



# **ANNUAL** Report

2021



**IN 2021 WE REACHED...**

<b>4,514</b>	Persons Living with HIV
<b>2,535</b>	Youth & Young Adults (13-24)
<b>1,326</b>	Seniors (65+)
<b>1,681</b>	HIV+ Women & Families / High-Risk Pregnant Women
<b>3,272</b>	New Patients

**26,997**

**TOTAL LIVES TOUCHED**

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# LETTER from the CEO

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Throughout 2021, Metro Inclusive Health rose to meet increased demand for inclusive care and community-based services in our fast-growing region.

As we responded to the ongoing pandemic and all that 2021 brought, the extraordinary dedication of our team shone through. From rising to the challenge as a federally supported COVID-19 vaccine site, to expanding our core programs and services, their efforts made it possible to impact the lives of nearly 27,000 community members overall. **In this report, you will see the results of the tremendous work accomplished by our dedicated team.**

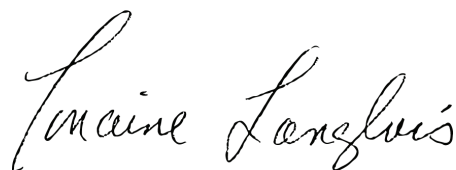
In August, we made history as we opened **a new 30,000 sq. ft. of state-of-the-art Health and Community Center in Tampa** at the former German American Club, saving and preserving one Tampa's oldest and grandest historic structures. City of Tampa Mayor Jane Castor and Hillsborough County Commission Chair Kymberly Overman — both great supporters of METRO — were in attendance as we opened the doors and doubled our capacity to provide services in an area of great need.

Shortly after, we opened a new Youth Center right next door: a fully restored bungalow that serves as a safe space for our LGBTQ+ and allied youth to be their authentic selves, while receiving support and educational opportunities. **Now, more than ever, it is vital to advance, elevate and protect our community and our mission.**

For nearly 30 years, METRO has grown and adapted through times of change — expanding from one service to over 100 — to advance its mission in support of health and wellness throughout Tampa Bay.

Having served the organization through those changes, I've always taken seriously the leadership role that I am privileged to play, and the responsibility it brings. I am exceedingly grateful for our all of our staff, who have such great passion to make a difference in the lives of those we serve. **A heartfelt thank you to the employees, patients, clients, funders, community partners, volunteers, sponsors and donors who make our work possible.**

*"In this report, you will see the results of the tremendous work accomplished by our dedicated team."*



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Lorraine Langlois, CEO

# HISTORY in the Making.



## TAMPA'S NEW HOME FOR INCLUSIVE HEALTH

In November, we cut the ribbon on the newly renovated **German American Club** in Ybor, reviving one of Tampa Bay's oldest landmarks, built in 1909.

Now home to a state-of-the-art, 30,000 sq.ft. Health & Community Center, the new location has **doubled the reach of 100+ life-changing programs and services**, from inclusive Primary Care to community programs for all ages.

The historic Grand Hall is available to rent as a memorable venue, with proceeds benefitting METRO's mission.

The new **METRO Youth Center** — a charming bungalow located next door — provides a safe, welcoming space for LGBTQ+ and allied youth to attend programs and connect with peers.

Have you had a chance to see history come to life? Visit us at **2105 N. NEBRASKA AVE IN TAMPA.**

# INCLUSIVE Health.

## CHOOSING INCLUSIVE

**Inclusive care makes all the difference for those seeking new providers.** Under one roof, METRO provides primary care, behavioral health, psychiatry, HIV care and testing, HRT and more. **We enrolled 40% more new patients in 2021** than the previous year.

## RESPONDING TO COVID-19

As a designated vaccination center, METRO provided **7,575 COVID-19 vaccine doses** throughout Tampa Bay, when they were needed most. Our volunteers and staff supported community health by distributing **over 10,650 facial masks** and **1,800 hand sanitizer bottles**.

Enrolled  
**3,272**  
New Patients

**14,284**  
TeleHealth  
Visits

**43,319**  
Health  
Center Visits

My provider took time with me. She didn't make me feel rushed, and I felt like I could ask questions. My husband was listening in on my TeleVisit, and he was so impressed that he called and made an appointment as well.

