

ADAPTATION INNOVATION COMPASSION

A LOOK BACK AT THE
CHALLENGES & TRIUMPHS OF
2020





WHAT'S INSIDE

04

Vision, Mission, Values

05

From Our CEO

06

Team-Based, Wrap-Around Care

08

A Culture of Adaptability

11

Developing Virtual Care

12

**Challenging Times Lead
to Valuable Changes**

15

Financials

16

Hope Springs

18

Hope Springs Donors

19

Thank You to Our Donors

22

Meet Our Board

23

From Our Board President



***“It’s really nice
that you all try
to make us feel
comfortable –
even through the
hardest part of
our lives.”***

–HOPES PATIENT



MISSION

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



VISION

We strive to build a healthier community.



VALUES

At HOPES, we value: kindness, dignity, inclusion, creativity and adaptability.

WHO WE SERVE

62%

of HOPES patients live at or below 200% of Federal Poverty Level (FPL)

46%

of HOPES patients live at or below 138% of FPL

17%

of HOPES patients are experiencing homelessness

FROM THE CEO



Reflecting on a year that brought challenges and uncertainty, I feel honored to be part of a team who handled each day with grace and fortitude.

HOPES' values – kindness, dignity, inclusion, creativity and adaptability – guided our work in 2020 as we persevered to ensure our patients' access to the care they need and depend on.

Relying on the strength of our team and our ability to adapt, we found creative solutions that met our community's needs during the pandemic and reflected our role as a regional healthcare leader.

Early in March of 2020, we implemented telehealth services for both medical and behavioral health. By reducing barriers to care and increasing efficiency, we were able to serve more patients in 2020 than we served in 2019. We brought a modular unit onsite to see patients with COVID-19 symptoms and added drive-up COVID-19 testing, reducing the burden on a stressed local health system.

We maintained our commitment to our houseless neighbors, and, with the generosity of this community, raised \$2.5 million for Hope Springs.

As this goes to print, Hope Springs will open its doors, serving as a safe place for individuals experiencing homelessness to live and access all the services they need to overcome, heal and grow.

As we close the door on 2020, we believe better days lie ahead. Inspired by the support of our community and steadfast in our commitment to providing kind and inclusive care, we look forward with hope to improving lives throughout our community.

Sincerely,

Sharon Chamberlain
CEO, Northern Nevada HOPES



REAFFIRMING OUR BELIEF IN TEAM-BASED, WRAP-AROUND CARE

From the day we opened our doors in 1997 as an HIV/AIDS clinic, Northern Nevada HOPES has been focused on offering integrative, innovative and inclusive care.

Being on the frontlines of the HIV epidemic provided lessons on caring for our community that directly informed our care during the COVID-19 pandemic, and further affirmed our commitment to wrap-around services.

THAT WAS THEN

In 1997, many of our HIV positive patients felt a constant sense of fear — fear of accessing care because of stigma; fear of losing a job due to illness; fear of losing their home and not having enough to eat.

THIS IS NOW

In 2020, many of our patients also felt overwhelming fear — fear they would be exposed to COVID-19 outside their home; fear they would lose their job due to the pandemic; fear they would lose their home and not have enough to eat.

In 2020, as in 1997, HOPES was a source of kindness and inclusivity for our patients, providing comprehensive care that helped ease those fears by connecting patients to resources that met their basic needs, like food and medications.

MEETING A GROWING NEED

10,851 PATIENTS SERVED IN 2020

10,399 PATIENTS SERVED IN 2019



65,223 TOTAL PATIENT VISITS

**45,035
MEDICAL**

**11,205
BEHAVIORAL
HEALTH**

**1,438
PSYCHIATRY**

**5,576
CASE
MANAGEMENT**

**1,969
OTHER**



A CULTURE OF ADAPTABILITY PUT TO THE TEST

HOPES relied on our core values to keep us moving forward in 2020 – key among them, adaptability. The entire HOPES team rose to the challenge, making timely adjustments in patient care, patient access, and staff and patient safety, all while experiencing staffing shortages due to COVID-19 infections and quarantining.

Our IT and Facilities teams played integral roles, quickly implementing telemedicine services for both medical and behavioral health care – putting systems in place to enable our entire behavioral health team, most of our administrative team, and several providers to work remotely. The team also created a modular clinic in our parking lot to safely see patients with COVID-19 symptoms and added tents for drive-up COVID-19 tests. Our Facilities team rapidly implemented increased sanitation and cleaning schedules, while assisting our Clinic team with information to keep patients and staff informed, physically distant and safe.

