



2021 Annual Report

CLINICA ESPERANZA/HOPE CLINIC

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A NOTE FROM DR. ANNIE

Dear Friends and Supporters of Clínica Esperanza/Hope Clinic

Using words that are familiar to economists, demand for access to healthcare has outpaced supply over the past two years. For the uninsured, and for nonprofits, demand for healthcare has reached crisis levels. Healthcare workers leave non-profits for higher paying jobs with more benefits, reducing staff availability and shifting more work to volunteers. At the same time, families that have never previously needed access to care, have more illnesses, and need more social support due to having family members out of work due to COVID-19.

Imagine the dilemma of the uninsured in this environment.

Where can they turn?

Thanks to your support, your neighbors can turn to Clínica Esperanza/Hope Clinic. If you have visited our clinic lately, you can see the messages on our 'graffiti wall' where we allowed them to put their thoughts about the pandemic. Most are messages of gratitude for our work. Personally, I am moved to tears when I pause to read the comments. And we are grateful too. We are grateful to our supporters, because without you, volunteers, and staff, we would never have been able to do this important work, providing a safety net to the entire community, over the course of the pandemic and the current economic downturn.

In 2021, we had to scramble to re-invent ourselves and develop new programs to address our community's expanding healthcare needs. We pivoted to telemedicine when the clinic doors were forced to close, and we provided COVID testing in rain, sleet, and snow under a tent, and finally, support from the City of Providence, we opened a "neighborhood health station" in Eagle Square to serve the need.

When the health station opened, we reached out to neighborhood residents to ask them to speak to their neighbors and implored the young to bring the old in for vaccines and COVID testing when they had transportation issues. Our Facebook messaging system became the nexus between neighbors who needed care and those who wanted to help us provide care. Volunteers showed up at our door to help direct traffic, greet patients, document vaccinations, and help in way that they could. The outpouring of generosity was amazing.

Because of our altruistic neighbors, and thanks to the support of generous donors, and grants from the City of Providence and the RI Department of health, TD Bank, BankRI, the Centerville Bank, and many others (see our list of foundations and supporters in this report) we were able to build out the health station and provided more than 16,500 COVID-19 vaccines, administered more than 2,000 COVID tests, distributed thousands of home tests, reaching more than 5,000 community members about our services through regular informational text messaging.

A NOTE FROM DR. ANNIE

As can be expected, these efforts uncovered even more need for healthcare and social services. In partnership with the Elisha Project and Amenity Aid, CEHC now offers free food and hygiene products to patients in need. South Side Community Land Trust is working with CEHC Navegantes, and Brown medical student volunteers provide bags of fresh, local vegetables to the dinner tables of our neighbors in the Valley, Smith Hill, and Olneyville communities. CEHC also added screening for chronic diseases, HIV, and Hep C, diabetes and blood pressure screens and nutrition classes at the Neighborhood Health Station.

For individuals that have chronic illnesses, such as diabetes, hypertension, and heart disease, CEHC continues to provide walk-in care at the CHEER clinic and continuity of care at main clinic located on Valley Street. With your support, we continued to provide our regular clinic services, classes, and outreach in both in-person and virtual formats. In 2021, we saw over 3,000 patients across all our clinics – 650 of those patients were new. Our volunteers provide thousands of hours of help to clinic patients, interpreting, documenting, and serving in many different capacities. Because of your help and the help of in person volunteers, we can provide continuity of care for chronic diseases, pre-employment physicals, critical vaccinations, healthy lifestyle classes, specialized and primary health care, and do outreach in our community - all free of charge.

The community that has benefited most from CEHC services are low-income, Spanish-speaking Providence residents. They are Spanish-speaking immigrants from Central and South America who reside in nearby low-income neighborhoods of Olneyville, Smith Hill, Valley, and Silver Lake as well as other surrounding Providence and Cranston neighborhoods. Over 80% of patients speak Spanish as their primary or only language, and over 75% have household incomes of less than \$15k per year. All patients are uninsured, many because their immigration status makes them ineligible for public or subsidized insurance. Most have less than a high-school education, and some are unable to read. All our patients can benefit from the culturally and linguistically tailored services and educational programs offered at CEHC.

