

Whole Person Healthcare

Annual Report
Fiscal Year Ending
June 30, 2020



**Equitas
Health**



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Dear Friends,

During this period of uncertainty, we have been encouraged and humbled by the outpouring of generosity from our communities and stakeholders, and filled with pride and gratitude for the resilience of our staff and those we serve. Through the coronavirus pandemic, calls for racial justice, and major economic disruptions, Equitas Health has maintained a trajectory that is ever upward, focused, as always, on supporting the thousands of individuals who depend on us for life-sustaining care.

Our mission—to be a gateway to good health for those impacted by HIV, the LGBTQ+ community, and all those in need of a welcoming healthcare home—has always required adaptability. We constantly ask ourselves *Who are we missing?* and *How come?* and then we adjust. That willingness made us uniquely prepared in 2020 to adapt to circumstances we never could have predicted.

In 2019, our medical, pharmacy, and prevention teams considered what we could do to make PrEP—the medication that prevents HIV transmission—easier to maintain and even more accessible to all Ohioans. In January of 2020, after months of preparation, we launched our first TeleHealth service—TelePrEP—connecting patients via phone or computer to a medical provider, clinical pharmacist, and critical preventive medication.

Our desire to examine and adjust our service model meant that as the COVID pandemic changed our lives and communities from one week to the next, we were ready and equipped for the transition to remote care provision. In a matter of days, our medical providers and mental health counselors were conducting 90% of patient visits via TeleHealth, and—thanks to our clinical staff who hit the phones—our patients were navigating a completely new system, and showing up. In fact, our appointment attendance rate increased!

Today, TeleHealth has become a vital option for our patients across all service lines, connecting people who previously had no access to critical services like trans care, to the knowledgeable and affirming treatment they deserve.

Our FY2020 Annual Report celebrates the many accomplishments of our dedicated and innovative staff. You will find stories from our most valued partners in this work—our patients and clients—who against all odds, continuously strive to make their health a priority.

Our work is not done. We know that the journey towards true “Care for All” will continue to require both strength and flexibility. We are confident that with commitment and willingness, we will arrive.

Sincerely,


President & CEO
He, Him, His


Chair, Board of Trustees
He, Him, His



Pastor
Lesley Jones

Cincinnati pharmacy
patient

“

When the pharmacy in my neighborhood closed, I was looking for a local pharmacy that offered walk-in and delivery services. The Equitas Health Medical Center & Pharmacy in Walnut Hills is so much more than convenient. During the pandemic, I ran out of my blood pressure medicine. My Equitas Health pharmacist noticed that there were no refills remaining. Within 24 hours, Equitas Health obtained a refill authorization from my primary care physician, and delivered my medication to my home. With Equitas Health in the region, there is a safe place for me, my family, and the entire city.

”

Service During a Pandemic

RESILIENCE, ADAPTATION, CONSISTENCY

According to the Ohio Association of Community Health Centers, at least 70% of Ohio community health centers experienced a reduction in patient visits during the initial months of the coronavirus pandemic, causing a sharp decrease in earned revenue and subsequent employee layoffs. Because Equitas Health entered this crisis with strong financial footing, we have maintained a trajectory that is ever upward, increasing patient attendance rates while quickly responding to the public health emergency. Though we have made many adjustments throughout the crisis, our first concern has remained the same: maintaining the health and safety of our employees, patients, and clients.

NOT BUSINESS AS USUAL

Our patients and clients cannot afford to put a pause on their healthcare. With urgency and unity, our medical providers moved TeleHealth to the forefront of their care provision as a critical service delivery system. Our clinical team swiftly developed and implemented safety protocols for patients with conditions requiring in-person visits.

PHARMACY DELIVERY - FROM CONVENIENCE TO NECESSITY

Our pharmacy staff provides top-quality care to all patients, and specialty services for those living with chronic conditions—a population for whom maintaining treatment during the pandemic is crucial. At the start of the pandemic, requests for our free delivery services increased by 55%. As our social enterprise, the pharmacy reinvests 100% of profits back into Equitas Health's programs and services.

MAINTAINING WELL-BEING DURING ISOLATION

Our therapists transitioned rapidly to TeleCounseling, and maintained tight caseloads as their clients grappled with the compounding stresses of the pandemic. Our support groups, *In Transition* and *Tuesdays Without Tina*, moved to online platforms, where 139 participants from March 15 to June 30 found community and support.

