











4 Locations

A 20-County Service Area



Larry M. Lehman, President & CEO



Cynthia Dorrough, Board Chair

Dear Friends and Colleagues,

For 30 years, Positive Impact Health Centers (PIHC) has been a significant force in the fight to end the HIV epidemic. With your support, we have continued our life-saving services that offer help and hope to our beloved patients and community members. Every year, we continue to dream and implement new programs and strategies that transform lives. We remain steadfast in our mission to help individuals create a life worth loving while remaining excellent stewards of the financial gifts entrusted to us.

As the uncertainty of the COVID-19 pandemic continued into 2021, our dedicated staff and teams of infectious disease experts adapted and adjusted operations to keep our doors open. Our organization's innovation, professionalism, and tenacity has been inspiring, and with your unwavering support, the pandemic neither hindered growth nor encumbered our services. In fact, our Duluth, Decatur, and Marietta Centers saw a 20% growth in patients. Many of these innovations are highlighted in this report.

Even during a global health crisis, we accelerated our strategic programmatic growth and intentional expansion. To create more patient-facing space and room for new programs, we added a new Center in Chamblee to house our administrative staff. This calculated move allowed us to grow agency staff by 20%. We also doubled the footprint of our Duluth Center from 18,000 to 36,000 square feet. Considered our flagship location, our Duluth Center now is the prototype of each future Center as we expand into other underserved areas.

All of our development and progress would not have been possible without you. We offer sincere thanks to our donors, grantors, staff, community partners, and volunteers. You have helped change and sustain the lives of thousands of people. Your financial support and encouragement have kept us going. As we look to the future of HIV care, we invite you to make a lasting impact by becoming a monthly donor or making a one-time gift.

It is an honor to be in service with all of you.

Suny au Selman Grthia Dorrough

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Mission Statement:

To provide client-centered care for the HIV community to have a life worth loving.

COMPREHENSIVE CARE

Positive Impact Health Centers provides HIV comprehensive care through medical services, mental health counseling, addiction treatment, pharmacy, support programs, prevention, and testing services.

Medical Care

Physical Exams

On-Site Labs

Ongoing HIV Treatment

Medication Assistance

Referrals to Specialists

Pharmacy

Oral Health

Mental Health

Individual Couple and Group

Counseling

Psychiatric Care and

Medication Assistance

Addiction Treatment

Intensive Outpatient Treatment

Harm and Risk Reduction

Medication Assisted Treatment

Peer Support

Supportive Services

Housing

Insurance Navigation

Nutrition Counseling

Case Management

Patient Navigation

Food & Food Vouchers

Transportation Assistance

Prevention & Testing

PrEP & PEP

HIV Testing

STI Screening and Treatment

Linkage to Care

Condom Distribution

At-Home HIV Testing

Drive-up HIV Testing

Condoms By Mail

Accreditations







Affiliation



COVID RESPONSE

PIHC acted urgently, using infectious disease expertise, to develop procedures to protect patients and staff.

Implemented Safety Protocols

- Pre-appointment phone COVID-19 screenings; Triage centers to screen and temperature check all entrants.
- · Strict masking.
- Intensive daily cleaning and disinfecting.
- Modified hours to reduce traffic; visits by appointment only; restricted building access to staff and those receiving a direct service.
- Ensured patients maintained a 30day supply, and when possible, a 90-day supply of antiretroviral (ARV) drugs and primary care medications.

Expanded Access & Delivery

- Pharmacy curbside pick-up and medications delivered free of charge.
- · Condoms by mail.
- Expanded hours to nights and weekends; Never closed our doors.
- Extended ADAP expiration for patients.
- Moved behavioral health and addiction services to Telehealth
- Substance abuse programs moved to a virtual format.
- · Increased use of patient portal.
- Drive-up HIV testing and at-home HIV testing kits.
- · Tablets given to patients for Telehealth.

In partnership with United Way, PIHC provided 400 Telehealth kits for patients living with HIV and hypertension. Another 1,000 kits were given to patients signed up for the patient portal. Kits contained items such as: blood pressure monitors, tracking journals, thermometers, ear buds, hand sanitizer, masks, and gloves.

Offered Prevention & Support

- COVID vaccines and boosters to patients.
- · 100% staff were vaccinated.
- Virtual coping skills classes and weekly online support groups and training in both English and Spanish.



