

Bridging the Gap

CENTER FOR
HEALING
& HOPE

Bringing healing and hope to our communities and our immigrant neighbors

Fall 2018

New team formed to care for people with diabetes

Violetta (not her real name) learned she was pre-diabetic when she came to Spring into Health in March, an event at the Center when women can get complete exams for a minimal cost. Although her condition was not yet serious, Violetta asked for a glucometer so she could monitor her blood sugar. She used it—and not just for herself. She discovered that her husband's blood sugar was higher than hers!

Since March, Violetta and her husband have come back to the Center several times for educational sessions with Barb Landes, diabetes education nurse. In addition, the couple is monitored and tested for health problems that are often related to diabetes.

We have a growing number of patients diagnosed with diabetes who need this kind of ongoing educa-

tion and care. The volunteer doctors and nurses in our urgent care clinics do well in diagnosing diabetes. However, finding physicians to follow up with the consistent care these patients need has been difficult.

So a new Chronic Care program began in July. Michelle Shelly, M.D., and Erin Castro, medical assistant, joined our staff, completing a team that works with uninsured patients who have diabetes. In addition to Dr. Shelly, Erin and Barb, the team also includes Gil Pérez, clinic manager, and Marbella Chavez, patient advocate and community health worker.

We believe each patient can be healthy and live fully, even with diabetes. So we provide consistent, individualized care with the goal of bringing both healing and hope.

Dr. Shelly is a board certified family

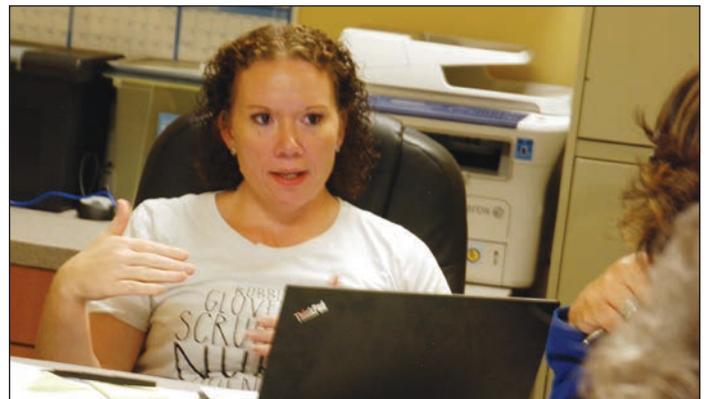
medicine physician, fluent in Spanish, who has a special interest in working with patients who have diabetes. (See more about Dr. Shelly at CHHclinics.org/blog/chronic-care-team.)

One major development is the Diabetes Alliance Program for uninsured patients with diabetes. When they enroll, they receive all the recommended tests and care needed to stay healthy—such as regular retinal eye exams and vaccines. The cost for this program is only \$30 each month, compared to an annual cost of more than \$3,000 if they paid cash in a traditional medical practice. Find out more on our website: www.CHHclinics.org.

We invite contributions toward the equipment needed for these specialized services. To give a gift, contact the Center: 574-534-4744 or use the enclosed envelope. &



Members of the Chronic Care team include (L-R) Bryan Mierau, executive director; Michelle Shelly, physician; Barb Landes, diabetic educator; Marbella Chavez, community health worker; and Gil Pérez, clinic manager.



Erin Castro, medical assistant, is the newest member of the Chronic Care team.

What's inside

Director's view, by Bryan Mierau

Sandra Camacho joins staff
Patients benefit from Boling Vision Program

Thank you to sponsors and EAT•SHOP•GIVE business partners and donors

Director's view

From time to time, “Who are we?” needs to be asked. Two years ago in October, when I came to the Center for Healing & Hope, I found myself asking that question to get as grounded as possible in the 18-year history of this organization. I met with the three former executive directors to understand the CHH story.

