



2014 ANNUAL REPORT
CARE. COMPASSION. COMMUNITY.

OUR MISSION

Northern Nevada HOPES is 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.

WHO WE ARE

Northern Nevada HOPES is a nonprofit community health center located in downtown Reno, Nevada that provides integrated medical care and wellness services to individuals with and without health insurance. Founded in 1997, Northern Nevada HOPES began as a comprehensive HIV care center and expanded in 2012 into a primary medical care center. HOPES provides discounted services on a sliding fee scale and offers primary care, chronic disease management, behavioral health counseling, case management, nutrition counseling, an on-site pharmacy, transportation, HIV and hepatitis C testing, and community outreach and education. HOPES' welcoming and innovative one-stop-shop healthcare model improves access to care for thousands of individuals and families in our community.

Stacie Mathewson Community Wellness Center



A LETTER FROM OUR CEO



SHARON CHAMBERLAIN

Dear Friend,

2014 was an incredible year for HOPES. After receiving Federally Qualified Health Center (FQHC) status in late 2013, we continued to expand our services and reach more new patients than ever before. We hired new staff members and developed new programs to better serve our community. And after months of planning, we partnered with Neenan Archistruction to design and build our new three story medical facility. With the old building gone and a temporary clinic in place, I'm excited to say that construction is underway and we expect to open in late 2015.

Looking back at the past twelve months, it's amazing to realize what we've accomplished. But what's even more incredible is what we can build in the next year and beyond. Thank you for your ongoing support and for sharing in our vision – together, we're building a healthier, happier community.

Best wishes for 2015,

A handwritten signature in blue ink, which appears to read "Sharon Chamberlain". The signature is fluid and cursive.

Sharon Chamberlain
Chief Executive Officer
Northern Nevada HOPES

“We’re building a
healthier,
happier
community.”

LEADERSHIP AND FUNDING

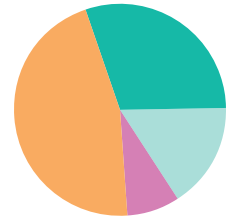
As a community health center, HOPES is governed by a Board of Directors and receives funding from federal grants and private donations to provide services. These services are improving the lives and health of thousands of underserved people in our community who rely on HOPES for affordable, compassionate care.

BOARD OF DIRECTORS

Douglas Brewer
Scott Brenneke
Chris Bosse
Jerome Edwards
Stanley Shane
Steve Trollope
Zeina Barkawi
Karen Witherow
Bill Ware
Bruce Cobeen
Tom Durante

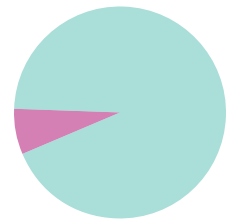
PATIENT PAYER MIX

- 46% – Medicaid
- 30% – Uninsured
- 16% – Medicare
- 8% – Private Insurance



2014 OPERATIONS

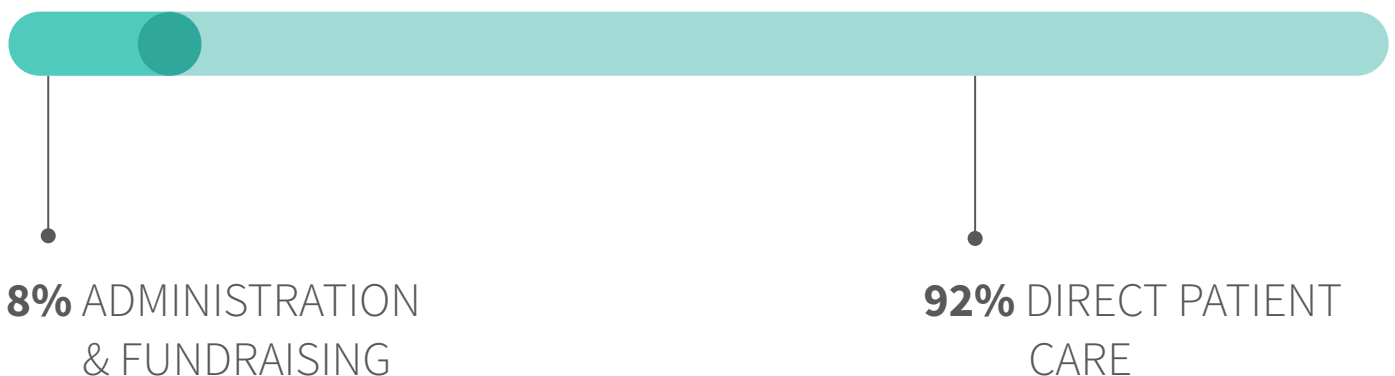
- \$9,613,357 – Programs & Services
- \$710,443 – Admin & Fundraising



\$10,323,800 – Total Operating Expenses

92% GOES TO DIRECT PATIENT CARE

HOPES relies on your continued support and generosity to provide affordable, quality healthcare to our community. When you donate to HOPES, 92% of every dollar goes directly to patient care. Give easily online at nnhopes.org/donate-now.



