

2018

ANNUAL REPORT





We provide quality health and wellness services that are inclusive, relevant, supportive, and represent the lifetime continuum of the people in our Tampa Bay community.

All are welcome.
Including *you*.

{ LETTER FROM THE CEO }



LORRAINE LANGLOIS
CEO

My Fellow Community Members,

METRO has had another fast-paced and successful year. With our amazing staff, we've been able to accomplish a number of successful activities including 100-plus health and wellness services, outreach, and extensive LGBTQ+ community programming. We touched over 27,078 individual lives in 2018.

With the December 2018 completion of our 47,000 square-foot flagship health and community center in St. Petersburg, we're employing state-of-the-art-technology and smart design alongside efficient, localized decision making to meet the demands of a fast-growing region.

As pioneers in linkage and navigation, we continue to lead the way in delivering a truly inclusive approach to healthcare for every patient and client that walks through the door.

Behavioral health, trans services, and LGBTQ+ focused primary care are seeing significant growth alongside HIV, prevention, and STI testing services.

Through our Copay it Forward program, we're educating insured patients of their importance in making healthcare possible for the uninsured in our community. As the most significant advancement in HIV prevention in decades, we are addressing HIV in high-risk communities with expedited access to PrEP via our Test n' PrEP program. PrEP is our greatest prevention tool for our young generation of gay men.

We continued to build on a successful collaboration with CAN Community Health, our HIV treatment partners, for an expanded presence in Tampa, Clearwater, and New Port Richey, where we're serving more minority communities with truly inclusive services that are welcoming and stigma free.

In 2018, much like since our founding in 1992, we have continued to grow to meet the increasing demand for services and the needs of our Tampa Bay community, and there is no indication of slowing down anytime soon. As I write this, our first quarter 2019 numbers are poised to surpass those of 2018, significantly.

With our growth, we're not losing sight of the importance of people and economic impact. We've aimed to hire, nurture, and advance the best minds in the business while broadening a significant effort to maximize the experience of every person that interacts with the Metro Inclusive Health brand.

Our budget has grown along with this amazing service growth. The ability to deliver these essential services to more of our community would not have been possible without the support of our donors, and, of course, patients, clients, and community members like you.

Thank you.

Lorraine

IMPACT

Individuals Served



1,043	Linkage & Navigation
2,003	CDC Program
2,927	DOH High Impact Prevention Programs
3,540	Ryan White Programs
3,055	Minority Youth & Young Adults
3,930	HIV+ Women & Families; High Risk Pregnant Women
2,074	Community Center & LGBTQ+ Programs
1,402	Behavioral Health
3,288	Medical Health Centers

18,204
CLIENTS & PATIENTS SERVED
65% Low Income
35% Minority
70% LGBTQ+

8,874
INDIVIDUALS RECEIVING AN OUTREACH SERVICE
80% Low Income
75% Minority
50% LGBTQ+

27,078
TOTAL LIVES TOUCHED

{ BUDGET }

METRO has continued to grow, adding new funding streams to meet the increasing demand for our services, programs, and healthcare.

Annual Budget 2008 - 2018



METRO's HIV integrated medical home model of care encompasses fully integrated, comprehensive services, programs, groups, and opportunities for the community to receive services for Medical Case Management, Primary and HIV Medical Care, Behavioral Health, HIV and Substance Abuse Prevention, LGBTQ+ Community Services, and Educational Services.

Medical Case Management

- Ryan White Eligibility Determination
- Medical Case Management
- Inmate MCM
- Specialty Care Center MCM
- Florida Family AIDS Network MCM
- Treatment Adherence Counseling & Education
- Minority AIDS Initiative Health Education & Risk Reduction Services
- Minority AIDS Initiative Anti-Retroviral Treatment & Access to Services (ARTAS)
- RE-LINK (intensive Case Management for re-entry population)
- Peer Mentors & Advocate Services
- Hepatitis C Case Management
- CLEAR! Choosing Life Empowerment Action Results
- Linkage Navigation
- Food Pantry
- Meals (hot meals served at client events)
- Nutritional Services
- Housing & Financial Assistance
- Personal Hygiene Bags
- Household Items & Clothing
- Client Transportation

