



One way HOPES adjusted to the pandemic was by offering telehealth visits.

## Donors Make Essential Wrap-Around Care Possible — Even During A Pandemic

Serving vulnerable people is even more challenging during a pandemic, yet more vital. While HOPES is a “healthcare” organization, we recognize that a person’s health reflects far more than their medical needs and because of your incredible support, we know you do too. Research shows that healthcare contributes a mere 20% to overall health. The other factors can be far harder to treat including:

- Socioeconomic – 40%**
- Physical environment – 10%**
- Health behaviors – 30%**

It’s one thing to recognize that diverse factors affect health; it’s another to effectively address them. Because of our forward-thinking

and generous donors like you, HOPES has always been able to adapt to our community’s changing needs – and no change has been as impactful as COVID-19. The pandemic has had a profound impact on our patients’ health and our ability to sup-

port them. Yet because of your support, we’ve been able to adapt, transitioning to telehealth visits, providing on-site COVID-19 testing, and finding alternate ways to provide essential services, like food support.

With COVID-induced job loss, lack of school-supplied meals, unpredictable unemployment payments, and policy changes that pushed many off the Supplemental Nutrition Assistance Program (SNAP), too many in our community don’t know where their next meal is coming from. With your help, your HOPES team is here for them.

Thanks to you, HOPES has continued to support our patients throughout the trials of this past year. The COVID-19

Response Spring Donor Campaign raised \$15,816, plus a matching gift of \$25,000, providing **\$40,816** for essential medical and wrap-around services to Northern Nevada’s most vulnerable, overlooked and underserved individuals.

**32% of all patients seen at HOPES between March 1 and December 31, 2020 received food support through HOPES.**

## Nutrition Services — More Than Diet Plans

When you give to HOPES, you are connecting patients with all the services they may need, no matter which concern brought them through the doors. Nutrition Integration – the process of incorporating nutrition guidance into primary care – is a key component of this wrap-around care and your support helps ensure this service can continue to be offered.

For example, in a recent visit Frank learned from his primary care provider his blood work revealed he had high cholesterol leading the provider to recommend meeting with a registered dietitian. Instead of referring him to another “specialist,” a Community Health Worker came into the exam room and scheduled a Nutrition Services appointment on the spot. This seamless process improves health outcomes and increases access to the care our patients need to maintain wellness.

Our nutrition staff works hard to meet patients where they are, respecting cultural food needs and encouraging goal setting. It’s common for conversations about nutrition to reveal a lack of food in the home, that prescriptions aren’t being filled because of cost, or untreated mental health issues. “I’ve had a number of people who are struggling with their weight — especially during the pandemic — and by talking, we realize it’s related to depression or anxiety,” explains HOPES Registered Dietitian Kate Ault. “Thankfully, HOPES’ incredible donors help ensure we can provide support for all these social determinants of health.”

In 2020, nutrition services saw 413 patients, 51% of them Spanish-speaking.

