In 2019, we served:

<table>
<thead>
<tr>
<th>Number</th>
<th>Population Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,689</td>
<td>High Risk Populations</td>
</tr>
<tr>
<td></td>
<td>· Same Gender Loving</td>
</tr>
<tr>
<td></td>
<td>· Heterosexual Adults</td>
</tr>
<tr>
<td>4,626</td>
<td>Persons Living with HIV</td>
</tr>
<tr>
<td>2,741</td>
<td>Youth &amp; Young Adults, ages 13-24</td>
</tr>
<tr>
<td>2,851</td>
<td>HIV+ Women &amp; Families &amp; High Risk Pregnant Women</td>
</tr>
<tr>
<td>2,674</td>
<td>LGBTQ+ &amp; Community Center Program Participants</td>
</tr>
<tr>
<td>1,739</td>
<td>Behavioral Health Clients</td>
</tr>
<tr>
<td>4,708</td>
<td>Medical Care Patients</td>
</tr>
</tbody>
</table>

18,988 served (# of persons receiving a direct one-on-one service)

11,627 outreach programs (# of persons reached during outreach events & receiving education)

30,615 total lives touched
Healthy communities create a greater quality of life for all...

What another incredible year! We started with a new name, Metro Inclusive Health, and a look that better represents our unique approach to comprehensive health and wellness services and those we serve.

We worked hard to earn accreditations while enriching our internal structures and processes and improving quality of service. Through our Copay It Forward campaign, we informed insured patients of their direct role in removing barriers to care for so many individuals in 2019. Collectively, they made nearly half-a-million dollars in client assistance possible, just by walking through our doors to obtain a service and/or prescription.

At the same time, community sponsors, donors and patients alike helped us maintain and grow life-changing community programming in safe spaces that has impacted hundreds of individuals and families. That includes improving the confidence of our LGBTQ+ youth and removing isolation and social barriers for seniors.

With a highly skilled case management team invested in every client’s wellbeing, our success in HIV care retention continues to trend high above the national rates as determined by the Centers for Disease Control and Prevention. We also partnered with other agencies for Zero Pinellas, a program aimed at working together to reduce the number of HIV infections in Pinellas county.

Finally, with over 1,000 patients taking part in our groundbreaking Test n’ PrEP program, we continue to reduce the risk of HIV in our communities. With a robust mobile health program in 2020, that reach will explode as we put METRO’s services and providers in virtually any community or situation possible.

A heartfelt thank you to each and every staff member, donor, sponsor, volunteer and patient that continues to make this impact in our communities inclusive of all.

LORRAINE LANGLOIS
CEO
Founded in 1992 with one service, Metro Inclusive Health now offers over 100 services and programs focused on the health and well-being of our Tampa Bay Community.

<table>
<thead>
<tr>
<th>MEDICAL CASE MANAGEMENT</th>
<th>PRIMARY &amp; HIV MEDICAL (OUTPATIENT/AMBULATORY) HEALTHCARE</th>
<th>HEALTH &amp; WELLNESS SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ryan White Eligibility Determination</td>
<td>Mini HIV Clinic with CAN Community Health (Medicare for HIV positive, uninsured</td>
<td>MEAL &amp; BEVERAGE SERVICES</td>
</tr>
<tr>
<td>Medical Case Management</td>
<td>persons, including specialized primary care for LGBTQ community</td>
<td>Breakfast Buffet &amp; Daily</td>
</tr>
<tr>
<td>Inmate MCM</td>
<td>PrEP (Pre-Exposure Prophylaxis)</td>
<td>Soup &amp; Salads</td>
</tr>
<tr>
<td>Specialty Care MCM</td>
<td>nPEP (non-occupational Post Exposure)</td>
<td>Kids Meals</td>
</tr>
<tr>
<td>Florida Family AIDS Network MCM</td>
<td>Prophylaxis)</td>
<td>Kid’s Meals</td>
</tr>
<tr>
<td>Treatment Adherence</td>
<td>PreP Navigation Services &amp; Adherence Education</td>
<td>Eat to the Beat</td>
</tr>
<tr>
<td>Counseling &amp; Education</td>
<td>Hormone Replacement Therapy (HRT) for Trans Individuals</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>Trans Care Coordination &amp; Navigation Services</td>
<td>Diet Meals &amp; Child Meals</td>
</tr>
<tr>
<td></td>
<td>STI Testing &amp; Treatment</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>Well Women’s Care Pharmacy (On-Site)</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Medication Assistance Services</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Group Counseling</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Dialectic Behavioral Therapy</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Recovery Coaching</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Group Counseling</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Evidence-based Individual &amp; Group Interventions</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>Therapeutic Support Groups</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td></td>
<td>HIV &amp; SUBSTANCE ABUSE PREVENTION &amp; TREATMENT</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>CDC High Impact Prevention</td>
<td>Antiretroviral Therapy (HEART)</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Prioritized HIV Testing</td>
<td>Navigation &amp; Prevention</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Hep C Testing</td>
<td>Essential Support Services</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Rapid RPR Testing (Syphilis)</td>
<td>Peers Reaching Out &amp; Modeling Intervention Strategies (PROMISE)</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Couples HIV Testing</td>
<td>Condom Distribution</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Helping Enhance Adherence To</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>LGBTQ+ COMMUNITY PROGRAMS</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Supporting (young) Adults For Equality</td>
<td>Trans Talk FTM</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>SAFE</td>
<td>Trans Support Network Social Service &amp; Advocacy for GBLT Elders (SAGE)</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Youth Services</td>
<td>Mature Women’s Group</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Trans Significant Other Group</td>
<td>Mature Men’s Group</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Trans Parent Group</td>
<td>Queer College Nights</td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Trans Talk MTF</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Outside the Binary</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Wellness Services</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>including: Buddhist Meditation, Guided</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Meditation, Yoga, Cruz</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Fit (Low impact exercise for seniors)</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>LGBTQ Sensitivity Trainings</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Free Legal Advice</td>
<td></td>
<td>Outside the Binary</td>
</tr>
<tr>
<td>Free Financial Planning Services</td>
<td></td>
<td>Outside the Binary</td>
</tr>
</tbody>
</table>

