



**2019  
ANNUAL  
REPORT**



**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**

**In 2019, we served:**

**6,689**

High Risk Populations  
• Same Gender Loving  
• Heterosexual Adults

**4,626**

Persons Living with HIV

**2,741**

Youth & Young Adults,  
ages 13-24

**2,851**

HIV+ Women & Families &  
High Risk Pregnant Women

**2,674**

LGBTQ+ & Community Center  
Program Participants

**1,739**

Behavioral Health Clients

**4,708**

Medical Care Patients

## MESSAGE FROM THE CEO

# 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



## HEALTH & WELLNESS SERVICES

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.

### Copay It Forward

Insured patients helped us provide **\$435,749** in client assistance to the under-or-uninsured in 2019.

#### MEDICAL CASE MANAGEMENT

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

#### PRIMARY & HIV MEDICAL (OUTPATIENT/AMBULATORY) HEALTHCARE

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

#### BEHAVIORAL HEALTH

Psychiatric Medication Management	Substance Abuse Treatment	Group Counseling	Therapeutic Support Groups
Mental Health	Individual, Couples, & Family Counseling	Dialectic Behavioral Therapy	Evidence-based Individual & Group Interventions
		Recovery Coaching	

#### HIV & SUBSTANCE ABUSE PREVENTION & TREATMENT

CDC High Impact Prevention	Antiretroviral Therapy (HEART)	Closing the GAP (CTG)	Pregnancy Testing
Prioritized HIV Testing	Navigation & Prevention	Community Outreach	Frontlines of
Hep C Testing	Essential Support Services	Brief Group Counseling intervention	Communities in the United States (FOCUS)
Rapid RPR Testing (Syphilis)	Peers Reaching Out & Modeling Intervention	Virtual Follow-up Program	Integrated Screening Services
Couples HIV Testing	Strategies (PROMISE)	Minority Women's Empowerment	Youth & Young Adult Intervention
Helping Enhance Adherence To	Condom Distribution	Targeted Outreach for Pregnant Women	

#### LGBTQ+ COMMUNITY PROGRAMS

Supporting (young) Adults For Equality (SAFE)	Trans Talk FTM	Outside the Binary	LGBTQ Sensitivity Trainings
Youth Services	Trans Support Network	Pasco LGBTQ+ Social Club	Free Legal Advice
Trans Significant Other Group	Social	Wellness Services including: Buddhist Meditation, Guided Meditation, Yoga, Cruz Fit (Low impact exercise for seniors)	Free Financial Planning Services
Trans Parent Group	Service & Advocacy for GBLT Elders (SAGE)		
Trans Talk MTF	Mature Women's Group		
	Mature Men's Group		
	Queer College Nights		



## AN ALL-INCLUSIVE REBRAND



*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•clu•sive

/in'kloosiv/

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.



Over  
**10,000**  
Visits

Behavioral Health  
**1,739**  
Persons Served

Medical Services  
**4,708**  
Patients

**13,954**  
Visits

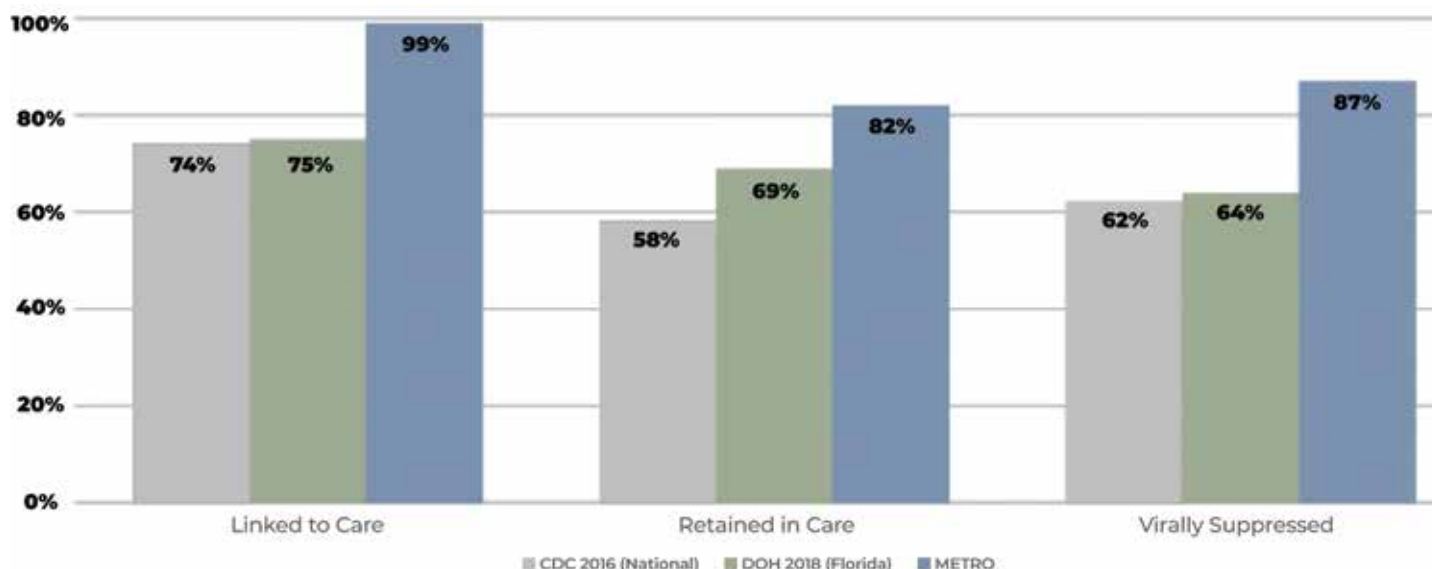
**Primary Care  
HIV Treatment with  
CAN Community Health  
PrEP/nPEP  
HRT  
STI Testing & Treatment**