"To do the right thing and protect my clients, family and community."

—Nathanael Howard, Medical Case Manager on why he got vaccinated

We are incredibly proud of our dedicated staff and leadership for protecting our patients and the Atlanta community.

MAKING A LASTING

4,430 patients in clinical care resulting in **25,683** clinical visits

5,246 individuals received sexually transmitted infection screenings

927 patients were provided with insurance premium assistance

2,527 patients enrolled in the AIDS Drug Assistance Program

206,779 condoms distributed in the community



5,040 individuals received62,368 prescriptions through2 PIHC pharmacies

Of those, **12,347** were delivered for free via courier to patient homes

12,570 meals and food vouchers were provided for nutritional support to more than **1,500** patients

259 clients received housing support and **2,644** housing referrals

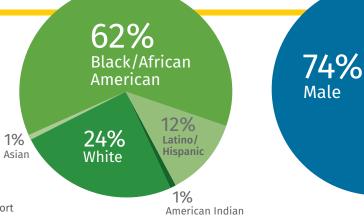
338 PEP patients

166 clients provided translation services in **11** different languages

538 clients helped with transportation and **3,545** trips provided to medical appointments

24% Female





IMPACT DURING 2021



1,737 PrEP patients enrolled and assisted with medications. labs, and medical visits

4,404 immunizations and vaccinations provided

8,816 HIV tests conducted

425 patients received dental services from community partners

866 new clinical patients added

1,186 patients served with mental health counseling

144 patients enrolled in addiction treatment programs

1,873 individuals received **7.625** case management visits



Overall, 90% of PIHC patients have achieved viral suppression. For our Latino/Hispanic patients. 95% have achieved viral suppression. 98% viral suppression in patients 65+ older.

61% of patients lacked insurance coverage

35% unstably housed

25% had a mental health diagnosis

Thank you!

PIHC SUPPORTERS AND STAFF FOR YOUR HARD WORK THAT HELPED ACHIEVE THIS GOAL.

PROGRAM HIGHLIGHTS



Positive Impact Health Centers is participating in a national study to improve the care and treatment of cis and trans Black Women living with HIV: The Black Women's Project. This program will help us better understand the health care needs that Black women face, so we can better serve them in the future. Eligible participants must be 18+ years old, a cis or trans Black woman, and HIV positive. Participants are compensated for three interviews. More information about the program is available at TargetHIV.org/BlackWomen.

A partnership with: University of Massachusetts, University of Boston, AIDS United, and HRSA (Health Resources Service Administration)



Ending the Epidemic

Ending the HIV Epidemic in the U.S. (EHE) is a federal initiative led by the U.S. Department of Health and Human Services which aims to reduce the number of new HIV diagnoses in the United States by 90% by the year 2030. In phase one, the 48 U.S. counties where more than 50% of new HIV diagnoses occurred were selected to

Justin Smith, PIHC's Director to End the Epidemic, delivered 35 community presentations during 2021, including a podcast episode on Al-Jazeera's *The Take* in honor of World AIDS Day.

receive additional federal resources to address HIV.

Four of these counties are in the Atlanta metro region: Cobb, DeKalb, Fulton, and Gwinnett. PIHC's role in EHE is to offer operational and staff support to the four Atlanta metro counties in developing and implementing a comprehensive strategy to end the HIV epidemic in the Atlanta metro region. Funding from the EHE initiative has supported specific programs at PIHC including our rapid entry program and genderaffirming care program which have been vital to helping our clients reach viral suppression.



Donated Drug Repository

Our two pharmacies are registered with the Georgia Department of Public Health to participate in the **Donated Drug Repository with Good Pill Pharmacy. This program** allows patients who have excess anti-retroviral medications (not expired and still sealed) to donate these medications back to the pharmacy to be re-distributed to individuals who may not be able to afford their medications.

Gender **Affirming Care**

Our agency understands gender is not restricted to binary roles of male and female. Aligning healthcare and support services with a patient's gender is important to maintaining overall health, viral suppression, and reducing community viral transmission. In 2021, the agency hired a Gender Inclusion Manager, Queen Hatcher-Johnson, to ensure all services provided across departments are gender inclusive.

In addition, PIHC added gender-affirming hormone therapy (HRT) as a medical intervention to allow the acquisition of secondary sex characteristics more aligned with an individual's gender identity.