Immediate Response March 15 to June 30, 2020

7,600+ remote medical and mental health counseling visits

500+ calls and chats on the HIV hotline

31,500+ interactions with or on behalf of HIV health advocacy clients

7,800+ interactions with or on behalf of HIV housing advocacy clients

120+ HIV test kits and 3,300+ condoms mailed

“

When I didn't have a place to stay, my first and foremost thought every day was, 'Where am I going to sleep tonight?' Everything else took a back seat. Since Equitas Health helped me secure my own place, the weight of the world has lifted from my shoulders. I feel safe and secure. I am able to focus on my health and my recovery now more than ever.

”



Lori

Portsmouth housing
advocacy client

Building Safer, Healthier Communities

HEALTH & HOUSING ADVOCACY

When Ohio's stay-at-home order hit, our health and housing advocates became a critical bridge between people living with HIV and the services they needed to stay healthy and limit their exposure to COVID-19. From arranging grocery delivery and remote medical appointments, to helping people maintain stable housing, our advocates are a lifesaving source of stability in normal times, and especially in 2020. This year, health & housing advocacy also meant encouraging clients to participate in the census and register to vote. We are #CountWorthy!

SURVIVOR SUPPORT

The critical need for social distancing amid the pandemic has confined many at home with abusers or family members intolerant of LGBTQ+ identities. The Buckeye Region Anti-Violence Organization (BRAVO) significantly expanded its outreach services to include safe meeting spaces for LGBTQ+ people who are sheltering in unsafe or non-affirming environments. Since March, BRAVO has documented a 169% increase in use of its hotline, counseling, and advocacy services. To meet the demand, the team expanded hotline hours and added HIPPA compliant text and live chat support.

HIV/STI TESTING

While area sexual health clinic options became scarce, our Columbus and Dayton testing services remained open and became a critical resource for those most at risk of acquiring HIV. Our online information hub—OHIV.org—served as a safe and accessible resource for those seeking remote services like home HIV test kits, free condoms, and prevention counseling.

HARM REDUCTION

For many Safe Point participants, the safe harbor of our harm reduction center is the only constant they can count on. That's why our staff and volunteers are so committed to maintaining a judgment-free environment for participants. They offer safer injection instruction, exchange clean needles for used ones, administer HIV & HEP-C tests, distribute life-saving Naloxone kits and overdose reversal instructions, and, when/if they are ready, connect participants to substance abuse treatment. In order to maintain services during the pandemic, Safe Point staff have condensed their distribution process to reduce wait times and maximize social distancing.

Before and During the Pandemic

7,400+ health & housing advocacy and linkage-to-care clients served

350 survivors of hate violence or intimate partner violence served

3,079 HIV or HIV/STI tests administered

150,000+ users learned about HIV/STI prevention and treatment on OHIV.org

10,410 Safe Point visits

5,348 Naloxone kits distributed

“

If you had asked me how my health was before I went to Equitas Health, my answer would have been, 'I don't know.' Now, I have solid, tangible answers to questions I have had about my health for years, and I am actively transitioning. It is impossible for me to say how valuable having a local Equitas Health Medical Center & Pharmacy has been to my health. It has been the difference between nothing and everything for me.

”



Anthony

Cincinnati medical
center patient

Expanding Capacity Across Our Community Health System

CINCINNATI MEDICAL CENTER AND PHARMACY

Our newest medical center & pharmacy opened in February 2020 in the Walnut Hills neighborhood of Cincinnati, offering affirming primary care, mental health counseling, and pharmacy services to the region. In particular, our trans health services fill a huge gap in critical care options for trans and non-binary adults in the region. Opening just weeks before the onset of the pandemic, we welcomed new patients via TeleHealth and quickly established COVID-19 testing.

MEDICAL CENTER EXPANSIONS

We doubled our medical center exam room capacity to increase patient access at the King-Lincoln and Dayton locations, to be better equipped than ever to offer comprehensive whole person healthcare.

INTEGRATED AND EXPANDED DAYTON FACILITY

As part of the expansion of our Dayton Medical Center, we relocated all Dayton prevention, health & housing advocacy, and administrative staff to the Wright Medical building where our Dayton Medical Center & Pharmacy were already located. We're removing silos within the agency and making it easier for staff to work together across service lines and provide a connected web of care.

STRETCHING OUR REACH ... TO TEXAS!

In October of 2019, we partnered with Prism Health North Texas (PHNTX) to open our first pharmacy outside of Ohio. Our Dallas location offers our specialty pharmacy care model to PHNTX South Dallas Health Center patients and the surrounding neighborhood. Like all of our pharmacies, PHNTX South Dallas Pharmacy acts as a social enterprise by reinvesting all profits back into our community health services.

