

Annual Report

2023



Copay It Forward™
\$755,107

Amount of free services insured patients helped deliver by using a METRO partner pharmacy.

3,160

Total
New Patients

100+

Services &
Programs Offered



31,061

Lives
Touched



First-Time Website Visitors

149,420

834,275

Social Media
Services &
Education
Impressions

**Explore
More →**

2023 saw the transformation of Metro Inclusive Health from large health centers to a regional approach that better meets the needs of a fast-growing and increasingly dense market.

Announced in late 2022, METRO set out on an ambitious plan to redistribute two large facilities across seven new regional health centers, for a total of nine locations in Pinellas, Hillsborough, and Pasco counties. Not only did we successfully complete the transition in under a year, we did it ahead of schedule and under budget.



Uninsured patients receiving services powered by “Copay it Forward.”

- Heterosexual
- Black/African American
- Prefer Not to Say
- Hispanic/Latino
- LGBTQ+
- White/Non-Hispanic



6,969

Prescriptions
Filled

\$755,107

in free services
delivered.

metro inclusive
 **pharmacy**
COPAY IT FORWARD™

2023 saw the introduction of **Metro Inclusive Pharmacy**. Pulling the jewel colors from the Metro Inclusive Health logo, the arrow represents our insured patients' commitment to supporting those in need.

Known as “**Copay it Forward**”, the program that has made a profound impact in our communities since its introduction in 2018, was also trademarked.

HIV & Primary Care, **together.**

399 new patients. **Up 62%** ⚡

In our second year of providing full-service HIV care and treatment through our **One Provider, One Appointment** program, we continued to welcome new patients to the most advanced approach to HIV care in Tampa Bay.

Clients served in
Ryan White
programs.

3,825

Up 19%

Percent of all
clients/patients in
all METRO services
who are PLWHA.

29%

Total patients
receiving HIV &
Primary Care,
together.

1,146

90% of METRO patients living with HIV are “undetectable,” far surpassing the state and national averages.



Health Centers

Total Health Center
Patients

7,034

Behavioral Health
Patients

1,308

PrEP
Patients

1,665

Psych
Patients

781

Outreach

Outreach Events & Activities

1,176

Condoms Distributed

98,754

Total Persons Receiving Outreach

16,616

Prevention & Sexual Health

Percentage of Newly-Diagnosed HIV
Patients Linked to Care Within 30 Days

92%

Rapid HIV Tests

3,157

Persons Tested for
HIV & STIs

5,371

6,169

Health Center HIV Tests Performed



Eliminating Barriers to Care

Thanks to the support of donors, community partners, and patients using Metro Inclusive Pharmacy, we were able to eliminate barriers to critical care, treatments and medications for hundreds of patients.

Uber Health
Rides
Provided

1,403

Meals
Provided

2,988

Clients Provided
with Housing
Stabilization

426

Bus Passes
Provided

924

Gas Cards
Provided

1,329

Food Bags
Provided

315

Hygiene Bags
Provided

285



With our 2023 transformation, we affirmed METRO's ability to adapt to an ever-changing market. Increased demand for services, regional density, hybrid work schedules and rising operational costs helped us predict and adapt to a new normal. We realize that 33 years of success are based on the ability to adapt and innovate. True to our mission to eliminate barriers to care while increasing access to services, we're channeling the 1980 classic song by *Journey* as a mantra for our **most important 2024 strategic initiatives:**

"Any way you want it. That's the way you need it. Any way you want it."

Same-Day STI Testing

Sexual health is the cornerstone of our organization's history. As of May 2024, we began offering same-day STI testing, no appointment necessary, with rapid results in under 90-mins at two strategic locations.

Now Live!

Same-Day Prevention

Providing access to same-day PrEP, DoxyPEP, and nPEP prescriptions in under 1 hour. Patients using Metro Inclusive Pharmacy can walk away with meds that day, with refills by discreet delivery and future visits by TeleHealth.

Now Live!

Statewide TelePrEP

Using the most advanced at-home STI self-testing kits available, METRO will begin offering statewide telehealth services for PrEP, with meds delivered discretely to your home.

Target: Summer 2024