Primary & HIV Medical (OUTPATIENT/AMBULATORY) Healthcare

- Ryan White Clinic (Medical health services for HIV positive, uninsured persons)
- Primary Medical Care for HIV positive & negative persons, including specialized primary care for LGBTQ community
- PrEP (Pre-Exposure Prophylaxis)
- nPEP (non-occupational Post Exposure Prophylaxis)
- PrEP Navigation Services & Adherence Education
- Hormone Replacement Therapy (HRT) for Trans Individuals
- Trans Care Coordination & Navigation Services
- STI Testing & Treatment
- Well Women's Care
- Uninsured Patient ("UP") Programs
- Pharmacy (On-Site Pharmacy)
- Pharmacy & Medication Assistance services

Behavioral Health

- Psychiatric Medication Management
- Mental Health
- Substance Abuse Treatment
- Individual, Couples, & Family Counseling
- Group Counseling
- Dialectic Behavioral Therapy
- Positive Choices
- Living, Loving, Learning
- Journey of Empowerment
- Living Your Truth
- Creative Recovery
- Seeking Safety
- Wellness Recovery Action Planning
- Recovery Coaching
- Many Men Many Voices

100

HIV & Substance Abuse Prevention & Treatment

- Centers for Disease Control- High Impact Prevention
- Targeted HIV Testing & FOCUS
- HCV Testing
- Rapid RPR Testing (Syphilis)
- Couples HIV Testing
- CONNECT
- Helping Enhance Adherence To Antiretroviral Therapy (HEART)
- Every Dose Every Day
- Navigation & Prevention Essential Support (NPES) Services
- Safe in the City
- Peers Reaching Out & Modeling Intervention Strategies (PROMISE)
- Condom Distribution
- Closing the GAP (CTG)
- Subject is HIV
- BART
- Community Outreach
- DOH Prevention
- Brief Group Counseling intervention IMPAC+ & PLUM
- Virtual Follow-up Program
- Minority Women's Empowerment
- City Mix
- Popular Opinion Leader (POL)
- T-Girl Group
- Young MINDS: Street Smarts & Safety Counts
- Targeted Outreach for Pregnant Women (TOPWA)
- Pregnancy Testing
- Courage to Change
- Frontlines of Communities in the United States (FOCUS)
- Integrated Screening Services

LGBTQ+ Community Programs

- Supporting (young) Adults For Equality (SAFE)
- Youth Services
- Trans Significant Other Group
- Trans Parent Group
- Trans Talk MTF
- Trans Talk FTM
- Coffee & T
- Trans Support Network Social
- Service & Advocacy for GBLT Elders (SAGE)
- Mature Women's Group
- Mature Men's Group
- SAGE Men's Night In
- Coffee Talk
- SAGE Socials
- Queer College Nights
- Outside the Binary
- Pasco LGBTQ+ Social Club
- Domestic Violence Support Groups
- Alzheimer Care Giver Support Group
- Overeaters Anonymous Support Group
- PFLAG St. Pete & Wesley Chapel
- Wellness Services including: Buddhist Meditation, Guided Meditation, Yoga, Cruz Fit (Low impact exercise for seniors), Community Acupuncture

Community Education

- LGBTQ Sensitivity Trainings
- Free Legal Advice
- Free Financial Planning Services

**OVER 100 SERVICES, PROGRAMS,
& INTERVENTIONS OFFERED
THROUGHOUT TAMPA BAY**

{ LOCATIONS }

Pinellas County

ST. PETERSBURG HEALTH & COMMUNITY CENTER



METRO's headquarters located in St. Petersburg provides over 100 services, interventions, and programs to the community. Renovations were completed in December 2018 after a two year project with room for future growth. Future development includes co-working space and a day health spa with focus on services for the Trans community.

Capital Improvements created a state-of-the-art "one-stop" health center employing smart design and featuring 16 exam rooms and on-site lab, 6 counseling rooms, 6 dedicated testing rooms, 6 intake/triage rooms, and an on-site pharmacy (Mail-Meds Pharmacy).

Our Community Center is home to METRO events and LGBTQ+ community programming. It features a high-tech 5,000 ft² Grand Hall (available in banquet, classroom, cocktail, or theater settings), 375 to 600 ft² meeting/event rooms, and outdoor community garden. Rentals of the 10,000 ft² space, including Grand Hall and meeting rooms, make it possible to offset operating costs.

CLEARWATER HEALTH CENTER

With our partners, CAN Community Health, we expanded accessibility to care and services. A full renovation in 2018 accommodated additional integrated medical and behavioral health services and included CAN Community Health Pharmacy onsite.

