



2022 ANNUAL REPORT

### Who We Are

Since 1997, Northern Nevada HOPES (HOPES) has been on the front lines of community health, caring for those with the fewest resources and options. During our 25 years we've served this community with passion and commitment, we haven't just grown larger, we've grown up.

From a single room HIV/AIDS clinic to a multi-clinic community health resource. From a staff that could fit in a renovated hotel room to a multidisciplinary team of nearly 250 care providers and staff. From a singular focus on HIV/AIDS care to comprehensive wrap-around care that includes primary care, behavioral health, case management, harm reduction and supportive housing.

With help from a passionate and committed donor community, we continue to grow and serve northern Nevada's most marginalized, overlooked and underserved with kindness and compassion.

#### **MISSION**

We provide affordable, highquality 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.

"I've been to many clinics in my life. I've never felt the way I do about HOPES. It's a warm feeling of love."

- HOPES patient

### Who We Serve

35% PATIENTS
LIVING AT OR
BELOW 138%
OF THE FEDERAL
POVERTY LEVEL

(An individual earning less than \$14,657 a year)

53% PATIENTS
LIVING AT OR
BELOW 200%
OF THE FEDERAL
POVERTY LEVEL

(An individual earning around \$25,760 a year)

12% PATIENTS
EXPERIENCING
HOMELESSNESS



"If it wasn't for HOPES, I truly don't know where I would be today.

The care is outstanding and the caregivers know that people who come there mostly have very little income. They treat you with respect and dignity which makes a person feel like a real person." –HOPES patient



be treated by such amazing and caring individuals who go above and beyond for the needs of their

-HOPES patient

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### Taking the Lead in Bridge Housing

As an organization, we are constantly evolving to better meet the needs of our community and this includes how we operate Hope Springs, our innovative bridge housing community. In 2022, we shifted our approach from 'housing first' to 'stabilization first,' recognizing that without individual stability, safe stable housing cannot fulfill its promise of improving health and well-being. We restructured staffing to incorporate more Peer Support Specialists and added a house manager. Most importantly, Hope Springs is now led by Licensed Clinical Social Workers, directing the program and supporting residents through a therapeutic approach.

The first few months a resident spends at Hope Springs now focus on stabilizing the individual through mental healthcare, which may include psychiatry and our Intensive Outpatient Program, substance use treatment and medical care. Once stabilized, we focus on support for independent living, including connecting residents to benefits, job training and resources. As they work toward program graduation, we focus on helping them find safe, permanent housing.



In 2022, Hope Springs residents received 1,232 behavioral health visits, supporting our stabilization-first approach.

### Services at Hope Springs Include:

INTENSIVE CASE MANAGEMENT

MEDICAL SERVICES

WELLNESS SERVICES

IDENTIFYING
PERMANENT HOUSING

BEHAVIORAL HEALTH
SUPPORT

BENEFITS ASSISTANCE WORKFORCE DEVELOPMENT

SUBSTANCE USE TREATMENT

### Taking the Lead in Community Wellness



# Welcoming Northern Nevada's Only Pediatric Obesity Expert

In 2022, Dr. Steve Shane joined the HOPES Pediatric Team, offering expertise in nutrition and weight management to our youngest patients. As the only pediatrician in northern Nevada board certified in obesity medicine, Dr. Shane offers unparalleled insight for families with children who struggle with elevated weight.

Partnering with our onsite Registered Dietitian, Dr. Shane helps patients work toward achievable health and wellness goals. Dr. Shane was named 2022 Nevada Children's Champion by the Children's Advocacy Alliance (CAA) for his leadership in pediatric nutrition.

### Diabetes Management — Addressing a Chronic Community Issue

Rates of diabetes continue to grow year after year in our community, increasing 4% in 2021 alone. Diabetes is a serious chronic disease that can lead to heart disease, stroke, amputation and death. One of the most common

causes of diabetes is obesity, and as of 2022, 30% of adults in Washoe County were characterized as obese.

To address this persistent and escalating issue, our Chronic Disease team continues to improve our hypertension and diabetes prevention and management services. Improvements include expanded registered dieticians hours, retinopathy scans, self-management blood pressure education, comprehensive group classes, and monitoring and support to keep patients engaged with their care and working toward their health goals.

# Mpox – Responding to a Health Crisis

Northern Nevada HOPES partnered with the Washoe County Health District and other local, state and national healthcare partners to give patients access to monkeypox — now referred to as mpox — testing, vaccine, treatment and education.

HOPES staff also worked tirelessly in media interviews and at outreach events to reduce the stigma associated with mpox, often erroneously characterized as a "gay disease." HOPES is one of the few places in northern Nevada offering mpox education, treatment and vaccination – providing Tecovirimat in our pharmacy, onsite testing and the JYNNEOS mpox vaccine.

