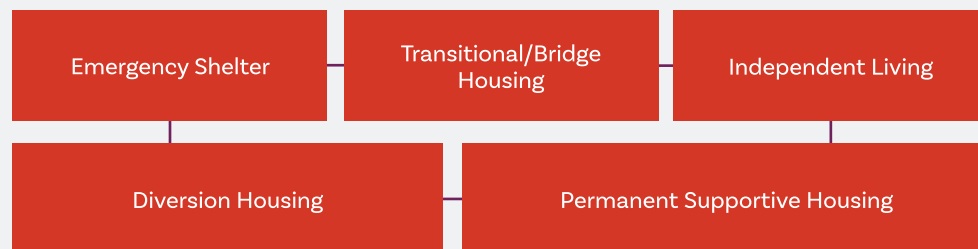
Bottom line: **20** years of life, unlived



The Solution: Comprehensive, Client-Centered Approach to Housing

One of the most critical foundations of health for individuals and families is stable, safe, and affordable housing. At HOPES, our housing case managers work together with clients to create collaborative care plans. These plans are individualized and empower each client to design their own roadmap toward sustainable housing and health.

HOPES Case Management Housing Continuum Includes



Highlights:



513

Patients engaged with
HOPES Housing Case
Management Team



819

Patients experiencing
homelessness had over
2,700 visits with HOPES
case management team to
navigate resources.



Finding Innovative Solutions: Hope Springs

Hope Springs fills a critical gap in the housing continuum, improving lives by providing emergency bridge housing and high-quality support services to our unsheltered neighbors.

The transitional shelter village consists of 30 individual sleeping units, all surrounding a central facility with restrooms, showers, laundry, kitchen, and a living room. This project will empower Reno's unsheltered community by providing support services like intensive case management, assistance in building paths to permanent housing, coordination of medical care and behavioral health, ID assistance, and workforce development. Hope Springs is an intentional community designed to help our neighbors overcome, heal, and grow.



FINDING SOLUTIONS TO OUR COMMUNITY'S BIGGEST CHALLENGES



The Challenge: Behavioral Health Access

Nevada ranks last in mental health care.



19% of adults in Nevada suffer from mental illness.*



67% of those individuals don't receive any treatment (well above national avg of 56%).**



When looking at multiple behavioral health indicators, Washoe County often ranks worse than state and nationwide averages.***



Severe Provider Shortage:

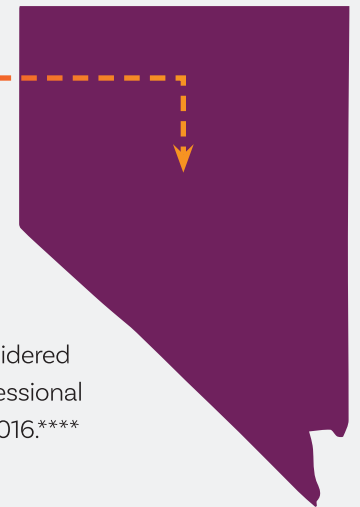
Nevada ranks at the bottom in number of licensed mental health providers



The mental health provider workforce would need to increase by 32% in Washoe County to meet the demands of the population. ***



16 of Nevada's 17 counties were considered mental health professional shortage areas in 2016.****



* Substance Abuse and Mental Health Services Administration

** National Institute of Mental Health

*** 2018 County Health Rankings

**** Health Resources and Services Administration data.hrsa.gov/hdw/tools/MapTool.aspx

The Solution: Behavioral Health Integration & Increased Workforce



We know our patients who struggle with mental health have a difficult time managing their overall health, which is why behavioral health services are an integral part of pediatric and adult primary care. We consider the behavioral health needs of each of our patients and collaborate with them to create goals. Our behavioral health services are co-located with our primary care services, a model resulting in patient follow-up at 90% as opposed to 10% without an integrative approach.



“My experience at HOPES has given me purpose and it's given me direction. And I wouldn't be here today if it wasn't for you guys. I really know that's true. My kids would be going through the world without a parent. I want to be around another 30 years so I can embarrass them, and laugh and live and love and cry with them. And help them.” - HOPES Patient

FINDING SOLUTIONS TO OUR COMMUNITY'S BIGGEST CHALLENGES



The Challenge: The Opioid Crisis

Every day, an average of 130 Americans die from an opioid overdose.* Opioids have killed more than 5,500 Nevadans since 2000, more than any other drug.**

“

“When you’re on the street and you’re doing heroin, you’ve only got three options, you can either end up in prison, you can die, or you can find somewhere to get help. That’s it.”

