



TWENTY-FIVE YEARS OF
HOPES

2021 Annual Report

WHO



Mission

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

Vision

We strive to build a healthier community.

Values

We value kindness, dignity, inclusion, creativity and adaptability.

• • • • •

"This is a place where they try hard to make you feel safe and protected all while making sure they give you the best service possible." — HOPES patient

WE SERVE

Since 1997, Northern Nevada HOPES has been on the frontline of community health, caring for those with the fewest resources and options.

From our early days as a single-room HIV/AIDS clinic to the trusted community health resource we are today, HOPES continues to serve northern Nevada's most marginalized, overlooked and underserved with kindness and compassion.



55%

Living at or below 200% of Federal Poverty Level
(An individual earning around \$25,760)



39%

Living at or below 138% of Federal Poverty Level
(An individual earning around \$14,657)



17%

Adults experiencing homelessness

"Ever since I became a patient with HOPES, I have had my expectations routinely surpassed and have been witness to an amazing kindness present everywhere throughout the facility."

— HOPES patient

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..... "From scheduling an appointment to talking with my primary care provider, I have always felt welcomed and encouraged at HOPES to better myself and my health." — HOPES patient

**“At HOPES I’ve felt wanted, appreciated.
It’s hard to put into words because
they’ve done so much. They always made
me feel more than welcome. Like this is
going to sound corny, but I learned to love
again.” — Lance, HOPES patient of 20 years**



1990



The US Congress enacts the Ryan White CARE Act, providing federal funds for HIV/AIDS when no other resources are available.

1997



APRIL

Northern Nevada HOPES is incorporated and opens in downtown Reno.

2003

JANUARY

HOPES relocates from Kirman Avenue to Ralston Street.

40 YEARS WITH AIDS

Reflecting on HOPES' origins

It began back in 1981 when the CDC published an article describing cases of a rare lung infection, known as pneumocystis carinii pneumonia, in five young, previously healthy gay men in Los Angeles. That day, 40 years ago, the world was just getting introduced to what would become the AIDS (Acquired Immunodeficiency Syndrome) epidemic, a terrifying and bleak period in our history.

AIDS is the reason Northern Nevada HOPES exists today.

Nine years later, in 1990, when we understood that the HIV virus causes AIDS, the Washoe County Health District and local healthcare professionals opened the Early Intervention Clinic (EIC).

The EIC was designed to provide HIV-positive patients with comprehensive assessment, treatment for symptoms, access to medications, primary care, mental health and dental services, referral to specialty care and community resources, and comprehensive case management.

By 1994, AIDS had become the leading cause of death for all Americans ages 25 to 44. It became clear that the comprehensive, onsite services provided to HIV-positive patients through the EIC were the most effective way to improve their health and wellbeing and reduce costly emergency room visits.

"HOPES is always trying to find a way to slow down the spread of HIV. They've handed out safe use kits, added Change Point, and it's all designed to stop the spread. And they're always thinking about what more can they do." — HOPES patient

2011



AUGUST

Sharon Chamberlain becomes Executive Director of HOPES.

SEPTEMBER

HOPES receives Federally Qualified Health Center Planning Grant to develop Needs Assessment of service area and target population.

HOPES evaluates current facilities to determine feasibility of remodeling.

2012

OCTOBER

Ongoing discussions with HOPES Board of Directors regarding options for expansion and new building.

HOPES completes Needs Assessment revealing need for expansion of services in community.

HOPES expands services to provide primary care to the general community with the same concept of patient-centered care in mind.

"When HOPES shifted from providing solely HIV care to community care, it destigmatized and deidentified HIV positive patients." – Dr. Trudy Larson

Thanks to HOPES, 1997 marked the last time a baby was born HIV positive in Washoe County.