Copay It Forward
Insured patients helped us provide $435,749 in client assistance to the under-or-uninsured in 2019.
Metro Inclusive Health represents our commitment to continually adapting to meet the needs of our community through comprehensive and socially inclusive healthcare for all.

**in•clusive**
/inˈkloosiv/

Representing METRO’s commitment as an environment where all are welcome regardless of race, ethnicity, sexual or gender identity or religious or spiritual beliefs.

Representing METRO’s all-inclusive linkage and navigation experiences that connect every patient to the necessary services for their health and wellbeing.

Representing our commitment to a quality and robust healthcare experience inclusive of all within our community regardless of insurance, financial means or ability to pay for services.
Tampa
We continued to maximize the capacity of our current Tampa location to meet demand. Thanks to the support of our partners in HIV care, CAN Community Health, and donors, we broke ground on a new Tampa facility in August. When completed, we will double our capacity to serve the community.

St. Pete
After completing renovations in December of 2018, 2019 saw the full impact of increased capacity realized. Newly developed rental space also helped us offset operational costs so more resources could be directed to serve the community.

New Port Richey & Clearwater
We’ve successfully applied scalable policies and procedures to enhance patient experiences across all locations, including smaller health centers in New Port Richey and Clearwater. A New Port Richey expansion gave us a total of eight exam rooms and we added new providers in both locations.

Virtual Health Centers
2019 saw the launch of our telehealth pilot programs for PrEP and therapy. Community impact requires reaching individuals where they are. Our telehealth program will put our doctors, providers and services virtually anywhere in the community.
PATIENTS & VISITS IN OUR HEALTH CENTERS

In 2019, METRO Health Centers saw more patients seeking primary care and counseling. With new therapists added to our team, Behavioral Health provided a 24% increase in service, reflecting a growing community need for mental health and substance misuse counseling.

Services are provided to individuals, couples, families and youth. Therapeutic groups are also available to everyone, including those living with or affected by HIV and persons managing substance misuse issues.

With long wait times for appointments and so few community resources for psychiatric medication management services available, METRO was able to maximize scheduling for psych providers. Rising to the challenge, they saw almost 500 patients in 2019.

Quality of care processes introduced in 2019 show improved patient experience in utilization of services, preventative health and chronic condition management.

<table>
<thead>
<tr>
<th>PATIENTS SURVEYED REPORTED:</th>
<th>FROM</th>
<th>BY YEAR END</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASE OF MAKING APPOINTMENT</td>
<td>69.8%</td>
<td>88.6%</td>
</tr>
<tr>
<td>PROVIDER WAS ATTENTIVE &amp; ANSWERED ALL QUESTIONS</td>
<td>89.0%</td>
<td>98.0%</td>
</tr>
<tr>
<td>UNDERSTOOD MY DIAGNOSIS &amp; MEDICAL TREATMENTS RECOMMENDED BY MY PROVIDER</td>
<td>92.0%</td>
<td>98.0%</td>
</tr>
</tbody>
</table>
2019 HIV Care Continuum

METRO’s cascade of care results in 2019 far surpasses State and national measures.

We have continued to make great strides in linking and retaining persons to HIV medical care services. Our comprehensive approach to care is leading to greater health outcomes with clients achieving viral suppression.

When a person with HIV is virally suppressed, there is so little of the virus in their blood that their levels are undetectable in testing and, over an extended period, untransmittable to others.

