

# TOWARD A WORLD WITHOUT AIDS

ARCW
AIDS RESOURCE CENTER OF WISCONSIN
Excellence in HIV Health Care

**2014 Annual Report** 

#### Our VISION

The AIDS Resource Center of Wisconsin envisions a world without AIDS and strives to assure that everyone with HIV disease will live a long and healthy life.

#### Our MISSION

The AIDS Resource Center of Wisconsin is at the forefront of HIV prevention, care and treatment and is dedicated to providing quality medical, dental, mental health and social services for all people with HIV disease.



# Dear FRIENDS,

A world without AIDS, once hardly imaginable, remains the relentless pursuit of the AIDS Resource Center of Wisconsin.

At the close of 2014, the historic merger of the AIDS Network and ARCW formed an even stronger organization to lead our quest. Together, we have already delivered results.

Our aggressive HIV prevention services helped drive the number of new infections in Wisconsin to the lowest levels in the last decade.

Our nationally-recognized HIV Medical Home increased *access to care* providing treatment to thousands of HIV patients and recently our quality improvement initiative resulted in *clinical outcomes* that meet or exceed every key national benchmark.

We continue to **champion best practices** as a founding member of the National Center for Innovation in HIV Care. And, our latest national effort, ARCW Solutions, is helping organizations across America replicate the success we have achieved here in Wisconsin.

**Community engagement** is growing through deeper collaborations with new and existing partners and the statewide expansion of the extraordinary Felicia Melton Smyth Gift Drive is brightening the holidays for our patients.

Our commitment to *creating financial sustainability* has diversified our revenue and contained our costs, assuring your wise investment in ARCW has the greatest impact possible.

Recently, Dr. Francoise Barre-Sinoussi, a co-discover of HIV, declared that developing a cure may be impossible. While this makes our journey more difficult, it strengthens our resolve.

A world without AIDS is a bold vision. Thanks to your historic support we have made great progress. With your continued commitment we will meet our ultimate goal of defeating HIV.

incerely.

Michael J. Gifford

President & Chief Executive Officer

Juniper S. Wolder

Jennifer S. Walther Chair of the Board of Directors

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## **ARCW Medical Center**

The ARCW Medical Center ensures our patients receive all the care they need to achieve great health and successfully overcome substantial challenges including poverty, discrimination, homelessness and hunger.

#### The ARCW Medical Center has received recognition from:









#### MEDICAL

High quality, comprehensive primary care and HIV treatment is provided to all patients. ARCW uniquely integrates medical care with other services to ensure the best clinical outcomes.

#### DENTAL

A full range of dentistry services are provided to restore the health, smiles and confidence of our patients.

#### **MENTAL HEALTH**

Individual and group therapy, drug treatment, neuropsychological testing and wellness programming are available to address mental illness.

#### **PHARMACY**

The ARCW Pharmacy fills all prescriptions for HIV patients and provides in-depth education and adherence counseling, financial assistance and home delivery.



ARCW

**PATIENTS** 



ARCW attorneys provide direct representation in appeals of the denial of public and private benefits, cases of discrimination and advance directives.

#### HOUSING

residential housing, rent and utility assistance, and counseling to assure no one with HIV is homeless.

Healthy and delicious food is provided to HIV patients for good nutrition to support overall health through ten statewide ARCW food pantries.

#### **CASE MANAGEMENT**

Case managers assist HIV patients with enrollment in benefit programs, help them access and remain in medical care, and work to meet all their needs.

ARCW offers transitional and long-term





87% vs 74%

ARCW National average of HIV specialty clinics

ARCW is meeting or surpassing every key national quality of care benchmark for HIV treatment.









## LEGAL

Patients retained in care

Indicators

89% vs 86%

**Key Performance** 

Patients who have been prescribed **HIV** medications

97% vs 91%

Patients who are virally suppressed

86% vs 72%



Access to ......CARE

As one of the nation's most comprehensive and integrated HIV health care providers, ARCW served 3,196 people with HIV in 2014, an increase of 15% from the prior year.

Access to care and treatment through the nationally-recognized ARCW HIV Medical Home ensures that patients receive high quality medical, dental and mental health care along with the best medications and supportive social services to improve and maintain their health.

With the merger of the AIDS Network and ARCW, planning and implementation of our HIV Medical Home in Madison has begun by doubling our clinical space and starting medical and pharmacy services. As with the ARCW HIV Medical Home throughout the state, these services will be embedded with dentistry, mental health care, food and housing assistance, case management and legal services to meet all the needs of our patients.