Growing Our Reach

Employees:

↑ 60 to a total of 490

Medical Centers:

↑ 1 to a total of 4

Pharmacies:

↑ 2 to a total of 5

Exam Rooms:

↑ 27 to a total of 50

Mental Health Providers:

↑ 11 to a total of 25

Medical & Dental Providers:

↑ 3 to a total of 22

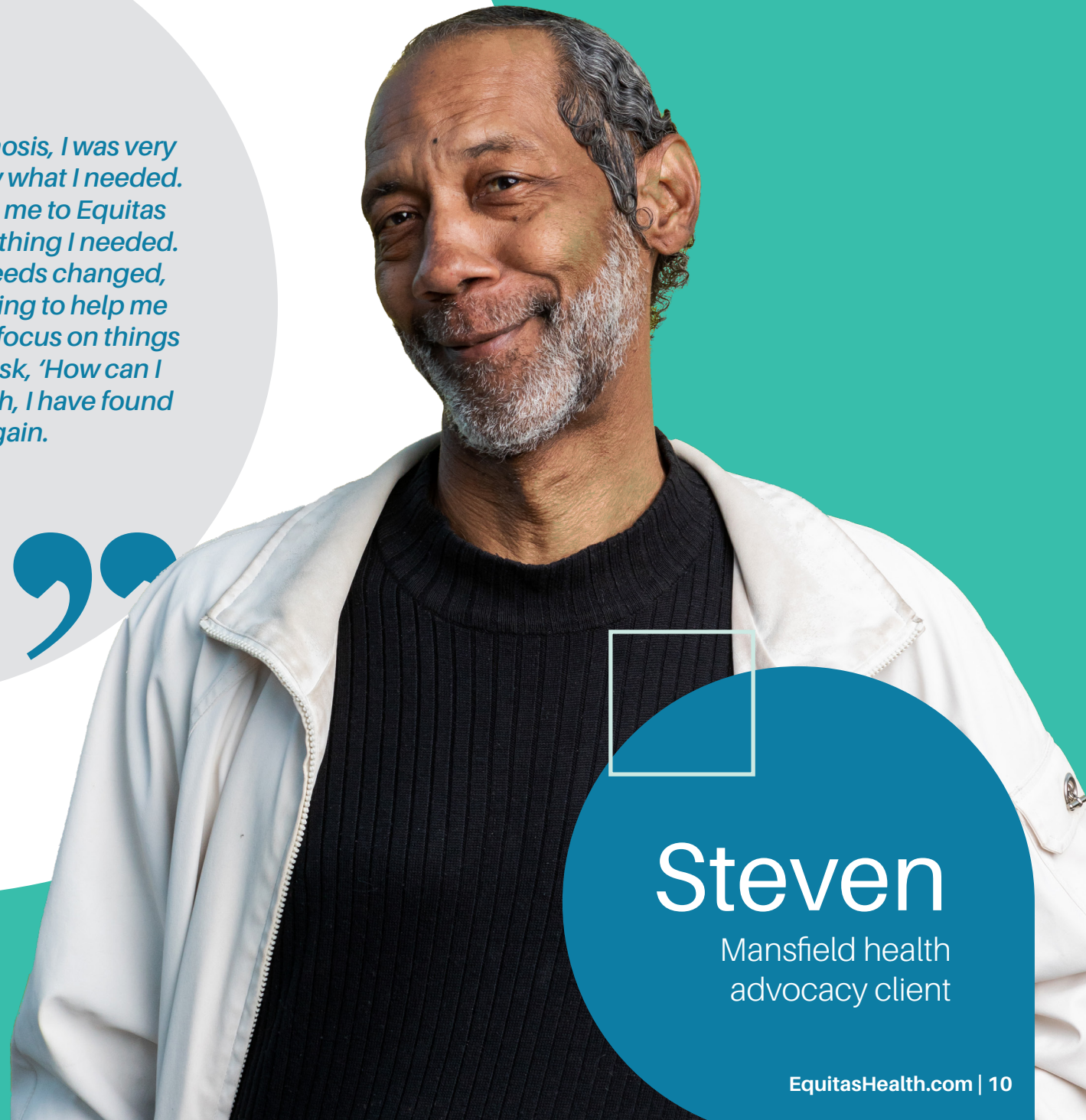
Volunteer hours:

↑ 2,154 to a total of 9,297 hours

“

When I first received my HIV diagnosis, I was very weak and incoherent. I didn't know what I needed. Thank God my doctor connected me to Equitas Health, where I was linked to everything I needed. As my health improved and my needs changed, Equitas Health was ready and willing to help me every step of the way. Today, I can focus on things beyond my physical health and ask, 'How can I better myself?' With Equitas Health, I have found my health and myself again.