FLAMINGO RESORT

METRO expanded hours to provide additional access to HIV testing, outreach and education groups, and HIV prevention interventions at our satellite office in south St. Petersburg.

METRO LGBTQ WELCOME CENTER

Through a partnership with the City of St. Petersburg, Florida, we celebrated the opening of a new local artists shop and ice cream store where proceeds help with operating costs for the Welcome Center. The LGBTQ+ Welcome Center offers an important community service to all that live, work, and visit the Tampa Bay area, providing information on areas of interest, where to stay, shop, and eat. The LGBTQ+ Welcome Center also serves as a resource and a hub for the LGBTQ+ community, providing a safe space for LGBTQ+ youth and programming to serve the community with meeting space for local LGBTQ+ organizations.

METRO RETRO & RETAIL

With its centralized location in St. Petersburg's Grand Central District next to the Metro LGBTQ+ Welcome Center, Metro Retro & Retail is a resource for affordable household goods, clothing, gifts and merchandise. Clients of METRO are eligible to receive vouchers for free hygiene & personal care items as well as clothing and household items.

{ LOCATIONS CONTINUED }

Hillsborough County

TAMPA HEALTH CENTER

In continued partnership with CAN Community Health, we were able to transform our space to accommodate 50% more capacity for services and patient care. As with METRO's headquarters, our Tampa Center offers over 100 services, interventions and programs to all communities in Hillsborough County.

Pasco County

NEW PORT RICHEY HEALTH CENTER

Our New Port Richey Health Center serves clients and patients living throughout Pasco and Hernando Counties. In 2018, with the help of our collaboration with CAN Community Health, our health center has increased capacity by 35%, offering over 40 services and programs.

Mobile Health Units

METRO's mobile health program encompasses vans, cars, and an RV, all used to bring access to services into communities which are disenfranchised and underserved. These vehicles are used in urban and rural communities to reach high risk populations and provide HIV and HCV testing. In 2018 METRO provided over 1,500 HIV tests in these mobile units to persons who would not typically visit a traditional health center location for this service.



{ LINKAGE NAVIGATION & HIV TESTING }

HIV+



FREE
HIV &
HEP C
TESTS

ASK ABOUT OUR
TEST N' PREP
PROGRAM



METRO's Linkage Navigation team facilitate connecting persons to both internal and external resources. This service is available for our clients, patients and to any individuals from the community seeking assistance.

Navigators have been key to linking persons newly diagnosed with HIV to our onsite partner, CAN Community Health for HIV medical care, with the ability to see a Nurse on the same day and to immediately start HIV care and treatment, part of our Test & Treat initiative.

With over 7500 HIV tests (both rapid and blood draw testing) conducted, and over 95 testing HIV positive, Test & Treat has been a critical component of our care model, ensuring that we seize the earliest opportunity to start medical treatment and provide the wrap around services and resources to support the client at the time of their diagnosis.

{ HIV+ PERSONS IN MEDICAL CARE }

Clients can count on an entire METRO Care Team, including medical case managers, nurses, medical providers, mental health counselors, and peer support educators to work together to address barriers to staying in care and work toward the client achieving a suppressed viral load.

