

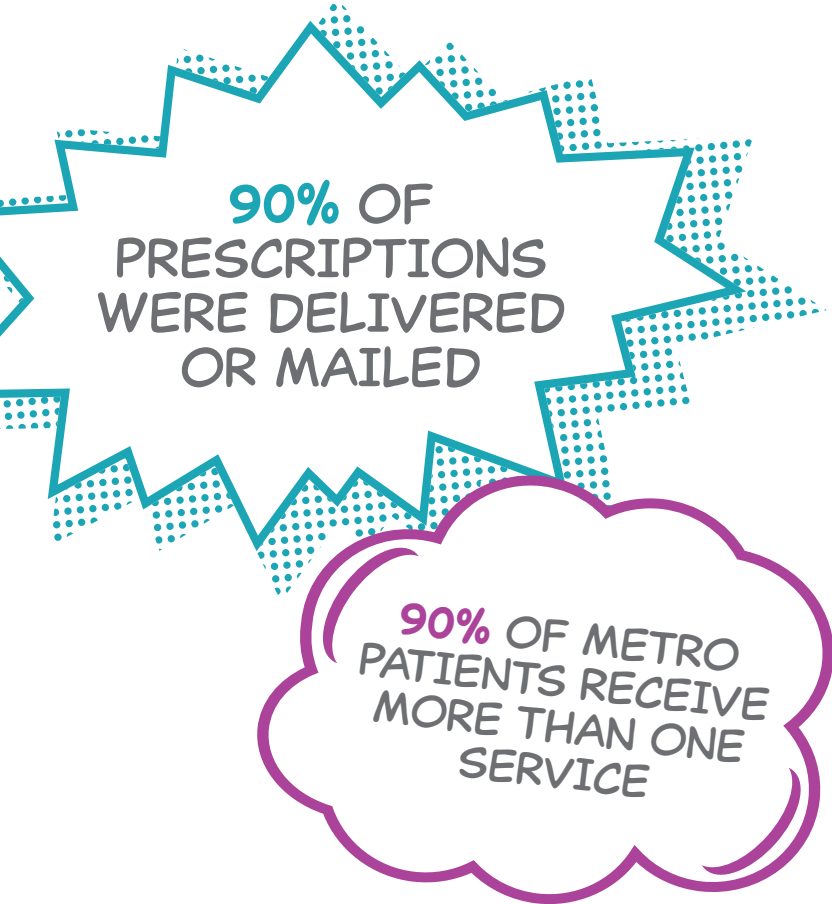


**ANNUAL  
REPORT**

# A Modern & Centralized Approach to Your Healthcare

**Access to Care, Simplified.**  
Over 100 services offered, across four state-of-the-art facilities in Tampa Bay.

**Convenience of Technology.**  
TeleHealth, lab results, appointments, refill requests and more via the Healow App.



**In Our Communities.**  
With three Mobile Health Units, we're committed to impacting at-risk populations by meeting them where they're at.



**A Consistent Experience.**  
Virtually or in person, the provider you see on screen is the same you'll see in person.

**Save a Trip. Skip the Trip.**  
Save time with on-site labs and pharmacies or TeleHealth and prescription delivery.

**Experienced and Committed.**  
Linkage experts connect patients and clients to the services they need.

# To Inclusivity & Beyond!

2020 became a year of firsts for many of us. For Metro Inclusive Health, it was the latest test of our ability to remove barriers to care.

Even in the face of a global pandemic, I continue to be amazed by the agility of our team. We mobilized to make sure service to thousands of patients and clients went uninterrupted, and we expanded TeleHealth to create even greater access to care.

Pandemic isolation, a social justice reckoning and a stressful election contributed to a surge in demand for behavioral health services. We developed a team to meet that demand.

As LGBTQ+ Community Programs and Prevention and Sexual Health established virtual content and outreach plans, removing the boundaries of geography allowed us to welcome fresh faces in underserved areas across Tampa Bay, the U.S. and internationally.

Our Medical Director led the development of continually evolving protocols to meet and exceed CDC guidelines so staff were able to continue providing services, safely.

And although it's 2021 as I write this, we are witnessing the Metro Inclusive Health team rise to the challenge of vaccinating individuals for COVID-19, with over 3,000 doses already provided.