Every day I hear stories from patients and their families about how getting access to healthcare services at the clinic has changed their lives. I am so proud of our clinic, and I am even more proud to say that this is possible thanks to the work of hundreds of volunteers and dedicated group of clinic staff. Working together, neighbors are helping neighbors. When we go home at night, we know that we have done something extraordinary. With hard work, altruism, and your support, we can meet the healthcare needs of our community. We are truly "a place to be healthy."

We are SO grateful for your support! Thank you!

Anne I. De Groot



Dr. Anne "Annie" De Groot (Volunteer Executive Director) holding our first shipment of COVID-19 vaccines!

WHO ARE WE?

Clínica Esperanza/Hope Clinic (CEHC) was founded in 2007 as a place for patients, volunteers, community partners and donors to be healthy. Our community health care model ensures that quality care comes from caregivers who are fully integrated in the community.

CEHC offers primary medical care to uninsured Rhode Islanders, with an emphasis on culturally accustomed and linguistically appropriate care.

CEHC works with community members to empower others through a variety of health education and outreach programs and events, including women's health and other specialty clinics, healthy lifestyle intervention programs, mental health screenings and programs, and health fairs.

Our Vision

The clinic's vision is threefold: to **reduce health disparities**; to **engage in healthcare workforce development**; and to **improve health self-efficacy**.



2021 HIGHLIGHTS

6,100+ visits & **3,100+** patients seen
across *all* clinics

650+ *new* patients were seen

1,000+ CHEER visits

650+ telemedicine visits

20+ PA clinics ran this year

Opened the
**Neighborhood
Health Station at
85 Eagle St.** to
provide easier
access to free
health care!

1,400 patients seen in continuity of care evening
clinics

100+ women seen in Women's Clinic for
specialty care

472 total patients enrolled in the BTG program

50+ patients enrolled in lifestyle intervention
programs

CLINICS

CHEER

CHEER is a free walk-in clinic that provides non-emergent primary care to uninsured adults. CHEER is offered 5 days a week with morning, evening, and telemedicine hours.

Physician's Assistant (PA) Clinic

The PA clinic began as a specialty diabetes clinic but has expanded to include patients with other chronic illnesses. The PA clinic is run by Bryant University PA students and overseen by CEHC's board chair. PA clinic runs two Saturdays a month.

Continuity of Care Clinic (CCC)

The CCC provides no-cost, linguistically appropriate, and culturally competent preventive health services to patients. These services include annual check-ups, vaccinations, HIV testing, cancer screenings, mental health checks, and other various services.

Mental Health Clinic

The Mental Health Clinic provides full psychiatric history, diagnosis, medication, and treatment recommendations for patients dealing with mental health issues. Psychotherapy is not currently offered by the providers at CEHC, but we work to connect patients with community resources that can provide psychotherapy.

Women's Clinic

The Women's Clinic treats uninsured women with specialty health care including pap smears, birth control education, HPV vaccinations and education, and breast exams. CEHC has partnered with Brown University's Warren Alpert Medical School to establish student-run clinics twice a month.

PROGRAMS

Bridging the [Health Equity] Gap (BTG)

New patients are screened for chronic diseases at our CHEER and PA clinics and enrolled in the BTG program if they fit the criteria. Once enrolled, patients will meet with a Navegante, attend quarterly visits with one of CEHC's providers, and enroll in one of CEHC's healthy lifestyle programs. CEHC has continued to advocate for a "pay-for-success" initiative in the state of Rhode Island.

Diabetes Prevention Program (DPP)

CEHC is a CDC-recognized provider for the National Diabetes Prevention Program (DPP). DPP is a year-long healthy lifestyle program for prediabetic individuals where they learn how to manage their diet, exercise, and lifestyle to prevent the onset of diabetes. Our classes are taught completely in Spanish by our Navegantes who are certified DPP Lifestyle Coaches.

All programs were fully in-person at our Neighborhood Health Station in 2021!

Advanced Navegante Training Program (ANTP)

The ANTP is a 10-week on-site job-training program in which participants are trained to be community health workers. Classroom learning is supplemented by at least 100 hours of experiential learning under the mentorship of the CEHC Navegante team.

