### 2019 ANNUAL REPORT COMMITMENT TO INNOVATIVE CARE

BEKIND

HOPHERN NEVADA

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"I love HOPES and everyone here. You all saved my life and I am forever grateful."

-HOP<mark>ES Patient</mark>

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### HOPES MISSION, VISION AND VALUES



### **OUR VISION**

Build a healthier community.

### **OUR VALUES**

At HOPES, we value:

- Kindness
- Dignity
- Inclusion
- Creativity
- Adaptability

### **OUR MISSION**

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

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## FROM OUR CEO

Thank you for making 2019 yet another remarkable year for Northern Nevada **HOPES.** As we end one decade and begin another, I'm proud to reflect on the strides we've made together, and the life-changing and lifesaving care we've provided our community.

Over the last decade, HOPES has evolved from a small HIV/AIDS clinic to a robust community health center that provides cutting-edge, innovative services to thousands of northern Nevadans. Throughout our transformation, we've remained committed to our longstanding model of care - meeting people where they are, working with them to address their holistic healthcare needs, ensuring services are accessible, and that their care is delivered with dignity, kindness and compassion.

As we enter this new decade, our community will continue to grow and we will face local, regional and national challenges. **HOPES** is committed to adapting our services to best meet the needs of our evolving community. Together, we can collectively achieve our vision to build a healthy community.

The future of healthcare encompasses so much of **HOPES'** journey over the last twenty-three years. I'm honored to be a part of an organization that is leading the future of healthcare for our region.

Sincerely,

Sharon Chamberlain CEO, Northern Nevada HOPES



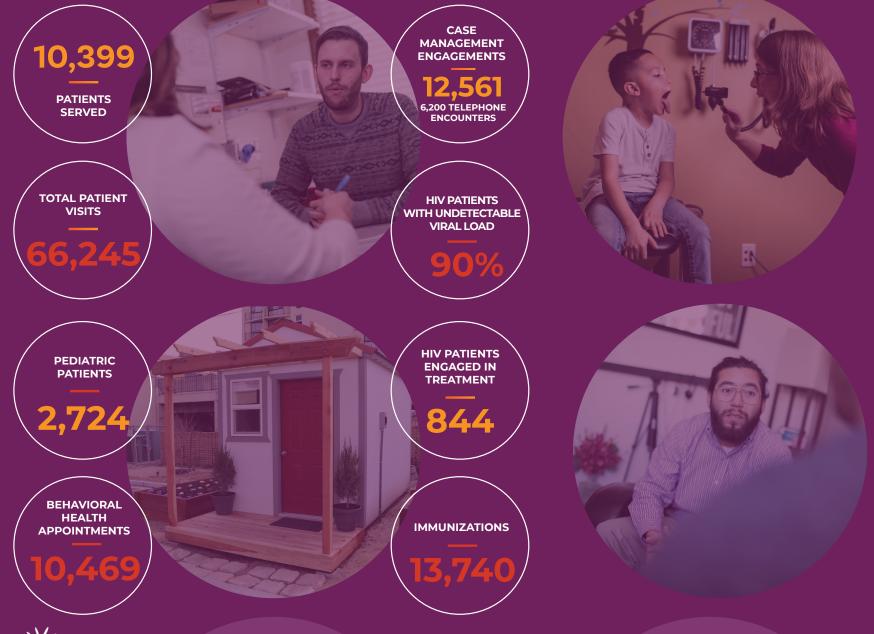
### INNOVATIVE MODEL OF CARE: PAVING NORTHERN NEVADA'S FUTURE IN HEALTHCARE

#### LEADING THE WAY IN INTEGRATIVE HEALTHCARE SINCE 1997.

Healthcare of the future looks beyond medical charts and to the factors that cause poor health outcomes, putting systems into place to address the needs of the whole person. This national move toward integrated, value-based care, provides a comprehensive approach to addressing the complexities of an individual, family and community's health – a model **HOPES** has used since its doors opened in 1997.

Integrative care improves patients' lives and decreases the overall cost of healthcare, addressing complex problems that affect population health.