- Casey | HOPES MAT patient who is now in recovery, housed, and employed

The solution: A Comprehensive, Patient-Centered Approach.

Through harm reduction, Naloxone distribution, Medication-Assisted Treatment (MAT), and a multidisciplinary care team, HOPES is finding solutions to combat the opioid crisis in our community.

The MAT Program at Northern Nevada HOPES provides compassionate, team-based treatment, to inspire hope and enhance quality of life through the process of recovery.

Our whole-patient, team approach helps provide these individuals with the tools they need for long-term recovery and success with significant positive impacts on their quality of life. Our team helps people regain relationships with their family and friends, reduce issues related to criminal involvement, and maintain steady employment and housing.

142

UNIQUE MAT PATIENTS

1,474

TOTAL VISITS

FREE NALOXONE DISTRIBUTED

1001

3

NEW MAT TEAM MEMBERS HIRED IN 2018



THE ROAD TO RECOVERY

In his early teens, Allen played football and was an avid dirt biker, leading to injuries, surgeries, and an opioid prescription to manage his pain. He soon became dependent on opioids, and illegally dealt pills through his early 20's to support his addiction.

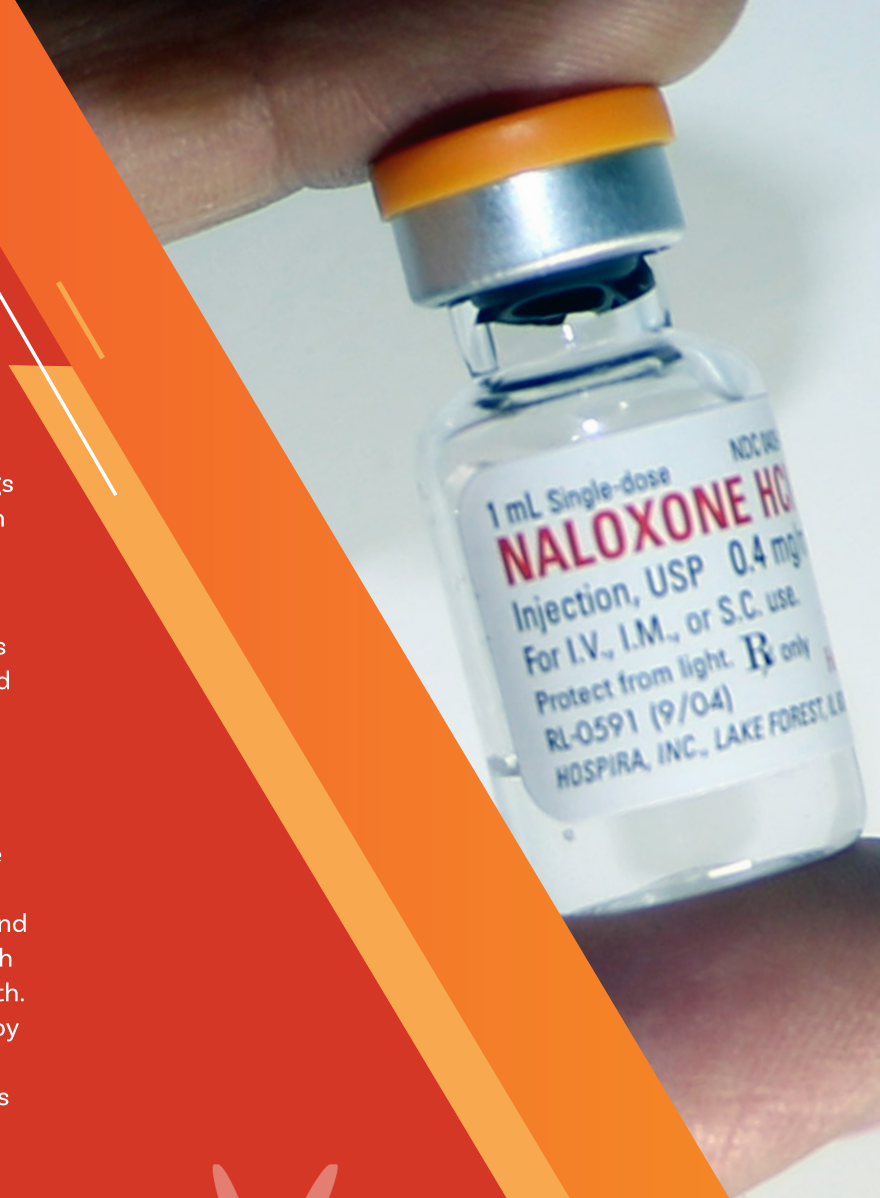
He went to an out-of-state rehab facility, but he wasn't ready to get sober and the environment didn't work for him. One night in his apartment after he left rehab, he reflected on what his dependence was doing to him and the people he loved. He decided to quit that night cold turkey, but 48 hours later, he was in the hospital after a seizure from Benzodiazepine withdrawals.