Currently, the agency serves 100 transgender persons living with HIV with support services through trained Trans Life Care Specialists. These TLC specialists conduct virtual and in-person support groups, provide referrals and resources, and oversee emergency care needs of patients.



96%

96% of patients of trans experience received HRT at PIHC.

Because of HRT, viral suppression in people of trans experience increased from 67% to 82% in one year.



Addy Perez, Telehealth Coordinator

Telehealth

Telemedicine is a new technology for PIHC patients. For some health concerns, a virtual medical or behavioral health visit is a great way to save time, money, and reduce transportation barriers to healthcare access. During the COVID-19 pandemic, the agency increased its Telehealth reach across departments.

PIHC also added Telehealth Coordinators in each Center to help patients navigate the technology, including downloading the HealtheLife App.

1,743 patients participated in Telehealth.

9,816 Telehealth visits were conducted in 2021.

2021 EXPANSION

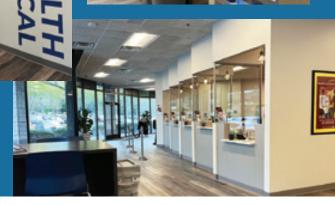
DULUTH











We doubled the footprint of our Duluth Center from 18,000 to 36,000 square feet. This growth allowed us to add a new state-of-the-art lab, substance abuse program, nutrition center, and an oral health center.

CHAMBLEE



We added a new Center in Chamblee to house administrative staff. This strategic move allowed more patient-facing space in Duluth, Decatur, and Marietta to grow programs and programmatic staff.





SNEAK PEEK INTO 2022



New Director of PIHC's Clinical **Care Department:**

Christopher Pride MSN, AGPCNP-BC (LGBTQ+ Youth Clinic Coming 2022)

Patient Centered Medical Home



Joey Helton, COO

In January 2022, with the leadership of PIHC's Chief Operating Officer, we began the formal process of becoming the first AIDS Service Organization recognized as a Patient-Centered Medical Home (PCMH) in the state of Georgia. Through this data and quality driven transformation process, we seek to revolutionize the current standard of HIV care and enhance the patient experience by creating the infrastructure necessary to better manage health holistically. With our expansion into nutrition and dental services, we understand that a patient's overall health goes far beyond HIV care, and access to wrap-around services is crucial to maintaining viral suppression. Becoming recognized as a PCMH lays down the foundation and roadmap to later become a Federally Qualified Health Center

(FQHC), so we can continue to build

the capacity needed to serve the thousands of individuals who are out of care or at risk of HIV infection.

Medication Assisted Treatment

The Medication Assisted Treatment (MAT) program uses Vivitrol, a medication clinically proven to effectively reduce cravings for alcohol and opioids. MAT is combined with counseling, intensive outpatient treatment, peer support, and case management to provide a holistic approach to the treatment of substance abuse. Year-long follow-up provided to patients. Call (404) 589-9040, ext. 140, for more information.





Chris Richards, Director of **Programs Expansion**

Expansion

PIHC hired an Associate Director of Programs Expansion to conduct community needs assessments in different areas of Georgia. The assessment is focused on determining the capabilities of the community to meet needs of those living with HIV. It also will be analyzing gaps in care and ways PIHC can meet those needs in underserved areas of the State.

PARTNERSHIP

Hughes Turner Phillips

Hughes Turner Phillips (HTP) proudly supports the mission of Positive Impact Health Centers with donations and architectural services. During the past six years, the team has worked tirelessly to implement numerous patient-centered designs and construction projects including the new Duluth Center expansion and administrative office build-out in Chamblee. HTP has been an incredible partner to bring the most comprehensive and quality care with a patient-focused building plan to individuals living with HIV in Georgia.



Cobb Douglas Public Health

For many years, PIHC and Cobb & Douglas Public Health (CDPH) have worked alongside each other to deliver HIV care in the Atlanta metro community. Several years ago, after having a difficult time filling the physician position, CDPH chose to partner with PIHC to ensure excellent care delivery to those living with HIV. PIHC was at the top of the list because of their impressive viral suppression rates and their extensive work in the community. In June 2019, care of CDPH clients shifted to PIHC while the clinic space remained the same. The staff, services, clients, and funding were maintained through this transition.