At the end of last year, the Board updated our mission, vision and values, which reflected our intentional focus on immigrant support, particularly through the inclusion of the Elkhart County HOPE network. We worked at being able to identify the Kingdom principles that informed our support initiatives, such as the Goshen Resident ID (GRID) program.

While being known in the area as an urgent-care center with walk-in clinics, our identity is again being modified in response to community

needs. With the addition of Dr. Michelle Shelly and our bilingual diabetes support team, we are able to extend our services in a new way to many people with diabetes who have no insurance and no medical home. The Diabetes Alliance Program (see p. 1) not only adds yet another chapter to our CHH identity, but offers a “welcome home” to those who enroll in this program.

You also are an important part of our identity. We're grateful to God and to each of you for supporting us and our community—I look forward to what we can accomplish together.

— Bryan Mierau
Executive Director



Sandra Camacho joins staff



Sandra Camacho (shown above at left) is the new office manager at the Center. She also coordinates non-medical volunteers, such as clinic chaplains, registrars, interpreters and cashiers. She previously worked for Concord Community Schools in several roles, including teaching English as a Second Language, assistant business manager, managing registration and secretarial work. With her, above, is new volunteer and Goshen College social work student Clara Unzicker.

Dominique Chew, who previously held this position, has begun graduate studies in political science. Thank you, Dominique, for your work with us the last year and a half. 🇺🇸

Bridging the Gap is published three times a year by the Center for Healing & Hope. It is designed to invite and encourage readers to join in building stronger and healthier communities for all of us.

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Office location

Plymouth United Church of Christ,
902 S. Main St., Goshen, Indiana

Center for Healing & Hope
P.O. Box 195, Goshen, IN 46517-0195
CHHclinics.org
info@CHHclinics.org
Phone: 574.534.4744
Fax: 574.537.1186

Staff

Bryan Mierau, BSN, MA, HFA – Executive Director
Gil Pérez, LPN – Clinic Manager
Sandra Camacho – Office Manager and Volunteer Coordinator
Yolo López Pérez - Director of Development
Marbella Chavez - Patient Advocate, Immigrant Resource Coordinator, Community Health Worker
Mary E. Klassen - Communication Specialist
Janelle Martin – Financial Assistant, HR Manager
Michelle Shelly, MD – Physician
Erin Castro, Medical Assistant
Angela Miller, MD – Medical Director (volunteer)

Clinic location

Plymouth United Church of Christ
902 S. Main St, Goshen

Urgent Clinic hours

Tuesday 4:30-7:30 p.m.

Thursday 4:30-7:30 p.m.

Friday 8:30-11:30 a.m.

No appt needed. Patients check in during the first hour. Clinic session follows.

Chronic Care hours

Monday 4:30–7 pm

Wednesday 9 am–noon, 1–6 pm

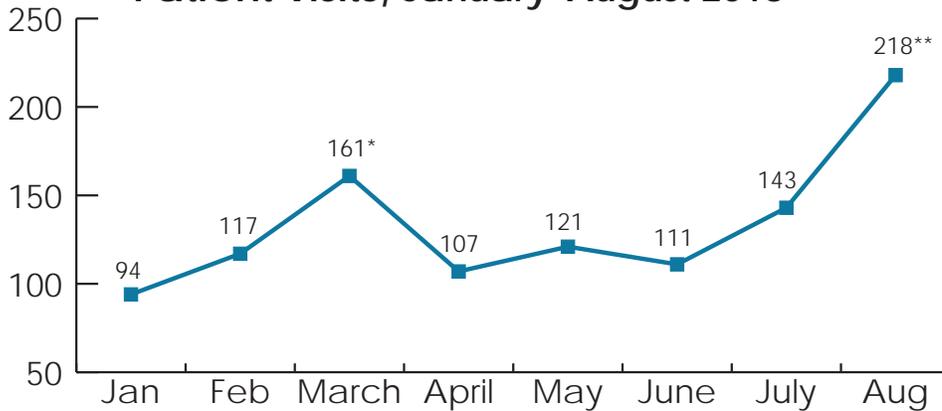
Call 574-534-4744 for appt.

