



Health and hope Clinic has always remained true to the mission, "providing HEALTH and HOPE to the hurting" and underserved in our community. We have even been able to expand our services and serve anyone that resides in Florida, not just Escambia County. Additionally, we are doing intake over the phone, enabling the clinic to continue accepting new patients and simplifying the process to accommodate the recent influx and demand for our services. Since March, we have tripled the amount of patients being seen at the clinic and our doors have remained open, even taking on the many patients from other clinics that had to close or modify their services due to COVID.

There is nothing like a good crisis to ignite ingenuity and come up with new and creative ways to continue serving our community. We served food boxes every Thursday and Friday in coordination with our community partners, Ministry Village Olive (MVO) during the summer. We expanded our partnerships for counseling services throughout the county that we refer our patients to, at no charge ever to our patients. Additionally, we reached out to Pathways for Change and Teen Challenge and began taking care of all their healthcare and dental needs as participants entered those programs.

After going through extensive audits and paperwork to qualify, we became an official Merck and Pfizer drug distribution site, allowing for easier access to medicines at no cost to our patients. We also received a grant from CVS and National Association of Free and Charitable Clinics to do drive-thru flu vaccinations for the community, as well as our patients.

Health and Hope Clinic was also awarded an IMPACT100 grant for the "Save a Life" Narcan Program for opioid overdose prevention, and to date we have had 20 overdose reversals reported. We are now an official Narcan distribution site and will have it readily available for anyone in the community that may be concerned for a loved one or have an opioid addiction. This program has helped equip UWF and PSC campus police, churches, community centers and drug addiction recovery centers throughout the community. This grant has made a tremendous impact for many years to come!

COVID brought us electronic doorbells, digital thermometers, pharmacy pick-up in the parking lot, and side-door entrances closer to patient rooms minimizing exposure and foot-traffic inside the clinic. Telemedicine became a game-changer for the clinic allowing some of our more vulnerable providers to still volunteer while ensuring everyone's safety. PPE, N95 Face masks, hand sanitizer and Lysol disinfectant wipes became everyday items to keep up with, along with remaining diligent about wiping everything down, changing air filters more frequently, setting thermostats at 70 degrees for infection control protocol and following all CDC guidelines.

Hurricane Sally brought us flooding in our dental wing along with knocking down trees and our new signs. We also experienced a loss of some meds in our pharmacy, which Americas prompt stepped up and helped replace along with our brand new medical fridge, with temp controls and a backup system in case there is a loss of electricity.

Our spring fundraiser “Country at the Clinic” scheduled in May had to be canceled due to a spike in COVID, but we were able to get creative and host a virtual “chance to win” fundraiser to stay at the Destin Yacht Club courtesy of Dr. Torres. One of our hardest working volunteers, Olivia Silavong was the lucky winner and got to enjoy and take a week off from the clinic!

One of the really good news stories started in July. Chick-Fil-A on 9 Mile sponsored our newly formed Christmas at the Clinic Gala Committee, hosting COVID safe individually boxed lunches for the monthly meetings. We got 25 of the most awesome women from the community to run all over town securing donations and decorators to create the most beautiful Christmas trees and wreaths decked out with donated haircuts, restaurant gift cards, botox, jewelry, etc. This committee was so faithful to the mission that we were able to secure community sponsorships, live auction items, and ultimately raise \$103,000! We were so fortunate to have Kate Vanorsdall facilitate our virtual silent auction, which allowed participation a week prior to the event! The Christmas Gala was held at Pensacola Country Club on December 1st and was a live event, taking every safety measure- including taking temperatures and handing out masks at the door, digital silent auction ensuring less contact, tables spaced outside with fire pits in between tables, and all food was served by gloved staff outside. Marty Stanovich from First Tee returned as the clinic’s emcee and a great time was had by all!

Special shout out to our amazing 2020 Christmas Gala

Committee: Terry Armstrong, Stacey Balka, Susan Bonsignore, Anna Causey, Sara Davy, Tara Dominguez, Jeanette Faberro, Nena Haigler, Linda Hinson, Judy James, Ginger Jeffcoat, Huntley Jiminez, Kim Johnson, Janet Olliff, Liz Payne, Jessica Simpson, VJ Sompalli, Allyson Stephens and Kate & Laura Vannorsdall.