After he got out from the hospital, he struggled to find a place to help him deal with his addiction. Then a friend mentioned he should try HOPES and the Medication-Assisted Treatment (MAT) program. MAT combines medication such as Buprenorphine

(Suboxone) to reduce opioid cravings with behavioral therapy to deal with the underlying issues that lead to opioid dependence.

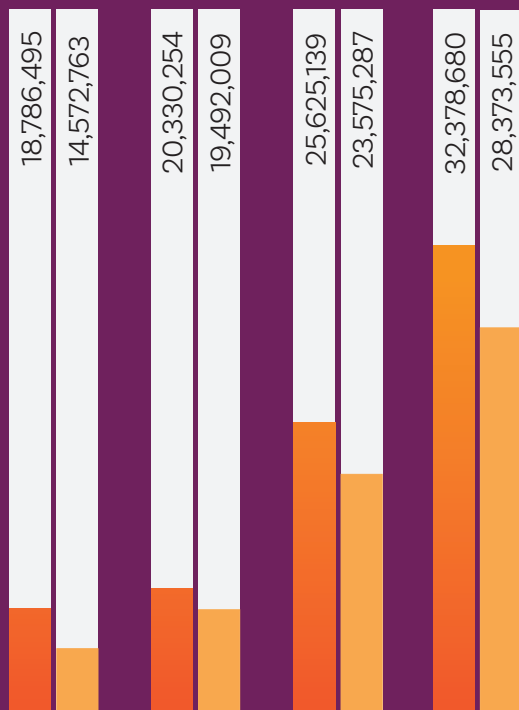
Allen immediately got along with his doctors at HOPES. Allen said he liked how medical providers, therapists, and the HOPES pharmacy work together to help patients. He also liked HOPES' approach to building trust with MAT patients— at first, he only received a few days worth of Suboxone, but after passing more and more drug tests, he was trusted with a supply that would last him a month. At the same time, he went to therapy to deal with the issues that lead to his dependence, like the death of his father when he was young.

Allen has since graduated from HOPES' MAT program, but he said he takes comfort in knowing he can come back to HOPES if he ever needs treatment, or medical care. Allen is now back in school pursuing a degree in public health.



HOPES FINANCIAL SNAPSHOT

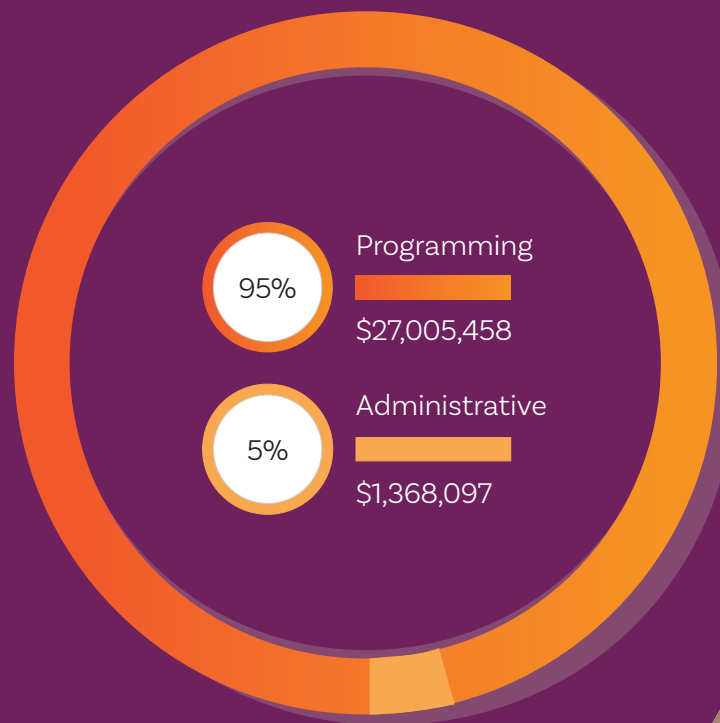
HOPES REVENUES & EXPENSES



2015 2016 2017 2018

Revenue Expenses

2018 EXPENDITURES



Total Expenditures \$28,373,555





HOUSING IS HEALTHCARE

MEET KELLY



Kelly had been living in her studio apartment for 5 years when she got the 30-day eviction notice in 2014. She had been a good tenant, but her Section 8 housing voucher wasn't as profitable as her landlord would have liked.

