## Delivering Health, Delivering Hope



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Our mission is to deliver health and hope to Chicago's underserved communities.

# A Message from Esperanza

From the beginning, Esperanza's mission has been to deliver health and hope to Chicago's underserved communities. This mission has guided us from our humble beginnings as a small clinic on South California Avenue to what we have become today - one of the most respected community health centers in the nation serving more than 23,000 patients a year.

But being a community health center means more to us than simply delivering high quality primary care services to our patients. It means understanding the needs of the neighborhoods we call home and how these needs intersect with the health and well-being of those we serve. It means looking for opportunities to do more, creating programs and partnerships that can make a difference.

In the following pages, you'll learn how these programs are putting the word *community* back in our community health center. You'll hear from Esperanza staff who work with patients every day to make sure no one slips through gaps in care. You'll learn about challenges and triumphs as we work to make an impact on people's lives.

Of course, none of this is achieved without the wonderful support of our friends and partners who guide us along the way. As we look to another year and the opening of our brand new health center in Brighton Park, we are reminded again that your support has made all the difference in our 15 years. Thank you again for believing in our mission. We hope you enjoy reading about another fantastic year at Esperanza.

With continued hope

Dan Fulwiler President & CEO

Nyla bia

Nyla Diab Board Chair

# Esperanza is Substance use treatment

"When Jaime came to us, his back was really up against the wall," says Nick Zavala, Care Coordinator with our Medication Assisted Treatment (MAT) program for opioid addiction. Jaime had struggled with heroin addiction for years, which had ruined many of his family relationships. He couldn't accept his mental health diagnosis, one of the untreated causes of his addiction. Other MAT programs in the city had discharged him because he'd relapsed, which we know is an expected stage in someone's recovery. "Then to top it off," Nick says, "a fire destroyed his home. He had nowhere to go and no one to help him."

Nick and the other MAT care coordinators knew that Jaime's road to recovery would be a steep uphill climb. "We decided to focus on building rapport with Jaime, to show him that he could trust us," Nick explains. "We gave him CTA passes. Such a small thing, but it meant he could make it to all of his appointments and feel proud of himself!" The MAT team explained to him that if he relapsed, they wouldn't turn their backs on him. Gradually, Jaime put his faith in Esperanza. He even switched his primary medical care to Esperanza and began getting treatment for his anxiety and depression. "That was an enormous step for him," Nick says.

Today, Jaime celebrates one year of sobriety. His depression has stabilized, and his family relations have improved significantly. "Jaime's not jumping from shelter to shelter anymore," says Nick. "He's staying with his brother. He even has a steady job." It was all unthinkable before he came to us.

At Esperanza, we believe that seeking treatment for addiction is a sign of strength. We also know that each patient comes to us with a unique set of needs. Addressing those needs with patience, understanding, and empathy sets us apart.

<u>这些的现在,这些的现在,这些的现在,这些的现在,这些的现在,这些的现在,这些这些,这些这些,这些这些,这些这些,这些这些,这些这些,这些你是,这些你的,我们还是</u>

"We believe seeking treatment for addiction is a **sign of strength**.



Nick Zavala Care Coordinator, MAT Program

# Esperanza is Wellness programs



**Christina Tanner** Certified Nurse-Midwife Health and wellness involve much more than doctor visits, blood tests, and prescription medications. At Esperanza, we look for ways to help our patients maximize their health in a holistic manner beyond just their clinical visits.

Which brings us to Christina Tanner, a certified nurse-midwife at Esperanza. Founder of Rise Up Wellness, a nonprofit dedicated to bringing healing practices like yoga to schools, clinics, and community centers, Christina knew how difficult it can be to find yoga classes on Chicago's Southwest Side. She was approached by Esperanza about forming a partnership.

"Yoga," she explains, "is a great way to increase movement and physical activity. In some instances, it can be an alternative to taking medication." With other providers excited at the idea, certified, bilingual instructors from Rise Up Wellness soon began offering free classes to anyone in the community who wanted to join. "We bring all the equipment," Christina says. "All you have to do is come in comfortable clothes with an eagerness to learn."

Christina also created a scholarship fund, so that one student each year can become a certified yoga instructor. This year's recipient is Angelica, who had been struggling to find yoga classes before Rise Up Wellness came to Esperanza. The closest studio was thirty minutes away, and each class was \$20, which was a strain on Angelica's budget, but now she can attend regularly, and her enthusiasm for yoga has blossomed. "She got more comfortable with the idea of becoming an instructor," Christina explains. "She did her research and began her certification courses in September. She should be finished in April, and then she'll be on her way."

For Angelica, yoga has changed her life. "The classes are amazing," she says. "Before starting, I was suffering with anxiety and eating a lot. Now, that's changing." Once she's certified, she hopes she can help others in her community undergo similar transformations. "I understand the opportunity that's presented itself," she says, "and I'm not going to waste it."