Our concerted efforts and the resources we made available to the public helped keep Washoe County mpox case counts low with just 21 cases reported in 2022.

## Taking the Lead in Behavioral Health Care

#### **New Intensive Outpatient Program**

For decades, HOPES has identified and filled the gaps in our community's medical and behavioral healthcare. In 2022, HOPES continued to fill those gaps with expanded mental health services, including our new Intensive Outpatient Program (IOP). This program is the first of its kind in northern Nevada to provide in-depth and comprehensive mental healthcare to those with Medicaid or no insurance – populations that we feel most need this care and, traditionally, have the least access to it.

Developed for adults experiencing behavioral, substance use or emotional challenges, HOPES' IOP provides a level of care between traditional outpatient therapy and inpatient hospitalization. The program is tailored to meet each patient's unique needs, including individual and group therapy, and can support patients leaving inpatient hospitalization or residential care as they transition back into family and community life.

We're working to make this type of comprehensive treatment more accessible, so people struggling to find care can get the help, support and resources they need to improve the quality of their lives.



### New Bell Street Clinic

In 2022, HOPES expanded our ability to provide more primary medical care and behavioral health services through the opening of our new Bell Street Clinic, located right across the street from the Stacie Mathewson Wellness Center.

"IOP was absolutely amazing. After losing my father, I thought I was abandoned, but instead I got another family that took me in unconditionally and saved my life. Thank you so much for believing in me." —HOPES patient & IOP graduate

# Peer Support Specialists: Making Meaningful Connections

Meeting the needs of our community has meant expanding our staff to serve more patients. Over the course of a single year, our team grew from 196 dedicated staff members to nearly 250 — a whopping 27.5%. This number included an increase in the number of HOPES Peer Support Specialists who are now active in all aspects of patient care, including behavioral health, Medication-Assisted Treatment, and residential treatment at Hope Springs.

The Peer Support Specialist is a non-clinical employee whose shared life experiences enable them to connect with patients as a fundamental part of their recovery. They also serve as a resource, connecting patients to other community services that support general wellness.



#### **MISSION**

The MAT Program at Northern Nevada HOPES provides compassionate, team-based treatment, to inspire hope and enhance quality of life, through the process of recovery.

#### **Medication-Assisted Treatment**

Our interdisciplinary Medication-Assisted Treatment (MAT) program has become the gold standard for effective treatment in our region. We have built a team of professionals with a broad range of training and experience who provide comprehensive and individualized treatment to our patients.

Our program is behavioral health focused and uses medication to support recovery for individuals struggling with alcohol or opioid dependence. Our harm reduction approach means we meet patients where they are in their recovery journey, and develop a holistic treatment plan based on each patient's specific goals.

Treatment plans may include individual or psychotherapy and utilize other services, such as our Intensive Outpatient Program and Hope Springs, to address individual needs.

### Taking the Lead in Gender and Sexual Health

# Dr. Barry Frank Family Funds Clinic Expansion

The most recent donation from generous donor Dr. Barry Frank has enabled us to both expand HOPES' Gender and Sexual Healthcare Clinic and solicit matching gifts for HOPES' Give OUT Day fundraising campaign.

Dr. Frank has been a philanthropic leader in our community for years and in 2020 he came to HOPES with a vision to help LGBTQ+ patients access services not typically provided at our health center. We are now better equipped to help our LGBTQ+ community with access to services that include surgery support, legal assistance, voice coaching, cosmetic services and behavioral health support.

### Serving the transgender community:

440
TRANS-IDENTIFYING
PATIENTS SERVED

14
ENROLLED IN INTENSIVE
OUTPATIENT PROGRAM

2,115

MEDICAL

APPOINTMENTS

115
PEER SUPPORT
ENCOUNTERS

1,404
MENTAL
HEALTH VISITS



"I was desperately trying to find resources for my transgender daughter who was having addiction and dysphoria issues. The HOPES community was so accepting and gracious, but — more importantly — they were kind. HOPES gave my daughter and myself "hope" when we were lost, scared, and confused. It truly is a special place."

-Valerie, Mother of HOPES patient

### Taking the Lead in Harm Reduction

### **Change Point**

Change Point is HOPES' Harm Reduction program and is open to all members of the community. It includes the Syringe Services Program (SSP), free fentanyl test strips and Narcan kits, and Sexual Health Services, including walk-in sexually transmitted infection clinics, PrEP and PEP clinics.

