

GRATITUDE REPORT

January 1 - December 31, 2019

CENTER FOR
HEALING
& HOPE

Year-in-review: Top 10 Moments of Hope & Healing



This was a landmark year at the Center for Healing & Hope for many reasons. In the midst of much growth and change, our team was able to rise to meet challenges such as increasing patient visits, adding new services, and raising funds to cover the costs of new and evolving programs. As we embark into 2020, and as our patients grapple with national issues like creeping health care costs and increasing regulations for immigrant families, we know that our work is perhaps more significant now than ever before. With the help of our volunteers, community members, and supporters like you, we know we will continue to rise to meet the unmet health needs in our community for many years to come.

1. This year, we served **more patients than ever** before. Forty-six percent of those patients were coming for the first time.
2. The success of the **Diabetes Alliance Program (DAP)** has surpassed our highest hopes. We hear daily the gratitude, relief, and appreciation of patients who are finally able to access the services they need to manage this expensive and deadly disease.
3. The Chronic Care program successfully enrolled in the state-funded **Breast and Cervical Cancer Program (BCCP) and WiseWoman (cardiovascular screening services) programs**. Collaborating with these programs allows women to receive free services, including mammograms, follow-up visits, health coaching, and access to ancillary services such as pedometers and gym memberships.
4. We succeeded in fully implementing our **electronic health record**. This integrates care and increases efficiency across urgent, preventative, and chronic care lines. This new system provides a much higher level of safety and documentation.
5. In the fall of 2019, for the first time, CHH offered **low-cost flu vaccines** to ensure our patients are protected.
6. Through collaboration with other non-profit consortiums, we have **obtained nearly \$3,000,000 in medications and supplies for free** during the past year.
7. We secured the donation of a \$5,000 RetinaVue instrument, which allows us to provide **on-site screening tests for diabetic retinopathy**, the leading cause of blindness in the U.S.
8. Our clinic **partnered with the National Immigrant Justice Center** to perform several forensic medical exams for their clients. These exams document physical scars on asylum seekers that resulted from torture and abuse in their home countries. NIJC has told us that, as of their report, all clients we assisted successfully won asylum, and they pointed to the physical evidence we were able to document as a key factor.
9. We have **worked for immigrant advocacy** by facilitating the Indiana Latino Business Expo, Elkhart County Immigrant Consortium, Elkhart County HOPE Network, and partnering with the Latinx Mental Health Coalition. These programs have provided education, resources, and financial assistance to dozens of immigrant families in need.
10. To celebrate our 20th anniversary, **our donors contributed over \$50,000 in donations in only 90 days**. These donations were doubled by a matching grant from the Community Foundation for Elkhart County.

Thank you for helping to make 2019 such a landmark year for the the Center for Healing & Hope!

Message from Leadership

As we reflect on the past year, we ponder many themes that describe our organizational journey. It has been a period of much growth. We've seen an increase of patient visits, added comprehensive medical and preventative services, and met our fundraising goal to raise \$50,000 in 90 days to celebrate our 20th anniversary. Like in many periods of growth, this has also been a time of great change. We succeeded in fully implementing our electronic health record, we shifted from first-come-first-serve intake to a more stream-lined triage approach, and we upgraded to an online volunteer portal rather than using a paper sign-up process.

All these highlights could not be possible without our team of competent and dedicated volunteers. We are undeniably grateful for how our volunteers, staff, board, and donors, have risen to meet the inevitable shifts and challenges that arise during period of growth.

Together, we have accomplished much more than we could have ever imagined toward the common good of our community. We celebrated our 20th anniversary, which is a testament to the Center's durability and lasting value. We received more grants this year than in past years. Most importantly, we have expanded our services so that we are able to serve more patients and clients than ever before. The center is far from out-living its ongoing potential to truly make a difference in the lives of vulnerable people in need of support.

The mission and vision of Center for Healing & Hope is stronger than ever. The Board, staff, and volunteers are committed to ensuring the Center

continues to play a transformative role in the lives of patients and clients by providing excellent medical care and immigration-related services and advocacy. There is much more good work to be done, and the Center for Healing & Hope continues to be in loving hands that are more than capable of moving its mission forward ... restoring health and renewing hope.

Ensuring adequate staffing of the clinics has become increasingly difficult as we adapt to higher numbers of patients. We are relying on fewer volunteers who are putting in more hours. Due to this, we have needed to turn away patients from the Urgent Care clinic due to lack of providers. We are seeking more qualified volunteers to help us meet our growing needs.

In addition to volunteer medical professionals, we also need volunteer interpreters and administrative workers. To inquire about volunteer opportunities, please visit CHHclinics.org/volunteer or call us at (574) 534-4744.

If you would like to support the mission of our clinic, staff, and volunteers in the midst of this transition, we invite you to hold us in your prayers. To offer a charitable contribution, visit our donate web page at chhclinics.org/donate or send a check in the mail to P.O. Box 195, Goshen, IN 46527.

In hope, joy, and gratitude,

Dr. Amanda Schmidt, Board Chair



Dr. Amanda Schmidt,
Board Chair

By The Numbers

2,144

clinic visits in 2019, jumping from 1,772 in 2018 and 1,270 in 2017.

808

brand new patients in 2019, up from 777 in 2018 and 621 in 2017.

99%

live at 80% of below the median family income level.