Alarmingly, patients are facing difficult health care problems beyond their HIV disease. More than half of our patients struggle with mental illness leading ARCW to expand psychiatry, drug treatment, depression screening, neuropsychological testing and therapy services. Recent studies also show that patients with HIV typically have three or more additional serious, chronic diseases leading to the expansion of ARCW care in treating their diabetes, liver disease, risk of stroke, high cholesterol and hypertension.

In 2014, new medications that cure hepatitis C provided many of our patients an even better chance for great health. ARCW designed a customized clinical initiative that has cured 24 patients of their hepatitis C and is working with 50 more to rid them of the disease.

The ARCW HIV Medical Home assures access to care to address all the needs of our patients on our journey toward a world without AIDS.



When Debbie Eastman was diagnosed with HIV in 2011, her viral load was very high and her immune system was failing - signs she had been living with the disease for a long time. Two days after, she was also diagnosed with cancer and had to immediately begin chemotherapy.

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Living in the Madison area, Debbie relied on the partnership between ARCW, AIDS Network and the UW Hospital Infectious Disease Clinic for her care. "The partnership between Dr. Sosman and his great team at UW, my case manager and dentist at ARCW, and their housing, transportation and food pantry programs saved my life."

Debbie beat cancer and has an undetectable viral load for the first time. Today, with her renewed health, she is mentoring others living with HIV and participating in the Wisconsin Statewide Action Planning Group to help prioritize and plan HIV prevention and care services.



# CLINICAL Outcomes

In 2014, the ARCW HIV Medical Home earned recognition as a Level III Patient-Centered Medical Home under new, more rigorous standards set by the National Committee on Quality Assurance.

This designation demonstrates our commitment to treating the entire patient, and not just their HIV disease, which enables ARCW to deliver clinical outcomes that are among the finest in America.

Today, 86% of our patients have an undetectable viral load, the healthiest they can be with HIV. ARCW is now meeting or exceeding national medical care quality benchmarks in all key areas, including retention in care, depression screening, and the diagnosis and treatment of co-occurring conditions.

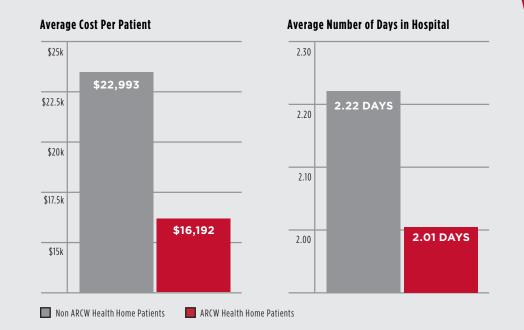
The industry-leading role ARCW plays extends

to the ARCW Pharmacy, which contributes greatly to our quality of care as highlighted in a series of six articles in the Pharmacy Society of Wisconsin newsletter. Additionally, Rick Fons, RPh, ARCW Vice President of Pharmacy, was selected as a national 340B Peer-to-Peer mentor for his in-depth understanding of how to establish effective pharmacy services.

The ARCW commitment to high quality health care has gone beyond national standards to measure health indicators for our patients related to tobacco use, cholesterol treatment and oral cancer screening. Moreover, ARCW case managers are focusing and uniquely measuring their efforts to improve the quality of care their patients receive, especially related to viral load, oral health and HIV risk behaviors.

At ARCW, nothing is more important than our clinical outcomes in our work toward a world without AIDS.

### **ARCW Medical Home Delivers Results**



- Patients receiving care at ARCW had a **52%** lower hospitalization rate than HIV patients receiving care elsewhere.
- Patients receiving care at ARCW had a **48%** lower rate of emergency room visits than HIV patients receiving care elsewhere.

Researchers from the University of Wisconsin Center for Health Systems Research and Analysis have evaluated the outcomes of the ARCW HIV Medical Home, concluding:

"It is an important study revelation that an ongoing primary care relationship with ARCW is the most influential factor in reducing costs, hospital stays/admits and the diagnostic incidence of chronic disease."

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The report concluded that the Wisconsin Medicaid program can be confident it made a wise policy decision to name ARCW the state's HIV Medical Home.



## CHAMPIONING ...... Best Practices

At the Red Ribbon Patron Luncheon honoring ARCW donors, Douglas Brooks, Director of the Office of National AIDS Policy, outlined the current state of the HIV epidemic in the United States and the key strategies necessary to defeat AIDS. In highlighting the unique work of ARCW, he called for the expansion of the HIV Medical Home model of care to communities and states across the country.

ARCW continues championing best practices in HIV care and treatment as a founding member of the National Center for Innovation in HIV Care. Under the leadership of the Fenway Institute in Boston and in partnership with AIDS United in Washington, D.C., the Center assists organizations in improving patient outcomes and enhancing their sustainability. Care and treatment for people with HIV served by dozens of organizations across the United States has already been enhanced as a result of the Center's efforts.

