

GRATITUDE REPORT

January 1–December 31, 2017

CENTER FOR
HEALING
& HOPE

Octavio and Adelina (not their real names) arrived in Elkhart County from Texas at the same time as a big winter storm. Living arrangements they expected did not work out, so they needed housing, food, items for their one-year-old child, and—with several inches of snow falling—coats for Indiana’s winter. Advocates from a local congregation responded to the urgent needs, including helping them get food stamps and legal assistance. They moved in with the friend of a relative, and another congregation provided financial assistance.

Then the Center for Healing & Hope entered the story:

- The daughter became ill, so a friend brought them to the clinic for diagnosis and treatment.
- Octavio needed money for a work permit, and Elkhart County HOPE helped with a financial gift.
- The family—including the toddler—got GRID cards (Goshen Resident ID cards) to help them in contacts with Goshen city services. This included getting library cards where they can now check out books in Spanish and English for the toddler.

The mission of the Center for Healing & Hope is to provide **“medical and advocacy services in a Christ-like manner to meet people’s needs in our community.”** Octavio and Adelina’s experiences illustrate both the needs and some ways those needs are being met among our vulnerable neighbors.

Their story also proves what we at the Center for Healing & Hope see every day: We live and work where people care about each other and are willing to contribute—in whatever ways they can—to **make this community stronger and healthier for all of us.**

Keep up-to-date on our services, who we serve and how you can join in:

- Request our newsletter (Spanish or English) and our email news bulletins (Send a message to mklassen@CHHclinics.org)
- Visit our website: www.CHHclinics.org
- Follow us on Facebook:
www.facebook.com/CenterforHealingHope
www.facebook.com/El-Centro-de-Salud-y-Esperanza-233140757158633/



Top: Two nurses consult with clinic manager Gil Pérez about care for a patient.
Middle: Nurses share stories in the time before clinic opens.
Bottom: Community members come to the Center for Healing & Hope to register for GRID cards.

Director's report

Bryan Mierau, executive director

This Gratitude Report looks back on what we accomplished together over the past year. Building on the foundation of our original mission of 18 years ago, our Board of Directors refreshed our mission, vision and values statements. They now reflect the growing emphasis on advocacy reflected in the work of a community-wide task force that launched the Goshen Resident Identification Card (GRID). This project was the primary contribution that grew out of the Elkhart County HOPE network when it joined our programs, GRID is now offering significant hope to many.

Our medical clinics continue to be an important community asset in delivering urgent care. Note the growing trend of more people using our clinic for care of chronic illness, such as diabetes and hypertension (see chart on p. 4). Our medical volunteers continue to make a difference in offering treatment towards physical healing.

I would like to share our updated mission, vision and values:

Mission: The Center for Healing & Hope provides medical and advocacy services in a Christ-like manner to meet peoples' needs in our community.



Dr. Amanda Schmidt chairs the board of directors of the Center for Healing & Hope. She works with Goshen Family Physicians. Bryan Mierau (right) is executive director.

Vision: We are a welcoming place for affordable healthcare and immigrant services, engaging volunteers and community partners to promote the physical, emotional and spiritual wellbeing of those we serve.

Core Values that REACH

Respect: to value each person, showing honor to all

Empower: to promote self-learning, self-care, and shared leadership

Advocate: to listen closely, refer effectively, and act appropriately

Care: to provide competent medical and psychosocial services, with emphasis on prevention and wellness

Hope: to offer practical help towards sustainable solutions

We look forward to what we can do together in 2018, and, with gratitude, we thank you for your support in 2017!