Due to our ability to adapt to new and changing circumstances, we were able to continue seeing patients and provide them with the life-saving and life-changing care they need and deserve.





VITAL COMMUNITY SUPPORT

Once again, our community stepped up to support HOPES in 2020. We were able to maintain in-person clinic operations because countless individuals and organizations donated PPE, masks and supplies, some even making homemade masks for our staff. We ♥ our community.



VITAL CARE FOR A VULNERABLE POPULATION

184

PATIENTS RECEIVED
HOUSING SERVICES

93%

HIV PATIENTS WITH
UNDETECTABLE
VIRAL LOAD

5,164

STI TESTS
(EXCLUDING HIV)

2020 RESPONSE TIMELINE

*With the support
of an adaptable
team and
generous donors,
HOPES was able
to maintain full-
time, in-person
clinic operations.*

MARCH

- Virtual medical appointments offered via telehealth.
- Behavioral Health, Medication-Assisted Treatment, Behavioral Health Integration Consultants and Adult Psychiatry offered via telehealth.

APRIL

- Virtual group therapy for Women in Recovery restarted in an online, virtual format.

JUNE

- New virtual group therapy – Connections 2020 – created to address social isolation and therapy needs of Behavioral Health patients.

JULY

- New services: STI testing, PrEP and PEP Clinic, Peer Support, Pediatric Psychiatry and Gender and Sexual Health Clinic started onsite.

OCTOBER

- Behavioral Health Integration returned onsite.
- Case Management referrals and HOPES Heroes, our employee giving program, assisted clients with obtaining phones to maintain therapy.



DEVELOPING VIRTUAL CARE, VIRTUALLY OVERNIGHT

With no virtual services offered prior to 2020, HOPES created an entirely new care model within weeks. While we were able to continue our in-person clinic operations, many patients simply did not feel safe leaving their homes. Telehealth, offered via phone or video, ensured patients could still get vital medical and wrap-around care.

Providers were able to connect patients who recently lost jobs with behavioral health services to address anxiety, and with case management to provide food resources. They connected patients experiencing substance use problems with Medication-Assisted Treatment therapists.

Our team-based care helped pave a path toward wellness and stability, bringing patients the care and resources they needed.

We cultivated team connectivity in weekly clinic meetings and biweekly operations meetings, providing support for clinicians working from home who were experiencing many of the same stressors as their clients.

13,919 TOTAL VIRTUAL VISITS
(PHONE & VIDEO)

4,094
MEDICAL

7,410
BEHAVIORAL
HEALTH

1,559
CASE
MANAGEMENT

856
PSYCHIATRY

1,094 COVID-19 TESTS

419 COVID-19 ANTIBODY TESTS

NEW PROGRAMS ADDED DESPITE THE PANDEMIC

STI TESTING
AND PrEP AND
PEP CLINIC AT
CHANGE POINT

PEER SUPPORT
SPECIALIST IN
BEHAVIORAL
HEALTH

PEDIATRIC
PSYCHIATRY IN
BEHAVIORAL
HEALTH

GENDER
AND SEXUAL
HEALTH
CLINIC



CHALLENGING TIMES LEAD TO VALUABLE CHANGES

The circumstances of 2020 forced us to make many changes in order to continue serving our community. Some of these changes will be temporary, but others have proven to be highly beneficial to our patients, improving their access to consistent care. On the following pages are some of the many ways our amazing team members adjusted, adapted, rethought and reimaged how we can best serve our community.

MEDICATION-ASSISTED TREATMENT (MAT)

In 2020, the lack of stability, increased uncertainty and lack of access to services led to increased substance use and relapse for many struggling with substance-use disorders. Our MAT program, with its behavioral health focused multidisciplinary team, acted to ensure patients in recovery had access to the services they depended on.

MAT COVID-19 ADJUSTMENTS:

In March 2020, HOPES made all group and individual therapy sessions virtual and offered at-risk patients telehealth appointments.

- MAT prescribers and case management stayed onsite to provide needed services and adopted virtual or in-person sessions based upon need.
- Biweekly MAT groups restarted onsite in early July for vulnerable populations, with safety measures in place.