“ ”

— PATIENT SATISFACTION SURVEY PARTICIPANT

**COPAY IT FORWARD = \$566,950.34**

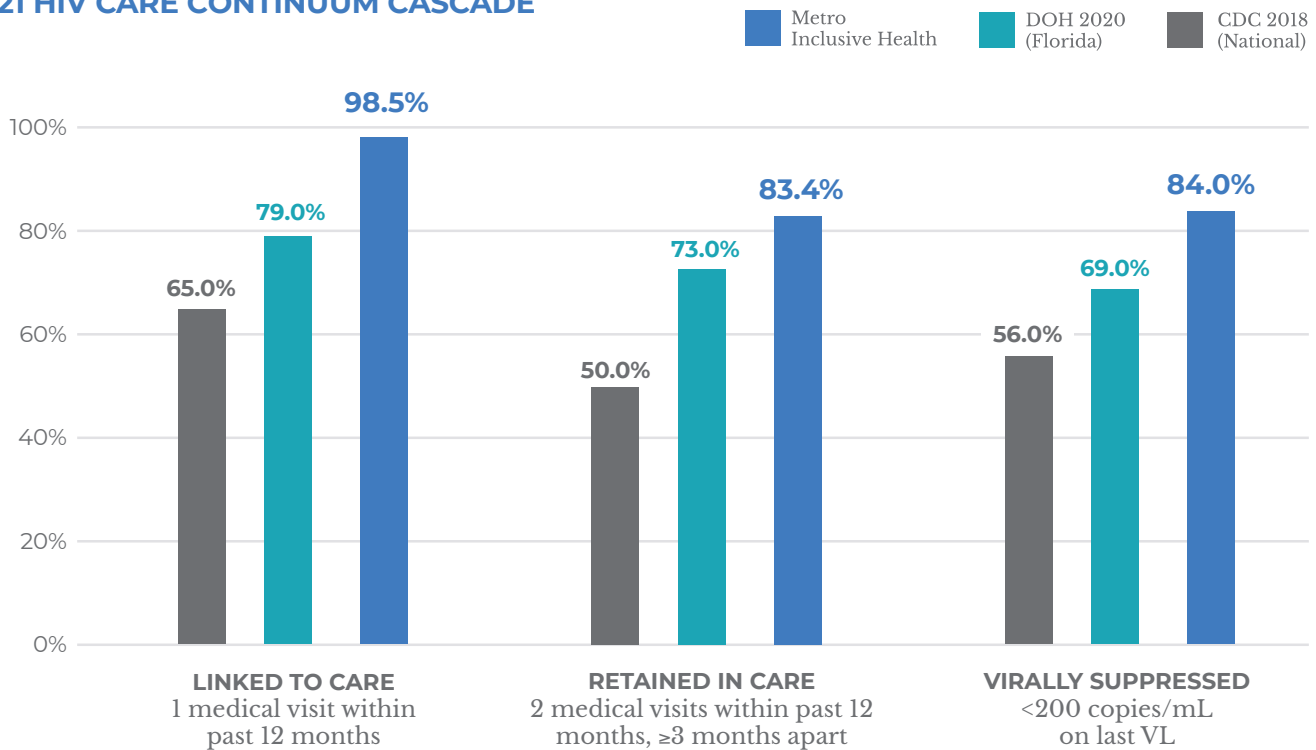
With our innovative Copay It Forward program, insured patients make **quality healthcare available to under- or un-insured community members**, at no extra cost.



# HIV Care.

METRO offers **testing, treatment, case management and care**, for a comprehensive approach to ending the HIV epidemic in Tampa Bay. Care for clients living with HIV **consistently outpaces national averages** when it comes to linkage, retention in care, and viral suppression.

## 2021 HIV CARE CONTINUUM CASCADE

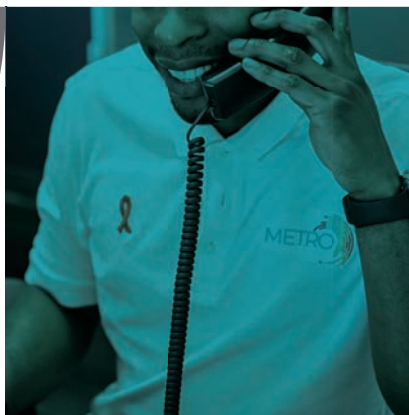


During  
**2021...**

Served **4,514**  
People Living  
with HIV

**400+**  
New PrEP  
Patients

**7,351**  
HIV Tests  
Administered



# PREVENTION & Outreach.

Prevention & Sexual Health **reached over 10,000 community members** by providing resources like education and free HIV testing at **815 local events**. We even **distributed nearly 92,000 condoms** throughout Tampa Bay!