Thanks to our board of directors

Amanda Schmidt, MD, vice chairperson in 2017; chairperson in 2018
 Ben Bontrager, treasurer
 Susan Stiffney, RN, vice chairperson
 Reverend Linda Sue Hewitt, secretary
 Jorge A. Campos, chairperson in 2017 (left the board in 2018)
 Mary Kay Delnecky, MPH, BSN, RN, CCM (left the board during 2017)
 Tim Stair, past chairperson (left board during 2017)
 Father Royce Gregerson
 Richard Aguirre
 Simona Flores, RN
 Sharon Miller, RN
 Emma Hartman, recorder

CHH staff

Bryan Mierau, executive director
 Sharon Miller, clinic manager (retired in May 2017)
 Gil Pérez, clinic manager (beginning in May 2017) & staff nurse
 Yolo López Pérez, patient advocate & director of development
 Marbella Chavez, patient advocate (beginning in January 2018)
 Mim Kiogima, office manager (retired in May 2017)
 Dominique Chew, office manager & immigrant resource coordinator (beginning in May 2017)
 Mary E. Klassen, communication specialist
 Janelle Martin, financial assistant

Corporate and event sponsors: 2017 through April 2018

Diamond (\$10,000 or more)
 Bontrager Family Foundation
 Well Foundation (Community Foundation of Elkhart County)
 Goshen Health Community Benefit Foundation
 Miller Amish Country Poultry
 CVS Health Foundation

Platinum (\$5,000–9,999)
 Beacon Medical Elkhart General Hospital
 Goshen Community Development Block Grant
 InterCambio Express

Gold (\$2,500–4,999)
 Gerig Surgical Associates
 Merino Law Firm

Silver (\$1,000–2,499)
 Francis Discoteca
 Imagen Latina
 Titan Distribution LLC

GRID contributors

Diamond (\$10,000 or more)
 Schowalter Foundation

Gold (\$2,500–4,999)
 Goshen City Church of the Brethren Endowment

Latino Business Partners

El Puente
 La Michoacana
 La Raza / WKAM Radio
 Merino Law Firm
 San Marcos Mexican Grill
 Udave Cosmetics
 Universal Tamal

Business Partners

Gold-N-Comfort (GNC Customs)
 Tek-West
 TK Immigration Law

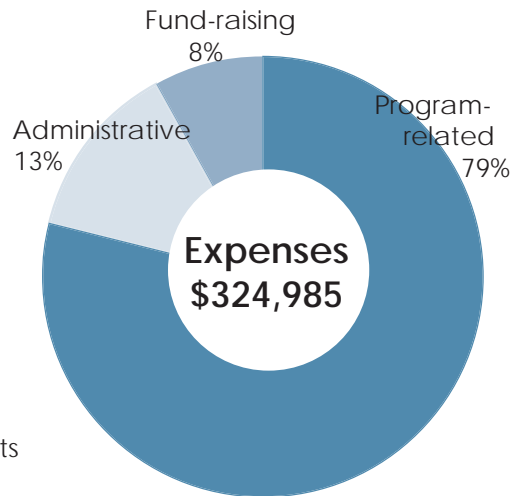
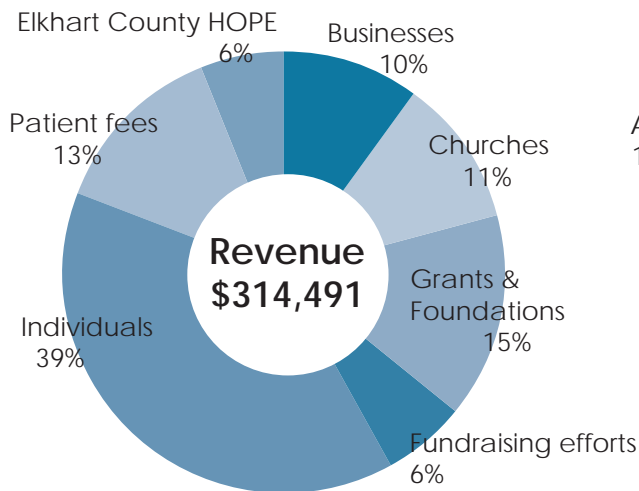
Event sponsors for Spring into Health (March 2018)

Goshen College Nursing Department
 Heart City Health
 Goshen Health – The Retreat
 Fairhaven Obstetrics and Gynecology
 MHS Indiana