Vida Sana

Vida Sana is an award-winning interactive 8-week community health education program that supports patients with metabolic syndrome and those who are at risk of developing diabetes. Participants meet together in groups led by Navegantes. Classes center around nutrition, making healthy choices, and, most importantly, self-management of diabetes.

Vida Pura

Vida Pura helps community members who are dealing with alcohol and substance use disorders. Participants meet weekly over 8 weeks and discuss the medical and social effects of substances, making healthy choices, and the many aspects of self-care. It is led by a senior Navegante that is a peer recovery specialist and has over 20 years of experience.

COVID-19

In 2021...

CEHC continued to provide **free** COVID-19 testing for all uninsured Rhode Islanders.

CEHC began testing out of the new 85 Eagle St. "Pop-Up" Clinic in January of 2021 and continued to test there and at the main clinic on 60 Valley St.

In February, we began offering COVID-19 vaccines!

Performed over 2,100 tests

20% overall positivity rate at CEHC in 2021

82% of people tested are Hispanic/Latinx*

46% of people tested identify as uninsured*

Administered over 15,100 vaccines

81% of vaccines went to Hispanic/Latinx individuals*

78% of vaccines went to uninsured individuals*

85% of vaccines went to Providence residents

9% of patients tested were **food insecure**. CEHC connected them with meals, boxes of food, and grocery store gift cards. CEHC continues to distribute food boxes and gift cards gift to patients who need it.

**This number is self-reported. Not all individuals elected to give this information at the time they were tested or vaccinated.*

NEIGHBORHOOD HEALTH STATION

The 85 Eagle St. Neighborhood Health Station (NHS) was originally opened as a "pop-up" COVID-19 testing site in January 2021. We began offering COVID-19 vaccines in February. Since then, we've administered over **15,100** vaccines (and counting) and expanded services offered to patients!

Services Offered

- COVID-19 testing
- COVID-19 vaccines
- HIV/Hep C testing

Basic point of care testing:

- A1c
- Cholesterol
- Blood pressure
- Blood glucose

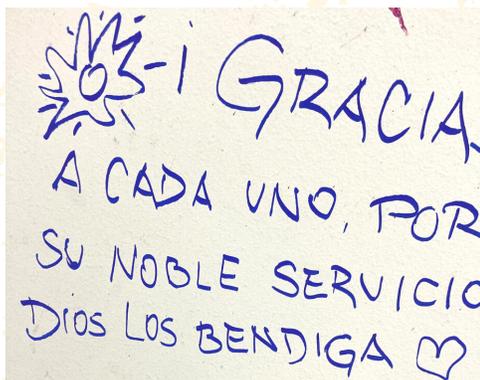
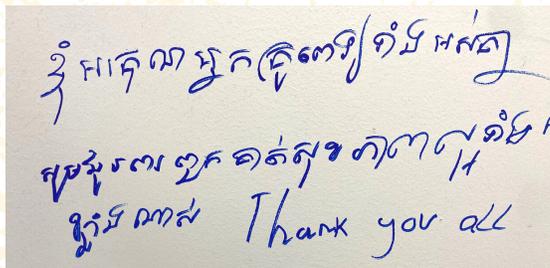


Health Fairs

The NHS started hosting weekly Health Fairs on Wednesday mornings. During our Health Fairs, anyone can walk-in and get basic health checks listed above.

Navegantes also hosted a walking club every Wednesday morning during Health Fairs!

Plus Zumba, yoga, events, and so much more!



Pictured above: part of the mural on the wall of 85 Eagle St.
Pictured left: Just two of the hundreds of messages from community members on the walls of 85 Eagle St.

VOLUNTEERS

Volunteers make it all happen!

In 2021, between the Main Clinic and Community Health Station, volunteers completed a total of over **6,500** hours of service!



A special **THANK YOU** to all of our volunteer providers!