In 2022, Change Point partnered with the Overdose Data to Action program run by the University of Nevada, Reno, School of Public Health. The University's purchase of a mass spectrometer offers us a great resource for assessing drug use in our community. As part of our SSP program, we use the spectrometer to test used syringes returned to Change Point to determine which drugs are prevalent in the community. This information enables the School of Public Health to get ahead of community drug use and plan effective treatment and overdose care.

Another benefit of this partnership is that it connects Change Point with other groups in the community, supporting our outreach efforts. The work we do through Change Point and HOPES' Medication-Assisted Treatment program profoundly impacts community health, reducing incidence of overdose and connecting individuals with substance use disorders to care and services.





# 2022 Change Point Highlights

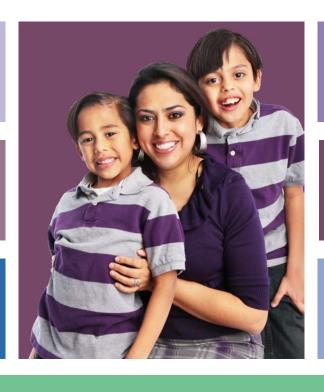
Partnership with
Overdose Data to Action

Site for JYNNEOS mpox vaccine

Addition of Peer Support Specialists

Expanded access for Change Point van (mobile needle exchange, rapid HIV and Hep C testing)

# Taking the Lead in Comprehensive, Community-Based Care



ADULT & PEDIATRIC PRIMARY CARE

WELLNESS & NUTRITION

HEALTH EDUCATION ADULT & PEDIATRIC
COUNSELING & PSYCHIATRY



SUBSTANCE USE COUNSELING

ONSITE PHARMACY

**MEDICATION DELIVERY** 

HIV & HEPATITIS C CARE & PREVENTION

HOUSING SUPPORT & PROGRAMS

REPRODUCTIVE & WOMEN'S HEALTH SERVICES

ONSITE X-RAY & ULTRASOUND



INTENSIVE OUTPATIENT PROGRAM



**ONSITE LAB** 



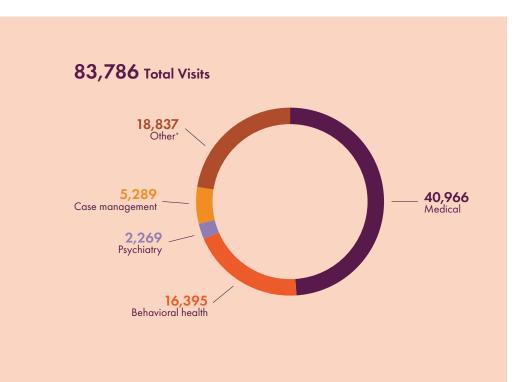
LGBTQ+ CARE

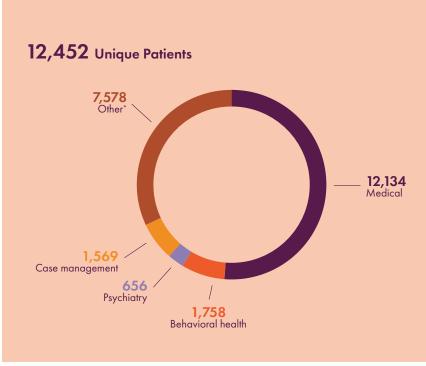


CASE MANAGEMENT

TRANSPORTATION TO CARE

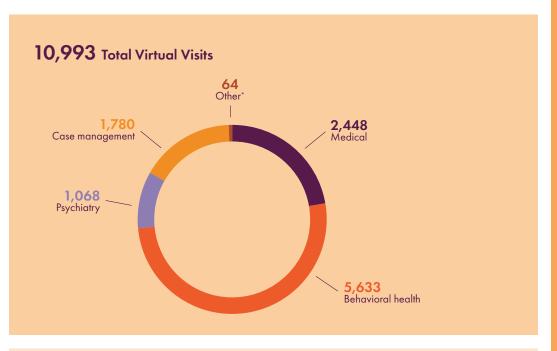
# 2022 by the Numbers







<sup>\*</sup>Community Health Workers, Peer Support Specialist, Lab, MLP, HMH, X-ray, Ultrasound, TPP







1,088 ULTRASOUNDS



# 2022 by the Numbers — continued

### **Wrap-around Services**

4,582

1,114

168

305

2,723

**MEDICATION** 

**DELIVERIES** 

CASE MANAGEMENT ENGAGEMENTS

Not including housing case managers

HOUSING CASE MANAGEMENT ENCOUNTERS

MEDICAL-LEGAL ASSISTANCE CLIENTS

June-December 2022

HEALTHY MONEY HABITS: FINANCIAL EDUCATION CLASS

May-December 2022

10,975

**92**%

HIV+ PATIENT VISITS

HIV+ PATIENTS
WITH
UNDETECTABLE
VIRAL LOAD 766
Suppressed / 837 Tested



Medication-Assisted Treatment

199

2,014

UNIQUE MAT PATIENTS

**TOTAL MAT VISITS** 

Intensive Outpatient Program (IOP)