LOWERING THE BARRIERS

At HOPES, our integrated care model focuses on lowering barriers for medically underserved populations. This means talking to patients to understand what prevents them from accessing care. Whether it's lack of transportation, cultural or language barriers, or financial instability, we work one-on-one with patients to get them on the path to better health.



3,470
TOTAL
PATIENTS



308
INSURANCE
ENROLLMENTS



35,784
PATIENT
VISITS



1,515
BEHAVIORAL HEALTH
VISITS



2,341
LOW-INCOME
PATIENTS



32,198
PRESCRIPTIONS
FILLED



979
EXPERIENCING
HOMELESSNESS



3,847
TRANSPORTATION
RIDES



1,702
UNINSURED
PATIENTS



2,066
HIV AND HEPATITIS C
TESTS

DEVELOPING EFFECTIVE PROGRAMS

At HOPES, we develop programs based on the unmet needs within our community. We focus on helping medically underserved groups such as seniors, the uninsured and underinsured, and people experiencing homelessness. Below are four successful programs implemented in 2014.

RECUPERATIVE CARE PROGRAM

HOPES started its first Recuperative Care Program in November thanks to generous funding and support from the Community Foundation of Western Nevada, Saint Mary's, and the Desert Rose Inn. The program was designed to help men and women experiencing homelessness recover after emergency medical intervention. To help them recover, HOPES places program participants in renovated motel rooms at the Desert Rose Inn and sends community health workers to check on their progress. Community health workers assist patients with medication, medical appointments, and community resources as needed.

SYRINGE SERVICES PROGRAM

Change Point opened its doors in January 2014 and is Nevada's first legal, fully operational Syringe Services Program. Change Point provides people who inject drugs with sterile syringes, hygiene kits, free HIV and hepatitis C testing, and harm reduction education. In its first year, Change Point had 1,540 registered program participants and exchanged 216,598 used syringes for sterile ones. Change Point continues to provide a much-needed service to our community by preventing the spread of infectious diseases like HIV and hepatitis C while providing people who inject drugs with a safe, non-judgmental place to access care.

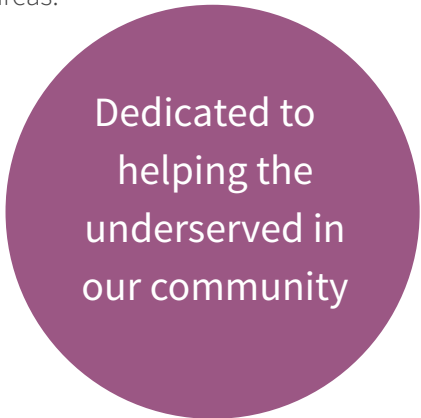
SENIOR SUPPORTIVE NURSE PROGRAM

Through a partnership with Washoe County Social Services, HOPES created the Senior Supportive Nurse program to help seniors at risk for heart disease. HOPES' Senior Supportive Nurse provides free blood pressure clinics at Senior Centers and Community Centers across northern Nevada, including in rural areas.

Seniors who need additional services are referred to HOPES and other agencies.

TRANSPORTATION & RX DELIVERY

With two patient vans and a dedicated team of drivers, HOPES provides patients with transportation assistance to onsite and offsite appointments. And HOPES' new medication delivery program gives patients the option of having their prescriptions delivered, saving them an extra trip to HOPES.



Dedicated to
helping the
underserved in
our community

BUILDING FOR THE FUTURE


After months of planning, HOPES is now embarking on the construction of a new medical facility in downtown Reno. The new building will be three stories, encompassing 37,400 square feet, and it will combine all of HOPES' medical and wellness services. With a fully integrated community health center, individuals and families in our community will have access to affordable, high-quality healthcare for years to come.

THE STACIE MATHEWSON COMMUNITY WELLNESS CENTER

The new medical facility will be named after Stacie Mathewson for her incredible donation of \$1.9 million to the building's capital campaign. With construction taking place during 2015, the new building is expected to open to the community at the end of the year.