"I was in tears and I was scared," Kelly said. "Before I got that apartment I was homeless living at the shelter. I was scared I was going to go back."

It was difficult finding another apartment.

The only housing that would take her voucher had a 2-year waiting list.

Kelly was quickly running out of time, and she was afraid she had to move back into the homeless shelter.

As a patient of HOPES, she was already getting medical care and behavioral health services at the clinic. But she didn't know HOPES case managers could also help her find an affordable place to live until she shared her fear of living on the streets with a nurse.

Kelly connected with a case manager, but frustrated by the difficulties she had just

gone through, Kelly didn't really think HOPES would be able to find her a new apartment. She was on the verge of giving up and just living in the shelter.

"The case manager stuck with me, I almost got up and walked out in tears, but she calmed me down, reeled me back in and said Kelly, 'I can help you, I'm on your side, we can do this together.'"

Case managers helped Kelly find a neighborhood she felt safe living in, helped her take care of the paperwork, and even helped pay the deposit for her new apartment.

For the past 4 years, Kelly has been living in a 2-bedroom apartment she loves. Kelly said she still feels like she is dreaming when she thinks about her apartment. She has two grown children living in Reno. Instead of feeling like a burden, she helps take care of her grandchildren and even has a room for them to stay in when they visit.

"HOPES helped me from falling on my face," Kelly said. "I was on my way down and she [the HOPES case manager] grabbed me by the suspenders and picked me back up."

“

"Kelly, I can help you, I'm on your side, we can do this together."

- HOPES Case Manager





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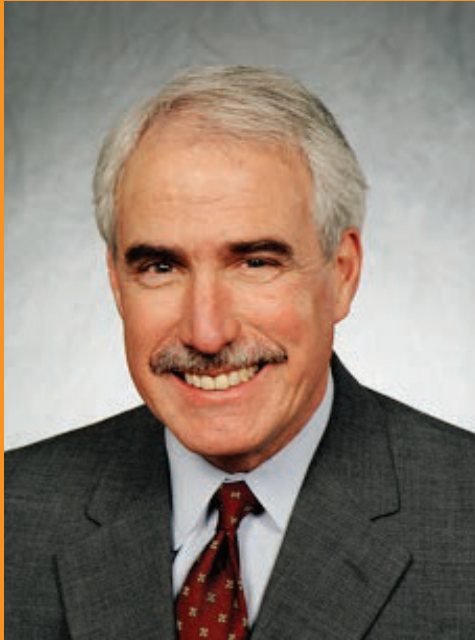
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FROM OUR BOARD PRESIDENT



Northern Nevada HOPES has seen another extraordinary period of growth and change in 2018. As the clinic serves more people who face barriers to healthcare, HOPES continues to provide world-class care to anyone who seeks it. It fills me with pride to witness the community we have created together, filled with kind and compassionate staff, clients and supporters.

As happy as I am with how much HOPES has grown since it started as an HIV care clinic in 1997, I am even more excited for what comes next. This year, we created the 5-year plan for the future of this wellness center and I eagerly anticipate the impact HOPES will make on Nevada in that time.

One project I am especially excited for is Hope Springs. It will create a bridge housing community dedicated to helping people experiencing homelessness get onto the path to

independent living. It will fill a critical need in northern Nevada, providing case management, medical, and behavioral health care, as well as other services that give people the tools they need to build stable lives.

HOPES will continue to provide new services to meet the changing needs of our thriving region. I know HOPES will become an increasingly important pillar in Reno that lifts up all members of our community, no matter who they are or where they are in life. Together, we will create a society where everyone is cared for, and no one is forgotten.

Sincerely,

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

Doug Brewer
Board President



THANK YOU TO OUR CONTRIBUTORS

Renown Health
William N. Pennington
Foundation
Nevada Primary Care
Association
Draper Family Foundation
Fund
Direct Relief Network
Elizabeth Taylor AIDS
Foundation
Federal Home Loan Bank
of San Francisco
The Giving Circle At The
Nevada Women's Fund
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IN MEMORY

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Michael David

IN HONOR

Allene Andress
Kent Ervin and Gary Zaepfel
Kurt Patterson



"Thanks for everything! You have made the hard times not so hard."
- HOPES Patient

Heartfelt Painting
Inge Gerber
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Lindsey Panton
Michael Mathews
Par Tolles
Riverwalk Merchants
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Lloyd Rogers and Gaia Brown
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Barbara Eiche
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