January has brought us (3) new Social Work student interns through the UWF Social Work Program-Nicole Broxson (Masters Program), Nicole Johnson and Casey Orr. Welcome aboard, ladies! We also got to host some 3rd and 4th year medical school students from FSU, along with pharmacy students from FAMU, nursing students from PCC, and dental hygienist students from PSC. During COVID and the clinic losing so many of our senior volunteers, these students really stepped up and helped with coverage at the clinic.

The clinic’s “Leadership Roundtables” will pick back up in February. This is our team of leads that represent each department at the clinic and brain-storm and strategize all things clinic. These meetings are held every month and are sponsored by none other than Chick-Fil-A 9 Mile -Thank you Robert and Connie Barnes!

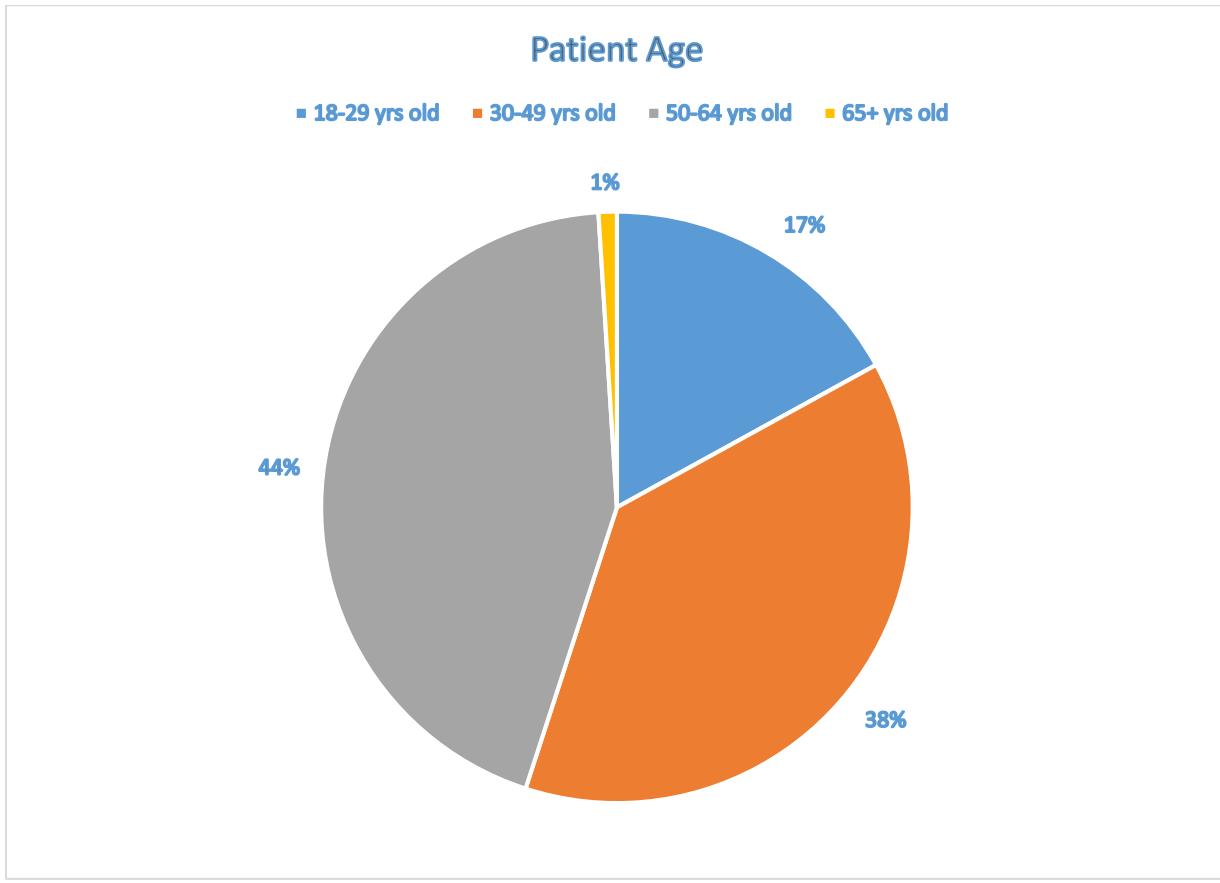
Special shout-out of THANK YOU to our Leadership

Volunteer Team: VJ Sompalli, Anita Rea, Trish Boutwell, Sara Davy, Caroline

McMullen, James Cox, Michael Johnston, and Gary Humrichouser. We rely on this group so much to ensure good communication and to help facilitate our ever-changing processes.

