



Providing *hope* and
health to the immigrant,
refugee and marginalized.



**HOPE
COMMUNITY
CLINIC**

EAST CHARLOTTE

2022 IMPACT REPORT

Who we are.

Caring for the whole person.

Irenaeus states *“The glory of God is man fully alive.”* At Hope Community Clinic, many of our patients walk through our doors feeling weighed down, burdened and stripped of much of their life and dignity. By providing outstanding care for their physical, mental, emotional and spiritual health, we enable our patients to radiate God’s glory and live full lives.

Hope Community Clinic is more than a doctor’s office. We serve the immigrant, refugee and marginalized populations of Charlotte, people who have had the door slammed in their face time and time again. Over the last decade, we have become a beacon of light in our community.

Our organization has gone through a transformative 10+ years. We continued to serve during a global pandemic and incorporated telehealth care into our practice. We leaned into our identity as a clinic serving the immigrant and refugee population. We focused on preventative rather than reactive care. We sought to eliminate the healthcare obstacles that our patients otherwise would have to navigate.

We are able to care for our community because we have a community that cares for us. We have been able to grow and thrive over the last decade because of the champions that surround us, support us and spur us on to love our neighbor. **Thank you.**



Our mission.

We believe that Christ’s love compels us to change the world through serving our neighbors.



Our vision.

HCC’s vision is to restore hope and wholeness to marginalized neighbors by delivering exceptional integrative care. We provide comprehensive medical care paired with trauma-informed mental health services with a focus on the refugee and immigrant community.

Where we've been.

A history of hope and growth.

- 2012 ● ▶ Established Saturday clinic
- 2016 ● ▶ Hired psychologist and counselor to start behavioral health program
- 2017 ● ▶ Smith Family Wellness Center opened with four staff and Novant Health partnership to provide a family doctor and pediatrician
 - ▶ Began internship program for counseling and social work graduate students
- 2018 ● ▶ Novant Health partnership provided bilingual nurse practitioner
 - ▶ Received NHSC designation
- 2020 ● ▶ Received grant with Novant Foundation to migrate to Epic EHR system
 - ▶ Awarded CARES Act grant to hire 5 full-time behavioral health clinicians



- 2021 ● ▶ Changed name to Hope Community Clinic
- 2022 ● ▶ Awarded ARPA grant to help purchase new clinic space
 - ▶ Began operating with a staff of more than 30 people
- 2023 ● ▶ Moving into our new space!



*“Counseling has made a major impact on my life. I started this process about a year ago. Since then, I’ve noticed some changes for myself and my family. I was challenged to think about my life in a more positive light and to give myself credit. Ms. Deb inspires me so much and has been a great influence on not only my life but my daughters as well. **Thank you for being a blessing to us.**” — BRITTANY*



What.

The problem we're addressing.

Imagine fleeing horrible violence, leaving the home you love and arriving in Charlotte needing to feed and provide for your family. You're working a new job, trying to learn a new language, enroll your kids in school, buy a car and find adequate housing. As these daily stressors continue and the trauma you've experienced begins to catch up with you, your physical and mental health become compromised. *Where do you go?* How do you navigate Charlotte's complex healthcare system with a language barrier, demanding work schedule and lack of insurance?

At Hope Community Clinic, we seek to be a source of comprehensive and integrative care our patients desperately need.

Factors in healthcare disparities:

- ▶ Fear of interacting with public agencies
- ▶ Lack of health insurance
- ▶ Education
- ▶ Income and wealth gaps
- ▶ Legal concerns
- ▶ *And countless other factors that take a toll on our patients' physical and mental well-being*

Where.

The community we're creating.

We focus on providing services primarily to the immigrant, refugee and marginalized populations of **East Charlotte**.

- ▶ Charlotte attracts greater numbers of refugees and immigrants as a Certified Welcoming Place
- ▶ Approximately one in six Mecklenburg residents were born outside the U.S.
- ▶ Upwards of 1,400 migrants have arrived in Charlotte since May 2022

Who.