"In some instances [yoga] can be **an alternative to taking medication**."

# Esperanza is Women's health

When Elvira Pellitteri, a licensed clinical social worker at Esperanza, began our first women's mental health support group, it looked like it might not get very far off the ground. Attendance was low, and Elvira says the few women who did show up had a difficult time opening up and sharing their experiences.

"But then Laura (not her real name), one of my individual patients, joined the group," Elvira says, "and things got going. She emerged as a leader, and eventually everyone followed suit."

By the time Laura joined the group, called Mujeres Apoyándose (Spanish for "Women Supporting Each Other"), she'd already been receiving individual therapy for two years. "She experienced domestic abuse and wanted to develop a life of her own," Elvira explains. "It was a long journey, but as she moved ahead and became a happier person, I suggested she take the next step and participate in group therapy. Fortunately, she agreed."

Elvira had a hunch that Laura might kick-start the group. "Laura was able to show the group that it's okay to lack confidence, to suffer, but still develop a life of your own," Elvira says. "Women in this community need mutual support, to hear from others who are going through the same experiences. Often, group sessions are even more effective than individual therapy."

Elvira is happy to report that thanks to Laura's leadership and a rise in attendance, a third group session is in the works. As Elvira puts it, "Mujeres Apoyándose proves that no one is alone and that change is possible."

Elvira Pellitteri, LCSW Behavioral Health Consultant "Women in this community need **mutual support**, to hear from others who are going through the same experiences."

# Esperanza is Emergency patient assistance

Sometimes a patient shows us just what our mission to "deliver health and hope" really means.

Maria, who'd been a patient at Esperanza for several years, came in for a routine check-up. "She'd developed a very trusting relationship with her medical providers," explains Jessica Torres, Care Coordination and Community Programs Manager, "so she opened up to us." Maria let her doctor know that her husband had recently been killed in a terrible workrelated accident.

"She didn't know how she was going to care for her four children, since her husband was the only one who worked," Jessica explains. "We had to quickly address not just her medical needs, but the fact that she had no food for her children."

The team went to work immediately. A care coordinator swooped in to reassure Maria that Esperanza wouldn't leave her stranded. It was clear that we needed to help Maria and her family by using the Esperanza Patient Emergency Fund. "We set aside money to provide for patients experiencing financial hardship," Jessica says. "Typically, this provides assistance for emergencies that a patient can face. Given the severity of Maria's situation, this was something we couldn't ignore."

In addition to providing her with immediate financial assistance, we also connected her with local food pantry resources. And we helped her apply for the Supplemental Nutrition Assistance Program, so that she'd have regular, monthly help in buying her groceries. "We got her application approved," Jessica says. "Now Maria can feed her children."

> "We had to quickly address not just her medical needs, but the fact that **she had no food for her children.**"



**Jessica Torres** Care Coordination & Community Programs Manager

# Esperanza is Wellness for teens

Tomás, a teenage patient at Esperanza, had a difficult family life. He grew up without a father, and couldn't get along with his mother's new partner. He suffered from depression and had few friends at school. Tomás's primary care doctor knew his patient needed a particular kind of help he couldn't provide. So he contacted Daniel Vergara, a behavioral health counselor at Esperanza, who had just created a new emotional wellness program for adolescent boys.

Called Mano y Mente (Spanish for "Hand and Mind"), the program gives participants a chance to talk about the challenges they face as they grow into men: mental health, community violence, sexual health, self-care, and healthy relationships. Each boy is also paired with a community mentor, someone who grew up under the same challenging circumstances, and emerged a successful professional. In addition to group sessions, they each create an original artwork to be displayed at a local gallery, and they end their six weeks together with an outing to Starved Rock State Park.

"Just like every other participant, Tomás was really shy at first," says Danny. "But his mentor did a great job at building trust and relating to him. For the first time, he had a positive male figure in his life. It made all the difference. Tomás really opened up."

"I wanted to form this group to show these boys that it's okay to talk about their mental health, and to know that their mentor will be there to guide them," Danny continues. "All of the participants made a lot of progress, but Tomás was the one that stuck out the most. You'd be surprised how much you can help a person just by asking them how they're doing."



"I wanted to form this group to show these boys that it's okay to talk about their **mental health.**"





Daniel Vergara, LPC & Roberto George, RN Mano y Mente Mentors

# Esperanza At a glance

Nate Peña Registered Nurse

### **Our Patients**

Total Patients	22,19
Total Visits	83,90
Gender	
Female	59
Male	41
Age	
0-17	39 <sup>0</sup>
18-29	17 <sup>0</sup>
30-44	22 <sup>0</sup>
45-59	15 <sup>0</sup>
60+	7 <sup>0</sup>

Race & Ethnicity	
Latino/a	89%
African-American	5%
White	3%
Other	3%
Insurance	
Medicaid	52%
Jninsured	29%
Private	15%
Medicare	4%