”



Steven

Mansfield health
advocacy client

Patient-Centered Medical Home Distinction



PATIENT-CENTERED MEDICAL HOME

We are proud to celebrate our recognition by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home (PCMH). PCMH is a model of care that puts patients at the center of a collaborative care team. Agencies recognized by NCQA's PCMH distinction have proven their commitment to improving patient outcomes through continuous quality assessment and adjustment.



LGBTQ+ HEALTHCARE EQUALITY LEADER

For the sixth year in a row, the Human Rights Campaign Foundation (HRCF) has recognized Equitas Health as an "LGBTQ+ Healthcare Equality Leader" with a maximum score on the Healthcare Equality Index. HRCF is the educational arm of America's largest civil rights organization working to achieve equality for LGBTQ+ people. The Foundation's Healthcare Equality Index sets the standard for LGBTQ+ inclusion and equity in healthcare.



Specialty Pharmacy
Expires 12/01/2023

SPECIALTY PHARMACY ACCREDITATIONS

Equitas Health Pharmacy maintained an accreditation in Specialty Pharmacy from URAC and earned an accreditation in Specialty and Community Retail Pharmacy Services from the Accreditation Commission for Health Care. Specialty Pharmacy accreditations recognize pharmacies that offer high-quality chronic disease management services. The Community Retail accreditation is for pharmacies that provide select durable medical equipment, prosthetics, orthotics, and supplies.



Engaged In Ongoing Care

7,677 Medical Patients
HIV Care: 1,778
Gender-Affirming Care: 1,937
PrEP Care: 2,852

2,252 Mental Health Counseling Clients (614 living with HIV)