“In 2020, we didn’t ask our patients to make major lifestyle changes during such a scary, unpredictable time. We operated as a safe place for people to connect, share their feelings and concerns, and be validated.”

—AMANDA LA TORRE, HOPES CHRONIC DISEASE PROGRAM COORDINATOR

BEHAVIORAL HEALTH

HOPES offers behavioral health counseling that includes individual (children through seniors) and couples therapy, as well as substance-use counseling. We practice harm reduction, which involves meeting patients wherever they are in their recovery journey and developing a holistic treatment plan based on their goals.

BEHAVIORAL HEALTH COVID-19 ADJUSTMENTS

- Telehealth visits improved attendance for clients with transportation challenges.
- Clients afraid to leave their home because of COVID-19 risk, or an anxiety disorder, were able to continue treatment through virtual visits.
- Pediatric therapists were able to collaborate with school counselors to provide virtual services to kids onsite in school, increasing accessibility of therapy services.

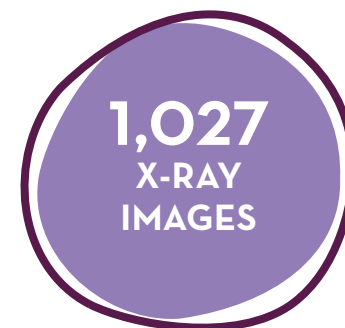
DIABETES PREVENTION

Through a generous grant from Renown Health, HOPES launched a Diabetes Prevention Program in January 2019 that has since earned preliminary recognition from the CDC for its effective, quality, evidence-based curriculum.

DIABETES PROGRAM COVID-19 ADJUSTMENTS:

- Group sessions moved to the virtual space, earning positive patient feedback.
- We increased the frequency of virtual group meetings to keep patients connected to each other and resources.
- Virtual classes became impromptu therapy sessions, offering patients a forum to share their fears, stress, anger, sadness, frustration and anxiety over the virus, racism, police brutality and even civil unrest.

**ESSENTIAL
SERVICES
DELIVERED**



OPERATIONS

Our medical clinic was able to continue in-person operations throughout 2020.

PATIENT SERVICES COVID-19 ADJUSTMENTS:

- The patient services team streamlined patient processes to improve safety and efficiency.
- Patients were called before their appointment to explain COVID-19 protocols and encourage attendance.
- Cancellations and no-shows quickly triggered outreach to a new patient on a waiting list for care.
- Appointment reminders were sent to patients with forms to complete before their appointments. Previously done onsite, the new process allowed providers to focus on patient care instead of paperwork.

CLINIC COVID-19 ADJUSTMENTS:

- First floor COVID-19 symptom screening and physical distancing in the lobby added for all visitors.
- A nurse triage line was implemented to address patients who answered positive to any screening question.
- Restaurant-style pagers were used to enable patients to wait safely in their cars for their appointments.
- Parking lot testing was added, and we built a mobile onsite clinic for:
 - Drive-up COVID-19 testing;
 - Treating patients who failed screening, despite COVID-19 negative test; and
 - HIV testing.
- A drive-through, weekend flu vaccine clinic was added.
- Daily internal COVID-19 clinical operations meetings helped us ensure patient needs were being met.

CHANGE POINT IMPACT

Change Point is HOPES' innovative and inclusive harm-reduction program, focused on meeting the needs of medically underserved groups. We offer harm-reduction supplies, counseling, walk-in HIV and hepatitis C testing, STI testing and PrEP and PEP HIV prevention services.

556,813
USED NEEDLES
RETURNED

526,969
CLEAN NEEDLES
DISTRIBUTED

722
OVERDOSE
PREVENTION KITS
DISTRIBUTED
(2 DOSES PER KIT)

228
HEPATITIS C
TESTS

1,554
HIV TESTS

21 PEP
56 PrEP
VISITS

FINANCIALS



\$35,533,746 REVENUE

\$34,032,323 EXPENSES



HOPE SPRINGS IS A FIRST-OF-ITS-KIND HOUSING SOLUTION

Everyone deserves a safe and stable place to sleep — that is the belief that guided the development of Hope Springs. But it wasn't just HOPES' belief, it was our community's as well. Every individual and organization who donated to Hope Springs contributed to the creation of something much bigger than any one of us.