94%

of patients were uninsured

Patients' race

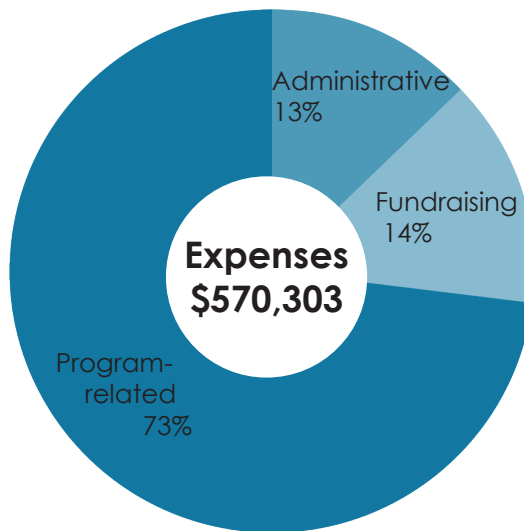
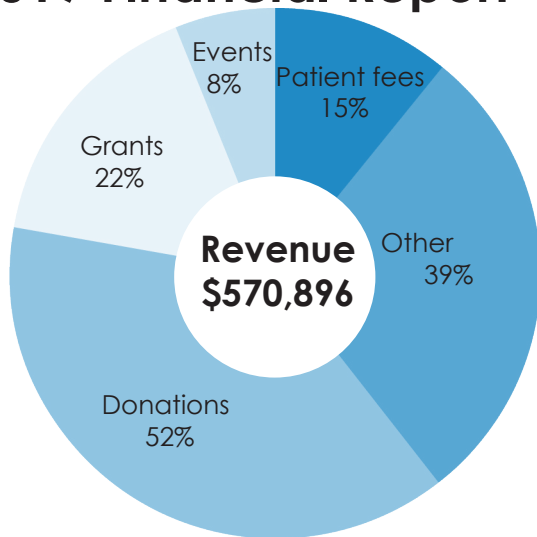
74% Latino

19% Caucasian

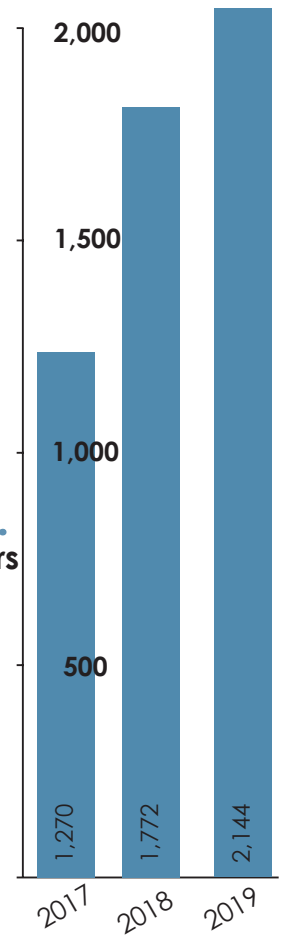
3% African-American

4% Other

2019 Financial Report



Patient visits



Grants Awarded — 2019

American Farmers Grow Communities
 BD (Becton, Dickinson and Co.)
 Beacon Community Impact Grant
 Community Foundation of Elkhart County
 City of Goshen Community Development Block Grant
 Direct Relief Grant
 Goshen Health Community Benefit Fund Grant
 Goshen Health Foundation
 Heart to Heart International
 National Association of Free & Charitable Clinics
 United Way of Elkhart County
 Well Foundation
 Wolf Vision & Home Care Fund

CHH Current Staff

Erin Castro,
 Clinic Nurse Manager
 Marbella Chavez,
 Patient Care Administrator
 John Dick
 Medical Advisor
 Barbara Landes,
 Certified Diabetes Educator
 Javier López
 Clinic Manager and
 Volunteer Assistant
 Rosa Perez
 Business Office Manager

Julia Schmidt
 Immigrant Resource Coordinator
 Missy Schrock
 Executive Director
 Michelle Shelly, MD,
 Staff Physician and
 Medical Director
 Liz Shenk
 Communication Director
 Rose Shetler
 Out-going Interim
 Executive Director

2019 Staff

Sandra Camacho,
 Office Manager and Volunteer
 Coordinator
 Elena Gallegos,
 Medical Assistant
 Erin Castro,
 Clinic Nurse Manager
 Marbella Chavez,
 Patient Care Administrator
 Barbara Landes,
 Certified Diabetes Educator
 Javier López
 Clinic Manager and Volunteer
 Assistant
 Yolo Lopez DeMarco
 Development Director
 Janelle Martin, Business Office /
 Human Resources Manager
 Bryan Mierau,
 Executive Director
 Nery Ochoa,
 Clinic Nurse
 Marlys Weaver-Stoesz
 Communication Director
 Julia Schmidt
 Immigrant Resource Coordinator
 Michelle Shelly, MD,
 Chronic Care Physician
 Liz Shenk
 Communication Director

Board of Directors

Amanda Schmidt, MD,
 Chairperson
 Susan Stiffney, RN,
 Vice Chairperson
 Ben Bontrager,
 Treasurer
 Reverend Linda Sue Hewitt,
 Secretary
 Father Royce Gregerson
 Richard Aguirre
 Simona Flores, RN
 Sharon Miller, RN
 Raquel Espinosa



Clinic Nurse Manager Erin Castro assists a patient in the clinic.

1,150

GRID cards
 issued since its
 launch in 2017

\$2,946

assistance
 given from
 Elkhart County
 HOPE funds

7

years Plymouth
 United Church
 of Christ has
 provided space
 for CHH

\$525,230

raised in corpo-
 rate and private
 donations in
 2019.

3,576

hours
 documented
 by volunteers

Coming in 2020

**EAT.
SHOP.
GIVE.**

Now Through Sunday, April 19

Purchase \$20 Gift Certificates to your favorite local businesses. Half goes toward supporting local businesses, and half goes toward CHH programs! To purchase, call 574-534-4744 or visit chhclinics.networkforgood.com/events/18808-eat-shop-give-2020



**CENTER FOR
HEALING
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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.**