### HOPES COMMUNITY IMPACT BY THE NUMBERS



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### CONTINUUM OF CARE: A PATIENT CASE STUDY

One of these stories show the consequences of a fragmented system and siloed practices. The other demonstrates connection and the value of looking at health in a holistic fashion, with an interdisciplinary care team and interagency connection.

Patient suffering from diabetes spends 4 days in the hospital with complications.

Patient is homeless and without medical insurance.



Discharged from the hospital after 4 days.

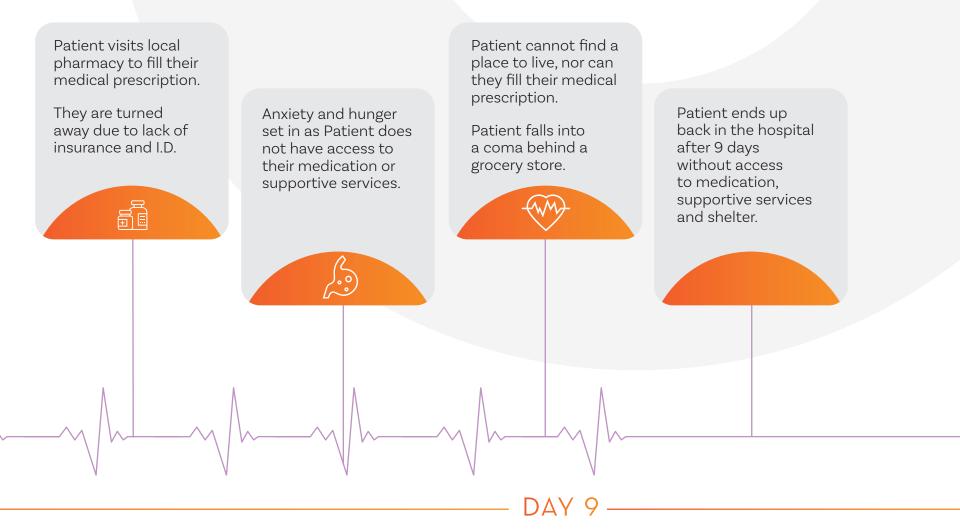
Hospital staff does not offer supportive service advice.

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### SCENARIO ONE: PATIENT WITHOUT ACCESS TO HOPES' WRAP-AROUND SERVICES.





### CONTINUUM OF CARE: A PATIENT CASE STUDY

Patient suffering from diabetes spends 4 days in the hospital with complications.

Patient is homeless and without medical insurance. Discharged from the hospital after 4 days.

Discharge worker suggests **HOPES** as a supportive service solution for their care. After contemplating the service, Patient enters **HOPES** and is set up with a new patient orientation.

Patient has appointment with Primary Care Provider who addresses Patient's diabetes and refers Patient to a Case Manager and Behavioral Health Provider. A trained **HOPES** Case Manager speaks with Patient and offers food, water, and transportation assistance.

### SCENARIO TWO: PATIENT WITH ACCESS TO HOPES' WRAP-AROUND SERVICES.

A Behavioral Health Provider screens Patient for psychiatric issues, and discovers Patient has issues with depression and anxiety.

The Behavioral Health Provider schedules Patient to meet with a Psychiatrist and a more in-depth psychiatric analysis. The Case Manager then walks with Patient to the pharmacy to fill their needed prescription and offers Patient a bus pass.

ΞÒ

Nine days later, Patient is on anxiety medication and seeing a psychiatrist weekly. Patient is also working with care team and managing their diabetes.

They were helped with obtaining legal documents and placed in a shelter and given help finding work.

For the first time Patient feels like things are looking up.



# WHAT IS 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.



#### 30 INDIVIDUAL SHELTERS:

- 96 Square Feet Each
- Heated, Insulated, Furnished

#### COMMUNITY SPACE:

- Kitchen & Laundry
- Showers & Restrooms
- Living-room for Community Meetings

#### SERVICES:

- ---- On-site Case Management
- Community Garden
- Community Security & Maintenance

### NORTHERN NEVADA HOPES: HOPE SPRINGS



#### THE CONTINUUM OF HOUSING INCLUDES:

- Emergency shelter for those experiencing homelessness.
- Transitional or "bridge" housing such as Hope Springs, Single Resident Occupancy (SRO), or container homes.
- Permanent supportive housing which provides affordable housing tied to supportive services, typically for those with conditions that make it difficult or impossible for them to live without additional supports such as persons with mental illness or physical disability.
- And finally, independent living through market rental or market homeownership housing.