Event sponsors for Fiesta Feast

Elite Turf and Pest Management
 Elkhart Bedding
 Everence Financial
 Gerig Surgical Associates
 Interra Credit Union
 Miso Japan
 The Papers, Inc.
 San Marcos Mexican Grill
 Stutzman Motor Sales, Inc
 Welch Packaging Group, Inc
 Yoder-Culp Funeral Home
 Heart City Health (2017)

2017 financial report



2017
2,475
hours
contributed
by volunteers

39%
of our budget
comes from
individual
donors
Other sources:
Churches,
Businesses,
Foundations

164
GRID cards
issued
Nov-Dec 2017

298
patients
screened for
diabetes
71 identified
as pre-diabetic
36 identified
as diabetic
87 received
education

Without CHH:
36%
Would go to
the ER
42%
Don't know or
would not get
care

2017 highlights

Latino Diabetic Initiative

Two-thirds of our patients are Latino, and because the prevalence of diabetes is greater among Latinos, we are expanding our services related to diabetes. We are providing education in Spanish to help them monitor their health and make lifestyle changes. As this program grows in 2018, new features for individualized care in Spanish will be implemented.

Building partnerships with Latino businesses

Through the work of Yolo López Pérez, development director, the Center for Healing & Hope and local businesses owned and operated by Latino members of the community entered into partnerships that are beneficial to both. Their financial gifts provide essential support for the Center and, in turn, the Center supports the businesses with increased visibility.

Embracing HOPE

The Elkhart County HOPE network (Helping Our People Everywhere) emerged in early 2017 as people wanted to help those affected by changes in immigration laws and practices. In April the Center for Healing & Hope invited Elkhart County HOPE to join us. This brings together the resources of passionate volunteers and supporters of both organizations to better respond to needs in our community.

Launching GRID

The Goshen Resident ID card launched in November as the first step in the combined efforts of EC HOPE and the Center for Healing & Hope. A task force of committed people, many representing businesses, not-for-profit agencies, civic organizations, educational institutions and churches, worked for more than six months to plan carefully for this resource.

While intended for everyone in Goshen, GRID is particularly helpful to people who are not able to get other forms of official identification. This includes immigrants as well as elderly, formerly incarcerated and homeless people.

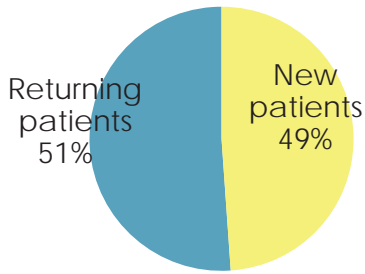
GRID provides a common form of identification when people interact with local government personnel. In addition, it encourages support of local businesses who, in turn, are providing discounts and special offers.

Serving Elkhart residents in Goshen

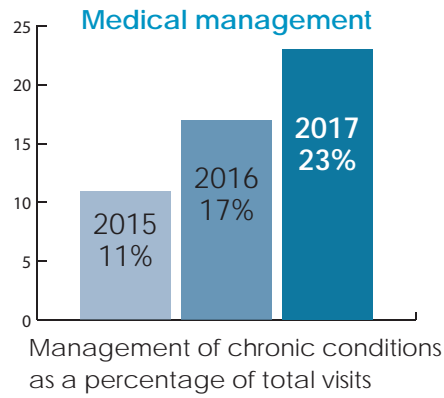
A careful analysis of the neighborhood around Grace Lutheran Church in Elkhart showed us that many residents had insurance or easy access to medical care. At the end of June, we closed the clinic in that location and find that Elkhart residents who need our care come to our Goshen location. Year-end statistics indicate that 29% of our patients were Elkhart residents, compared to 29% in 2015 and 37% in 2016.