Collaboration between CDPH and PIHC has continued, CDPH has performed screening of all clients entering the building



since the beginning of the COVID-19 pandemic. CDPH has also accommodated extended and Saturday hours, providing security so the building can remain open for PIHC clients. Most recently, PIHC's Pharmacy Director has begun consulting with the CDPH Pharmacy to streamline billing and oversight practices. This will allow the pharmacy to continue to serve PIHC and CDPH clients well into the future, including under- and uninsured individuals. Both agencies have collaborated on panel discussions, clinical education, and HIV Prevention events in the community in an effort to End the HIV Epidemic (EHE) in Georgia.

The Gwinnett, Newton, and Rockdale County Health Departments (GNR) have worked collaboratively with PIHC for more than 20 years. Striving to end the HIV epidemic both locally



and abroad, our collaborative efforts have focused on preventing HIV transmission in the community by increasing community and client access to quality HIV prevention and treatment services. Through this partnership, our organizations have ensured and continue to ensure that clients receive holistic, quality care, feel supported throughout the care continuum, have access to highly effective prevention tools, including Preexposure prophylaxis (PrEP), and are rapidly and successfully linked to HIV care with the goal of achieving viral suppression. Through this ongoing partnership, GNR and PIHC will continue to prioritize the health of our communities by empowering individuals and ensuring the availability and accessibility of equitable and culturally competent prevention services. With our continued collaborative efforts, we strive to optimize the health of the community and end the HIV epidemic.

When discussions arise regarding the integration of HIV and oral health services in Georgia, one name is consistently mentioned – Dr. David Reznik, founder and director of Grady's Infectious Disease Program Oral Health Clinic. It has been an honor for PIHC to partner with this pillar of the community for decades. In 2021, Dr. Reznik was instrumental in helping PIHC's Oral Health Center move into existence. From our



initial dream stage, to developing the footprint of each dental workstation, Dr. Reznik was on hand with invaluable recommendations. Under his astute direction, construction costs remained under budget, and state-of-the-art equipment was purchased and installed. All the while, Dr. Reznik continues to be generous with his time and expertise to assist with our patient's oral health needs. We are thankful for Dr. Reznik's direction, partnership, and friendship.

AWAR

AIDS United

Centers for Disease Control and Prevention

Community Development Block Grant – Gwinnett County

Georgia Department of Public Health

Gwinnett County Housing COVID-19 Grant

Health Resources & Services Administration (HRSA)

Housing Opportunities for Persons with AIDS (HOPWA)

Research Triangle Institute International

Ryan White A, B, C, COVID-19, and **Ending the Epidemic**

Ryan White C Capacity Grant - Dental

Substance Abuse and Mental Health Services Administration (SAMHSA) **FUSE II - Facilitating Unified Service Efforts**

Substance Abuse and Mental Health Services Administration Individualized Medication Assisted Treatment and Therapy to Embrace Recovery (SAMHSA-IMATTER)

Cathedral of St. Philip

Dekalb County Prevention

Kaiser Permanente

Macy's

United Way

Gwinnett, Newton, Rockdale -**Ending the Epidemic**

Bressler Foundation

Vanguard

CAF America

ADVOCACY



Legislative Progress

During the 2022 legislative session, Positive Impact Health Centers joined other advocacy organizations like Georgia Equality to make progress on three key areas that will help improve the lives of individuals living with HIV.

First, the State of Georgia unanimously passed the Mental Health Parity Act, which will greatly expand access to mental and behavioral health services by enforcing parity in insurance coverage for such services. In taking a comprehensive approach toward reforming mental health care in Georgia, the bill also addresses workforce needs, increases in funding for accountability courts, and requires annual reports to monitor implementation of the bill.

> Second, for the first time in its history, Georgia passed legislation to **modernize its HIV laws** to align with science and reflect best public health practices to prevent and treat HIV. The new law decriminalizes multiple HIVrelated felonies and increases the legal standard by requiring proof that a significant risk of transmission exists based on current scientific data and the understanding of Undetectable = Untransmittable (U=U).