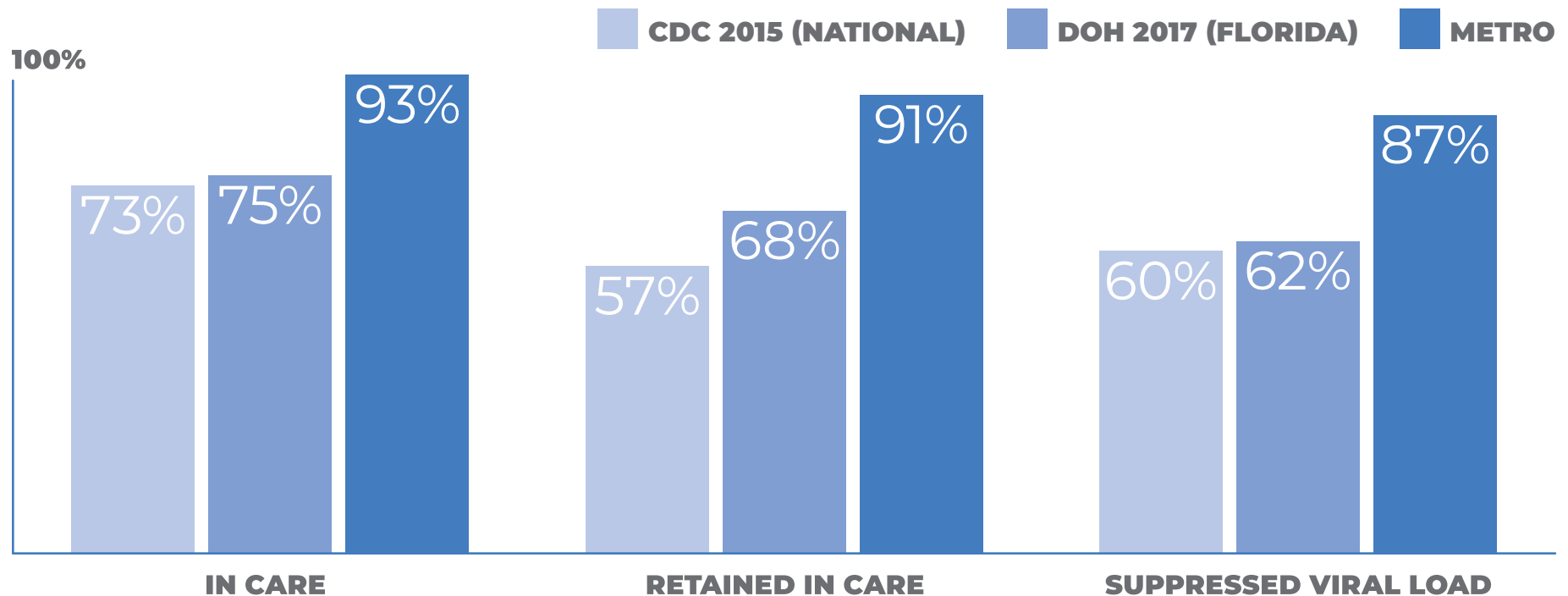
METRO places a strong emphasis on advocating for the specific needs of each client to ensure that the client's needs are met holistically, and as such develop service plans collaboratively with the client, focusing on the client's needs and priorities.

93% HIV positive clients in care
(linked to HIV medical care)

91% retained in care (continuously
receiving HIV medical care)

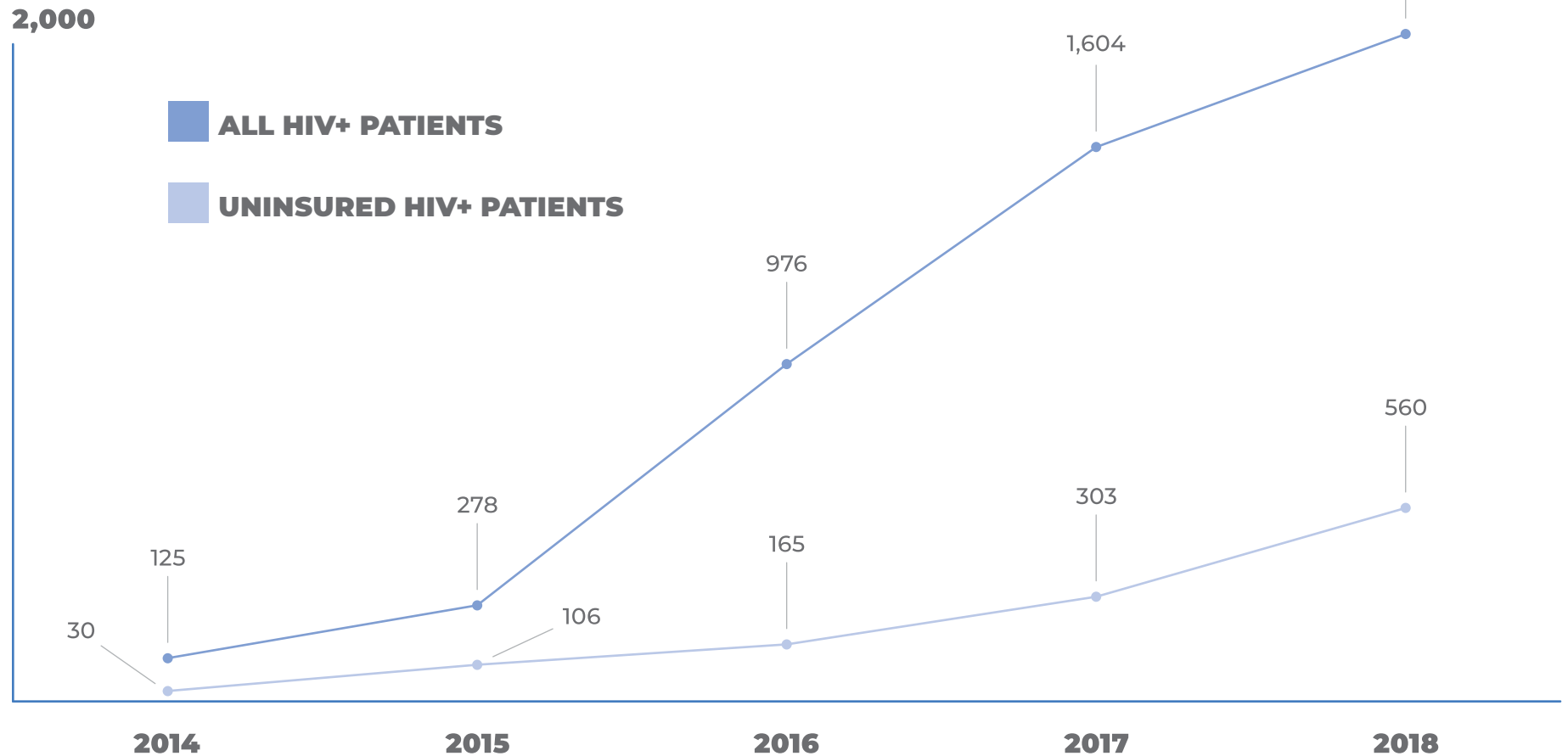
87% suppressed viral load
(amount of HIV virus in the blood)

