THRIVING
While our country continues to face the significant challenges of the Covid-19 pandemic, its reckoning with racial and social injustices, and deep divisions, at Vivent Health we chart a different course forward.

As we conclude 2020, your commitment to our life-saving mission provides immense hope and vast opportunity.

Our hope comes to life in the great successes of the more than 10,000 patients and clients we are fortunate to serve. Our journey together overcomes hunger and homelessness, illness and isolation, poverty and prejudice. Our patients and clients are thriving, thanks to your support.

Our hope comes to life in the best-in-class care we provide to our patients and clients. We see it in the health care and social services that allow our patients to live long and healthy lives. Our nationally renowned HIV Medical Home means full access to medical care and medications, dental care and mental health therapy, and services to overcome social determinants of health. It’s through your support and commitment that we are able to expand and enhance our services to make a difference in more lives and more communities.

Our hope comes to life in communities across America. Strengthening our clinical care and social services in Wisconsin, Colorado and Missouri while expanding into Texas addresses significant unmet need. Our hope, to provide hope to everyone with HIV regardless of where they live in the country, comes true through your support.

As we step boldly into 2021, we remain resolute in our mission to be a relentless champion for people affected by HIV and do all we can to help them thrive—no matter what is happening in the world.

Let’s Make HIV History,
Michael J. Gifford
President and Chief Executive Officer
ACHIEVING A WORLD WITHOUT AIDS REQUIRES ACCOMPLISHING TWO OUTCOMES: VIRAL SUPPRESSION AND ELIMINATING HIV INFECTION.

UNDetectABLE = UNTRANSMITTABLE

VIRAL SUPPRESSION is our highest priority for people living with HIV. It ensures we are protecting their health and the health of our community. When a person living with HIV achieves viral suppression they can live a healthier, symptom-free life and are unable to transmit HIV to others.

VIRAL SUPPRESSION AMONG OUR PATIENTS

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>85%</td>
</tr>
<tr>
<td>2015</td>
<td>87%</td>
</tr>
<tr>
<td>2016</td>
<td>90%</td>
</tr>
<tr>
<td>2017</td>
<td>93%</td>
</tr>
<tr>
<td>2018</td>
<td>94%</td>
</tr>
<tr>
<td>2019</td>
<td>95%</td>
</tr>
<tr>
<td>2020</td>
<td>95%</td>
</tr>
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</table>

VIRAL SUPPRESSION RATE ACHIEVED AMONG BLACK PATIENTS

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>61.0%</td>
</tr>
</tbody>
</table>

2019 NATIONAL AVERAGE*

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>92.4%</td>
</tr>
</tbody>
</table>

2020 AVERAGE AT VIVENT HEALTH

*CENTERS FOR DISEASE CONTROL AND PREVENTION
People impacted by HIV and AIDS should have equal access to the community-based comprehensive care and treatment that best matches their needs. By shifting our treatment model to meet the challenges of the COVID-19 pandemic, we increased our patient reach and continued to provide unparalleled care within our communities when it was needed the most.

**2020 OUR CARE**

- **955** new patients
- **12,740** medical care visits
- **3,474** dental care visits
- **4,423** mental health visits
- **7,948** behavioral health visits

**MORE ACCESS, MORE CARE.**

**PATIENTS/CLIENTS SERVED BY VIVENT HEALTH**

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>3,646</td>
<td>4,991</td>
<td>7,110</td>
<td>8,853</td>
<td>10,692</td>
</tr>
</tbody>
</table>

**PRESCRIPTIONS**

- 178,233 prescriptions filled in 2020
- Increased by 25,000 compared to 2019

**FOOD PANTRY**

- 3,410 clients
- 26,743 orders
- 8,497 home deliveries

**NALOXONE DISTRIBUTION**

- 40,651 doses of naloxone
- 4,209 individuals trained to administer doses

**RACE**

- 52.4% White
- 39.5% Black
- 8.1% Other
- 955 Non-Hispanic
- 12.9% Hispanic
- 2.9% Unknown

**GENDER**

- 80.9% Male
- 17.4% Female
- 1.7% Transgender

**AGE**

- 49.1% 25-44
- 37.9% 18-24
- 10.4% 65+
- 2.5% 18-24

**ETHNICITY**

- 84.2% Non-Hispanic
- 12.9% Hispanic
- 2.9% Unknown

**YEARLY PATIENTS/CLIENTS SERVED BY VIVENT HEALTH**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>3,646</td>
</tr>
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</tr>
<tr>
<td>2020</td>
<td>10,692</td>
</tr>
</tbody>
</table>

**ROOTS NORMS**

- Resist gender norms.

**PORTRAIT**

A person holding a colorful flag.