Lastly, for the 2022–2023 budget, \$4.2 million was appropriated to the Georgia Department of Community Health (DCH) to submit a 1115 waiver to provide Medicaid benefits to individuals living with HIV. Expanding **Medicaid** for this patient population would have a transformative impact in our efforts to end the epidemic. Unfortunately, Governor Kemp vetoed the line item and refused to apply for a Medicaid Waiver. So, we will continue our advocacy to expand Medicaid to ensure individuals living with HIV have access to healthcare.



Voter Registration Drives

Every year, Positive Impact Health Centers partners with our colleagues at Equality Foundation of Georgia to bring voter registration and education to our clients, patients, staff, and other community members. **Ensuring that our clients vote** is critical to the long-term success of our advocacy work, and an important part of our community efforts to the end the HIV epidemic. The voices of our clients must be heard by elected leaders and key decision makers. Voter education and registration drives are some of the ways we make that happen.



The Emory Center for AIDS Research awarded PIHC's prevention staff member, Charlie Parker, the Barbara Vick Community Advocate Award.

A LIFE WORTH LOVING









PIHC's A Life Worth Loving documentary film released on World AIDS Day 2021 in honor of PIHC's

30th year. Check it out on the agency's YouTube channel or by snapping this QR with your phone.

SCAN ME

Learn about PIHC events, success stories and more. Sign up for our newsletter: PIHCga.org/#subscribe

HIGHLIGHT OF OUR MANY

Adrianne Cantrell

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Jennifer Zoeckler

This is only a highlight of PIHC's supporters – many individuals donated anonymously, through employee giving programs, to the AIDS Walk and AV200 Teams, and via PIHC's social media fundraisers. Thank you all!

Ways you can help:

Match.

Positive Impact Health Centers has partnered with Double The Donation, a searchable and user-friendly matching gift program to help you determine if your company has a matching gifts program. You will be surprised – your company might be in it! Go to **PIHCga.org/matching-gifts**

Plan Your Legacy.

A planned legacy gift to us is a future commitment to end the epidemic in Georgia. You do not need to be wealthy to make a planned gift. They are meaningful, lasting and beneficial in any size.

Let us help you plan a gift to PIHC today: PIHCga.org/planned-giving



Name
Street Address
City
State/Zip
Phone
Employer Please check with my employer for a gift match.
Your Gift
My check is enclosed. Please make payable to PIHC and mail with this completed form to:
PIHC ATTN: Olivia Chelko 2800 Century Parkway NE, Suite 550 Atlanta, GA 30345 Or, donate online at PIHCGA.org
☐ Bill my credit card this amount: \$
#:
Exp:/ 3-4 digit CSC code:
Make this a recurring gift: Monthly Quarterly
More Ways to Help
$\hfill \square$ I'd like to be a monthly donor. Please contact me.
\square I'd like PIHC to be the beneficiary of my event. Contact me.
More Information/Recognition
☐ I would like more info about
☐ Please list my gift in next year's annual report.
$\hfill \square$ I would like to be emailed updates & PIHC's newsletter.
My email is:

Yes! I want to give. Your donation has impact.

\$15 pays for 30 days of the most common psychiatric medication

\$50 provides one Telehealth visit between a medical care provider and patient

\$75 provides one HIV test and a counseling session

\$100 pays for 1000 latex condoms

\$125 provides translation services during a medical or case management visit for a client whose native language is not English

\$150 provides one STI screening panel

\$347 covers the cost of an annual oral health exam and cleaning

\$400 provides a week of hotel lodging for a homeless client

\$500 covers a year of STI screenings for one patient on PrEP

\$1,000 covers the cost of shared room in a state-recognized recovery housing

\$3,000 provides one month of Antiretroviral Treatment (ART) medication for one client



- Mail the form at left with your check in the enclosed envelope
- Give online at: PIHCGa.org
- Snap this code with your phone:



Stay up-to-date. Subscribe to PIHC's community newsletter: PIHCga.org/#subscribe

John Burnett – Marietta Patient

John went to the hospital with flu-like symptoms and severe fatigue in 2009. While in the hospital, he was diagnosed with HIV and was referred to the local HIV clinic at Cobb Douglas Board of Health. Laura Evans, our Clinical Outcomes and Quality Manager, was the first person he met. John says they have been friends ever since.

PIHC has been like a family to John. He didn't know how sick he really was, but the feeling of family kept him coming to appointments. The staff educated his mom about HIV and his HIV medications. She helped him until he became healthy enough to take his medications on his own.