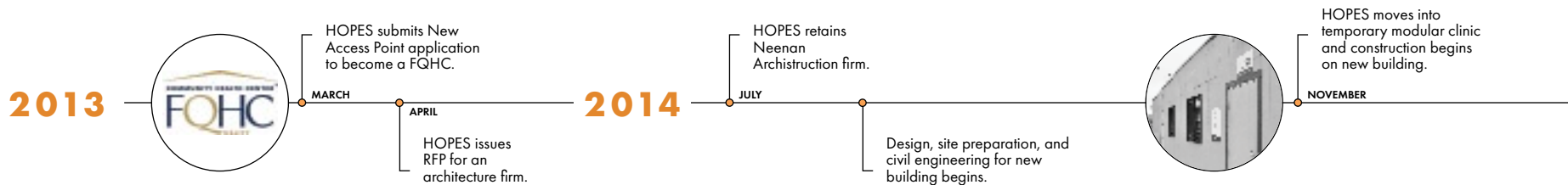
In 1997, area healthcare professionals and HIV advocates proposed the establishment of a nonprofit to increase sustainability of the services and care provided through the Early Intervention Clinic. Among those leaders was Dr. Trudy Larson, HOPES co-founder, doctor, educator, and current board member.

The goal — provide cost-effective, comprehensive care for HIV-positive people living in northern Nevada and northeastern California.

The result — Northern Nevada HOPES was born.

Twenty-five years later, thanks to the leadership of people like Dr. Trudy Larson and advances in treatment, 1997 marked the last time a baby was born HIV positive in Washoe County. Today, people living with HIV throughout northern Nevada, and the world, are enjoying full and productive lives.





REFLECTING ON 25 YEARS OF HOPES

When 12,000 of northern Nevada's most underserved residents can easily access medical care, behavioral health services and case management support, it's easy to forget that it wasn't always that way.

With a beautiful, 37,000 square-foot community health center available to the uninsured, the undocumented and the unemployed, we must remember a time when they had no place to go.

As Hope Springs houses dozens of our unsheltered neighbors in a one-of-a-kind, bridge housing community (pictured at left), providing them with the resources to rebuild their lives, it seems obvious what needs to be done. Yet, this initiative is still considered radical.

In 2022, as Northern Nevada HOPES opens its second Reno clinic with the region's only Intensive Outpatient Program (IOP) serving the uninsured, we are reminded that our work is not done — far from it. We can look back on the past twenty-five years with great pride for the amazing things we've accomplished; profound gratitude for the people who helped us get here; and unyielding, relentless hope for a brighter, healthier future for all of us.



..... "Everyone is always so nice and patient. They listen to me, respect me, and take me seriously. As a woman of color, that can be difficult to find in a doctor's office or clinic, and I feel like I can always count on this clinic to help me with my needs." — HOPES patient

2015

JANUARY

HOPES breaks ground on The Stacie Mathewson Wellness Center.



NOVEMBER

HOPES' new three-story, 37,000 square-foot medical facility opens. Since expanding primary care in 2012, HOPES grew from serving just over 600 patients to 4,772 in 2015.

NEW MISSION: At Northern Nevada HOPES, we are dedicated to building a healthier community by providing coordinated care and support for individual and family wellness. Our community health center combines primary care, medical specialties, behavioral health, and prevention with a team of experienced professionals who are committed to high-quality care.

“Here at HOPES we boldly declare that you are a human being, and you belong. If you feel forgotten, ignored, rejected or invisible because of your skin color, your income, or your gender, we see you. Whether you are upper class, middle class, lower class, or even if society says you have no class, here at HOPES you are welcome.” — Sharon Chamberlain, CEO of HOPES



2016

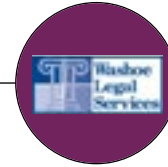


FEBRUARY

HOPES open the Stacie Mathewson Community Wellness Center featuring: 32 exam rooms; primary, pediatric and adult care clinics; wellness clinic, X-ray and diagnostics lab; pharmacy; care coordination center; community room and garden.

HOPES served 6,729 patients, a 62% increase over 2015.