Hope Springs fills a critical gap in the housing continuum, improving lives by providing bridge housing and high-quality intensive support services to our unsheltered neighbors. A full-time staff, onsite seven days a week, will help residents overcome, heal and grow.

In the spring of 2021, Hope Springs will welcome its first residents.

HOPE SPRINGS OVERVIEW

- 30 heated, furnished, individual shelters
- 3,200-square-foot community center with kitchen, laundry, showers, restrooms and community meeting space
- Community garden
- Gas grill and firepit
- Dog park and kennels
- 24/7 security

ONSITE SERVICES

- Housing case management
- Money management
- Drug treatment
- Primary care
- Food and nutrition
- Transportation resources
- Other life skills programs



WHO HOPE SPRINGS WILL HELP: GET TO KNOW JESSICA

Jessica, a hypothetical Reno resident, lost her part-time job during the pandemic, and around the same time, custody of her son after a tough divorce. With no income, she was evicted from her apartment and ended up in a shelter. The shelter is crowded due to the pandemic, and Jessica is concerned for her safety.

Jessica looks forward to the safety and security of having her own place at Hope Springs. She looks forward to working in the community garden, an activity she remembers fondly from her time with her son. With the skills she can learn at Hope Springs — from gardening and cooking to finding a job and saving money — Jessica is hopeful she will soon get back on her feet, find permanent housing and reunite with her son.



Jessica, age 40
HYPOTHETICAL HOPE
SPRINGS RESIDENT



HOPE SPRINGS LIFE-CHANGING CONTRIBUTORS

William N. Pennington Foundation



Robert Z. Hawkins Foundation

David & Judy Hess



E.L. Cord Foundation



“There’s a one-letter difference between ‘hope’ and ‘home.’”

**—ALEX J,
HOPES PATIENT**



Gary & Carrie Carano

Helen Close Foundation

Sandy Raffealli

OUR DONORS PROVIDE HOPE TO SO MANY

William N. Pennington
Foundation*

A Friend of Hope
Springs*

The Nell J. Redfield
Foundation*

Nevada Primary Care
Association

SilverSummit
Healthplan*

Renown Health*

City of Reno*

Bank of America
Charitable
Foundation*

Draper Family
Foundation*

Robert Z. Hawkins
Foundation*

Direct Relief Network

Charles Schwab Bank

Barry Frank*

Heidemarie Rochlin*

Sandy Raffealli*

Wells Fargo
Foundation*

Helen Close
Foundation*

Dr. Trudy Larson*

David & Judy Hess*

Gary & Carrie Carano*

Robert Lissner

The E.L. Cord
Foundation*

Estelle J. Kelsey
Foundation*

Roxie & Azad Joseph
Foundation*

Phil & Kristy Zive*

Vans - Meadowood
Mall

Reno First United
Methodist Church*

Community
Foundation Of
Western Nevada*

Gretchen & Dan
Pearson*

John Ben Snow
Memorial Trust*

Neoma Jardon*

Raley's*

Susan Mazer & Dallas
Smith*

The Ross Family*

Hall & Wrye Plastic
Surgeons*

Korie Hickel

Geoff & Sally White*

The Comer Foundation
Fund at The
Chicago Community
Foundation

Scott Brenneke*

Builders Association
Charity*

June Pulver*

Myron & Julie
Hallauer*

Waste Management*

Nevada Fine Arts*

Guild Mortgage*

Gerry Conway*

Shelia and Cort
Christie*

Brooks & Diane
Mancini*

Hazel Bowen*

Heidi Loeb*

Hilltop Foundation

John & Liz McFarland*

NV Energy

Patrick D.
Pettinari Family
Foundation Fund
at the Community
Foundation of Western
Nevada*

