



## Case Statement: Hope Within Ministries Capital Building Campaign

*Your Gift Today Helps Your Neighbors Tomorrow*

Jim\* is a long-time patient of the Hope Within Community Health Center. He works at a local convenience store and can't afford medical insurance. Last year, we conducted a routine PSA screening for him which came back elevated. We immediately referred him to Hershey Medical Center Urology due to the potential for prostate cancer. Three months later, he was back in our office and the test came back elevated again. After our caring staff discussed the severity of the matter with him, we came to learn that due to the cost of the visit, he never went to the urologist. After taking the time to thoroughly explain the risks, he agreed to go, and our team went to work finding ways to help him pay for it. Thankfully, we persisted and thankfully, Jim went. He needed surgery and we were able to get him on short-term medical assistance to help cover it. During the time he was off work recovering from surgery, he was cared for by a Hope Within staff person who took it upon herself to bring groceries to the family. Jim now sees the need for a healthier lifestyle and through Hope Within referrals, he has seen a dietician, athletic trainer, and optometrist.

Because of the generosity of our community, Hope Within Ministries was there to help Jim. He is on a much healthier path and will be able to continue working to support his family. This is what we do ... every day.

*\*Not his real name (changed to protect patient confidentiality)*

### **Hope Within Ministries – Positioned to Help**

The mission of Hope Within Ministries is to demonstrate God's love to people in need through the provision of high quality professional health care, sound counsel, and related education.

Hope Within Ministries began as an organization in November of 2002 with a compassionate desire to serve the neediest individuals in the community. Co-founders Brian and Donita Sturgis met in 1991 when both were volunteering at a medical mission hospital in Togo, West Africa. They combined their medical and business leadership experiences to begin Hope Within Ministries and opened the Hope Within Community Health Center in 2006.

Hope Within Community Health Center provides free primary healthcare services to those individuals whose income is 250% or below of the federal poverty limit and have no medical insurance. The organization primarily serves residents of Lancaster, Lebanon and Dauphin Counties. The medical services provided in the

Health Center include:

- Physical exams and wellness/preventative care for families;
- Acute and chronic disease management;
- On-site laboratory work;
- Provision of ‘sample’ or stock medications;
- Assistance to patients in completing and submitting applications for other programs where they meet eligibility;
- In partnership with pharmaceutical companies, free medications for patients who would otherwise not be able to afford to purchase prescriptions at a local pharmacy;
- Referrals, when needed, for radiology, lab work analysis, and specialist visits.

Hope Within Counseling Services began in February 2014 and offers low-cost mental health services on an income-based sliding fee scale with no eligibility requirements. Hope Within Ministries is innovative in the approach of integrating medical services and mental health services at one site. Current research strongly supports the integration of medical and mental health service for patients, especially in rural areas.

Hope Within fills a gap in our community. It offers a safety net for people that make too much to qualify for Medicaid, but not enough to be able to afford insurance. 85% of Hope Within’s patients and clients earn less than 250% of the federal poverty level. Very few clients have family income over \$35,000. Hope Within Ministries supports the working poor so they can continue to work and support their families without being burdened by poor health or medical debt.

Hope Within employs a small staff to provide oversight and continuity of service. Most of the organization’s services are provided through the donated time of volunteer providers, nurses and office staff. The organization also maintains collaborative relationships with local health care providers to offer services that are outside the ability of the health center. Hope Within can provide these services due to the generous gifts of individuals, churches, businesses, civic organizations and foundations.

The Hope Within leadership and Board of Directors have been very intentional in establishing a mission, vision, and guiding principles for the organization. Hope Within’s leadership envisions a local community in which physical, spiritual and emotional needs are met without regard to one’s ability to pay for services.

## **Need Continues to Grow**

Hope Within Community Health Center hosted a total of 1,742 medical visits in 2017. There were 583 provider visits, 157 nurse care visits, 930 nurse medication refill visits, 35 nutritionist visits, 17 medical assistance visits and 20 visits for members of our special populations. Hope Within Counseling Services served 49 unique individuals through 537 counseling visits. The number of patient and client visits at Hope Within has remained constant over recent years. Changes within the healthcare laws and regulations and the ability of individuals to have access to care and insurance coverage create uncertainty for everyone. Since no one at the federal or state level seems to be able to make decisions to significantly change the system, and predictions indicate the number of uninsured individuals will increase, the demand for Hope Within’s healthcare and counseling services should remain steady or increase for the foreseeable future.

The organization seeks to expand the number of patients and clients but is limited due to space constraints. This is especially true with the counseling program. The counseling program has grown annually since its inception in 2014, but it is limited by the availability of only one counseling room to three part-time counselors.