NEW BUILDING FEATURES:

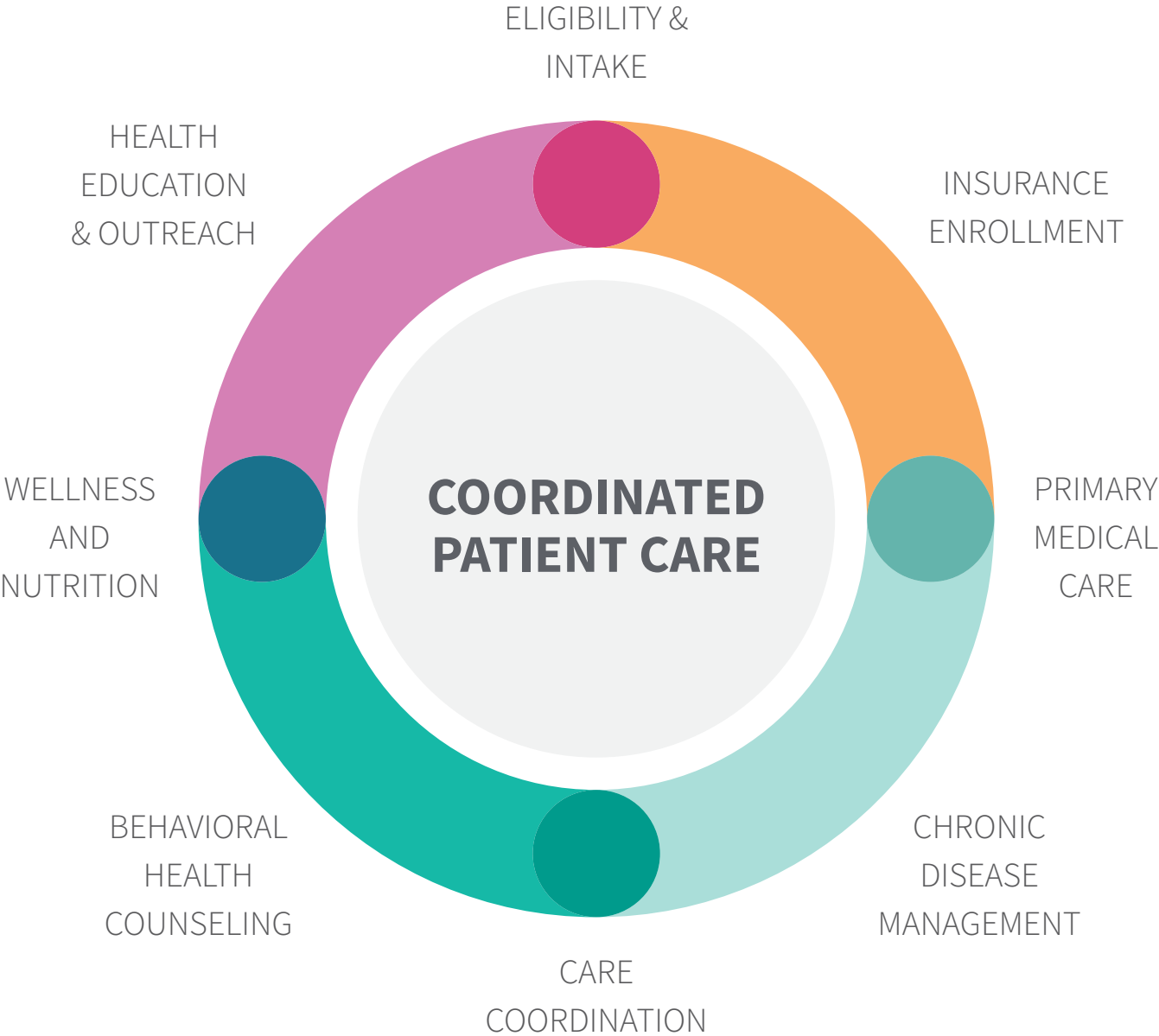
- 42 EXAM ROOMS
- PRIMARY CARE ADULT CLINIC
- PRIMARY CARE PEDIATRIC CLINIC
- INFECTIOUS DISEASE CENTER
- WELLNESS CLINIC
- FULL-SERVICE PHARMACY
- RADIOLOGY AND DIAGNOSTIC LAB
- COMMUNITY ROOM AND GARDEN



The new HOPES
medical building
– opening in late
2015

CARING FOR OUR COMMUNITY

Our coordinated, team-based model puts patients at the center of their care. But health is more than just healthcare. From behavioral health counseling and nutrition, to support groups and care coordination, we help patients live well in all areas of life. And the new HOPES building will create more opportunities to provide even better, more integrated medical and wellness care.