After being diagnosed, John also went through depression. He received counseling and psychiatry through the agency. Today, he is thriving with HIV. John had heard horror stories about the way people with HIV are treated, but he never felt any different walking through our doors. Because of this, it never felt like a death sentence to him.



John said, "If you lose hope, that is it." The way PIHC brings patients together keeps him inspired - "We get to see each other thriving and finding joy." Seeing others has really helped him feel reassured. John is incredibly grateful for the staff, donors, and other clients who keep patients feeling encouraged each and every day.

Together, Our Work Has Impact



Robert Skinner – Duluth Patient

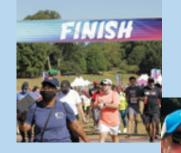
Robert, diagnosed in August 1993, is a long-term survivor of HIV. After moving from Valdosta to Duluth, he became a patient of PIHC. He has been a patient for more than 20 years. When first diagnosed, the agency helped provide housing assistance and was able to secure him a room in a houseshare. Robert said he credits the buddy program for getting him through the first couple of years, especially because he didn't know anyone in the area. His buddy raised pot belly pigs, and he even became the godfather to one of her pigs.

Since that time, Robert has gotten medical care and support through the agency's support groups. Robert has been undetectable for decades. He served on the agency's Board of Directors for two terms and also headed the Client Advisory Board in Duluth. He has watched the agency grow and is incredibly proud of being a part of its accomplishments. He believes it is important for clients to get involved – especially on the Client Advisory Board – and give back.

STATEMENT OF ACTIVITIES

These financials reflect the calendar year, a 12-month operating period from January 1–December 31.

	FY 2021	FY 2020	Contribution Fundraising
OPERATING REVENUE & SUPPORT			Revenue \$274.5K Revenue \$146.2K
Contributions	\$274.5K	\$364.4K	Federal Grant Revenue
Fundraising	\$146.2K	\$56.6K	\$10.5M
Federal Grant	\$10.5M	\$11.4M	Other Income
340B Cost Savings, Retail Pharmacy & Clinic	\$49.3M	\$36.9K	\$509.8K
Other Program Income (Including In-Kind)	\$509.8K	\$444.5K	
Total Operating Revenue & Support	\$60.7M	\$49.1M	340B Cost Savings. 2021 REVENUE
			Retail Pharmacy
OPERATING EXPENSES			& Clinic Revenue \$49.3M
Client Services & Housing	\$7.4M	\$8.0M	¥ 171311
Medical & Pharmacy	\$38.1M	\$27.9M	
Prevention	\$2.7M	\$2.6M	
Management & General	\$4.9M	\$3.4M	
Fundraising	\$242.4K	\$243.1K	
Total Operating Expenses	\$53.3M	\$42.2M	
			of every dollar went directly to client-centered services.
NON-OPERATING (INCOME)/EXPENSES			to chefit centered services.
Investment (Income) & Expenses	(\$126.9K)	(\$96.2K)	
(Gain)/Loss on Disposal/Sale of Assets	(\$3.0K)	\$2.6K	Fundraising 0.5% Prevention 5%
Total Non-operating (Income)/Loss	(\$129.9K)	(\$93.6K)	Managament
			Management/ General
CHANGE IN NET ASSETS			9%
Beginning of Year	\$15.7M	\$8.6M	Client
End of Year	\$23.1M	\$15.7M	Services
Total Change	\$7.4M	\$7.1M	2021 EXPENSES
3			Medical &
			Pharmacy 72%







Thank you Atlanta Pride 5K for your donation to our Walk team.

THANK YOU

to everyone who walked inperson and virtually in the 2021 AIDS Walk. Our team raised \$126,507 for needed services at PIHC. Thank you, AIDS Healthcare Foundation, for matching every walk gift made to PIHC \$1 for \$1.



Thank you to the Wet Demons Softball Team for your 2021 walk sub-team.







Create a sub-team for PIHC with your co-workers, friends, or social groups. Ask us how. Email Olivia.Chelko@PIHCga.org.

SAVE THE DATE AIDS Walk Atlanta 2022

Sept. 24, 2022 • Piedmont Park

Register for the PIHC Team at aidswalkatlanta.org/goto/PIHC2022

All donations to the 2022 PIHC
Walk Team will be matched \$1 for
\$1 by the AIDS Healthcare Foundation.