Numerous federal, state and local health needs assessments relay a lack of primary care and mental health services for low-income individuals in the region that Hope Within serves. The Pennsylvania Department of Health has identified the five largest health priorities for the Commonwealth as availability of mental health services, access to primary health care, chronic disease management, obesity, and alcohol and drug abuse. Local hospitals and health systems are required to complete community health needs assessments every three years. In Lancaster County, the most recent assessment identified mental health, obesity and substance abuse as the three highest priorities in the county. In Dauphin, Cumberland, Perry, Lebanon, and northern York counties, lack of access to quality primary healthcare and a lack of behavioral health services were identified as the primary needs.

Here's just one example of the growing need for integrated care: Meet Sarah ...

Sarah\* never would have imagined starting over as an unemployed, single mother at the age of fifty. But there she was. She had no access to affordable healthcare and felt completely lost. Her faith was waning, and she was about to give up. Thankfully, during this time of grieving and rebuilding her life, Sarah was referred to Hope Within. Now eight months later, she is much healthier both physically and emotionally. Hope Within was able offer Sarah a safe place to talk through her crisis, while offering routine blood work, preventative screenings and medication for prescriptions that she had no way of filling. Sarah didn't just need free health screenings and someone to talk to, she needed integrated care that addressed the whole person and let her become the new Sarah. And, she's deeply appreciative. Sarah recently said "Not a day goes by that I am not eternally grateful for those who donate financial resources and volunteer personal time and talents to make this ministry a beacon of hope for the local community.

*\*Not her real name (changed in order to protect patient confidentiality)*

This is the need in our community. It is a growing need that we are challenged to meet ... every day.

## **Hope Within Can Meet this Need**

Hope Within Ministries is well-positioned to meet this growing need. The organization has been meeting the healthcare needs of low-income individuals in our community since 2006.

The Hope Within Ministries leadership and Board of Directors have established several strategic objectives to address these urgent community needs, promote growth for the organization and create long term sustainability. These objectives are to:

- Provide **more comprehensive and integrated care** for their patients and clients;
- Increase the **capacity of the mental health/counseling program**, especially for
  - Those with dual diagnoses of mental health needs and drug/alcohol addiction(s) and,
  - Those entrapped in the sexual exploitation industry; and to
- Foster **stronger partnerships with related organizations** to accomplish the above objectives.

How does Hope Within get there? Bold vision and committed people.

## **But the Community's Help Is Needed to Make It Happen**

To achieve these strategic objectives, Hope Within Ministries will need more resources in the form of increased operating revenue and additional physical space. The Board has approved the launch of a Capital Campaign to raise the financial resources to achieve these objectives. The purpose of the Capital Campaign is to:

- Increase the available space to see more healthcare patients and counseling clients by building an addition onto the current facility to house the counseling center; and to
- Improve the long-term sustainability of these services by increasing our working capital reserve; and to

- Increase operating revenue for the organization to deliver more services to patients by retiring the mortgage on the existing facility.

Hope Within purchased the present property/facility in 2004 for \$540,000. The balance on the mortgage is \$200,000 payable over the next eight years. The mortgage is an expense of 11% of the organization's operating budget, approximately \$35,000 annually. Paying off the mortgage would immediately free up additional operating revenue for the organization to deliver services to patients.

The counseling program is currently at capacity due to space constraints. Adding a counseling wing to the existing facility would remedy this situation. The 624 square foot addition would provide a separate, private entrance and parking for counseling clients in the rear of the facility. The addition would include a private reception/waiting area, two counseling rooms, one administration office and one bathroom. The addition would also permit the existing counseling room to be converted to an additional health center patient room.

The initial mortgage to purchase the property is the only debt that Hope Within Ministries has ever incurred. In addition, the organization has never missed a mortgage payment. There have been financial struggles over the years, but the community has always stepped forward when support was needed. Yet financial struggles take the focus away from delivering top-notch patient and client care. A modest working capital reserve would allow Hope Within's leadership to use it as needed and would improve the long-term financial stability of the organization.

To meet these strategic objectives, a Capital Campaign goal of \$450,000 has been established. The funds will be allocated to meet the objectives as follows:

- \$165,000 for construction of the counseling wing (which allows Hope Within to deliver services to both more counseling clients and more healthcare patients);
- \$85,000 to increase cash reserves to cover the increase in services created by the expansion of the Counseling Services Program; and
- Payment of our residual mortgage of \$200,000 would free up 11% of our budget to be directed into program expansion.

## **How You Can Participate**

Your help is needed to bring this dream to life. We encourage you to consider investing in the future of Hope Within Ministries and in the physical and mental well-being of our neighbors in need. A donation to the Hope Within Ministries Capital Campaign is an investment in transforming the lives of those we serve. It is an investment in a healthier community.

Several naming opportunities have been established for leadership level donations and pledge payments may be made at the frequency of your choosing.

We envision a community where no one is turned away and everyone can receive the care that they so desperately need. The Hope Within Community Health Center expansion project will do just that for our community. Won't you be a part of this effort? Won't you help to ensure that our neighbors in need, like Jim and Sarah, have access to the care that they so desperately need? Your generous consideration and support is so deeply appreciated.

Gratefully,  
The Hope Within Ministries Board of Directors