Building upon this success, our new initiative, ARCW Solutions, partners closely with AIDS service organizations to adopt our novel approach to delivering HIV services. HIV providers in 24 states have reached out to ARCW to seek technical assistance and partnership to transform their organizations. ARCW provided assistance with starting a needle exchange program in Dayton, Ohio, guided the merger of two AIDS organizations in Atlanta, Georgia and assisted in the development of an HIV specialty pharmacy in St. Petersburg, Florida. ARCW Solutions has already helped enhance the delivery of care and treatment for 25,000 people with HIV in America.

As we help improve HIV services around the country, our focus will never waiver from our mission of working toward a world without AIDS, starting in Wisconsin.



"The ARCW Medical Home is a best practice in HIV care and treatment. We are grateful to be working with them to enhance HIV care and treatment in Atlanta."

- Larry Lehman, President and CEO, Positive Impact Health Centers



# **COMMUNITY Engagement**

The work of ARCW is reinforced by the deep community partnerships we have with organizations across the state as well as the support of 10,166 philanthropic gifts and the efforts of hundreds of volunteers.

The success of the ARCW HIV Medical Home is enhanced by our strategic affiliation with Froedtert and the Medical College of Wisconsin which ensures our patients have unfettered access to all the HIV, primary and specialty care they need. Joining with Aurora Health Care, the Greater Milwaukee Foundation and their Better Together Fund, ARCW has expanded mental health care services to ensure all patients receive depression screenings.

Aggressive HIV prevention programs at ARCW partner with Diverse and Resilient to reach young men who have sex with men and the Black Health Coalition to target African American women.

The long-time partnerships between ARCW and Elena's House in Milwaukee, the Rodney Scheel House in Madison and Richard's Place in Waukesha help ensure everyone with HIV has a safe place to call home. And to ensure no one with HIV goes hungry, ARCW partners with food banks throughout Wisconsin including Feed My People, Feeding America, Hunger Task Force and Second Harvest to provide healthy, nutritious food to our clients and their families.

The continued success of Raising the Bar, the LGBT fundraising competition during AIDS Walk Wisconsin, and the statewide expansion of the Felicia Melton Smyth Gift Drive continue to provide new ways for donors to support the fight against HIV and provide additional hope to the people we serve.

Working together we are moving toward a world without AIDS.



The US Office of National AIDS Policy has issued an update to the National HIV/AIDS Strategy that calls on everyone to work together to end AIDS.

The strategy establishes four main goals:

- Reducing new HIV infections
- Increasing access to care and improving health outcomes
- Reducing HIV-related disparities and health inequalities
- Achieving a more coordinated response to HIV

It is clear – if we are to end the AIDS epidemic in the United States – we must work together. The fight against AIDS in Wisconsin benefits from collaboration of more than 100 organizations. In the year ahead ARCW will expand these and other partnerships to implement the national strategy.

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# CREATING Financial Sustainability

With an entrepreneurial spirit, ARCW constantly works to heighten the stewardship of our resources and strengthen our financial stability to assure everyone with HIV receives the care and treatment they need and that our HIV prevention programs continue to save lives.

As health care financing continues to evolve in our country, the ARCW HIV Medical Home has demonstrated the ability to deliver better clinical outcomes and reduce health care costs. We have successfully negotiated new reimbursement methods to support our care and reinvest a portion of savings into serving the record number of people with HIV turning to us for help.

The merger of ARCW and the AIDS Network

enables us to help donors match their generous philanthropy to the services they want to support and enables our clinics and pharmacy to do more for the people we serve. It also further reduces duplicative overhead costs, maximizing resources for direct HIV prevention, care and treatment programs.

The wise, bipartisan investment in ARCW by the federal government and the State of Wisconsin, along with financial support from several county and city governments assures that we can protect public healt by reaching people with and at highest risk for contracting HIV.

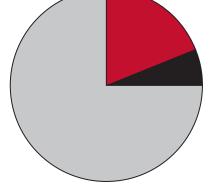
The financial strength of ARCW secures our HIV prevention, care and treatment services and propels us toward a world without AIDS.

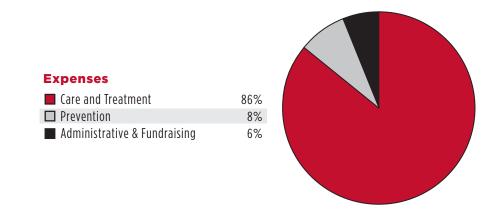
#### Source and Use of Funds

For Fiscal Year Ended August 31, 2014

#### Revenue

■ Federal, State and Local Government 19%
■ Private Donors 6%
■ Reimbursement Revenue 75%





"No other organization takes care of a high need and high expense patient population as efficiently as ARCW."