Metro Inclusive Health is proof that people with a passion for what they do make the difference. A heartfelt thank you to the staff, patients, clients, community partners, sponsors and donors that make what we do possible. We refuse to let uncertainty nor adversity stand in the way of our mission.

*Lorraine Langlois*  
**LORRAINE LANGLOIS**  
CEO





METRO **TELEHEALTH**  
APPOINTMENTS WITH LOCAL  
PROVIDERS PROVED TO BE  
A VERSATILE SOLUTION,  
CREATING GREATER ACCESS  
TO CARE IN 2020.

**2,408**  
NEW PATIENTS ENROLLED  
BEHAVIORAL HEALTH: 866  
PSYCHIATRIC SERVICES: 341  
PRIMARY CARE: 818

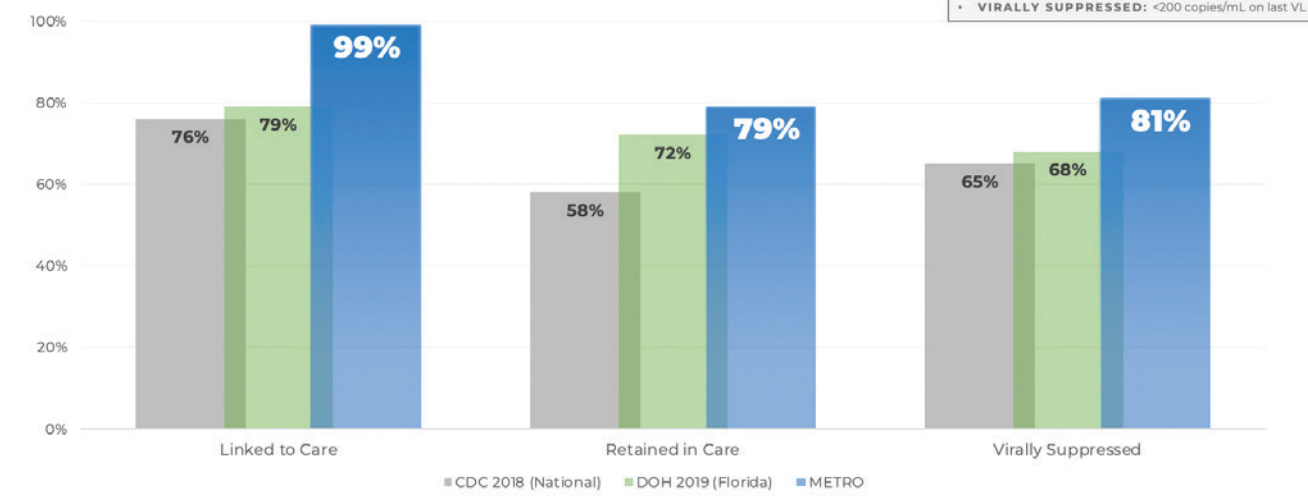


**4,322 PERSONS  
LIVING WITH  
HIV/AIDS  
SERVED**

# Complete HIV & Primary Care

METRO **optimizes health outcomes for those living with HIV** by offering HIV care — in partnership with CAN Community Health — combined with primary care and wraparound services including medical case management, behavioral health and prescription assistance.

## 2020 HIV CARE CONTINUUM CASCADE



# Undetectable=Untransmittable



## Uniquely Inclusive Care

We are committed to eliminating barriers to quality healthcare by providing access to every individual regardless of sexual orientation, gender identity, race, ethnicity, religious beliefs or financial means. Our sliding-scale fee offers any individual the ability to receive care based on proof of income and regardless of their ability to pay.



METRO CONTINUES TO OUTPACE THE NATIONAL AND STATE AVERAGES OF HIV+ INDIVIDUALS LINKED AND RETAINED IN CARE AS WELL THOSE WHO HAVE REACHED UNDETECTABLE STATUS

**UNDETECTABLE IS WHEN ONE'S VIRAL LOAD IS SO LOW, IT CANNOT BE DETECTED IN A TEST OR PASSED ON TO OTHERS THROUGH SEX**



# Powered by Community

Patients, sponsors and donors supported charitable services totaling **\$772,512.24!**