2017

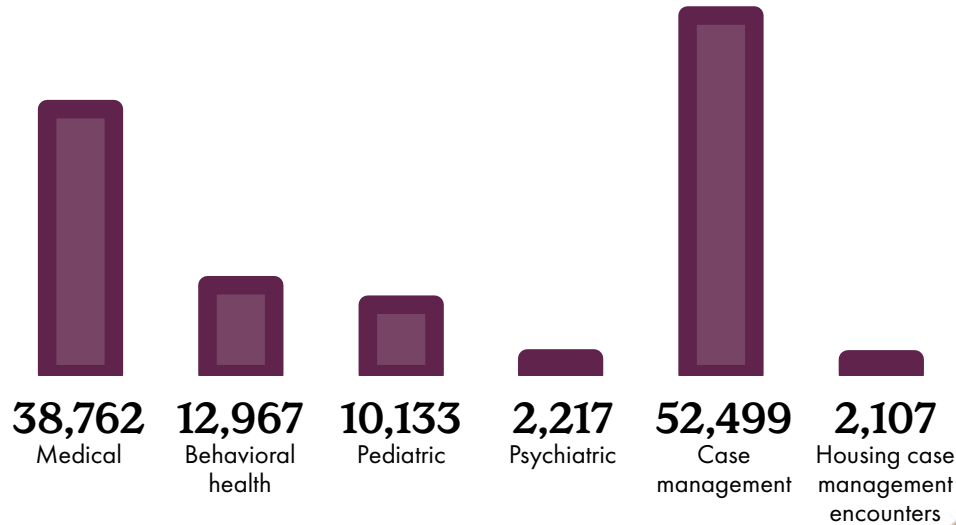


APRIL

HOPES Partners with Washoe Legal Services to open Nevada's only Medical Legal Partnership, offering legal assistances to HOPES patients.

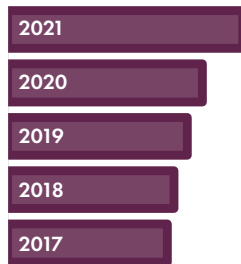
2021 BY THE NUMBERS

74,324 Total Patient Visits

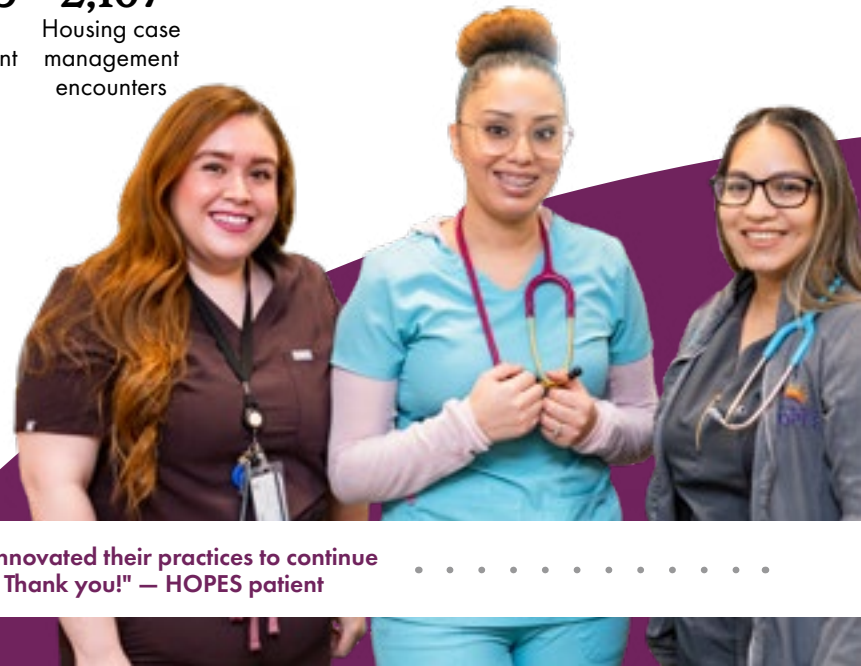


11,270
Virtual Visits

12,073 Patients Served



11% INCREASE
FROM 2020



"I have been very satisfied with the way HOPES has innovated their practices to continue to provide services during the COVID pandemic. Thank you!" — HOPES patient

AUGUST

HOPES launches the Healthy Money Habits program, providing patients with financial wellness coaching and education.