UNITING A NETWORK

With the support of our many community partners, HOPES has become a vital part of the northern Nevada network. Below are some of the key partners who helped make 2014 a successful year for HOPES. Thank you – your support makes it possible.



**COMMUNITY
FOUNDATION**
of Western Nevada

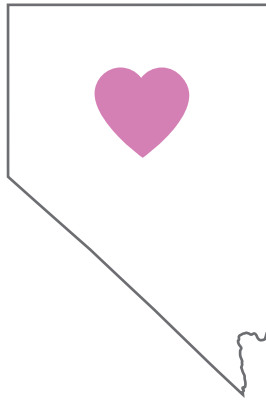


ENGAGING OUR COMMUNITY

Your generosity is building a healthier, stronger community. Thank you so much – we couldn't do it without you.

A and H Insurance, Inc.	Diane McCall	Linda Anglin	Sandra Peterson
A Doggie's Dream	Doug Brewer	Los Compadres	Sandra Saunders
A Taste Of Thai	Douglas Vacek	Macy's	Sandy McGrath
Abel's Mexican Cuisine	Edward Bensing	Mario's Portofino Gulizia	Save Mart Supermarkets
Active Network	Elizabeth Devine	Mark Schubb	Scott Brenneke
Alberto Hancock	Elsie Baughman	Mark Taxer	Shasta Wyatt
Andrea Kerr	Erin Grinshteyn	Marlene Fogel	Silver Dollar Court
Anthony's Dandelion Deli	Gail Thompson	Mary Solorzano	Silver Peak Restaurant
Batch Cupcakery	Gap Inc.	Melissa Nelson	SoDo Restaurant
Bill Ware	Gary Barnett	Melissa Newman	Spanish Springs High
BJ's BBQ Crew	Gerald Heston	Men Wielding Fire	Stacie Mathewson
BJ's Restaurants	Glen Eagles	Meri Shadley	Stanley Shane
Bob Watanar	Greg & Laurie Boyer	Mike and Cheryl Genin	Stephanie Doud
Brooke Marlowe	Gwen Taylor	Nancy Podewils	Steve McMillan
Bruce Campbell	Haily Wilson	Nevada Barbecue	Steve Trollope
Bruce Cobeen	Intuit	Noble Pie	Susan G. Komen
Buenos Grill	Iris Tee	Nothing To It!	Terry Folan
Build Our Center Inc.	J. Bogorman	Paige Wickum	The Flowing Tide Pub
Cafe at Adele's	James Nachiondo	Pam Graber	The Grill at Quail Corners
Cafe de Thai	Janet & Michael Gilbert	Pam Sutton	The River Christian Church
Camille Mitchell	Jason Cooper	Peg's Glorified Ham N Eggs	TJ Saputra
Campo	Java Jungle Vino LLC	Penny McClary	Toby Riley
Carrie Dempsey	Jeremy Duke	PJ & Co	Tom Durante
Casey Heide	Jerome Edwards	Professional Saleswomen	Tom Yturbide
Choices Group	Jessica Ponce	Ray Chamberlain	Tonya Graham
Chris Bosse	Jim Smolenski	Redfield Foundation	Trudy Larson
Christopher Deaver	John T. Drakulich	Reno Orthopaedic Clinic	Wayne Weaver
Christopher Galli	Jon Sasser	Reno Roller Girls Inc.	Wedge - A Cheese Shop
Comstock Grizzlies	Karen Vibe	Richard Dalton	Wet Hen Cafe
Community Foundation	Karen Witherow	Riverwalk Merchants	Whispering Vine Wine
Corrin Keck	Katrinka Kip	Robert and Linda Curtis	Wild River Grille
Creme	Ken Kubista	Robert Matteson	William Bolin
Deanna Taylor	Kimmie Kandy	Robert Peyton	William Hill
Debbie and Jeff Warner	Kristen Aaquist	Rod Stalecki	William Ramsey
Debbie O'Gorman	Larry Pair	Ruth Allen	Yosh's Unique Deli
Dish Cafe	Leonard Thompson	Saint Mary's	Zeina Barkawi

Our legal name as registered with the Secretary of State is Northern Nevada HIV Outpatient Program Education and Services. We are a Nevada not-for-profit charitable organization. Your contribution may be tax-deductible under federal law. Northern Nevada HOPES tax ID: 86-0865357.



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