METRO's comparison to the State and Federal outcomes:



In 2018, along with our partners CAN Community Health, we provided a record number of persons living with HIV/AIDS (PLWHA) with HIV medical care and increased access and capacity to serve 46% more uninsured PLWHA.

Annual Patient Counts



{ HIV PREVENTION TREATMENT }

PrEP

Our PrEP program grew from 45 patients in 2015 to over 500 in 2018. PrEP Navigators are embedded with the medical team and work with every PrEP patient to provide patient-centered care coordination including navigating insurance, enrollment into programs providing financial assistance for medications, and ongoing education and support.

TEST N' PrEP

HIV IS RISING IN TAMPA BAY. REDUCE YOUR EXPOSURE UP TO 99% IN ABOUT AN HOUR.



WALK IN & GET A FREE HIV TEST
NO APPOINTMENT NECESSARY



GET PrEP THE SAME DAY
COVERED BY MOST INSURANCES. NO INSURANCE? METRO'S COST-ASSISTANCE PROGRAMS CAN MEAN LITTLE TO NO OUT-OF-POCKET COST TO YOU.



GET REFILLS DISCREETLY IN THE MAIL

EXCLUSIVELY BY METRO INCLUSIVE HEALTH

4 TAMPA BAY LOCATIONS. FIND ONE NEAR YOU.
PREPTAMPABAY.ORG

Test n' PrEP

Every client receiving an HIV test has the opportunity to initiate PrEP on that same day. No appointment is necessary and our PrEP Navigators easily facilitate this, increasing immediate access to HIV prevention treatment.

COPAY IT FORWARD



As a METRO patient filling a prescription **(including PrEP)** at an onsite or partner pharmacy, you provide quality healthcare services to uninsured members of our community, at no extra cost to you.

METROTAMPABAY.ORG
/COPAYITFORWARD



Copay it Forward

Launched in 2018, our Copay it Forward initiative ensure that each regular insurance copay made at METRO is helping to provide healthcare, counseling and medications to uninsured patients.

Trans Care

Patients receiving Hormone Replacement Therapy receive care from medical providers who are highly trained and understanding of the needs of the Transgender community. Each patient has the opportunity to meet with one of our Trans Care Navigators who provide affirming support and services to trans and non-binary patients.

Primary Care

METRO offers our patients a holistic, inclusive and community based approach to our patients' overall health. Along with HRT and PrEP, our medical services include a focus on Primary Care for the LGBTQ+ community.

LGBTQ+ Community

In 2018, we facilitated over 500 community events, social groups, outings and educational programs for the Tampa Bay LGBTQ+ community, with over 2,000 participants.