Rogue Gaming Studio

Silver Dollar Court

Karen Vibe & Karen
Goody*

LP Insurance*

Penny McClary*

Jack Janney*

Sparks Christian
Fellowship*

Mary Hodson Nork*

Donald & Glenda
Mahin*

Jerome Edwards

Linda Burke*

Natalie Vogel

Physician Claim Corp*

Walmart Distribution
Center #7048

Joanne Lake*

Valerie Cooke*

Mountain View
Montessori School

Estipona Group

American Ready Mix*

Tami Fegert*

Margo Sheltra*

Kristy Lide*

Chris Bosse

John Ogorman

Teresa Mooney

Wayne Jauer*

Sadie Davenport

Ray & Martha
Chamberlain*

Douglas Vacek

Ken & Gail Becker*

Charlotte McConnell*

Christopher Lim

Jessica Escobar*

Cathy Mathews*

Danny Sierra

Sharon Chamberlain

A & H Insurance, Inc.*

Brandon Dent

Bruce & Barbara
Harper

Bruce Breslow*

Christopher Galli

Deborah Reeth*

Dr. David Von Seggern

Guy & Mary Archer

Jane Grossman*

Joe Kulikowski*

Kathleen Conaboy

Oliver & Karen Grosz

RayCo Drywall*

Robert Salz

Sharon Boersma*

Sierra Nevada
Concrete Association*

The Blueprint
Collaborative*

Walter Benoit

Karen Massey

Debra De Vay*

Phillip Valenzuela

Ivy Spadone*

Tony Ayala

Colleen Platt-
Doenges*

Mike & Cheryl Genin*

Scott & Patricia
Charles*

Mandi Larsen

Jeff Saffle

Albert Norman*

John & Jean Ferris*

Tony & Marian Taylor

Carol Meyer

Lewis & Constance

Kittell*

Devlon Moore*

Sharon Morse*

Karen Amcotts-
Werner

Marcy Benner

Janet McRoberts*

Mary Ingvaldstad*

Allisa Rivara

Katharine Dwyer

Kristen Davis-Coelho

Peter Chase Neumann

Linda Barrett*

Trish McAndrew*

Courtney Lujan*

James Conway

Jeanette & Bob Berry*

Joy Orlich*

Kay Henjum

Mark Hugret*

Mary Popish & Adolph
Larson*

Sharon Marie Wilcox*

Susan Stewart*

Marguerita Kelley*

Stacey Rice*

Scott Wong

Abbey Stephenson

Bruce Harper

Calvin Iida

Charles Reider

Cindy Carano*

Doris Tom

Francine Mannix

J. K. Belz &

Associates, Inc.*

Keller Williams Group
One Inc.*

Louis Mestier

Michael Wood*

Par Tolles

Soroptimist
International of
Truckee Meadows

Taylor Made Solutions*

The Ruth Guild Of St.
Lukes

Tiffany Carmona

Washoe Pines
Foundation

Zotec Partners, LLC

Chris Fegert*

Valerie Hahn

Danica Pierce*

Louise Quintero

Valerie Burkhart

Adonica Iverson

Carol Hayne*

Jim & Betty Hulse

Todd Felts

Kate Ault

Jerry Trigueros

Coffee N' Comics

Erin Eddings*

Tiffany Ogle*

Marie Kresinske

Rachel Tatro*

Madeline Wilson

Creig Skau*

Tom Durante*

Great Basin Federal
Credit Union

IN MEMORY OF

Michael David

Tim Pfaff

Sandra Saunders

Dana Winn

IN HONOR OF

Allene Andress

Caryl Bochicchio

Marianne Broughton

**Dave Claunch & Monica
Jenot**

Valerie Cooke

Heidi Frantz

Ben & Kris Gallagher

Josh Howard

Deb and Dave Kladney

Dr. Trudy Larson

Vicki LoSasso

Robert & Carole Olmstead

Jimmy Pieper

Colleen Platt

Jackie Shelton & Clay Hall

Frank Sinks & Stephanie Kresinske

St. Mother Theresa

Angeline Peterson*

Ivonne Veloza*

Connie Richner*

Donnell Dike-Anukam

Angela Davis*

Washoe County
Honorary Deputy
Sheriff's Association*

Angie Allen*

Ben & Angela Owings

Bruce Robertson

Kenneth Paxton*

Mauren Molini

Dixon Chang

Gregory & June Osborn*

Grey Benson*

Merritt Henson

Paul Devereux

Rosalynne Reynolds*

Steve Bloomfield

Steven Berger

Sarah Peters*

Traci Ahlstedt

Lindsey Doolittle

Piper Gals*

Jennifer Farfan

Al-Anon

