



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."**

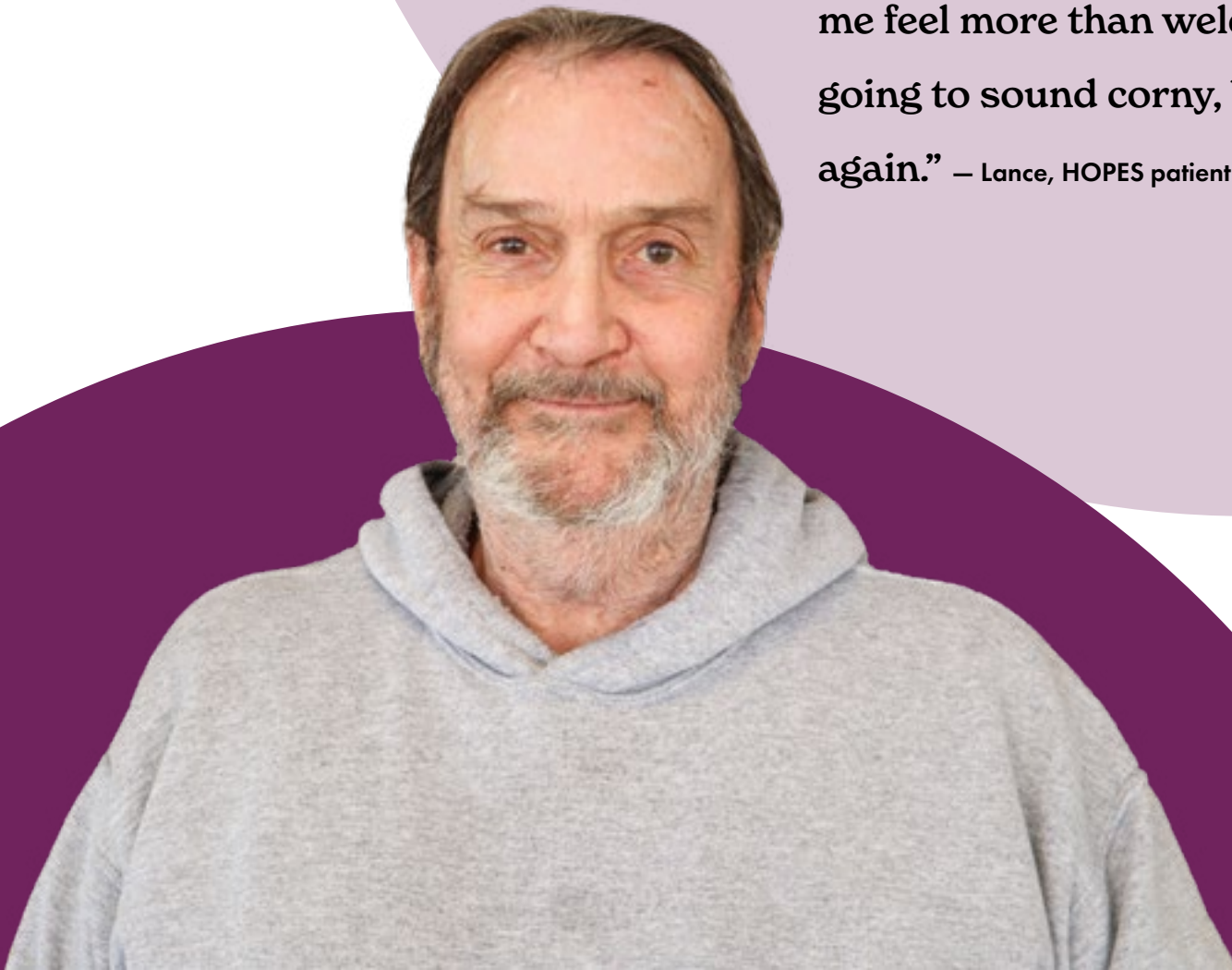
— HOPES patient

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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.