1,482 Dental Patients

154,830 Prescriptions Filled

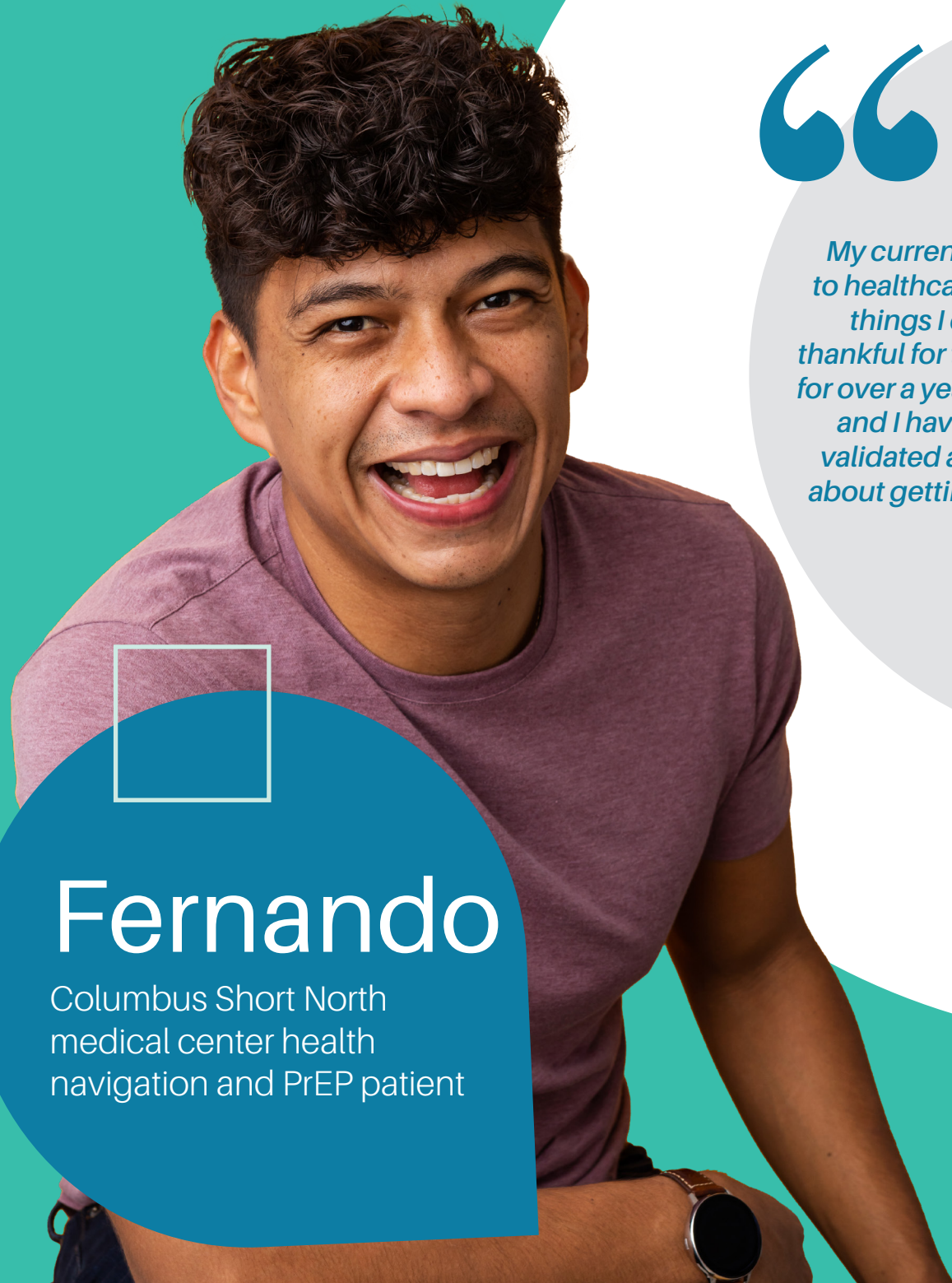
Patient-Centered Care Works

viral suppression rate **63%**

Americans living with HIV

viral suppression rate **87%**

Equitas Health Patients living with HIV



Fernando

Columbus Short North
medical center health
navigation and PrEP patient

“

My current immigration status limits my access to healthcare and employment. There are certain things I can't take care of, which is why I am thankful for the PAPI program. I have been on PrEP for over a year. I have control over my sexual health, and I have found a place where I feel safe and validated as a gay man. I don't feel embarrassed about getting tested for STI's or protecting myself from HIV with PrEP at Equitas Health.*

”

*PAPI, which stands for Prevention Assistance Program Interventions, is the Ohio Department of Health program that pays for PrEP related expenses.

Innovations

TEST AT HOME

When we launched our HIV Home Testing program in July of 2019, we were aiming to break through barriers—like stigma and geography—that keep some from in-person testing. We had no way of knowing that stay-at-home orders were on the horizon and that people would need a way to get tested without risking exposure to COVID-19. Though our grant from the Ohio Department of Health (ODH) stated a goal to distribute 180 home test kits over the course of the year, we mailed out 820—a fifth of our total HIV testing in FY2020.

PREP FOR ALL

No holds barred—we're working across departments to reduce all barriers to PrEP. Our medical, pharmacy, and prevention teams collaborated to launch TelePrEP in January of 2020, making it easier than ever to access PrEP across Ohio. Our PrEP Health Navigators help people throughout the state enroll in PAPI so they can access PrEP with no out-of-pocket expenses. They also acclimate rural providers to the PAPI program, expanding options for in-person treatment outside of urban centers. Our HIV hotline and OHIV.org resource hubs also serve as entry points into the PAPI program. From January to June, we conducted 648 TelePrEP visits.

AFFINITY SPACES

People most at risk of HIV are also more likely to have negative or historical traumatic experiences associated with medical settings. That's why our prevention efforts include non-medical social/educational groups where trans people and gay and bisexual men—and in particular men and trans women of color—can learn about HIV & PrEP, get tested, and connect to care. Our affinity groups went virtual this year to provide connection without the risk of COVID infection. Current groups include: BroCode (Akron), Brothers in Unity (Columbus), Mozaic (Columbus), QMUnity (Dayton), Toledo MPowerment, and Trans/Lation (Akron).

NAME AND GENDER CHANGE LEGAL CLINICS

Equitas Health partners with TransOhio to offer free, monthly legal clinics where trained attorneys and volunteers provide one-on-one counseling about the gender- and name-changing process for Ohioans.

Critical Interventions

820 Test-at-Home Kits mailed

648 TelePrEP visits in first 6 months of the program

628 people enrolled in PrEP health navigation

1,757 patients filled PrEP prescriptions at our pharmacies

371 Mozaic participants

134 Ohioans served through 21 Name & Gender Change Legal Clinics



Examining health in context

“

Equitas Health recognizes that the conditions contributing to the disproportionate experience of COVID-19 infections and deaths among African Americans is the result of the institutional racism embedded in our systems of housing, employment, education, healthcare, and environmental protection. This is a public—not personal—health problem, and the efforts aimed at decreasing COVID-19’s impact on the African American community must therefore be systematic, not individual.