# TINY HOMES. BIGIMPACT.

### HOPES COMMUNITY IMPACT BY THE NUMBERS

#### National Association of Community Health Centers:



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



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

#### WHO WE SERVE



- **1.** Provide care for all ages NEWBORNS TO SENIORS
- **2.** 6,168 live below 200% of the Federal Poverty Level (FPL)

**3.** 4,689 of those live at or below 138% FPL and the average income for a family of 3 is \$28,326/year.

**4.** 25% experiencing homelessness

# HOPES FINANCIAL SNAPSHOT

#### HOPES REVENUES & EXPENSES

**2019 EXPENDITURES** 











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### HOPES BOARD MEMBERS



### NORTHERN NEVADA HOPES BOARD OF DIRECTORS

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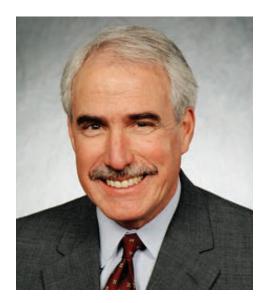
Bruce Breslow

Trudy Larson, M.D.

**GG "HOPES** has given me an opportunity to get medical help when I felt I never could. I appreciate **HOPES**!"

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### FROM OUR **BOARD PRESIDENT**



It is an honor to reflect on the accomplishments Northern Nevada **HOPES**' staff, board, patients and our community have achieved together this past decade, serving over 20,000 patients in the last ten years.

Our shared commitment to value each member of our community and to remove barriers so that every person has access to highquality medical and wellness services is at the core of who **HOPES** is and where its future is headed. In the coming years, **HOPES** will expand its clinical footprint to ensure more northern Nevadans have access to **HOPES'** personalized and innovative care. **HOPES** will continue to be a leader in comprehensive health and wellness services by opening Hope Springs, which will fill a critical gap in our region's housing infrastructure. Hope Springs will provide bridgehousing for people experiencing homelessness, combined with case management and access to **HOPES'** medical and behavioral health services. We will work with clients to stabilize their lives and help them on their journey toward independent living.

I enthusiastically welcome the growth and impact **HOPES** will have on our community in 2020 and beyond.

Sincerely,

PILL

Doug Brewer Board President



# GEST LITTLE CITY IN THE

IN MEMORY OF: Steve Brockovich

Michael David Clark Shoemaker Mary Wirtz

#### **IN HONOR OF:**

Daniel Dictado Ben and Kris Gallagher Dr. Trudy Larson Eric Odle Rebecca Reyes Reggie Tuck

### THANK YOU TO OUR CONTRIBUTORS

**Kidview Foundation** Nevada Primary Care Association William N. Pennington Foundation **Renown Health Tectonics** Design Group Draper Family **Foundation Fund** at the Orange County Community Foundation Anthem Inc. Robert Z. Hawkins Foundation Komen Foundation Charles Schwab Bank Wells Fargo Foundation Women's Giving Circle Fund at the Community Foundation of Western Nevada Syringe Access Fund Jacobs Entertainment Dr. Barry Frank Vans at Meadowood Mall Direct Relief Network Geoff and Sally White **Chartiable Fund** at the Community Foundation of Western Nevada Roxie and Azad Joseph Foundation

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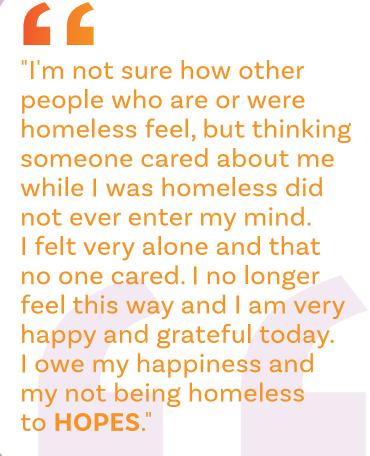
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