HOPES served 9,796 patients, a 26% increase over 2016, including a 63% increase in pediatric patients, and a 73% increase in total patient visits.

HOPES adds 50 jobs, increasing staff by 50%.



Change Point expands services and begins distributing naloxone kits.

12,967 Behavioral Health Visits

66,740
TOTAL
PRESCRIPTIONS
FILLED

MEDICATION-ASSISTED TREATMENT (MAT)

152 Unique patients
1,561 Total visits
1,397 Prescriptions filled

ADDITIONAL WRAP-AROUND SERVICES

2,264 X-rays & ultrasounds
1,976 Medication deliveries
14,498 Immunizations (Including COVID)
1,853 COVID-19 tests
1,875 COVID-19 vaccinations

HARM REDUCTION & INFECTIOUS DISEASE PREVENTION

333,289 Needles returned
305,589 Needles distributed

413 Naloxone kits (2 doses/kit) distributed for overdose prevention



91%
HIV+ patients with undetectable viral load



89%
HIV+ patients on Antiretroviral Therapy

4,752 STI tests
32 PEP visits
222 PrEP visits
3,524 HIV tests
3,442 Hep C tests



2018

FEBRUARY

JUNE

HOPES undergoes construction to add medical and behavioral health offices to provide more services, 13 behavioral health rooms, 9 exam rooms, and 2 treatment rooms.

NEW MISSION, VISION AND VALUES: We provide affordable, high-quality medical, behavioral health and support services for all. We strive to build a healthier community. We value kindness, dignity, inclusion, creativity and adaptability.

Reach
Out
& Read®

HOPES expands MAT, partners with Renown Health to launch Diabetes Prevention Program.

HOPES starts Reach Out and Read Program (ROAR) for pediatric patients.

TREATING THE WHOLE PERSON, IN ONE PLACE

Adult & Pediatric
Primary Care

Reproductive &
Women's Health
Services

Sexually
Transmitted
Infection (STI)
Testing &
Treatment

Substance Use
Counseling &
Medication-
Assisted Treatment

Adult & Pediatric
Counseling &
Psychiatry

Case Management

HIV &
Hepatitis C Care

Chronic Disease
Management &
Nutrition

Onsite Pharmacy
& Medication
Delivery

LGBTQ+ Care

Transportation
to Care

X-ray & Labs

"HOPES has literally saved my life by helping me restore my mental health and recover my self-esteem. I am very happy with the respect and dignity they give me as a patient. I feel included in my own health care team." — HOPES patient



2018: Increases staff by 40, including 8 behavioral health providers, 5 medical providers, and an expanded nutrition team.

HOPES hits 10,000 patient milestone.

HOPES launches Hope Springs capital campaign.

2019



HOPES breaks ground on Hope Springs.

2020

Adapts to pandemic with telehealth for medical and behavioral health visits, parking lot visits for symptomatic patients, and drive-up testing.

“What makes me happy when I think of HOPES is our moral code here, which is, ‘We meet people where they’re at.’ I cannot tell you how unusual that is. It doesn’t matter if you’re homeless, have terrible diseases or substance use — it just doesn’t matter. HOPES is there to give you care and we do it without bias. We welcome everyone with open arms, and you just don’t see that in other places.”

— Dr. Trudy Larson, co-founder of Northern Nevada HOPES





APRIL

HOPES inducted into the Northern Nevada Best Places to Work Hall of Fame.

Walk-in PrEP/PEP/STI clinic at Change Point opens.



Gender and Sexual Health Care clinic opens thanks to donor Dr. Barry Frank.

2021



JANUARY

Hope Springs opens.

APRIL

The world marks 40 years since the first five cases of what later became known as AIDS were officially reported.

