



A LOOK BACK AT THE CHALLENGES & TRIUMPHS OF 2020

DEVELOPING VIRTUAL CARE, VIRTUALLY OVERNIGHT

While we were able to keep our in-person clinic open, many patients simply did not feel safe leaving home. So, in March of 2020, HOPES added telehealth, an entirely new care model.

Our team-based care continued to connect patients with medical, behavioral health, Medication-Assisted Treatment (MAT) and case management support, paving a path toward wellness and stability.

10,851
PATIENTS

13,919
VIRTUAL VISITS
(PHONE & VIDEO)

1,094
COVID-19
TESTS

491
COVID-19
ANTIBODY
TESTS



FROM THE CEO

This past year has been challenging for all of us. Yet, we were able to serve more patients than we did in 2019 by reducing barriers to care and increasing efficiency. With the generosity of this community, we raised \$2.5 million for Hope Springs – a safe place for individuals experiencing homelessness to overcome, heal and grow.

Steadfast in our commitment to providing kind and inclusive care, we look forward with hope to continuing to improve lives throughout northern Nevada.

Sincerely,

Sharon Chamberlain
CEO, Northern Nevada HOPES

PROGRAMS DEVELOPED DESPITE PANDEMIC:

STI Testing &
PrEP/PEP
Clinic at
Change Point

Peer Support
Specialist in
Behavioral
Health

Pediatric
Psychiatry in
Behavioral
Health

Gender
and Sexual
Health
Clinic

65,223 TOTAL PATIENT VISITS:

45,035
MEDICAL

11,205
BEHAVIORAL
HEALTH

1,438
PSYCHIATRY

5,576
CASE
MANAGEMENT

1,969
OTHER



"It's really nice that you all try to make us feel comfortable – even through the hardest part of our lives." —HOPES PATIENT



*"There's a one-letter difference
between 'hope' and 'home.'"*

—ALEX J, HOPES PATIENT

HOPE SPRINGS – TO OVERCOME, HEAL & GROW

In the spring of 2021, Hope Springs opens its doors, filling a critical gap in the northern Nevada housing continuum. Bridge housing, connected with intensive support services, will help our unsheltered neighbors improve their lives.

A full-time staff will ensure residents have access to all HOPES' services, including housing case management, drug treatment, primary care, nutrition, transportation resources and other life skills.

30
INDIVIDUAL
SHELTERS

3,200^{SQ FT}
COMMUNITY
CENTER

COMMUNITY
GARDEN

GAS GRILL
& FIREPIT

DOG PARK
& KENNELS

24/7
SECURITY

**THANKS TO YOU, WE'RE BUILDING
A HEALTHIER COMMUNITY**

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nnhopes.org/2020annualreport/
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