HIV/AIDS Services
Medical Case Management
Health Education & Risk Reduction for Racial/Ethnic Minorities
FAN-Intensive Case Management for Women & Families

2,204
HIV METRO-CAN patients served
PrEP Program

METRO is home to one of the most innovative PrEP programs anywhere. **Test n’ PrEP** connects individuals to HIV testing, risk assessment, same-day prescriptions and refills by mail, with no appointment necessary, and all in about an hour.

Through our sliding scale fee and prescription assistance programs, our PrEP Navigators are opening the doors for more of those at risk to receive preventative measures.

1,125 PrEP Patients Seen in 2019

PrEP is a daily pill that can prevent HIV with up to **99%** effectiveness.
LGBTQ+ COMMUNITY PROGRAMMING

Community-supported programming creates safe spaces to help participants build confidence and overcome isolation. These life-changing services are made possible by the support of our donors and sponsors as well as the patients of Metro Inclusive Health.

Dozens of regularly scheduled and annual programs serving youth, seniors, young adults, the trans community and LGBTQ+ allies saw attendance of 2,495 in 2019.

“THE METRO YOUTH NIGHTS ARE MY ESCAPE FROM HOME AND THE PRESSURES OF THE WORLD. IT’S LIKE MY SECOND HOME THERE, AND THE PEOPLE THERE ARE LIKE MY SECOND FAMILY.”
YOUTH PROGRAM ATTENDEE

“I LOVE METRO. I KNOW MY TRANS SON HAS A SAFE PLACE TO GO, WHERE HE’S NOT GOING TO GET BULLIED. IT FEELS GOOD TO HAVE SUCH A SAFE SPACE. NOT JUST FOR THE KIDS, BUT FOR ALL OF US. IT’S FOR EVERYBODY.”
PARENT OF YOUTH PROGRAM ATTENDEE

“I NORMALLY HAVE TROUBLE ASKING FOR HELP OR ADMITTING WHEN I HAVE A PROBLEM BUT I KNOW I CAN ALWAYS COUNT ON THIS GROUP FOR HELP. EVERYONE IS SO KIND AND NON-JUDGMENTAL. I REALLY DO FEEL SO SAFE AND SUPPORTED HERE, THANK YOU.”
OUTSIDE THE BINARY ATTENDEE

Of youth program attendees between the ages of 13 to 17 surveyed, 100% report an increase in confidence.
ACCREDITATIONS & PARTNERSHIPS

COA ACCREDITED
Following a year-long review process that combines both documented evidence of compliance that fit within the COA standards and extensive on-site, organization-wide peer reviews, Metro Inclusive Health received national accreditation from the Council on Accreditation (COA). Founded in 1977, COA is an independent, not-for-profit accreditor of the full continuum of community-based behavioral health care and social service organizations in the United States and Canada.

A PARTNER IN ZERO PINELLAS
This project brings together the major AIDS service organizations that are committed to eliminating HIV in Pinellas County, FL. Using the combined strengths of community partners and major players, Zero Pinellas wants to implement a new model of care that goes above and beyond the current norm of HIV testing, treating, and retaining individuals in care, thus reducing new HIV infections and decreasing viral loads.
In 2019, Metro Inclusive Health planned and executed dozens of community engagement and fundraising events.

**KINK: AN ART AFFAIR**
Part erotic art show, part immersion and all sold out, KINK pushed the boundaries of sexual health and education through experience.

**ANNUAL COCKTAIL PARTY**
Our most visible annual event upped its game with Grammy-nominated artist and Broadway star Deborah Cox providing an intimate 30 minute performance to an audience of approximately 500 guests.

**FROM STONEWALL TO PULSE**
The first-ever inter-generational panel featuring those who were present during two of the LGBTQ+ community’s most defining moments, the Stonewall Riots and Pulse Massacre. The executive director of the Matthew Shepard Foundation as well as members of the trans and HIV communities also participated.

**SMART RIDE**
This annual 2-day bike ride from Miami to Key West raises funds to support agencies providing services to those living with, affected by or at risk for HIV/AIDS. A number of METRO staff take part in the ride or volunteer as crew. METRO received $173,751 from 2019 SMART Ride participants.

**2ND ANNUAL LGBTQ+ CAREER FAIR**
30 Bay area companies participated in the 2019 career fair which brought over 150 attendees from all walks of life. Dozens of jobs were filled.

**THE METRO HUB**
Community events in 2019 saw the introduction of the METRO Hub, an opportunity to connect event attendees to services at Metro Inclusive Health including healthcare, LGBTQ+ programming and donor and volunteer relations.
...IN SERVICE
We take an all-inclusive approach to reaching as many Tampa Bay communities as possible, including those that are high risk and/or experience barriers to care.