2021 FINANCIALS

Revenue	\$42,367,935
Expenses	\$36,854,848



Programming

\$33,512,725 • 91%



Administrative

\$2,829,707 • 8%



Development

\$512,416 • 1%

• • • • • "Thanks for excellent LGBTQ-affirming care! It's not something I take for granted." — HOPES patient • • • • •

Women's Health
Clinic opens at
Change Point.

OCTOBER

NOVEMBER

First two Hope Springs
residents graduate program
into permanent housing.

2022



25th year of Northern Nevada HOPES
serving those most in need in our
community.

We're looking forward to another twenty-five years of tackling our community's
toughest challenges with resolve and compassion. Whether it's chronic disease,
homelessness, substance use or mental health, we'll be there.

LOOKING TOWARD THE NEXT 25 YEARS

A message from Board President Doug Brewer

In 2021, HOPES made the shift from the adaptability required during 2020 to the sustainability required in 2021 and beyond. We continued to offer vital new telehealth services, vaccinations and testing developed in 2020, while maintaining the in-person comprehensive medical and wellness care that we have provided the community throughout the past twenty-five years.

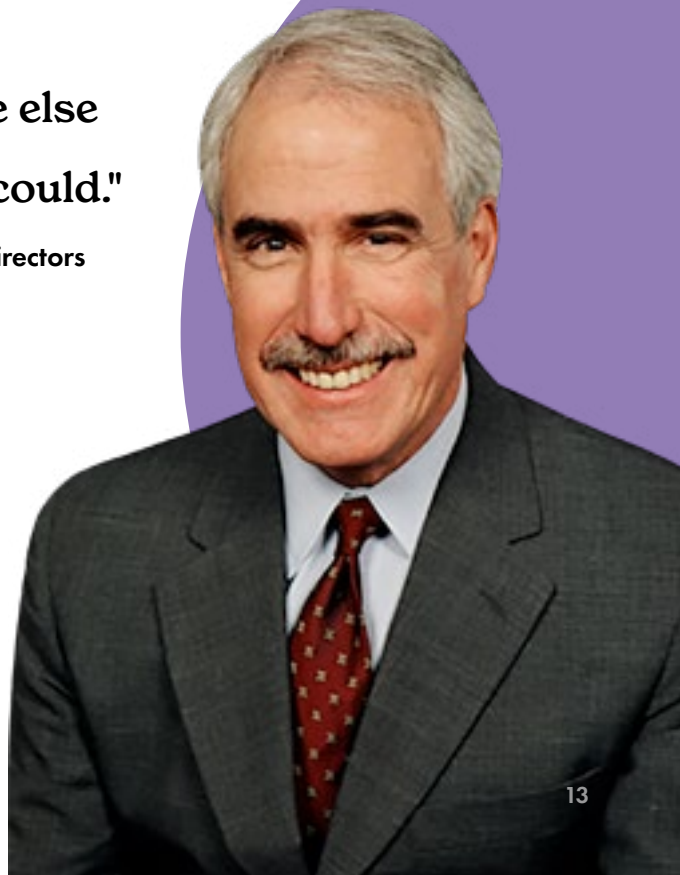
We have a sustainability plan in motion, building on these efforts with the expansion of our Behavioral Health program. In 2022, HOPES will open our Bell Street Clinic, offering an Intensive Outpatient Program (IOP) as a way for patients to manage mental and emotional illness or trauma and resume their daily lives. This program will provide a level of care between traditional outpatient therapy and inpatient hospitalization.

**"We've provided care to
community members no one else
would, in a way no one else could."**

— Doug Brewer, President, HOPES Board of Directors

We will also expand our adult primary care services, enabling us to provide care for more members of our community.

Since HOPES opened in 1997, we've provided care to community members no one else would, in a way no one else could. We plan to do the same for the next twenty-five years.



THANK YOU

The Heart of HOPES — Our Donors

Dr. Barry Frank
The Nell J. Redfield
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Renown Health
City of Reno
K & K Grimm Fund at
the Community
Foundation of
Northern Nevada
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