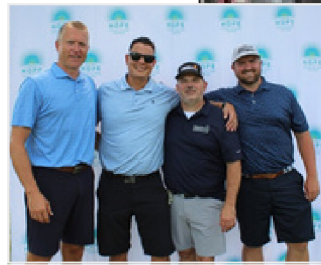


2023 Event Recap: Hope Clinic Golf Outing Success!

The 2023 Hope Clinic Golf Outing was a resounding success, attracting 112 golfers and raising an impressive \$66,510 to support the clinic's mission. Held at the picturesque Butte Des Morts Country Club, the event provided participants with a delightful day of golf, enhanced by the generous donation of lunch from Chick-fil-A.

The fun didn't stop on the green. Following the golfing, attendees were treated to dinner and had the opportunity to participate in a silent auction. The day was not only a chance for community members to enjoy a great day of golf but also a significant opportunity to contribute to the valuable work being carried out by Hope Clinic.



2024 Save the Dates!



JULY 22

2024 Golf Outing



SEPT. 6

Standup for Hope Comedy Night

GET CONNECTED & GIVE SUPPORT

info@hopeclinic.care (920) 931 - 1150
1814 Appleton Rd. Menasha, WI 54952



Scan the QR code with your smartphone camera to make a donation to help fund treatment, medications, and other necessary healthcare services for those in need.

HOPE
CLINIC & CARE
CENTER



ANNUAL IMPACT REPORT

Prepared January 2024

www.hopeclinic.care

Menasha, WI

(920) 931-1150

info@hopeclinic.care

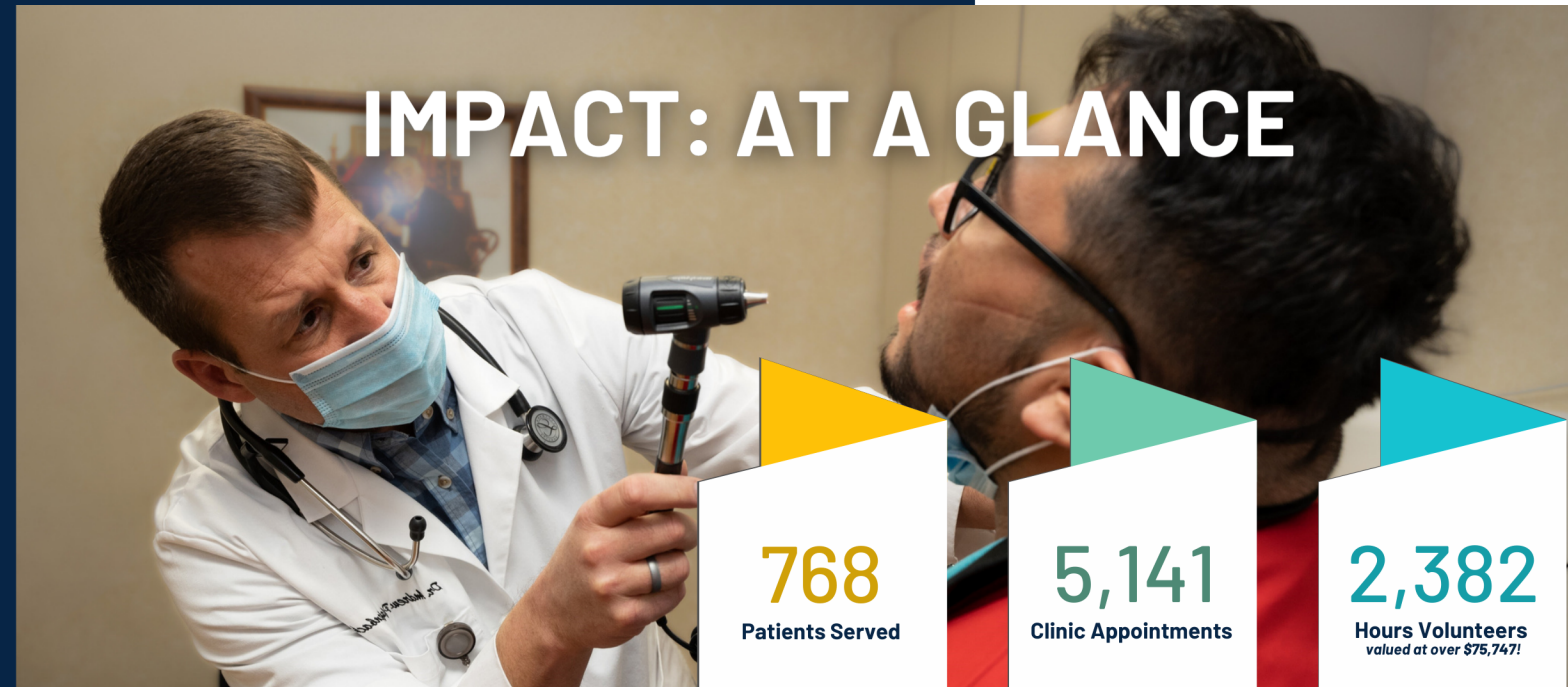
The Hope Clinic and Care Center's Mission for Healthcare Equality