GRID registration sessions

Alternate biweekly between Friday afternoons and Saturday mornings.

Call 574-534-4744 for an appt.

Patient visits, January–August 2018



CHH has had 1,072 patient visits in 2018.

* **March** volume includes Spring into Health, when 44 women received exams.

** **August** volume reflects new biweekly clinics at Faith Mission in Elkhart and Work Release in Goshen, as well as the launch of the Chronic Care program (see p. 1).

EAT • SHOP • GIVE

fundraiser for the Center for Healing & Hope

Thank you to the 25 participating businesses in the 2018 EAT•SHOP•GIVE fundraiser. Thank you especially to **Dutch Maid Bakery** and **Menno Travel** for matching donations made above the cost of certificates.

Buy certificates and make donations for EAT•SHOP•GIVE until the end of October. Visit CHHclinics.org/blog/eat-shop-give



Thank you

Corporate sponsors

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

Gold

(\$2,500–4,999)
Elkhart Bedding
Gerig Surgical Associates
Goshen Community Development Block Grant
InterCambio Express
Merino Law Firm

Silver

(\$1,000–2,499)
Bethza Professional Make Up Studio
Lippert Components

Corporate and Foundation gifts to support the Chronic Care Program

CVS Health Foundation
Goshen Community Benefit Foundation
Beacon Health
Community Foundation of Elkhart County

If you would like to be a business sponsor of the Center for Healing & Hope, please contact:

Yolo López Pérez
Director of Development
yperez@CHHclinics.org
574-534-4744 ext 203

Patients benefit from Boling Vision program

Thank you to Boling Vision Center for including the Center for Healing & Hope in the Kindness to Prevent Blindness program.

- As a result of this partnership for our uninsured patients, we referred several children when we discovered vision problems during our summer School Physicals program.
- At Work Release, we learned that a patient was unable to get a job because of poor vision. Through this program, he qualified for a free exam and free glasses and then was able to get a job.
- When another patient was referred to Boling, he was diagnosed with vision problems related to diabetes. They called back to CHH to make sure we knew about his need for diabetes monitoring in our Chronic Care Program.

We are grateful for partnerships like this that help meet the complex health care needs of people in our community. &

KINDLY SAVE THE DATE FOR

2019
LATINO
BUSINESS EXPO

WEDNESDAY
JUNE 12, 2019

Ivy Tech Community College
22531 County Road 18
Goshen, IN 46528



Representatives of Goshen organizations that provide assistance for immigrants met recently to share information. The goal is to be better able to communicate what is available and to collaborate to fill gaps. At left is Rocio Arévalo-Espinosa, vice president of client services at LaCasa. Listening are Madeline and David Maldonado, community outreach pastors at College Mennonite Church, and Dr. Michelle Shelly, representing Safety Networks of Assembly Mennonite Church. Raquel Espinosa, health and life insurance adviser and CHH board member, has her back to the camera. Also present was Madeline Birky of the National Immigrant Justice Center; Richard Aguirre, CHH board member and founder of Elkhart County HOPE; and Bryan Mierau, Marbella Chavez and Mary Klassen of CHH.

Inside: Our new Chronic Care team provides comprehensive care for people with diabetes at costs they can afford.

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Marbella Chavez (right), patient advocate, explains a procedure to volunteer file clerks Lou Mierau (left) and Diane Hershberger (center). They participated in a volunteer orientation session in mid-September, which gave volunteers an opportunity to hear about new developments at CHH and to get updated information about the specific roles they fill.

Thank you for your support for our medical and advocacy programs. To give a mid-year gift, visit CHHclinics.org/donate. Or send your gift in the enclosed envelope.

P O Box 195
Goshen, IN 46527-0195

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