From Equitas Health’s Public Statement on COVID-19 and Racial Disparities, April 2020

”

Shaping Service Provision, Policy, and Discourse

NO TIME TO WASTE IN THE FIGHT FOR BLACK LIVES

Racism is a public health crisis. Equitas Health remains committed to identifying and uprooting the current and historical racism embedded in our practices so that we can rebuild our workplace environment and care provision on equitable and inclusive foundations. We have laid the groundwork for many changes including the formation of a Business Resource Group to advise on racial equity in our workplace, the establishment of our Diversity & Inclusion Director position, and the allocation of monetary and in-kind resources to support Ohio nonprofits working for racial justice. We continue to grow and learn from our patients, staff, and communities.

TRANSFORMING CARE

We are not satisfied that LGBTQ+ people find culturally competent care within the walls of our medical centers; we believe LGBTQ+ people should receive affirming care no matter what medical provider they choose. The Equitas Health Institute offers training and education in culturally humble care provision, as well as structural competency assessments for medical and service providers. This year, the Institute's work included a contract with the OSU Wexner Medical Center to train 700+ front line staff and develop a customized self-sustaining train the trainer program. Our 4th annual Transforming Care Conference on LGBTQ+ and HIV Health Equity brought together over 500 participants from around the world to explore Healthcare at the Intersection of Race, Sexual Orientation, and Gender Identity. Also in 2020, the Institute established formal research relationships with The Ohio State University, Wright State University, and Ohio University and founded the Midwest Sexual and Gender Minority Research Consortium.

PUBLIC POLICY

Our public policy and civic engagement team has been at work preserving the Affordable Care Act and its provisions that protect access to care for LGBTQ+ Americans, advocating for COVID relief that reaches those most affected by the pandemic, fighting for HIV decriminalization, stopping harmful copay accumulators that make it hard for people to access expensive life-saving medicine, and maintaining the 340B savings program that enables community health centers and other safety net agencies to provide access to affordable care. In addition, we've been traveling the state (in-person and then virtually), advocating for citizen participation in the US Census and voter registration.

Leveraging a Culture Shift

\$40,000 in monetary and in-kind donations to organizations working for racial justice.

3,303 medical, social service, and public service providers trained

1 first-of-its-kind Gender Inclusive Language e-Learning module launched

415 emails leveraged to legislators in support of healthcare access, LGBTQ+ rights, and racial justice

46 Census outreach and education events conducted

400 voter registration forms distributed

Our Locations

NORTHWEST OHIO LOCATIONS

Equitas Health Lima
658 W. Market St., Suite 215
Lima, OH 45801
(419) 222-0827

Equitas Health Mansfield
410 Park Ave. West, Suite 5
Mansfield, OH 44906
(419) 525-2437

Equitas Health Toledo
3450 W. Central Ave., Suite 104
Toledo, OH 43606
(419) 241-9444

NORTHEAST OHIO LOCATIONS

Equitas Health Akron
3094 W. Market St., Suite 203
Akron, OH 44333
(330) 794-5289

Equitas Health Canton
400 Tuscarawas St. West, Suite 405
Canton, OH 44702
(330) 265-2008

Equitas Health Youngstown
7067 Tiffany Blvd., Suite 240
Poland, OH 44514
(330) 333-7117

CENTRAL OHIO LOCATIONS

King-Lincoln Medical Center
& Pharmacy
750 and 736 E. Long St.
Columbus, OH 43203
Medical Center | (614) 340-6700
Pharmacy | (614) 300-2334

Short North Medical Center & Pharmacy
1033 N. High St.
Columbus, OH 43201
Medical Center | (614) 340-6777
Pharmacy | (614) 340-6776

Equitas Health Administrative Offices
1105 Schrock Road, Suite 400
Columbus, OH 43229
(614) 987-5620

Equitas Health Clintonville
4400 N. High St., Suite 300
Columbus, OH 43214
(614) 299-2437

Equitas Health Newark
195 Union St., Suite F
(740) 281-5210

Mozaic
2228 Summit St.
Columbus, OH 43201
(614) 572-0820

Safe Point
1267 W. Broad St.
Columbus, OH 43222
(614) 460-1406

PrEP Health Navigation
United Way Building
360 S. 3rd St.
Columbus, OH 43215

SOUTHWEST OHIO LOCATIONS

Dayton Medical Center & Pharmacy
Equitas Health Administrative Offices
1222 S. Patterson Blvd.
Dayton, OH 45402
Medical Center | (937) 853-3650
Pharmacy | (937) 424-1440

Cincinnati Medical Center & Pharmacy
2805 Gilbert Ave.
Cincinnati, OH 45206
Medical Center | (513) 815-4475
Pharmacy | (513) 978-5858

