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 Diab
Board Chair
“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.

Nick Zavala
Care Coordinator, MAT Program
Wellness programs

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."

“Yoga” she explains, “is a great way to increase movement and physical activity. In some instances, it can be an alternative to taking medication.”
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.”
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 work-related 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.”

Esperanza is

Emergency patient assistance
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.”
At a glance

**Gender**
- Female: 59%
- Male: 41%

**Age**
- 0-17: 39%
- 18-29: 17%
- 30-44: 22%
- 45-59: 15%
- 60+: 7%

**Race & Ethnicity**
- Latino/a: 89%
- African-American: 5%
- White: 3%
- Other: 3%

**Insurance**
- Medicaid: 52%
- Uninsured: 29%
- Private: 15%
- Medicare: 4%

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- Uninsured: 29%
- Private: 15%
- Medicare: 4%

**Primary Care**
- Family Medicine
- Internal Medicine
- Pediatrics

**Behavioral Health**
- Behavioral Health Counseling
- Medication Assisted Treatment (MAT)
- Psychiatry

**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)

**Women’s Health**
- Breast and Cervical Cancer Screening Linkages
- Breastfeeding Support
- Healthy Tomorrows
- Mujeres Apoyándose
- Nuevos Comienzos
- OS/GYN

**Additional Patient Services**
- Benefits Counseling
- Community Garden
- FinancialWorks
- Immigration Physicals
- Los Adultos Mayores De Esperanza
- Patient Emergency Fund

Our Patients
- Total Patients: 22,194
- Total Visits: 83,908

Our Programs

Nate Peña
Registered Nurse
### Revenue

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<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
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<td>Net Patient Revenue</td>
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<td>Care Coordination Fees</td>
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<td>Shared Savings Revenue</td>
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<td>Capitation Revenue</td>
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<td><strong>Subtotal</strong></td>
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<td>Support and Other Revenue</td>
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<td>Government Grants</td>
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<td>Private/Community Grants</td>
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<td>Contributions</td>
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<td>Pharmacy Income</td>
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<td>Income from Investment in MHN ACO, LLC</td>
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<td>Other Income</td>
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<td>Special Events, Net</td>
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<td>Net Assets Released from Restrictions - Operating</td>
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<td><strong>Subtotal</strong></td>
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<td><strong>Total Revenue Support</strong></td>
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### Expenses

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<td>Equipment, Repairs, and Maintenance</td>
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<td>Staff Development</td>
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<td>Occupancy</td>
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<td>Office and Telephone</td>
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<td>Other Expenses</td>
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<td><strong>Excess of Revenues Over Expenses</strong></td>
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### Assets

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<th>Description</th>
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<td>Cash and Cash Equivalents</td>
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<td>Cash and Cash Equivalents - Restricted</td>
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<td>Patient Accounts Receivable, Net</td>
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<td>Grants Receivable</td>
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<td>Current Portion of Pledges Receivable</td>
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<td>Other Receivables</td>
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<td>Prepaid Expenses</td>
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<td><strong>Total Assets</strong></td>
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<td><strong>12,081,025</strong></td>
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### Liabilities

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<th>Description</th>
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<th>2017</th>
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<tbody>
<tr>
<td>Current &amp; Long-Term Liabilities</td>
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<td>Accounts Payable</td>
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<td>Unrestricted</td>
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<td>Temporarily Restricted</td>
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<td><strong>Total Net Assets</strong></td>
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<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td><strong>40,391,975</strong></td>
<td><strong>12,081,025</strong></td>
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Esperanza thanks
Our generous supporters

$1,000,000+
Anonymous, Health Resources and Services Administration, Polk Community Health Initiative

$100,000-$999,999
Anonymous, Chicago Community Trust, Chicago Department of Public Health, The Harry & Jeanette Wexler Foundation, Focus Point LLC, Heard Foundation, Healthy Communities Foundation, Lloyd A. Fry Foundation, Public Health Institute of Metropolitan Chicago

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$100,000-$999,999
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$50-$99

$20-$49
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$10-$49

$5-$29
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$1-$4
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(*) Capital Campaign Donor
Donor Listing for 7/1/2017 - 6/30/2018
This report is intended to include the names of all donors who made contributions to Esperanza Health Centers during Fiscal Year 2018. If your name has been misspelled, entered incorrectly, or unintentionally omitted, please notify us at development@esperanzachicago.org.
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.

Stay connected with Esperanza
Stay updated on Esperanza’s work and events by following us on Facebook, Instagram, LinkedIn and Twitter.

Key Staff
- **Dan Fulwiler, MPH**
  President & CEO
- **Carmen Vergara, RN, MPH**
  Chief Operations Officer
- **Andrew Jacob Van Wieren, MD**
  Chief Medical Officer
- **Ryan Gadia, CPA**
  Chief Financial Officer
- **Adrian Soto**
  Chief Strategy Officer
- **Ricardo Cifuentes**
  Vice President of External Affairs
- **Maria Favela, BBA**
  Director of Clinical Services
- **Jessica Boland, LCSW**
  Director of Behavioral Health
- **Ted Hufstader, MPH**
  Director of Quality & Practice Transformation
- **Jeffrey Molinnes**
  Director of Billing & Patient Access
- **Steven Conrad**
  Director of Human Resources

Wesley 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 years to come.

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