Dr. Pam Harrop

Dr. Fadi Mansourati

Sandy Urban-Lynch, NP

Kevin Santilli, PA-C

Dr. Andrea Arena

Dr. Rafael Liporaci

Dr. Joseph Diaz

Dr. Cheryl Brodsky

Dr. Joseph Garland

Dr. Fadya El Rayess

Dr. Tina Burton

Maggie Charpentier, PharmD

Dr. Michael Nissensohn

Joseph Desrosiers II, PA-C

Dr. Mahmoud Ahmed

Dr. Eric Kerns

Dr. Jay Schachne

Dr. Gina La Prova

Dr. Jessica Pineda



CEHC IN ACTION!



BY THE NUMBERS

Grants & Community Partners

TD Bank Charitable Foundation "TD Ready Challenge Recipient"
Rhode Island Foundation
Centreville Bank
BankRI
EpiVax
BlueCross BlueShield of RI
Rhode Island Department of Health
RI Department of Labor and Training
City of Providence
The Carter Family Charitable Trust
June Rockwell Levy Foundation
Textron
Episcopal Charities of RI
Bryant University
Providence College
Alpert Warren Medical School of Brown University
Brown University
The Plant at Rising Sun Mills
Direct Relief
National Association of Free and Charitable Clinics
Bank Newport
ONE Neighborhood Builders

Volunteers & In-Kind Gifts

Over **6,500** volunteer hours completed

Since 1/1/2021; **\$173,000** in in-kind giving

A special thank you to
Mr. William (Bill) Struever
Dr. Jay Schachne
Dr. Annie De Groot
for their unwavering support!

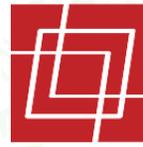


THANK YOU to all who donated during **401 Gives**, **GivingTuesday**, and beyond!

THANK YOU TO OUR COMMUNITY PARTNERS & SPONSORS!



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Blue Shield**
of Rhode Island



**RHODE ISLAND
FOUNDATION**



**Charitable
Foundation**



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MANAGEMENT COMPANY
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TUFTS
Health Plan
FOUNDATION

TEXTRON



PROVIDENCE
COLLEGE



REAL

JOBS

Rhode Island



NAFC
The National Association of
Free & Charitable Clinics



PROVIDENCE
HEALTH EQUITY ZONE



BROWN
Alpert Medical School



EpiVax



amenityaid



the
ELISHA
project
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THANK YOU TO OUR BOARD

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Stillwater Primary Care

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*Clinical Associate Professor, Warren
Alpert Medical School at Brown
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Undergraduate Student, Brown University

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Hospital Association of Rhode
Island*

Manuela Raposo
RI Welcome Back Center

THANK YOU TO OUR STAFF

Navegantes & Medical Assistants

Alison Arevalo, **Navegante & WiseWoman Patient**

Navigator

Luz Betancur, **Navegante**

Evelyn De Flores, **Navegante**

Maria De Sousa, **Navegante**

Silvia Lopez, **Navegante**

Jackie Medrano, **Medical**

Assistant

Nardy Rodriguez, **Navegante & Medical Assistant**

Rosa Roman, **Navegante**

Madelyn Almonte Vargas, **Medical Assistant**

Medical Assistant

Rosa Vasquez, **Navegante**

Brenda Veliz, **Navegante**

Staff

Joe Derosiers II, PA-C, **Director of Clinical Services**

Jennifer Portelli-Gupta, PA-C, **CHEER Clinic Provider, Director of Quality Assurance**

Morgan Leonard, **Director of Clinic Operations**

Lauren Greene, RN, **Associate Director of Clinical Services**

Virgilio Lopez, **Navegante/Program Coordinator**

Megan Spinney, **Project Manager & Volunteer Coordinator**

Julia Testa, **Project Manager**

Lindsey Cepeda, RN, **Registered Nurse**

Zineb Benistou, RN, **Quality Assurance Assistant**

GET INVOLVED & SUPPORT OUR WORK

Donate

<https://www.aplacetobehealthy.org/donors>

Volunteer

Information for prospective volunteers:

<https://www.aplacetobehealthy.org/volunteers>

Email: vcoordinator@aplacetobehealthy.org

Visit

Main Clinic

60 Valley St., Suite 104, Providence, RI
(401) 347-9093

Neighborhood Health Station

85 Eagle St., Providence, RI
(401) 408-0238

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