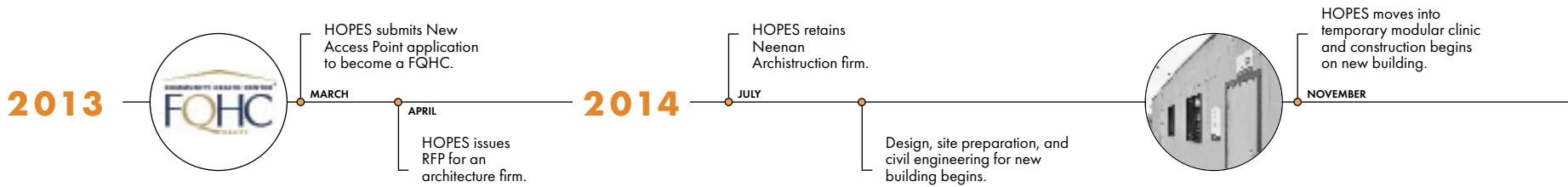
"When HOPES shifted from providing solely HIV care to community care, it destigmatized and deidentified HIV positive patients." – Dr. Trudy Larson

## 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

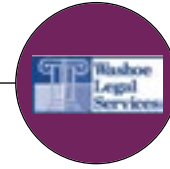


FEBRUARY

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

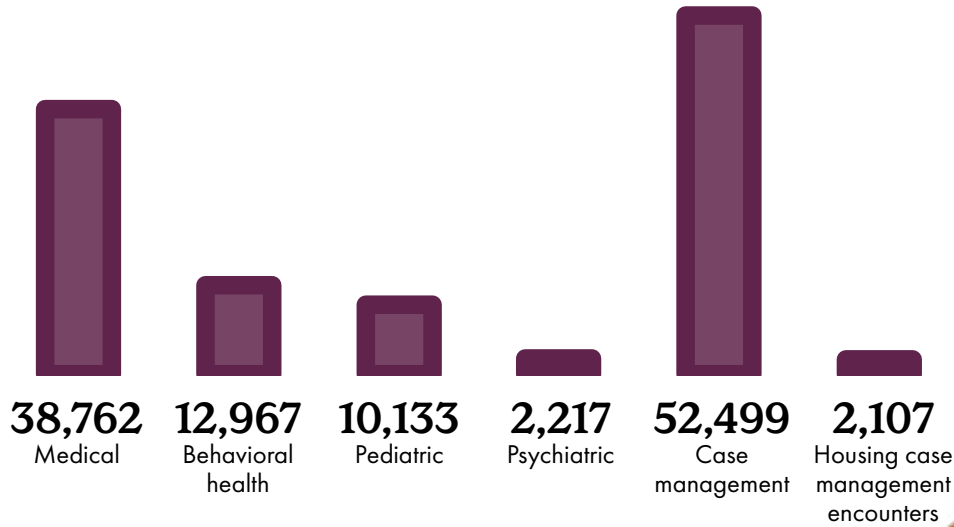


APRIL

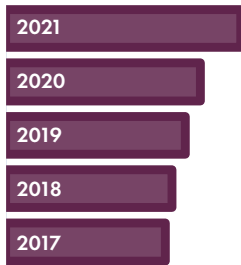
HOPES Partners with Washoe Legal Services to open Nevada's only Medical Legal Partnership, offering legal assistances to HOPES patients.