In the United States, millions of people, including our fellow Wisconsinites, face obstacles in accessing primary healthcare. This challenge affects various groups, such as the uninsured, underinsured, individuals with language and geographical barriers, and those who lack access to quality healthcare services. Established in 2015 and currently located within the Goodwill Headquarters for NE Wisconsin in Menasha, the Hope Clinic and Care Center (HCC) serves as a vital source of collaborative support for local communities. Guided by our leadership, HCC annually provides steadfast assistance to over 700 patients living at or below 300% of the Federal Poverty Level. We work to fulfill this mission by ensuring completely free care for those most in need, reflecting our dedication to enhancing healthcare access and delivering quality services to everyone.

HCC's Year of Resilience and Dedication

Over the past year, our communities of care faced unprecedented challenges, marked by substantial increases in essential living costs, emphasizing the criticality of our mission. Despite these obstacles, HCC unwaveringly continued to provide essential services, addressing a myriad of needs ranging from rent and utilities to dental, vision, job placement, and beyond. As we contemplate a year defined by distinctive challenges, we recognize the resilience of our community and reaffirm our dedication to offering care to all those in need.

IMPACT: AT A GLANCE



768

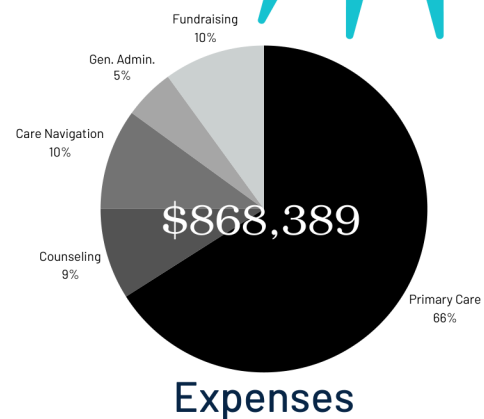
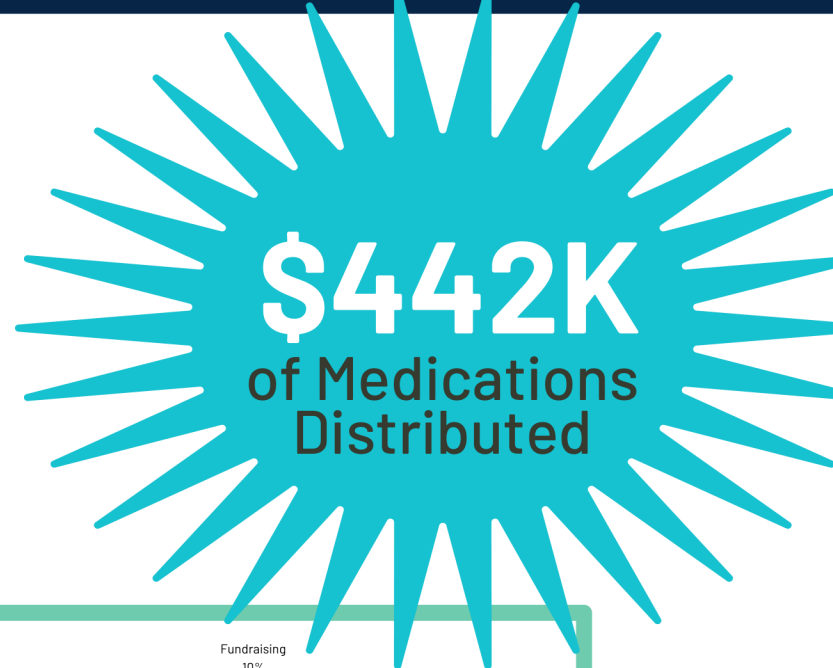
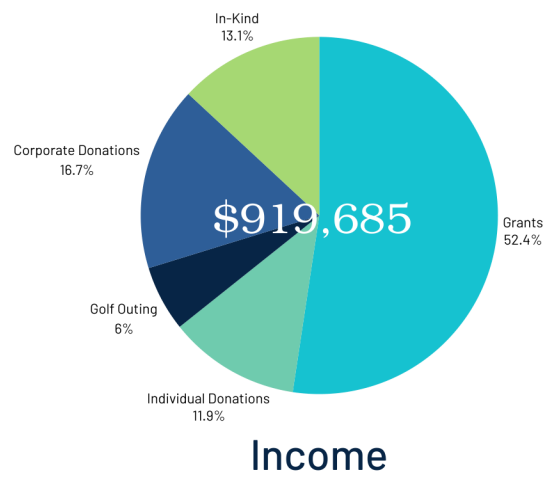
Patients Served

5,141

Clinic Appointments

2,382

Hours Volunteers
valued at over \$75,747!



