Annual Report 2023



3,160

Total New Patients

Copay It Forward™

\$755,107

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

100+ Services & Programs Offered



31,061 Lives Touched

First-Time Website Visitors 149,420

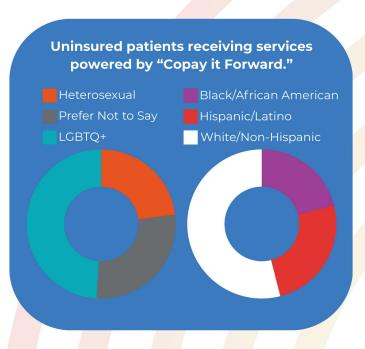
834,275 Social Media Services & Education **Impressions**

Explore More

Metro Inclusive Health — 2023 Annual Report

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.













6,969Prescriptions
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.

Metro Inclusive Health 2023 Annual Report

HIV & Primary Care, together. 399 new patients. Up 62% 4

In our second year of providing full-service HIV care and treatment though 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.

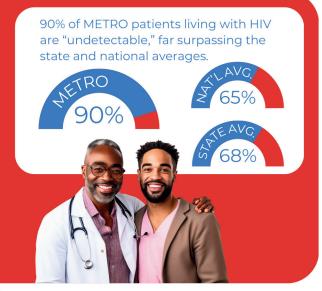
> 3,825 Up 19%

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

29%

Total patients receiving HIV & Primary Care, together.

1,146



Health Centers

Total Health Center **Patients**

7,034

PrFP Patients

1,665

Behavioral Health Patients

1,308

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



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

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

while increasing access to services, we're channeling the 1980 classic song by

Journey as a mantra for our most important 2024 strategic initiatives:

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

Target: Summer 2024