2017 clinic numbers

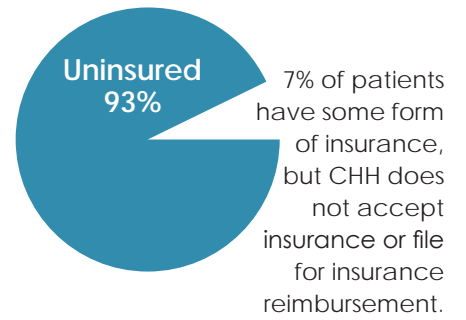
Total patient visits: 1,270



Types of patient visits



Insurance



Marbella Chavez (right), patient advocate, meets with a patient and spouse to help determine the kinds of assistance they may need.

Center for Healing & Hope
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www.CHHclinics.org

Thank you for your support for the Center for Healing & Hope. We value your prayers and your gifts. We especially value the gift of time from our volunteers and welcome others to join in helping to make our community stronger and healthier for all of us.

Contributors

January 1–December 31, 2017

**CENTER FOR
HEALING
& HOPE**

Medical volunteers

Lynette Bachman, RN
Cynthia Bontrager, MD
Amberly Burger, MD
Julia Chairez, RN
Linda Choler, RN
Trudy Christner, RN
Lorna Claassen, RN
Barb Clem, NP
Donna Cooper, NP
Yari Coronado, Nursing student
Leroy Cross, RN
Mary Ellen Doyle, RN
Ardean Friesen, RN
Betsy Garber, NP
Alexis Goeglein, Nursing student
Roberta Gooding, NP
Richard Hirschler, MD
Jeff Kauffman, NP
Dottie Kauffmann, RN
Barb Landes, RN
Miriam Mast, RN
Lydia Mertz, MD
Angela Miller, MD
James R Miller, MD
Eric Miller, MD
Sharon Miller, RN
Kelly Miller Biddle, RN
Mollie Nebel, RN
C. P. Patel, Pharmacist
Bill Pletcher, MD
Ruth Rockwell, RN
Amanda Schmidt, MD
Sue Schrock, RN
William Schuler, MD
Alice Shenk, RN
Jon Shenk, MD
Fred Simon, MD
Barbara Smucker, RN
Barb Springer, NP
Marietta Stoltzfus, LPN
Ashika Thanju, RN
Kathleen M Turco, RN
Ruth VanDerWiele, RN
Verda Weaver, RN
Katie Wetli, MD
Bill Weybright, MD
Gail Weybright, RN
Brenda Wiebe, RN
Carl Yoder, MD
Hannah Yoder, Nursing student
Jan Yoder, RN

Other clinic and office volunteers

Leah Amstutz
Connie Bauman
Moses Beachy
Chaney Bergdall
Abigail Borkowski
Yuliya Bortrager
Josh Bustos
Marbella Chavez
Juan Cortez
Walter Davis
Lois Dyck
Megan Eigsti
Joelle Friesen
James Garcia
Hannah Gasper
Joel Gerig
Suzanne Good
Vernard Guengerich
Patricia Guillen
Diane Hershberger
Monica Hyde
Ruth Kauffman
Maya King-Meade
Miriam Kiogima
Michele Kustron
Annie Mathew
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Kim Snyder
Loreena Storer
Ginger Thorne
Lois Troyer
Pat Turco
Larry Underwood
Robert Yoder
Luisa Zehr
Eric Zhang
Rhea Zimmerman

Participating training facilities

Bethel College
Goshen College

Churches

Assembly Mennonite Church
Belmont Mennonite Church
Benton Mennonite Church
Berkey Avenue Mennonite Church
Bethany Church of the Brethren
Clinton Frame Church
College Mennonite Church
East Goshen Mennonite Church
Eighth Street Mennonite Church
Elkhart Valley Church of the Brethren
Faith Lutheran Church
Foundation Family Worship Center
Goshen City Church of the Brethren
Grace Community Church
Harvest Community Church
Hively Avenue Mennonite Church
Holdeman Mennonite Church
LifeSpring Community Church
North Goshen Mennonite Church
Open Table Mennonite Fellowship
Pleasant View Mennonite Church
Plymouth United Church of Christ
Prairie Street Mennonite Church
Rock Run Church of the Brethren
Silverwood Mennonite Church
St. Paul's United Methodist Church
Tri-Lakes Community Church
Unitarian Universalist Fellowship
Walnut Hill Mennonite Church
Waterford Mennonite Church
Yellow Creek Mennonite Church