2021 BY THE NUMBERS

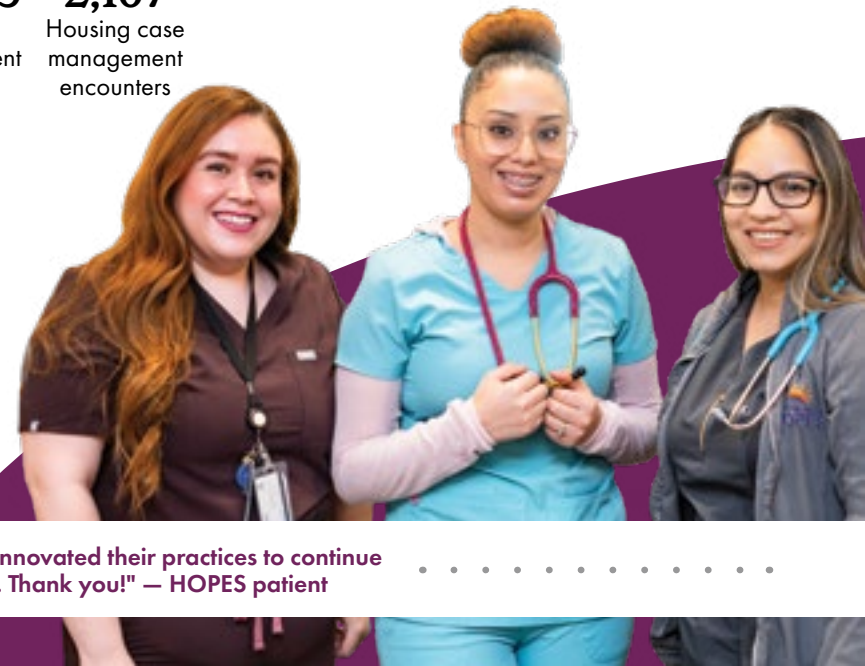
74,324 Total Patient Visits



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



**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

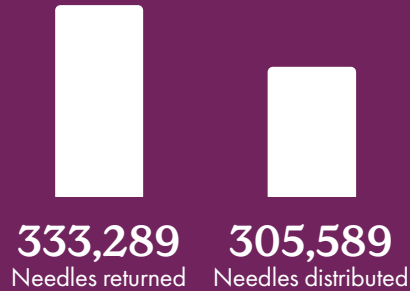
**MEDICATION-ASSISTED TREATMENT (MAT)**

**152**  
Unique patients

**1,561**  
Total visits

**1,397**  
Prescriptions filled

**HARM REDUCTION & INFECTIOUS DISEASE PREVENTION**



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



**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.



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.

**2019**

HOPES launches Hope Springs capital campaign.



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

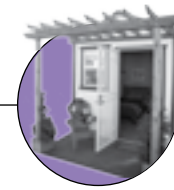
HOPES inducted into the Northern Nevada Best Places to Work Hall of Fame.

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.

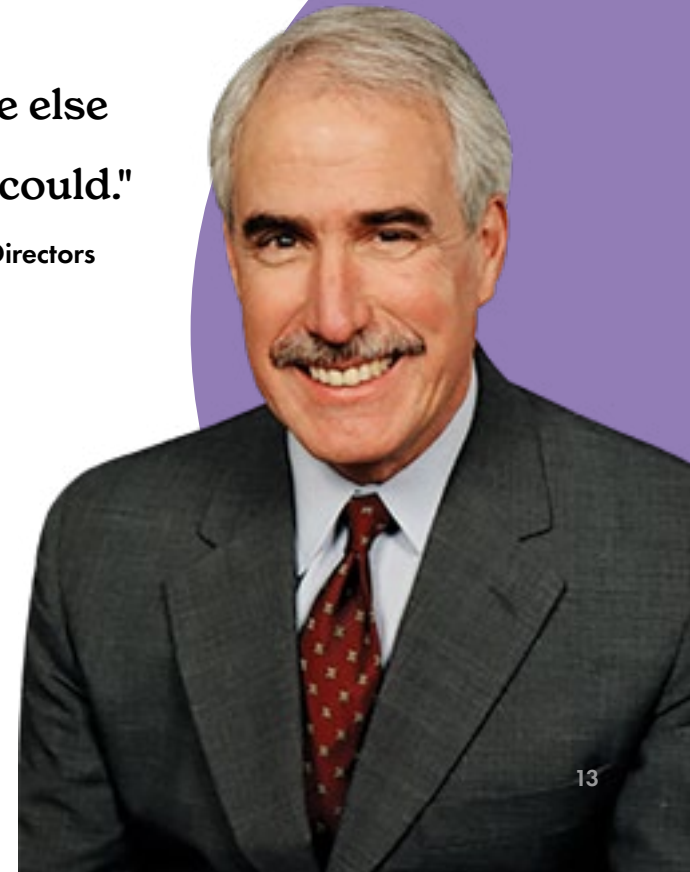
**“We've provided care to  
community members no one else  
would, in a way no one else could.”**

**— 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.

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



# THANK YOU

## The Heart of HOPES — Our Donors

Dr. Barry Frank  
The Nell J. Redfield Foundation  
Renown Health  
City of Reno  
K & K Grimm Fund at the Community Foundation of Northern Nevada  
Heidemarie Rochlin  
Helen Close Foundation  
Robert Z. Hawkins Foundation  
The E.L. Cord Foundation  
Direct Relief Network  
Dr. William & Mary Keenan  
Sandy Raffealli  
The Molina Healthcare Charitable Foundation  
The Row  
Susan Mazer & Dallas Smith  
Kathleen Seymour  
Dr. Jerome Edwards  
Dan & Gretchen Pearson  
Charles Schwab Bank  
Estelle J. Kelsey Foundation  
Deborah Reeth  
Thelma B. & Thomas P. Hart Foundation