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

PATIENTS SURVEYED REPORTED:	FROM	BY YEAR END
EASE OF MAKING APPOINTMENT	69.8%	88.6%
PROVIDER WAS ATTENTIVE & ANSWERED ALL QUESTIONS	89.0%	98.0%
UNDERSTOOD MY DIAGNOSIS & MEDICAL TREATMENTS RECOMMENDED BY MY PROVIDER	92.0%	98.0%

# 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



COMMUNITY HEALTH

METRO's Partner  
in HIV Care



## 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.



PrEP is a daily pill that can prevent HIV with up to

**99%**

effectiveness.

**1,125**

PrEP Patients Seen  
in 2019



Of youth program attendees between the ages of 13 to 17 surveyed,

# 100%

report an increase in confidence.



**“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

## 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 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



## 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.



## COMMUNITY & FUNDRAISING EVENTS

In 2019, Metro Inclusive Health planned and executed dozens of community engagement and fundraising events.

DYLAN TODD PHOTOGRAPHY

### **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.

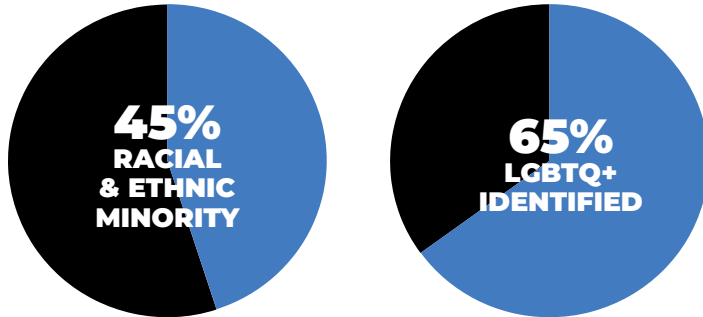




## DIVERSITY

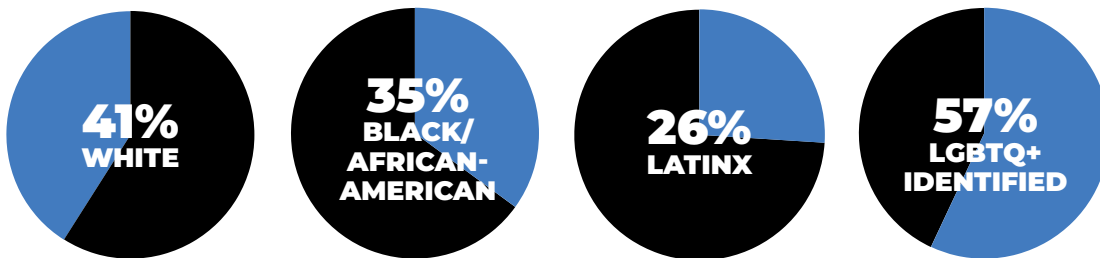
### ...IN SERVICE

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**

**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.

No. of Patient  
Rides Provided

**880**

Welcome Center  
Visitors

**2,781**

## 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.

**\$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



**SO MANY LIVES  
IMPACTED**

Over 25 years, METRO has touched the  
lives of thousands through direct care and even  
by way of family, significant others, and the  
community.

**416**

Hygiene Bags  
Distributed

## METRO COMMUNITY INVESTORS

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.



All are welcome.  
Including *you*.

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**METROTAMPABAY.ORG**