#### Communities

Little Village (60623)	23%
Chicago Lawn (60629)	20%
Brighton Park (60632)	16%
Pilsen (60608)	11%
Back of the Yards (60609)	6%
<b>Cicero</b> (60804)	4%
Ashburn (60652)	2%
Bedford Park (60638)	1%
Other	16%

## **Our Programs**

Primary Care

#### **Behavioral Health**

Medication Assisted Treatment (MAT)

#### Child Wellness

Be Me, Be Healthy Girls on the Run Mano y Mente Reach Out and Read Vida Sana

#### Disease Management & Prevention

Asthma Education Care Coordination & Care Management Diabetes Education Group HIV Prevention (PrEP)

#### Fitness

National Health Centers Week

#### Women's Health

Breast and Cervical Cancer Screening Linkages Breastfeeding Support Healthy Tomorrows Mujeres Apoyándose Nuevos Comienzos OB/GYN

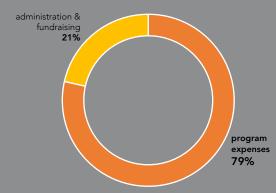
#### Additional Patient Services

Benefits Counseling Community Garden

Revenue	2018	2017		Asse
Net Patient Revenue Care Coordination Fees Shared Savings Revenue Capitation Revenue	9,605,422 573,809 215,310 53,234	7,816,665 375,290 239,443 279,117		Cash Cash Patie Grar
Subtotal	10,447,775	8,709,515	investment income miscellaneous 4% 2%	Phar Curr
Support and Other Revenue			government grants	Othe Prep
Government Grants Private/Community Grants Contributions Pharmacy Income Income from Investment in MHN ACO, LLC	2,569,234 1,511,120 249,412 3,605,129 192,831	2,624,111 378,120 209,653 2,685,454 697,563	other contributions 7%	Inves Prop Lanc Leas Med
Other Income Special Events, Net	440,703 96,200	359,665 101,531		Furn Cont
Net Assets Released from Restrictions - Operating	515,240	568,470	pharmacy revenue 17% 54%	Less Othe
Subtotal	9,179,869	7,624,567	0.1.2	Tota
Total Revenue Support	19,627,644	16,334,082		
				Liab

Expenses	
	1

Pharmacy Expense Information Technology Equipment, Repairs, and Maintenance Staff Development Occupancy Office and Telephone Other Expenses	1,845,085 257,529 94,394 212,603 546,609 148,813 461,081	1,441,907 274,637 136,524 145,187 468,258 131,949 584,368
Total Expenses	16,250,545	14,261,517
Excess of Revenues Over Expenses	3,377,099	2,072,565



Assets	2018	2017
Cash and Cash Equivalents	4,255,033	3,370,912
Cash and Cash Equivalents - Restricted	13,344,689	
Patient Accounts Receivable, Net	1,027,317	891,470
Grants Receivable	780,550	542,949
Pharmacy Receivable	574,027	344,463
Current Portion of Pledges Receivable	118,317	59,000
Other Receivables	183,797	379,622
Prepaid Expenses	204,255	181,489
nvestment in MHN ACO, LLC	2,077,356	1,884,525
Property & Equipment		0.040.000
Land	3,343,089	3,343,089
Leasehold Improvements	43,122	19,122
Medical Equipment	148,880	107,512
Furniture and Equipment	19,929	25,294
Contruction in Progress	2,296,732	919,092
Less Accumulated Depreciation	97,550	82,520
Other Assets	12,072,512	95,006
Total Assets	40,391,975	12,081,025
Liabilities		
Current & Long-Term Liabilities		
Accounts Payable	290,493	383,651
Accured Liabilities	1,379,974	961,881
Current Portion of Notes Payable		2,896,000
Note Payable	27,800,000	-
Total Liabilities	2,162,733	4,241,531
Net Assets		
Unrestricted	10,790,240	7,413,141
	171,109	426,353
Temporarily Restricted		
Total Net Assets	10,961,349	7,839,494

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# Get Involved

## Donate

Consider making a gift to support Esperanza's life-saving work. Visit our website or contact Amy Bolton at abolton@esperanzachicago.org.

## Run for Hope with Esperanza

Run the 2019 Bank of America Chicago Marathon to support the work of Esperanza Health Centers. You will receive personalized fundraising support and discounted marathon training in a supportive team environment. Spots are available on a first come, first served basis. To join, contact Amy Bolton at abolton@esperanzachicago.org.

### Join our

## Associate Board

Associate Board members raise funds, participate in community events, recruit new members and build awareness of Esperanza's programs and services. For more information, contact Amy Bolton at abolton@esperanzachicago.org.

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### Wayne Sottile

Esperanza lost a dear friend last year, Wayne Sottile, who served as Chief Financial Officer since 2013. A former Marine, Wayne began his career in the manufacturing sector before joining Esperanza with a desire to give back. Wayne was a beloved leader who put his very best forward. We will miss him for many vears to come.



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