...IN STAFFING
Metro Inclusive Health continues to be a highly diverse workplace offering opportunity to hundreds of individuals regardless of race, ethnicity, sex or gender or sexual identities. Our staff reflect the communities that we serve.

Inclusivity, Diversity & Equity Training
We reimagined and relaunched our training program, applying a practical approach to the success of any organization or business through the basic principles of creating a welcoming and inclusive space for all. Participating organizations receive a certificate of completion and a “METRO Certified Inclusive” window cling.

INCLUSIVITY TRAINING
No. of Participants 1,822
No. of Trainings 32
For populations experiencing barriers to care, Metro Inclusive Health takes an active role in assisting with food/meals, transportation, clothing and other essentials.

**COMMUNITY IMPACT**

- **$25 Metro Retro & Retail Gift Certificates Distributed to Clients**: 366
- **Food/Meals Provided Worth $35,429**: 7,000
- **Condoms Distributed**: 87,826
- **Amount of healthcare services insured patients made possible for under-or-uninsured individuals through METRO’s Copay It Forward program**: $435,749
- **No. of Patient Rides Provided**: 880
- **Welcome Center Visitors**: 2,781
- **Hygiene Bags Distributed**: 416
- **$191,584 Client Assistance**
  - Rental & Utility
  - Gas Cards
  - Bus Passes
  - Personal Hygiene Items
  - Vouchers and Gift Cards for Clothing and Household items
  - Costs for Medical Care (including copayments)
  - Food Pantry & Emergency Food Bags
  - Youth Summer Camp
  - Back-to-School Supplies
  - Holiday Events for Clients

87,826 Condoms Distributed
366 $25 Metro Retro & Retail Gift Certificates Distributed to Clients
7,000 Food/Meals Provided Worth $35,429
$435,749 Amount of healthcare services insured patients made possible for under-or-uninsured individuals through METRO’s Copay It Forward program.
880 No. of Patient Rides Provided
2,781 Welcome Center Visitors
416 Hygiene Bags Distributed
$191,584 Client Assistance

**COMMUNITY IMPACT**

For populations experiencing barriers to care, Metro Inclusive Health takes an active role in assisting with food/meals, transportation, clothing and other essentials.
The SMART Ride
Tim McCormick & Jeff Brizzi
Mail-Meds Clinical Pharmacy
Kathleen Farrell Ph.D.
Gopal Grandhige & Darin Bahl
CAN Community Health
Florida Blue Foundation
Kevin Lane & Kevin Damphouse
Suncoast AIDS Theatre Project
Joanne Herman
Kate Tiedemann & Ellen Cotton
Peter Yelton
Lorraine Langlois
Cigna Foundation
Priya Rajkumar
Bob Jeffrey
Nielsen
Floss & Kay Marino-Munion
Phil Dinkins & Ed Lally
W. Dennis & BJ Ferriel
Chicky Desmarais & Marla Spruill
Trevor Burgess & Gary Hess
Advantage Environmental Services Inc.
Quench Lounge
Tech Data
Paul Mitchell School Tampa
Joe Milla
Trinity United Church of Christ
Steve Walker
Lightning Foundation
Physicians at Brandon Regional
Tampa Bay Rays & Rowdies
Michael Brill & Rick McDonald
Isle of Palm MHP- Bingo Committee
Ralph’s Mob Charities
Mark Mann & Jay Hartfield
Big Brothers Big Sisters of Tampa Bay
Carlton Fields
Lab Corp
M2 Financial Advisors of Raymond James
MHD Communications
Morrow Benefits Group
Movement Mortgage
SPCA of Tampa Bay
Bill Ward
Natalie Anthony
Tom & Steven Begert-Clark

Robert Brennan & Chrys Bundy
Gerald Connors
William & Tom Dunn
John King
George Papadeas
Brian Reale & Fred Wilcox
Ray Simms & Dennis Hall
Jan Waters & Laurie Winter
Edward Braun & Charles Bland
GLSEN of Tampa Bay
Dexter Fabian
Willi Rudowsky & Hal Freedman
St. Pete Fitness
Marker Brewing
Don Goldsmith
Donald Stokely
Sabine & Erwin Nehaus
Love’s Enterprises
Daniel McCarty
Atlas Body & Home
Foolish Tattoo & Ink
Visit Tampa Bay
Michael Abner & Mark Micklow
Sasha & Andy Citino
Charles Glimette & Bob Goguen
Tim Kane
Al May
Jim Nixon
Samuel Picard
Carolyn Redmond
Don Walker
AB Specialty Pharmacy
Ana Cruz
Bank of America
Billy’s Corner Barber Shop
Canopy Builders
CrossFit 9
Empath Health
Habitat for Humanity of Pinellas & Pasco
Pasco Pride
Pinellas County Sheriff’s Office
The UPS Store Downtown St. Pete
WCC Business Solutions
Bank OZK
Penny Weston
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.