SOUTHEAST OHIO LOCATIONS

Equitas Health Athens
8 W. Stimson Ave.
Athens, OH 45701
(740) 331-4165

Equitas Health Portsmouth
1615 Chillicothe St., Suite A
Portsmouth, OH 45662
(740) 529-0018

DALLAS, TEXAS LOCATIONS

Prism Health North Texas*
Oak Cliff Pharmacy
219 Sunset Ave., Suite 116A
Dallas, TX 75208
(469) 749-7822

Prism Health North Texas*
Oak Lawn Pharmacy
2801 Lemmon Ave., Suite 100
Dallas, TX 75204
(469) 749-7824

Prism Health North Texas
South Dallas Pharmacy
4907 Spring Ave., Suite 101
Dallas, Texas 75210
(214) 565-8551



Financial Reports

Audited financial statements
pending December, 2020
approval from Board of Trustees



ASSETS	2020	2019
Cash and cash equivalents	\$15,259,762	\$11,797,661
Other current assets	\$15,857,302	\$12,198,568
Property and equipment, net	\$8,480,941	\$6,251,290
Total Assets	\$39,598,005	\$30,247,519
Liabilities and net assets		
Current liabilities	\$7,508,679	\$5,332,059
Long-term debt, less current maturities	\$1,722,733	\$2,024,897
Total Liabilities	\$9,231,412	\$7,356,956
Net assets, unrestricted	\$30,366,593	\$22,890,563
Total Net Assets	\$30,366,593	\$22,890,563
Total Liabilities and Net Assets	\$39,598,005	\$30,247,519

REVENUES	2020	2019
Patient medical services revenue, net	\$3,689,951	\$2,877,127
Pharmacy	\$83,326,694	\$65,175,620
Grants, donations, & contributions	\$18,158,040	\$15,377,962
Other operating revenue	\$1,719,053	\$940,025
Total Revenue	\$106,893,738	\$84,370,734

EXPENSES	2020	2019
Public education/prevention	\$5,636,633	\$4,666,830
Client advocacy services	\$16,558,861	\$13,613,415
Public policy	\$670,754	\$521,102
Medical center and pharmacy	\$66,813,861	\$51,996,518
Fundraising	\$1,664,301	\$1,390,747
Management and general	\$8,073,298	\$6,738,057
Total Expenses	\$99,417,708	\$78,926,669
Change in net assets	\$7,476,030	\$5,444,065
Net assets, beginning of year	\$22,890,563	\$17,446,498
Net Assets, End of Year	\$30,366,593	\$22,890,563

HONOR ROLL OF GIVING

We have made every effort to recognize all of our generous donors in this listing. If we have failed to acknowledge a gift accurately, please accept our apologies and call (937) 510-9252 or email at Development@equitashealth.com so that we may include more accurate information in the future.

Equitas Health is proud to have received support from individuals, corporations, foundations, and public agencies across Ohio and beyond in fiscal year 2019-2020. Your dedication to advancing our important mission continues to make an impact on the thousands we serve. The following donors made generous contributions of \$250 or more between July 1, 2019 and June 30, 2020 (gifts and sponsorships received after this date range will be acknowledged in next year's annual report). Regardless of the amount of the gift, we are grateful to all those who made a donation to Equitas Health.

We are always ready to listen to you in order to plan the gift that meets your specific philanthropic goals. If you are interested in supporting Equitas Health, please call the Development Office at (937) 510-9252 or visit us online at equitashealth.com.

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 Medical Mutual of Ohio
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 Nationwide Children's
 Hospital
 Ohio Association of
 Community Health Centers
 Ohio Department of Health
 Ohio Living
 OhioHealth