YOUTH PROGRAMS

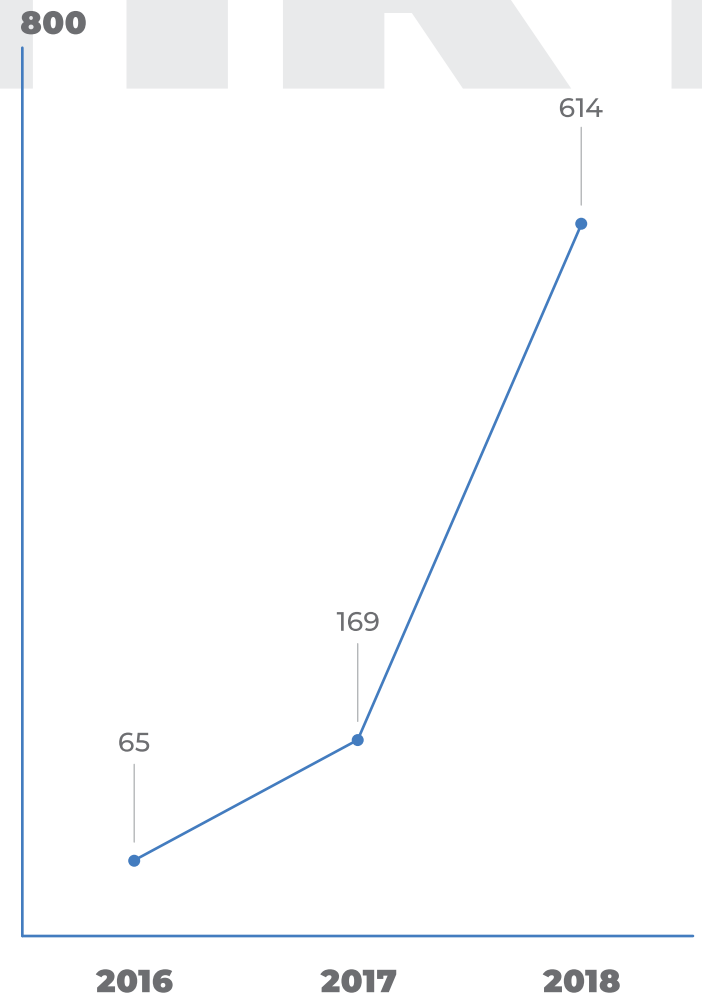
With 127 youth events and programs provided, our Youth programs have continued to grow. Our Talent Show, Summer Camp, and monthly movie & game nights have been great successes.

Our intergenerational outing with SAGE to Weeki Wachee where young adults and mature LGBTQ+ persons toured the springs and enjoyed an afternoon picnic was a highlight.

SAGE PROGRAMS

METRO's SAGE programming curated 146 events for our mature LGBTQ+ community. Activities and outings taking place this year included St. Pete's Roller Derby, dinner and a show at the STRAZ Center, bowling, as well as trips to local attractions Bok Tower, Heritage Village and Zoo Tampa.

HRT Patients Served



{ LEADERSHIP }

Board Members

KATHLEEN FARRELL, PH.D.

DEREK KEYS

ROBIN DOTY

MICHAEL LAIBE, PH.D

CINDY SULLIVAN

DAVID VALDEZ

JAMES DATES

Executive Team

Lorraine Langlois Chief Executive Officer

Priya Rajkumar Chief Operating & Programs Officer

Michelle Joseph Chief Financial Officer

Luke Johnsen, DO Medical Director

Brian Bailey Chief Marketing & Experience Officer

Brent Sparks Vice President of Operations & Administration

Kirsty Gutierrez Vice President of Health Center Services

Rebecca Nessen Vice President of Strategic Initiatives

Rachel Parks Vice President of Program Analytics & Reporting

Anthony Gutierrez Vice President of HIV Programs

Alyssa Thaxton Director of Behavioral Health Programs

Amy Schenker Director of Human Resources

All are welcome.
Including *you*.

The logo for Metro Inclusive Health is displayed on a blue-tinted background. The word "METRO" is in a large, bold, sans-serif font. To the right of "METRO" is a graphic consisting of several concentric, semi-circular lines of varying lengths, creating a sense of motion or a stylized 'M'. Below "METRO", the words "INCLUSIVE HEALTH" are written in a smaller, bold, sans-serif font, with wide letter spacing.

METRO
INCLUSIVE HEALTH