In 2023, HCC experienced a generous outpouring of financial support from the community including individual and corporate donors and partners. While we are grateful for the increased backing, we also witnessed a rise in expenses as we expanded our programs to meet the growing needs of our community. One way HCC keeps the costs down is by using volunteers. In 2023, we had 2,382 volunteer hours at HCC.

Services & Outcomes

HEALTHCARE

HCC remains steadfast in addressing the immediate healthcare needs of our community. This year, we facilitated **5,141** patient visits, impacting **768** unique patients. These visits resulted in 390 referrals to outside specialists and **150** internal specialist referrals. Our comprehensive healthcare services include primary care, medication support, labs, and specialty care such as dermatology, orthopedics, and physical therapy. Care Management, a cornerstone of our approach, involves collaborative goal-setting between primary care providers and patients. Notably, our self-measured blood pressure program successfully contributed to reducing blood pressure concerns. The program also saw **692** telehealth visits, reflecting our commitment to adapt and broaden access to care.

COUNSELING

Recognizing the growing need for mental health support in our area, HCC's counseling services, provided by master's-trained staff, cater to patients of all ages. The increase in the mental health needs of our children is growing. Hope Clinic is working to extend our services to help meet this increasing need.

CARE NAVIGATION WITH SOCIAL ASSISTANCE

In addressing the multifaceted barriers to health, our Care Navigation team at HCC works tirelessly to uplift our community. This year, we facilitated **635** social assistance referrals and **707** Care Navigation referrals, addressing crucial needs such as housing, food, transportation, employment, dental, and vision. The program acknowledges the intricate relationship between social determinants and health, aiming to holistically enhance the overall well-being of our patients and the communities we serve.

CLARITY AND BETTER HEALTH WITH HOPE CLINIC CARE

Care management got involved to help Johnny understand his medications. At the first visit, it was determined that interpretive services were necessary for understanding and that a family member would be helpful. Care Management assessed at a second visit that Johnny was not understanding the medications at all and didn't know why or how to take his medication. And Johnny's blood pressure was still very elevated, which was concerning as he had a previous stroke. The CM nurse determined Johnny was unable to read in English or his primary language, tried a different approach of labeling pills with suns and moons, educated on what each medication was for, and set up a pill box. Johnny was able to set up his pillbox accurately. When Johnny returned a week later, he had been accurately taking his medication and his blood pressure had improved.



"Thank you so much for taking the time to make sure I really understand my medications! I'm truly grateful for your patience and dedication."

ARIEL'S EMPOWERING JOURNEY

Ariel was living with a friend but searching for a place of her own to live. She already had high blood pressure and was working with the Care Management nurses to learn about healthy eating habits, but she was very stressed because of the tensions with her friend, and she didn't know where she would live. She got a job and found an apartment on her own. The Care Navigator helped connect Ariel to some local community resources like St. Vincent de Paul to help her with some furniture to set up her new place, since she had spent all her money on the rent and security deposit. Where Ariel grew up, girls were not given a chance to get further education. Ariel signed up for a course at Fox Valley Technical College and the Care Navigator connected her with someone who could help her study for her exams. Ariel passed her exams and is so proud of herself that she was able to accomplish two dreams: finding a place to live and furthering her education. Now that she lives on her own, she can properly take care of her health. Her next goal is to be reunited with her family.



Above: Local Literacy Program's Director picking up product to help their clients

"I am so happy I am crying. I have reached 2 dreams [finding a place to live and furthering her education] of mine since I was a little girl."

Below: Get Well Cards created by a local children's program for our patients

JOANA'S VISION OF HOPE

Joana is diabetic and had a wound on her foot that had not healed for a long time. The provider at Hope Clinic recommended for her to go to the Emergency Room to receive immediate wound care treatment. There, they discovered that the patient was going blind due to cataracts, as she had not mentioned it to anyone. Joana's daughter filled out a financial assistance form and mailed it but it was never received. Joana's daughter called the Care Navigator who faxed the form to the correct department, and Joana found out a couple days later that she was approved for both eye surgeries to be covered. She was so happy at the prospect that she would be able to see again!