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 Greater Ohio
 RNDC General, LLC (Tito's
 Handmade)
 Structured Employee Benefits
 of Ohio
 SUN Behavioral Columbus
 The Brookwood-Danbury
 Charitable Fund
 The Columbus Foundation
 The Dayton Foundation
 The Midtown Area Real Estate
 Association
 The Ohio State University
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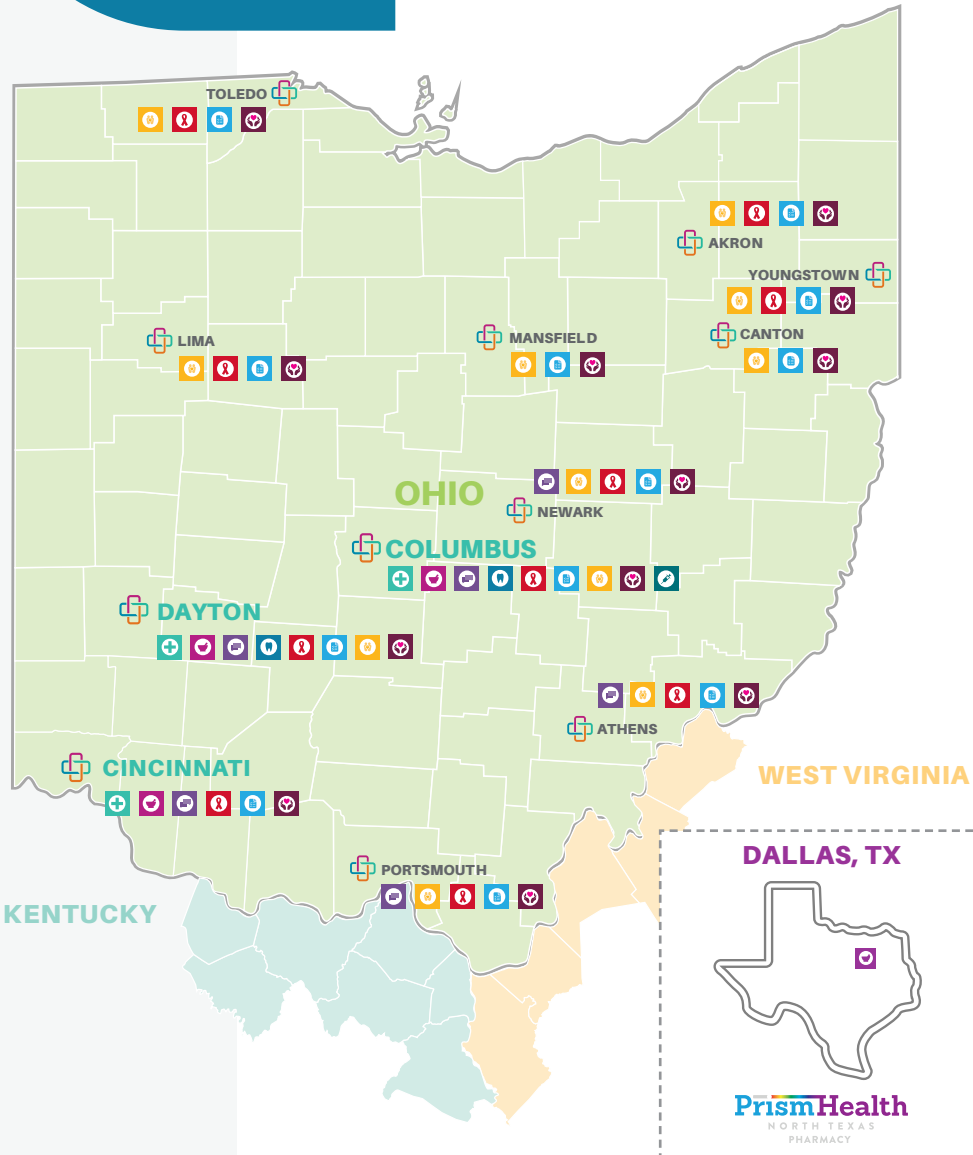


Equitas Health

Whole Person Healthcare

2020 LOCATIONS AND SERVICES

- OFFICE LOCATIONS
- MEDICAL CENTER & PHARMACY



- MEDICAL:** Primary care, specialized HIV care, trans health, PrEP/PEP, women’s health, and other services
- PHARMACY:** Full-service community pharmacy open to the public
- BEHAVIORAL HEALTH:** Psychiatry, individual counseling, and support groups
- DENTISTRY:** Comprehensive oral health exams, cleanings, and emergency care
- HIV/STI TESTING:** Free, confidential or anonymous counseling, education, and testing services
- PrEP HEALTH NAVIGATION:** Support accessing PrEP and programs that cover PrEP-related expenses
- HIV HEALTH ADVOCACY:** Health navigation and linkage to social services for people living with HIV
- HIV HOUSING ASSISTANCE:** Long and short term rent and utility assistance for people living with HIV
- HARM REDUCTION:** Syringe exchange, overdose prevention education, HIV/HEP-C testing, and linkage to primary care and addiction treatment
- SURVIVOR SUPPORT:** Crisis intervention, advocacy, case management, and support for LGBTQ+ survivors
- LEGAL SERVICES:** Free name & gender change legal clinics. Legal assistance referrals for healthcare access & LGBTQ+/HIV discrimination issues

PrismHealth
NORTH TEXAS
PHARMACY