Maria Molina

Duke Vermazen

Amy Howard

Madeline
Carpenter*

Mathew Larsen*

Bill Funk

Jackie Oviedo

Ofelia Hurtado

Alicia Lindsay-
Dietrich*

Mary Holman*

Donna Hagerman*

Irene Babcock Drews

Jeffrey & Katherine
Jarboe

Kathleen Heil*

Michael & Betsey Husted

Nancy Podewils-Baba*

R. Scott Trevithick*

Walter & Marilyn Johnson

Yocelin Centeno

Amanda Prina

Ana Pina

Heidi Frantz

Maria Carrillo-Silva

Sandy Esquivel

Gerald Heston*

Amparo Iglesias Chavez

Jacque Castiglione*

Rolando Garcia

Gretchen Kelley Bietz

Jovana Ramos

John Casey*

Heartfelt Painting*

Alex Martinez*

Carl & Dianne Wilfrid*

Floyd & Nannette Rowley*

George & Carole Hess

Jane Dunn

Jennifer Bowler

Julia Ratti

Marie Norberg

Patty Dickens*

Randy & Denise Jacobsen

Sally Sapunor*

Vicki Losasso*

Our Journey to Inner
Peace & Metaphysics

Cornerstone Alcoholics
Anonymous

Karen & David Witherow*

Mikyla Miller

Jowdy Burke

Barbara Eiche*

Delmar & Carolyn Evans*

Sam & Sally Males

Kent Kubista*

Betty Martin*

Choices Group

Comstock Grizzlies

Duane Peck*

Gonet Philip

Julianne Telles

Matt Reider

Nancie Malmquist*

Timothy Bardsley*

Marcela Fejer

Meredith Tanzer

Carol Lehnert

Kai Browning*

Sonja Rax*

Susan & Rod McMullen*

Anne Stilwill*

Jimmie Manning*

Spanish Springs
Presbyterian Church

Doug Brewer*

Steve Pederson & Patti
Davidson

Amanda La Torre*

Carolina Lopez-Sustiguer

Eleni Sexton

Guadalupe Anguiano

Itzel Perez

Jackie Griffin

Lili Wilbert*

Malynda Calkins

Martha Ramirez

Mimi Davis*

Monica Martinez

Onetta Fanlo*

Teresita Espana-Jimenez*

Tori Skocdopole

Teresa Kenedy

Grace Stewart

Theresa Navarro*

Diane Carney

Patty Hermanns

Claire Edlebeck-Dreier*

Allen & Lisa Nash

Allison Clift-Jennings*

Barb Heywood*

Bradley Brownell*

Brian Conway

Brian Olson

Cathy Karr*

Charles Reider

Dale Davis*

Jane McDonald

Joanne Forsythe

Marlowe Kulley

Mike Metzger*

Remy Bernarda

Robin Walker

Sherman & Sarah Boxx

Stephen Allen*

Steve Mulvenon

Tracy Sandin

Wayne Irvine*

Brenda Scolari

Brian Passalacqua*

Brock Young

Narcotics Anonymous -
Hope For All

Cheryl Farnsworth

Christie Howard & David
Shintani

Christine Miller

Cynthia Bansen*

David Lucero*

Diane Ross*

Dr. Jeffrey Millman

Harold & Mary Gunsalus

James Ambrose

Jane Milldrum

Jane Newhard-Parks

Jeffrey Hardcastle

Jennifer Edwards

Joshua Wahrer

Justin Pederson

Kate Thomas

Katy Brockway

Kimberly Desroches &
Robert Talbert

Laura Jenkins*

Lorraine Onesian

Marlene Young

Nevada Community Health
Worker Association

Nicole & Jeffrey
Schauwecker*

Noemi Allen

Pamela & Mike Robinson

Peter Nuetzel

Ruth & William Wright

Ryan Schmidt

Shannon Wonhof

Terence & Fran Terras

Thomas & Peggy Hall

Thomas Fulwider

Tricia Demeritt

Trudy Italiano

Vance Bell

| | | | | | | |
|--------------------------------------|------------------------------|--|--------------------------------|-------------------------|----------------------------|--------------------------|
| Zachary Karmioli* | Tiffany Roller | Lynette Gardner | Bill Todd | Jennifer & Kevin Krush* | Sandra Taft | Thomas & Janice Carnahan |
| Brian Fitzgerald | Bobbi Joyce* | Margaret Blackburn | James Emme | Karel Churchill | Sarah Herrmann* | Vicki McCuistion |