Wells Fargo Foundation  
Eyehook Gallery  
Roxie & Azad Joseph Foundation  
Laurel Trust Company  
Liberty Dental Plan Corporation  
Meggin McIntosh Women Who Persevere Fund at the Community Foundation of Northern Nevada  
Whyman Family Fund at the Parasol Tahoe Community Foundation  
Susanne & Gloria Young Foundation  
The Brett & Deborah Barker Foundation  
The Comer Foundation Fund  
The Luna Llena Fund  
Vans - Meadowood Mall  
First Independent Bank  
Terrance & Carol Dinneen  
Korie Hickel  
Rogue Gaming Studio  
Aetna Foundation  
Hazel Bowen  
Hilltop Foundation  
Heidi Loeb

Penny McClary  
Elizabeth Tenney  
Maureen Mullarkey & Steve Miller  
Debbie Barker  
Mark Hugret  
Reno First United Methodist Church  
Janet McRoberts  
Jack Janney  
Scott Brenneke  
Casey Baker  
Donald & Glenda Mahin  
Devlon Moore  
Walter Benoit  
Sharon Boersma  
Myron & Julie Hallauer  
Mathew Minshull  
Dr. Trudy Larson  
Kathlin Lee Ray  
Dr. Joseph Grzymyski  
Donald & Sharon Boston Fund at the Community Foundation of Northern Nevada  
Jane Grossman  
Geoff & Sally White  
Willow Springs  
Dr. Natalie Vogel  
Ray & Martha Chamberlain

Guy & Mary Archer  
Steven Berger  
Hon. Valerie Cooke  
Mike & Cheryl Genin  
Jennifer Edwards  
Bank of America Charitable Foundation  
Lutheran Church of the Good Shepherd  
Reno Police Department  
Walmart Distribution Center #7048  
Sharon Chamberlain  
Soroptimist International of Truckee Meadows  
Pam & Mike Robinson  
Kristy Lide  
Daniel Ardito  
Chris Bosse  
John Ogorman  
World Wings International Inc.  
Johnathan Chapin  
Amy Howard  
Washoe Pines Foundation  
Carol & Robert Olmstead  
Michael Agoglia  
Patti Davidson  
Marlies Eldridge  
Kayla Jacobs

Michael & Cathy Mathews  
Bruce Breslow  
Doug Brewer  
Dutch Bros Foundation  
Everi  
Bruce & Barbara Harper  
Walter & Marilyn Johnson  
Karen Massey  
Dick & Charlotte McConnell  
Patrick & Cathleen Pettinari  
Michael & Joan Pokroy  
Brooks & Diane Mancini  
Karen Vibe  
Scott Wong  
Robert Harvey  
Kenneth Paxton  
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Danny Sierra  
Pamela Grace  
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Dermod Properties Foundation

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Francine Mannix  
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Charles & Candice Reider  
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Lys Shonnard  
Spanish Springs Presbyterian Church  
Par Tolles  
Phillip Valenzuela  
Valerie Burkhart  
Stacey Rice



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Michelle Wagner  
Coffee N' Comics  
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Cheryl Latham  
Kate Ault  
Jerry Trigueros  
Larry Schneider  
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Katrina Fogel  
Paulina Connelly  
Jane McDonald  
Margaret Battin &  
Eloy Ituarte  
Scott & Patricia  
Charles  
Sally Myers  
Louise Quintero  
Tony & Marian Taylor  
Kaitland Becker  
Abbey Stephenson  
Krista Anderson  
Taylor Noyes  
Ivonne Veloza  
Beverly & William  
Davenport  
Jenn Deleon  
Meredith Tanzer  
Georgia & James  
Kinninger  
Creig Skau  
Grace Thompson  
Traci Ahlstedt  
Zotec Partners, LLC  
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Michael Bogert  
Sharon Marie Wilcox  
Jennifer Bowler