INDIVIDUALS, SMALL BUSINESSES AND MAJOR CORPORATIONS HOSTED "PRIDE RAISERS" BENEFITING METRO



METRO'S LGBTQ+ WELCOME CENTER, OUR PARTNERSHIP WITH THE CITY OF ST. PETERSBURG, CONTINUED TO SERVE AS AN ENTRY POINT TO A WELCOMING AND INCLUSIVE COMMUNITY FOR VISITORS AND NEW RESIDENTS



**2,781 VISITORS**  
FROM 50 STATES, INCLUDING 2,263 FROM FLORIDA, 55 FROM NEW YORK AND 23 FROM GEORGIA



DIVERSITY, EQUITY AND INCLUSION TRAININGS INCREASED AS COMPANIES, SMALL BUSINESSES AND ORGANIZATIONS COMMITTED TO MORE WELCOMING AND INCLUSIVE ENVIRONMENTS



## Thank you!

**30 INDIVIDUALS HOSTED FACEBOOK FUNDRAISERS TOTALING \$5,524!**



# Not All Heroes Wear Capes

At METRO, your normal insurance copay provides health services and prescription assistance to under-or-uninsured community members.

METRO'S COPAY IT FORWARD PROGRAM PROVIDED **\$485,163.89** IN HEALTHCARE ASSISTANCE FUNDS

# Soaring to New Heights

By expanding virtual programming when it was needed most, we reached **2,561 Youth and Young Adults**, of whom 915 were Black or African American and 498 were Hispanic or Latinx. **LGBTQ+ Community Programs** saw a total of **1,604 attendees**.

THE VIRTUAL TRANS FASHION AND HEALTH EXPO WELCOMED KEYNOTE SPEAKER AND INTERNATIONALLY RECOGNIZED TRANS ADVOCATE, **SCHUYLER BAILAR**



THE ANNUAL LGBTQ+ YOUTH SUMMER CAMP SENT 84 CARE PACKAGES TO YOUTH ACROSS TAMPA BAY AND AS FAR AS TEXAS, OREGON, ARKANSAS AND CANADA

**#POWERON**  
TABLETS GENEROUSLY GIFTED BY THE POWERON FOUNDATION EXPANDED PROGRAMS TO THOSE WITHOUT THE TECHNOLOGY NECESSARY TO ATTEND



**Florida Blue Foundation**  
FLORIDA BLUE CONTINUES TO BE A VALUED PARTNER IN SUPPORTING PROGRAMS FOR OUR **LGBTQ+ 50 OR BETTER COMMUNITY**



# HIV Prevention & Testing During a Pandemic

Combining **limited in-person events, digital messaging, direct mail and community partners**, our Prevention and Sexual Health team continued to impact at-risk populations, with **new protocols for community outreach in safe environments.**



**6,511 HIV TESTS PERFORMED**




**OVER 100,000 FACE MASKS PROVIDED**



**89,469 CONDOMS DISTRIBUTED**

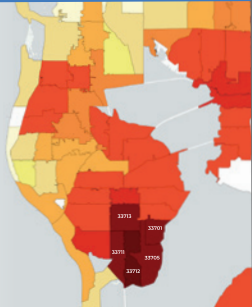
In addition to diagnosing and treating HIV, **testing is key to assessing risk.** Therefore, at-home testing with TeleHealth was expanded as we ramped up in-person testing by appointment and **community testing via Mobile Health Units.**



**HEALTH ALERT FOR**  
33701, 33705, 33711, 33712, & 33713


**IN PINELLAS COUNTY**  
According to the FL Department of Health, 42% of new HIV diagnoses are among Black & African-Americans, with these zip codes seeing the highest numbers of new infections.

**IN FLORIDA**  
57% of all female HIV diagnoses were Black women.  
96% of females with HIV contracted it from a heterosexual encounter.  
49% were over the age of 40 when diagnosed.



**TAKEAMINUTESTPETE.ORG**

**DEMAND FOR SERVICES TRANSLATED INTO NEARLY 25 NEW POSITIONS, INCREASING OUR ABILITY TO IMPACT HIGH-RISK POPULATIONS**



## FASTER THAN A GRINDR DATE?

As rates of common STIs rose, the addition of Analyzers in St. Pete and Tampa brought **complete STI panels in 90 minutes or less.**



**AIDED BY TELEHEALTH, OUR PREP PROGRAM GREW TO A TOTAL OF 1,201 PATIENTS**



**PREP IS A DAILY PILL THAT'S 99% EFFECTIVE IN PREVENTING HIV**

# Doubling Our Impact in Tampa

Tampa Bay continues to shine as a desirable place to live. Having outgrown our current Tampa location, we made significant construction milestones towards doubling our capacity.