| Marystella Hernandez | Abigail Johnson | Meri Shadley | Jill Berner | Katie Siemon | Scottie & Tashe LaCombe* | Alex Farside |
| William Rice | Amber Ferguson* | Michael Agoglia | Robert Broili* | Kelley Shewmaker | Susan & Eugene Alesevich | Dakoda Lewis |
| Karen Rehne | Amber Yoder | Nancy & Harry Potts | Ciara Cihak | Kerri Heward* | Tanya & Brian Armstrong* | Elena Moreno |
| Daniel Bartley | Andrew Cleveland | Narcotics Anonymous - Breaking Barriers | Tony Avila | Leila Lockhart* | Theresa York* | Ellen Reaney* |
| Kathy La Point-Collup | Barbara & Raymond Hudson | Narcotics Anonymous - Saturday Morning Wake Up | Dave O'Mara | Martha Durney | Therese Rice-Dietrich* | Sean Smith |
| Michael Durbin | Bernice Starr | Patricia Gallimore | Aria Overli | Martha Ellis | Tina Compston* | John Lindgren |
| Biggest Little Area Of The World | Cheri Glockner* | Patricia Johnson | Gena Miller | Marti Allison* | Tom Stewart | Andi Piper |
| Diane Lopez | Chris Toohey | Randall & Juliette Fletcher | Sarah Ries | Mary Kunert* | Trudy & Ronald Darlington* | Arlene & Richard Bell |
| Marilynn & James Uhart | Christina Scally | Rodney & Beth Brown | Shelley Beckett | Megan McKeon | Becky Arevalos | Emily Andrews |
| Uly Rodriguez-Villa | Christy Tews & Ronald Sutton | Roger & Betty Sandefur | Becca Melesky | Nick Pappas* | James Wilson | Michael Whildon* |
| Leiga Monge* | Deann & Harry Reynolds | Ronald & Shelly Wright* | Dean Guthrie | Norma Bolt | Judith Attix | Teril & David Norman |
| Narcotics Anonymous - No Matter What | Elisabeth & Elmer Kanago | Sally Myers & Bill Thyr | Jenna Cole | Pablo Salcedo* | Kayla Troche | Jakub Orechwa |
| Baillie Stewart | Elizabeth Wilmer | Sandra Kerr | Kayde Claunch | Prude & Boujee | | Jean Mathwig |
| Kaitland Becker | Fred Hahn | Susan & Harvey Lee | Lindsey Thoms | Rachelle Woodard* | | Susan Cothren |
| Minia Dionicio | Gary & Deb Keehn | Susan & Robert Clobucker | Paige Galeoto | Sandra McPherson* | | |
| Doyle Cornelius | Gloria Alanko | Theresa Bell | Susan Hunn | | | |
| Ginnie Kersey* | Iain & Wendy Buxton | Wayne & Nancy Jarvis | Barry Chadwick | | | |
| Adrienne Hall* | Ilene Rusnak & Paul Shock | Western Environments Inc. | Bob & Cheryl Haynes | | | |
| Alexis Hill | Jackie Berrum | William & Jane Laughlin | Brandon & Karen Vacca* | | | |
| Anne Cory* | Jaclyn Strominger | William & Lucy McGuire | Cheryl Surface | | | |
| Breanna Cook | James & Allyson Kreimer | William Rowley | Chris Colberg & Alain Plattner | | | |
| Elise Esquenazi | Janet Nelson* | Viri Castillo | Cochelle Scheiner | | | |
| Kathleen Darnell* | Joan Wright & Gregory Hayes | Sally Kuch* | Connie Sedinger | | | |
| Kathryn Martin* | Judi Hein | Anessa Krejci | Daniel & Darcy Arias* | | | |
| Kimberly Carden | Julie Kalisiak | Brenda Weaver | Deaon & David Kolbet-Clausell* | | | |
| Lani Havlicek* | Kathryn Barkow | Sandra Paul | Donna Satterfield* | | | |
| Larry Mastropierro | Kelli Goatley-Seals | Linda Rose* | Flora Fernandez | | | |
| Laura Moore* | Leah Sanders | Lynne Molini* | George Baba | | | |
| Michelle Merkel* | Leann McElroy | Barb Aparicio | Gerald Martin* | | | |
| Monique Foreman | Leland & Ann Miller | | Heather & Derek Dreiling* | | | |
| Patty Avery | Lisa Seeling | | Herlinda Hernandez | | | |
| Samantha Redman | | | Jeffrey Kirst | | | |
| Shelle Murach | | | | | | |