Patty Dickens  
Lindsey Doolittle  
Paul & Pamela DuPre  
Kathleen Heil  
Mona Issa-Marmolejo  
& John Marmolejo  
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McMullen  
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Gregory & June  
Osborn  
Rachel Tatro  
Alexandra Watson &  
Joe Goss  
Sam & Sally Males  
Merritt Henson  
Jennifer Farfan  
Maria Molina  
Steven Barnes  
Craig Chapman  
Krista Kip  
June Pulver  
Racquel Ramirez  
Floyd & Nannette  
Rowley  
Loretta Terlizzi  
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Ann Silver  
Holly Simental  
Nadine Winn  
Montucky Cold  
Snacks  
Yocelin Centeno  
Ofelia Hurtado  
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Sandy Esquivel  
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Kathy Picollo  
Rebel Ridge Organics  
Stephanie Rice  
Ethan Ris  
Sally Sapunor  
Nicole Schober  
Silver Dollar Chorus  
Michael Tanzer  
Mark Taxer  
Kendrick Taylor  
Terence & Fran Terras  
Lynne Toy  
Jackie Oviedo  
Jovana Ramos  
Susan Grobman  
Ruben Olivares-  
Escobedo  
Karen & David  
Witherow  
Crystal Xu  
Marguerita Kelley  
Marie Kresinske  
Mikyla Miller  
Mary Beth Roselli  
Kylie Soares  
Marsha Brannon  
Theresa Navarro  
Sara Larsen  
Maria Barajas  
Melinda Biancalana  
Mary Jo Blue  
Jessica Bowden

Cassandra & Timothy  
Bowling  
Theresa Cooke  
Maribel Cuervo  
Randall Dean  
James Emme  
Susan Holly Gallup  
Robert Harmon  
Edward Ives  
James & Allyson  
Kreimer  
Leann McElroy  
Niki Schraub  
Birdie Starr  
Marilynn & James  
Uhart  
Brian Fitzgerald  
Lili Wilbert  
Eleni Sexton  
Erin Eddings  
Jose Chinas  
John Fry  
John Lusk  
Becky Arevalos  
Lynne Molini  
Anne Stilwill  
Mat Larsen  
Gretchen Kelley Bietz  
Timothy Bardsley  
Charlotte Cox  
Oneita Houtz  
Kathleen Bohall  
Guadalupe Anguiano  
Malynda Calkins  
Barbara Eiche  
Marcela Fejer  
Christine Kratzer

Monica Martinez  
Itzel Perez  
Baillie Stewart  
Amanda Elicegui  
Teresita Espana-  
Jimenez  
William Rice  
Rosalind Bedell  
Remy Bernarda  
Gary Chien  
Gerald Heston  
Lindsey Panton  
Shannon Peterson  
Brianna Rettig  
Andrew Reynolds  
Robert Sheridan  
Gwen Shonkwiler  
LuAnn Trudell  
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Roxanne Fegert  
Beth Freniere  
Gordon Magnin  
Brennan Mishler  
Cynthia Mitchell  
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Brittany Owens  
Patty Hermanns  
Luis Adame  
Jane Adorno  
Ron Allen  
YeVonne Allen  
Tony Avila  
Jane Baudelaire  
Buenos Grill  
Jowdy Burke  
Nancy Cashell

Donald & Carolyn  
Cleveland  
Nora Constantino  
James & Susan  
Davenport  
Stephanie Davidson  
Mimi Davis  
Marcio Decker  
Clint Demeritt  
Stephen & Judith  
Dollinger  
Margaret Eadington  
Estipona Group  
Onetta Fanlo  
Bob & Kristin Felten  
Tia Flores  
Bruce & Christie  
Gescheider  
Steven Gibbons &  
Mendi Nisbet  
Thomas Glogowski  
Kelli Goatley-Seals  
Donna Hagerman  
Fred Hahn  
Deborah Halleran  
Tim Hay  
George & Carole  
Hess  
Judith & Charles Holt  
Darlene Huff  
Randy & Denise  
Jacobsen  
Abigail Johnson  
James Kenyon &  
Martha Baring  
Sue Knafelc  
Lisa Koen  
Roberta Kokx  
Susan Lee

## In Memory:

Jules Bullock  
Michael David

Michael R.  
Hammond  
David Lucero  
Bud (Sugar)  
McHugh

Jerry Mitchell  
Daniel Merry  
Bill Thyr

## In Honor:

Susy Augustin  
Michael John Binard

Ray and Martha  
Chamberlain  
Henry Gates  
Linda Jones

Andy Kendig  
Dr. Trudy Larson  
Antonio Mulei  
James Pieper

Momma Strama  
Rachel Stevens  
Sarah Smith  
Duke Stacey

Jim Tenney  
Meredith Tanzer

Josphe & Bridgette Lesar  
Madelynn Linke  
Vicki LoSasso  
Terry Maine  
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Christine Miller  
Terri Moser  
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Betty Martin  
Kendall Roth  
Marti Allison

Brendan Clarke  
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Community Office Solutions  
Rebecca Reyes  
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