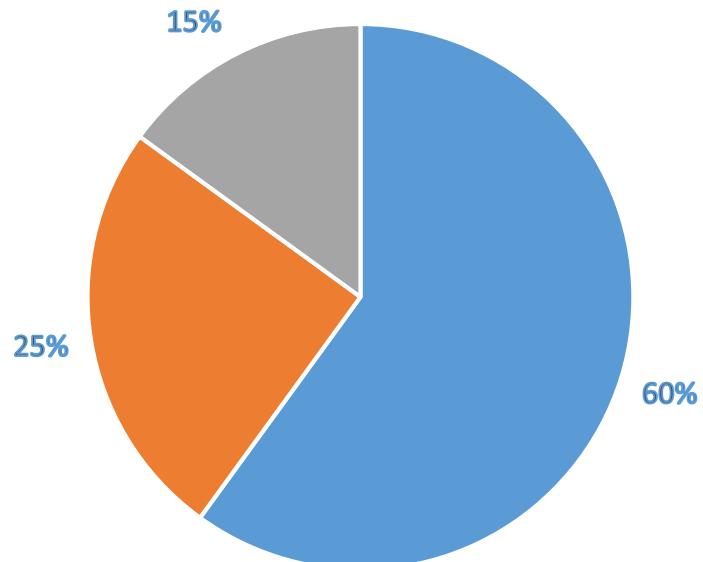
Our clinic encouragers have remained faithful and ready to step in and pray or just talk and relationship build with our patients every day. The encouragers also do a fantastic job of doing a devotional and praying with the volunteers and staff daily! We are so blessed to have the extra support and reminder that HE is in control always!

Our Board of Directors and volunteer committees continue to meet via Zoom, as we quickly adapt to a changing environment and looming funding cuts. We are grateful for our past, present and future donors. We have heard from so many of you. Thank you for keeping us in your thoughts and prayers as we prepare for the new 2021 year!



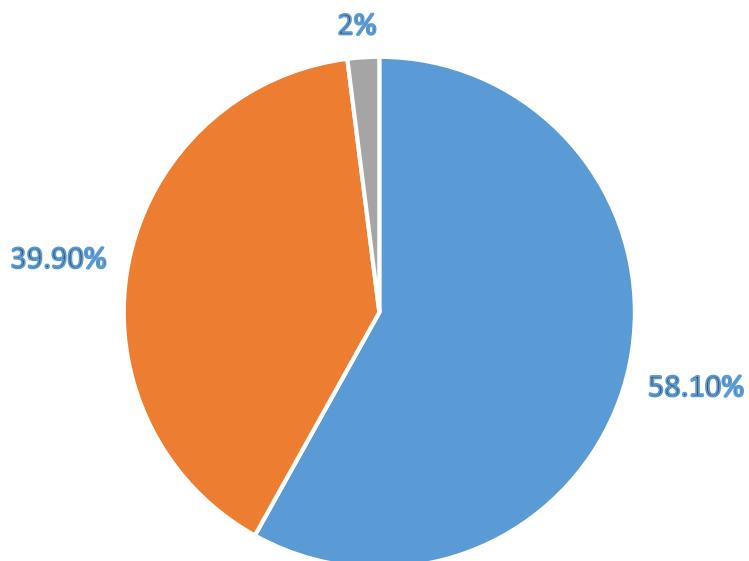
Patient Ethnicity

■ White ■ Black ■ Other



Patient Gender

■ Female ■ Male ■ Other



Take a look at the hope you gave in 2020!

97% of expenses are program related

Provided medical and dental services for over 1,048 patients

8,059 new patient visits

650 new patient intakes

236 total volunteers

17,000 volunteer hours equating to \$393,669.89 in services

113 licensed healthcare providers

\$2,877,909 worth of prescription medications given to patients

For every \$1 dollar donated, Health and Hope Clinic provides \$10 worth of services