The people we're serving.

We've served over **7,000** patients since 2017 and **2,700** in the last two years.

Our patients:

- ▶ speak 15 different languages
- ▶ are 60% Spanish speakers
- ▶ range in age from two months to 96 years!

How.

The solution we're providing.



OUR SERVICES

- ✔ Medical
- ✔ Pediatrics
- ✔ Behavioral Health
- ✔ Psychiatry
- ✔ Gynecology
- ✔ Social Work
- ✔ Gastrointestinal
- ✔ Nutrition
- ✔ Physical Therapy
- ✔ Podiatry
- ✔ Vaccines
- ✔ Case Management

OUR NUMBERS

319

specialty appointments donated by HCC volunteer providers

4,685

behavioral health appointments in the last two years

6,786

medical appointments in the last two years

COST BREAKDOWN

\$2,200

average Emergency Room visit in the U.S. (our patients' only alternative)

\$700k

value of behavioral health appointments delivered in the last two years

\$1.7M

value of medical care appointments delivered in the last two years



Why.

Vinicio's story

“I came to the USA from Guatemala with no one to lean on, and now I have a family. The clinic has impacted me in all aspects of my life. From helping me control my diabetes and get cataract surgery, to connecting me with a counselor that helped me work through the traumas I have experienced in my life. HCC helped me find a job and ultimately find my place in Charlotte. Now I know this city, and while I may be here alone, I feel the warmth and the unity of being part of [Hope Community Clinic]. **My life has completely changed because of this clinic.**” — VINICIO

Reanne's story

“A little over a year ago my life was in shambles. I was addicted to heroin and alcohol. My boys were taken into state custody and put into foster care. **At that point, my life had officially ended in my head.** A few months later I started working with our social worker and put myself into detox followed by two stints in rehab at my request. After I got out and was sober, I started working with Hannah at [Hope Community Clinic] and **that's when my life began to truly change.** Without having a therapist like Hannah to help guide me through life's challenges, I don't know where I would be today. **It truly has been my saving grace throughout my recovery journey.**” — REANNE





Where we're headed.

The future is looking bright in East Charlotte, and we are so excited for what is in store for Hope Community Clinic and the patients we serve.

WE ARE:

1. Seeking to provide our own immunizations
2. Continuing to multiply our work by increasing our ability to train future healthcare professionals
3. Providing on-site X-rays as a way to decrease ER visits
4. Using our new space to partner with dental associations and organizations
5. Increasing healthcare literacy and education in the immigrant and refugee community
6. Continuing to expand our capacity to meet a growing need – *thanks to your support!*

Help us bring hope and health to our neighbors.

Because of your generosity, we're able to provide our needed services free of charge to a population who otherwise may not be able to afford them. We ask for your continued support in the years to come so we can continue in this critical work!

hopeeastclt.com/donate



Donate online by scanning this QR code with your smart phone.

Thank you to our partners — *it takes a village!*

ABC Board

Atrium Health

BraveWorks

Care Ring

CGHF (Christian
Community Health
Fellowship)

CEENTA

Charlotte Center for Legal
Advocacy

Charlotte Radiology

CrossRoads Corporation,
Inc.

Duke Center for Child &
Family Policy

Elevation Church

Forest Hill Church

Freedom Communities

Hope Community Church

Labcorp

Loaves & Fishes

Mecklenburg County Child
Fatality Prevention and
Protection Team

Mecklenburg County
Health Department
Trauma & Justice
Partnerships

Mecklenburg County
Health Department Triple
P Team

Mecklenburg County
Recovery Courts

MedLink

NC Child Treatment
Program

NHSC (National Health
Service Corp)

Novant Health

Pat's Place Child Advocacy
Center

Reach Out and Read

Smart Start

System of Care
Collaborative of
Mecklenburg County

United Way

Vision To Learn

Wingate University

ZFive

**HOURS OF
OPERATION**
Monday - Friday
9AM - 5PM



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