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- Michael Youngman, ARCW Donor and former Board Chair

The full ARCW audited financial statement can be accessed at arcw.org/about-us



# **IMPACT**

	ARCW	AIDS Network
Total Patients and Clients Medical Center	3,196	453
Medical Care Appointments	8,528	
Dental Care Appointments	4,391	736
Behavioral Health and Wellness Appointments	7,004	44
Pharmacy		
Prescriptions Filled	82,409	
Social Services		
Case Management Contacts	32,196	2,626
Legal Cases	758	175
Food Pantry Meals Provided	414,871	82,750
Overnights of Safe Housing	59,070	63
Prevention Services		
HIV Prevention Contacts	188,213	11,450
Needles Exchanged	3,034,648	76,423
Condoms Distributed	391,500	50,144
HIV Tests Conducted	2,712	480
HCV Tests Conducted	1,358	85

Patient Insurance Status  Medicaid  Medicare  Self Pay  Commercial Insurance	ARGW	40% 20% 20% 20%
	53%	
	16%	
	20%	
	11%	
Gender		
Men	77%	76%
Women	22%	22%
Transgender	1%	>1%
Race and Ethnicity		
African American	43%	28%
White	38%	48%
Hispanic	12%	12%
Other	7%	12%
Age		
24 and younger	5%	3%
25-44	39%	35%
45-54	34%	34%
55 and older	22%	27%

ARCW is proud of its commitment to serving the diverse
HIV community. In addition to gender, ethnic and racial
diversity, 51% of ARCW patients are gay men.

"The care I receive at ARCW makes me feel like I am not just a number. Everyone there makes me feel like my health is their most important responsibility."

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- Ricardo G. Smith, ARCW Patient

## 2014 ARCW and AIDS Network HONOR ROLL of DONORS



"Your contributions to ARCW and the AIDS Network saved the lives of thousands of people in the fight against AIDS. With your ongoing investment we will prevail."

- Dan Mueller, Vice President and Chief Development Officer 

We deeply thank the following donors for their generous donations of \$100 or more made between September 1, 2013 and August 31, 2014. We especially thank our Red Ribbon Patrons whose cumulative donations meet or exceed \$10,000 and are recognized in this Honor Roll with a red ribbon. We are grateful to the donors of the AIDS Network whose names are *italicized*, as are the names of donors who supported both organizations.

#### \$100,000+

- **X** William Radler
- ♥ United Way of Milwaukee and Waukesha County

#### \$50,000+

- Aurora Health Care
- MillerCoors
- Foundation
- X Otto Bremer Foundation
- X William F. Reinicker
- X United Way Fox Cities

#### \$25,000+

- AIDS United
- Anonymous
- Rader Philanthropies, Inc.
- & BMO Harris Bank

- Brewers Community Foundation, Inc.
- Remory T. Clark Family Charitable Foundation
- Foundation
- X Walmart Foundation

#### \$10.000+

- X Avita Drugs
- A Mary and Tim Bowers Rroadway Cares/Equity Fights AIDS
- Rrown County United Way & Catholic Community
- Foundation
- Comer Family Foundation Cornerstone Foundation of
- Northeastern Wisconsin, Inc.
- Navid Cuene Delta Dental of Wisconsin

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**X** Wisconsin Trust Account Foundation

#### \$5,000+

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- X United Way of Greater Chippewa Valley
- Windhover Foundation
- X Wisconsin Housing and **Economic Development** Authority

#### \$2,000+

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#### Top 10 Walkers

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#### Top 10 Teams

ARCW Staff, Friends and Family • \$37,376 Team DIX • \$28.106 The Strongest Link 2 • \$9,099 Team Klett • \$7.255 Team Fluid • \$6.044 Olympia Brown Unitarian Universalist • \$5.418 Team Northwestern Mutual • \$5.300 St. Luke, Brookfield • \$4,622 West Bend GSA • \$4.070 Team ICON • \$3,746

#### Top 10 Raising the **Bar Competition**

Team DIX • \$28,106 The Strongest Link 2 • \$9,099 Team Fluid • \$6,044 Team ICON • \$3,746 La Cage • \$2,941 Woody's Walkers • \$2,542 This Is It! • \$1.780 WI Leather/Levi Daddy • \$1,720

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Our relentless pursuit...

...of a world without AIDS continues with a great passion.

We must build on our success to achieve even greater results.

Over the next five years we will work to further drive down the rate of new infections and expand our HIV Medical Home to serve 50% more patients throughout Wisconsin.

The new National HIV/AIDS Strategy calls for 90% of our patients to have an undetectable viral load by 2020. At ARCW we will do better than this and we will do it sooner – our patients deserve nothing less.

With your support and commitment we will achieve a world without AIDS.



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