**Hope Springs Donor*

MEET OUR BOARD

OFFICERS

PRESIDENT

DOUGLAS H. BREWER, CFP

Senior Financial Advisor, Merrill Lynch

VICE PRESIDENT

SCOTT BRENNEKE

SECRETARY

ABIGAIL STEPHENSON

Partner, Blanchard Krasner & French

TREASURER

CHRIS BOSSE

Chief Government Relations Officer, Renown Health



DIRECTORS

KAREN WITHEROW

Consumer Advocate,
Northern Nevada HOPES

TOM DURANTE, LCSW

THERESA NAVARRO

Consumer Advocate,
Northern Nevada HOPES

TODD FELTS, ED.D

Reynolds School of
Journalism Professor,
University of Nevada,
Reno

PATRICIA GALLIMORE

President, NAACP
Reno-Sparks Branch

STEPHEN ALLEN

Early Head Start, Child
Care Worker, Nevada Early
Intervention Services

PAR TOLLES

Founder and Principal, Tolles
Development Company

**KAREN MASSEY, MHA,
FACMPE, CPMSM**

Executive Director, Northern
Nevada Emergency
Physicians

BRUCE BRESLOW

Owner, Nevada Strategies

TRUDY LARSON, M.D.

Dean, School of Community
Health Sciences; Professor

FROM OUR BOARD PRESIDENT

Since HOPES opened in 1997 as an HIV/AIDS clinic, it's played an invaluable role as a regional public health leader, filling gaps in care for the most vulnerable members of our community. In 2020, equipped with the knowledge and tools to address a global public health crisis locally, HOPES stepped up and became part of the solution to our region's response to the COVID-19 pandemic.

Each member of the HOPES team is selflessly committed to doing their part to meet the extraordinary new daily challenges placed upon frontline healthcare workers. The team took swift action to implement increased safety protocols and adjusted services to continue providing care for more than 10,000 individuals and families.

What makes HOPES special is its mission to ensure all members of our community have the opportunity to thrive, including our houseless neighbors. In 2020, our community came together to complete the Hope Springs project to provide part of the solution to our homeless problem. At the time of this writing, Hope Springs will soon begin operation as a safe and dignified place for our community's most disenfranchised to live while they access support services to help them heal and also improve their quality of life. Hope Springs is a true steppingstone to safer, healthier, more stable living, that will serve 60-90 people annually.

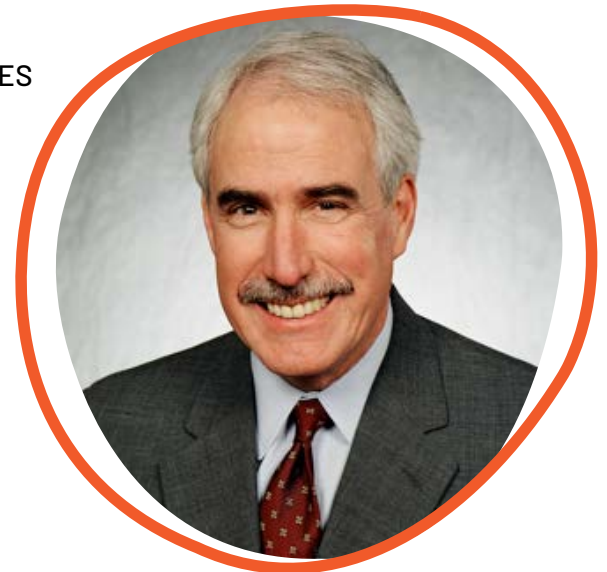


A year of great challenge brought with it great opportunity. We have added new services like telehealth that will be instrumental in achieving HOPES' vision to create a healthier community, breaking down barriers and increasing access to care for hard to reach and vulnerable populations. Thanks to the support of this community and the dedication of the HOPES team, I welcome this next year with optimism and gratitude.

A handwritten signature in black ink, appearing to read "D. Brewer".

Douglas H. Brewer, CFP

Board President,
Northern Nevada HOPES





"My provider is amazing, and I have learned so much from her that has improved my parenting skills tenfold. The office staff is also very friendly and make check-in and scheduling easy."

—HOPES PATIENT



580 W 5TH STREET
RENO, NV 89503

775-786-4673
NNHOPES.ORG