In-kind gifts

Ancon Construction
Berkey Avenue Mennonite Fellowship
Better World Books
College Mennonite Church
Constant Spring
Dana J's Deli
Direct Relief
El Camino Real 4
El Duranguenze Mexican Restaurant
El Puento
Flowers by Phoebe FOUND
Goshen Family Restaurant
Goshen Farmers Market
Grace Lutheran Church
HemoCue
Henry Schein
Honey's Frozen Desserts
InterCambio Express
Interra Credit Union
JA Stauffer
Los Primos
Maple City Market
Maple Indian Cuisine

Miller Amish Country Poultry
Oasis of Hope
Olympia Candy Kitchen
Plymouth United Church of Christ
Quest Diagnostics
Reverie
San Marcos Mexican Grill
Soapy Gnome
South Side Soda Shop
Ten Thousand Villages
The Electric Brew
The Nut Shoppe
Universal Tamal
Wasabi Japanese Steak House & Sushi
Woldruff's Footwear & Apparel

Businesses, Foundations and Service Organizations

City of Goshen
Community Foundation of Elkhart County
Discoteca Francis LLC
Exchange Club of Elkhart County
Gerig Surgical Associates
Gold-N-Comfort (GNC) Customs Goodshop
Goshen Hospital Foundation
Grace Lutheran Church
Heart City Health Center
Imagen Latina Salon
InterCambio Express
Interra Credit Union
Kappa Kappa Kappa Inc
La Michoancana
Merino Law Firm PC
Mi Voz es tu Voz
Miller Amish Country Poultry
Pizzeria Venturi LLC
Plymouth United Church of Christ
San Marcos Mexican Grill
Stutzman Motor Sales
Tek-West
The Electric Brew
The Papers, Inc.
Titan Distribution LLC
TK Immigration Law
Udave Cosmetics
Universal Tamal
Yoder-Culp Funeral Home

Other

Abe Graber Memorial Fund
Gladys Buller Mission

Individual contributors to CHH and clinics

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Kathryn Aschliman

Vicente Avila
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Ralph Balsler
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Laura & Skip Barnett
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Josi DeHaven
Lee & Susan Dengler
Helen Detwiler

At the Center for Healing & Hope each person is important ... each donor is important. If we have missed the name of someone who contributed, we apologize. Please let us know so that we can correct our records: info@CHHclinics.org.

We are grateful for your gifts and invite you to consider giving on our secure website: CHHclinics.org/donate. Thank you.

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Robert Yoder
Katherine Yutzky
Eric & Luisa Zehr
Philip & Julie Zimmerman
John & Rosemary Zook
Susan Zook
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Contributors to Elkhart County HOPE

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Bertha Bontrager-Rhodes
Hermilo Carreno
College Mennonite Church
Eighth Street Mennonite Church
Lissette Figueroa
Steven Garboden
John & Sally Weaver Glick
Si Gustafson-Zook
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North Goshen Mennonite Church
Lydia Samatar
Amanda Schmidt
Simon & Becca Smucker
Jody & Brenda Srof
The Electric Brew
Waterford Mennonite Church
Norma Wyse
Janet Yoder

Goshen Resident ID Card

2017 GRID Volunteers

Juan Sebastian Pacheco Lozano
Lizzy Diaz
Tim Hershberger
Ryan Miller
Anissa Hatton
Nina Fox
Anika Roth
Marlette Gomez Wengerd
Alexa Valdez
Tiffany Newbold

2017 GRID Task Force Members

People who attended at least two meetings

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Rodharani Buenvostro
Jorge A. Campos
Dominique Chew
Juan Constantino
Josi DeHaven
José Elizalde
Daisy Gaspar
Tim Hershberger
Julia King
Mary Klassen
James Kroemer
Karen Kroemer
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Bryan Mierau
José Ortiz
Yolo López Pérez
Mark Schloneger
Don Yost

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