A renovation of the German American Club will **revive one of Tampa Bay's oldest landmarks, built in 1909**, and transform the 5,000 sq. ft. Grand Hall into one of the area's most sought-after event venues. Event rentals help offset operating expenses so we can focus more resources on our community.

Purchased with partners CAN Community Health, the soon-to-be-completed **30,000 sq. ft. state-of-the-art Health and Community Center** located in Ybor City will include:

- |                         |                    |
|-------------------------|--------------------|
| 9 Intake Rooms          | 5 Counseling Rooms |
| 10 Patients Exam Rooms  | 1 Conference Room  |
| 2 HIV/STI Testing Rooms | 1 Youth Group Room |
| Full On-site Lab        | 2 Meeting rooms    |
| On-site Pharmacy        | 1 Grand Hall       |



**LOCATED IN ZIP CODE 33605, WITH A 62% BLACK/AFRICAN-AMERICAN AND 22% HISPANIC/LATINX POPULATION, THE NEW LOCATION WILL GREATLY INCREASE ACCESS TO CARE FOR COMMUNITIES OF COLOR**



In St. Pete, **hundreds of youth, seniors and members of our LGBTQ+ community depend on METRO's life changing community programming.** The new Health and Community Center will help us meet the demand for these programs in Tampa.

**Will you help us Raise the Roof?**  
[METROTAMPBAY.ORG/Tampa](https://METROTAMPBAY.ORG/Tampa)





## Black & Empowered

Our last major event prior to lockdowns, the **Black & Empowered Brunch** brought together local leaders at METRO St. Pete and Tampa. Panelists shared firsthand experiences, defined “empowerment,” and charted a path toward an equitable, healthy future for our community.

## United We Hand

Participants and staff took part in the interactive mural **United We Hand** by **Ya La’Ford** at METRO’s St. Pete location. Due to the pandemic, the mural remains somewhat a work-in-progress. We hope to re-engage the community around its further development in the near future.



## Awards & Recognition

METRO had a stellar year of awards and recognition.

### Creative Loafing Best of the Bay

Best Non Profit  
Best LGBT Organization  
Best Community Center

### Watermark Wave Awards

Favorite Local Health Care Facility  
Most Effective Local LGBTQ Organization  
Favorite Fundraising Event



## Meet EnBe!

Introduced in 2021, EnBe (they/them/theirs) is a superhero promoting Metro Inclusive Health’s mission to **“knock down” barriers to care** while championing diversity, equity and inclusion in our Tampa Bay community.



## What Our Community is Saying

Thank you is never enough!!!  
**Sonja J.**

This place is by far the most welcoming health place I’ve been to. Kudos to all the staff members from the front desk to everyone that I have interacted with. Will recommend METRO to anyone.  
**Raymond T.**

I was impressed. The staff are all pleasant and helpful. Shows they are happy working there.  
**Ed N.**

Getting a counselor helped me out alot. So yeah I would and will recommend this to everyone. Gotta keep safe and stay healthy.  
**Johnny A.**

Love the services here. Hope once I am a RN and a PA I can work for them.  
**Armando R.**

Compared to other places? There is no other place I would recommend for inclusive care.  
**Alex B.**

Friendly and professional!  
**Carey K.**

Impeccable service! Thanks for taking good care of me!  
**Joshua S.**

It’s really nice to be with other LGBTQ+ people who accept me.  
**METRO Youth Peer Support Attendee**

The getting to know people in your community situation, I love it, and the youth nights help with added stress.  
**METRO Youth Nights Attendee**

The level of thought, care and planning that went into this was amazing! My daughter made new friends that she is in daily contact with. Her confidence has grown [and] she is happier since camp. Thank you!  
**LGBTQ+ Youth Summer Camp 2020, Parent**

**STAY CONNECTED!**     



St. Petersburg • Tampa • Clearwater • New Port Richey  
**METROTAMPABAY.ORG**

Concept & Design by RKC.me