Among Prevention  
& Sexual Health  
program attendees  
surveyed:

- 100%** agreed that programs were useful
- 97%** found staff knowledgeable or very knowledgeable
- 92%** reported facilitators were very approachable



# CELEBRATING inclusivitea.



**Welcome to inclusivitea.** Part WiFi tea cafe, sexual health center and adult and pride retail experience, inclusivitea. opened in 2021 to bring sexual health to the Grand Central District as it's never been done before.



# Reaching **COMMUNITY**

## **ALL ARE WELCOME**

**LGBTQ+ Community Programs create inclusive, welcoming social spaces**, at no cost. Of surveyed attendees:

**100%** found their programs useful

**98%** feel safe & included during programs

**96%** would recommend LGBTQ+ programs to friends

As the COVID pandemic led to increased isolation among youth, we proudly and safely offered our **annual LGBTQ+ Youth Summit and LGBTQ+ Summer Camp** as necessary spaces for connection and fun.

“Everyone is so sweet and kind, very welcoming and massively funny. Super amazing overall. I’ve already recommended it to two different friends!”

— LGBTQ+ YOUTH PROGRAMS ATTENDEE

## ◀ **WHAT’S THE TEA?**

**Opened in August, inclusivitea. hosted 10 new community events** including a PrEP Rally, Youth Art Markets, Video Game Nights, Poetry Slam, Halloween Block Party and more.

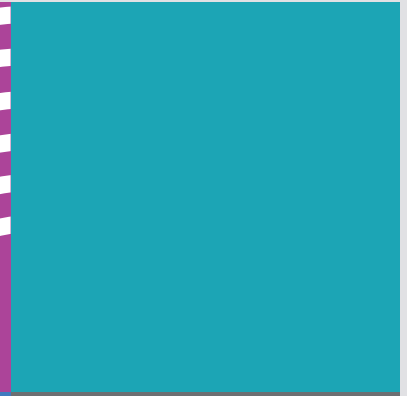
## **HEALTH EQUITY**

We doubled down on our efforts to **reach the communities most impacted by health disparities and inequity.**

With the addition of a new state-of-the-art Mobile Health Unit, we extended our reach into priority population communities with **health screenings, linkage to services, HIV testing and prevention and access to COVID-19 and flu vaccines.**



Welcoming  
**1,254**  
Visitors



## AWARDS & RECOGNITION

We were proudly named **Favorite Local Healthcare Facility, Most Effective Local Non-Profit** (Watermark WAVE Awards), and **Best Wellness Center** (Creative Loafing Best of the Bay).



## GROWING WITH TAMPA BAY

**With 82 new hires in 2021, we're always expanding!**

In a Diversity & Inclusion survey of staff, over 50% of responders self-identified as part of the LGBTQ+ community, 26% as Black/African American, and 15% as Hispanic — **reflecting the demographics of our diverse region.**

## OUR COMMUNITY SAYS

"Y'all are incredible. Thank you for providing such a **high level of care.**"

"As long as Metro Inclusive Health is here, **I will be going to them.**"

"**100% of the time,** the staff has been professional and kind."

"I love the ability to access **everything** in one organization."

# Thank **YOU.**

We treasure the immeasurable impact of our donors, sponsors, community partners and volunteers.

In 2021, donors contributed  
**\$617,700** in support of our mission.

That includes **\$58,000** in Pride Raisers planned by locals, **\$15,000** in Facebook Birthday Fundraisers, and contributions by **412 first-time donors!**

## PROVIDING CRUCIAL RESOURCES

Sudden changes in life — including health, employment or transportation — can be destabilizing. That's why we've developed programs to **assist with the growing needs of our clients in Tampa Bay.**

From **day-to-day essentials, to life-changing medical care and prescriptions**, Metro Inclusive Health has provided a total impact of:

**\$894,936**  
in Client Assistance Provided

**\$95,369** in Gift Cards & Vouchers  
**\$59,059** in Pantry & Hygiene Kits  
**\$40,198** in Meals Distributed  
**\$27,987** via Angel Funds  
**\$100,843** via Housing Connect  
**\$566,950** via Copay It Forward

Give, support & get involved at  
**[METROTAMPABAY.ORG/Support](https://METROTAMPABAY.ORG/Support)**





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