**PEP VISITS** 

**HIV TESTS** 

44

2,672

2,721

84

IOP PATIENTS March-December 2022

28

IOP GRADUATES 42% Completion rate

### **Change Point**

213,866	NEEDLES RETURNED	
219,532	NEEDLES DISTRIBUTED	
894	NALOXONE DOSES DISTRIBUTED 447 Kits	
424	FENTANYL TEST STRIPS DISTRIBUTED	
6,069	<b>STI TESTS</b> Chlamydia, Gonorrhea, Syphilis (not including HIV)	
300	PREP VISITS	



### **2022 Financials**

PROGRAMMING \$37,648,545

ADMINISTRATIVE \$3,309,762

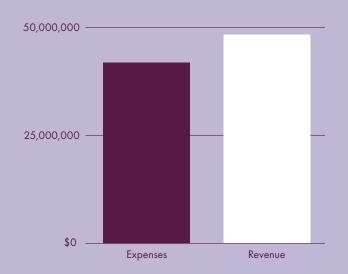
DEVELOPMENT \$413,720

REVENUE \$48,376,614 EXPENSES \$41,372,027



"Me gusta mucho porque podemos contar con el servicio en cualquier momento, es muy accesible."

-HOPES Patient





# A Quarter Century Leading Community Health

2022, our 25th anniversary year, was a special year at HOPES. Together, we reflected on memories from years past, hearing directly from patients about the ways our team has changed and even saved their lives.

We celebrated the opening of our new Bell Street Clinic, expanding primary care to now serving nearly 13,000 individuals, children and families. We opened our region's first and only Intensive Outpatient Program (IOP) for individuals without insurance or with Medicaid, which will play a crucial role in expanding behavioral health services to those who need it most and will shape near-future plans for HOPES.

We've continued to take the lead in community health as our state faces primary care provider shortages by onboarding best-in-class providers and incorporating Peer Support Specialists to partner with patients in programs like IOP, Medication-Assisted Treatment and at Hope Springs.

2023 promises big things for HOPES as we look to expand our clinical footprint. If there's anything we've learned over the past 25 years, it's that with the support of this community, anything is possible, our future is bright and together, we will continue to spark hope.

-Sharon Chamberlain, CEO of HOPES



# **Exceptional Leadership**

Makes HOPES a Healthcare Leader

#### **OFFICERS**

**Douglas H. Brewer, CFP** — **President** Senior Financial Advisor, Merrill Lynch

Trudy Larson, M.D. — Vice President Co-Founder of Northern Nevada HOPES, Dean Emeritus, School of Public Health, UNR; Professor, Nevada State Board of Health Cliff Scheffel – Secretary
Partner Emeritus, SB Search Partners

Chris Bosse – Treasurer Vice President, Government Relations, Renown Health

#### **DIRECTORS**

#### **Scott Brenneke**

Owner, Advanced Asset Management, Inc.

#### Theresa Navarro

Consumer Advocate, Northern Nevada HOPES

#### Todd Felts, Ed.D

Reynolds School of Journalism Professor, UNR

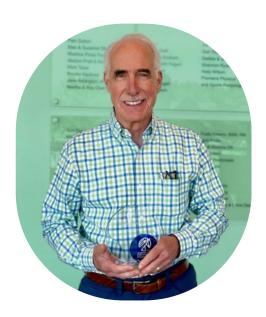
#### **Patricia Gallimore**

President, NAACP Reno-Sparks Branch

#### **Par Tolles**

Founder and Principal, Tolles Development Company

### Tom Durante, LCSW Behavioral Health Professional



### Board President, Doug Brewer, Received the Nevada Primary Care Association's 2022 Exceptional Board Leadership Award

Doug exemplifies HOPES' values of kindness, dignity, inclusion, creativity and adaptability. He has guided our work for more than 16 years as we strive to ensure our community has access to the care they need, and that each staff member feels respected and appreciated.

As HOPES looks to expand our clinical footprint to ensure more Nevadans have access to cutting-edge, personalized, innovative care, we're grateful to have Doug's guidance and steady leadership.

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The Dr. Barry Frank Family
City of Sparks
The Nell J. Redfield Foundation
Pearce & Raffealli Families in
Memory of Roger Pearce
Kidview Foundation
Phil & Jennifer Satre

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# Leading Community Health

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