**FOOD PANTRY**

- 3,410 clients
- 26,743 orders
- 8,497 home deliveries

**NALOXONE DISTRIBUTION**

- 40,651 doses of naloxone
- 4,209 individuals trained to administer doses

**WIDTH**

- 1224.0

**HEIGHT**

- 792.0
WHAT IS THE VIVENT HEALTH HIV MEDICAL HOME?
At Vivent Health, our unique model of care seeks to address many of the inequalities and barriers that directly affect people living with HIV. The Vivent Health HIV Medical Home model offers comprehensive, integrated medical, pharmacy, dental, and behavioral health care, case management, housing, food and nutrition services, legal and prevention. Together, our services help the people we serve thrive.

DENTAL
Essential for health and well-being, comprehensive oral health care restores our patients’ smiles, comfort, and confidence. Dentists and hygienists are specially trained in HIV health.

PHARMACY
Full-service pharmacies where all prescriptions are filled, regardless of the ability to pay. In addition, our pharmacy services include in-depth education, adherence counseling, home delivery, and financial assistance. Pharmacists have advanced training, knowledge, and experience in HIV care.

BEHAVIORAL HEALTH CARE
Inclusive individual and group therapy, psychiatry, drug treatment, and neuropsychological testing improve quality of life and overall wellness. In addition, our counselors, therapists, and psychiatrists specialize in issues related to gender, sexuality, and HIV.

LEGAL
Professional legal representation and services to ensure people with HIV are treated fairly and their rights are protected. Services include appeals of denial of public and private benefits, discrimination cases, and advance directives.

HOUSING
Housing, rent, and utility assistance to people living with HIV, so they have safe, stable, and affordable places to call home.

FOOD AND NUTRITION
Access to healthy and delicious food to ensure good nutrition to help people living with HIV thrive. Our food pantry services include meal distribution and access to affordable, nutritious food.

CASE MANAGEMENT
Assistance to help patients and clients navigate and access quality health care and affordable medications, housing, food, legal, and other community resources, including transportation.

PREVENTION
Our team of health care providers, pharmacists, and prevention specialists work together to create individualized plans to help prevent HIV, hepatitis, and other sexually transmitted infections. Prevention includes community outreach and access at bars, barbershops, and other locations.

OUR COMBINED EXPERTISE
The story of Vivent Health over 2020 and 2021 is one of great promise. We kicked off this period with a new name and partnership. Combining the forces and expertise of AIDS Resource Center of Wisconsin, AIDS Services of Austin, Rocky Mountain CARES, and St. Louis Effort for AIDS, we took our inaugural steps as a new organization: Vivent Health. We had no idea how COVID-19 would bind us together and reflect our agencies’ collective strength and unity. Despite the challenges, our mergers and expansion have ensured that our services would reach more people who needed them during a year unlike any other.
Health care is a fundamental human right. Together, we must demand change from our leaders and work within our communities to ensure all people can thrive. At Vivent Health, we know change starts with our leadership, but that is just the beginning. We must serve the holistic, human needs of our patients — meeting their basic needs of housing, hunger, and safety so they can focus on health and wellness. HIV continues to disproportionately impact African Americans/Blacks, Latinos/as, Indigenous individuals and other disadvantaged communities. Because of inequality, racism, and discrimination within our communities, the work toward equity is necessary and ongoing.

Our commitment to equity and overcoming disparities starts with ensuring services for all people living with HIV and working to overcome the stigma and racism that impact so many of the people we serve. It requires more than talk. It requires a complete dismantling of racism in our health care systems, our legal and law enforcement systems, and all other areas of society. It requires policy change, advocacy, and constant work for social justice and transformation.

2020 saw heightened awareness of the inequities that continue to shift and center our work. Many began to open their eyes to the disparities already profoundly felt by people of color, but this awakening was just the beginning of a long and challenging journey to awareness and true understanding. As a society, we have a lot of work to do.

Mike Gifford, President and Chief Executive Officer of Vivent Health, is one of only 300 CEOs nationwide who has joined CEO Action for Diversity & Inclusion, a national coalition of business leaders committed to further collective action toward diversity, equity, and inclusion.

Vivent Health is proud to embark on a long-term partnership with the nonprofit National AIDS Memorial. The National AIDS Memorial is dedicated to the remembrance of people lost to AIDS and focuses on preserving their legacy and the ongoing struggle to stop HIV. Vivent Health is the Premier National Community Partner, supporting the AIDS Memorial Quilt program, community advocacy, and education, including displays of the Quilt throughout the US.

The Quilt is a visual marker of the AIDS epidemic in the world’s largest ongoing community art project, a powerful social justice teaching tool, and a memorial to 105,000 lives lost to AIDS. Ten sections of the Quilt sections were displayed in six Vivent Health offices, representing each geographic area. This powerful reminder is a message to our providers, patients, and communities that the legacy of those lives lost to AIDS will continue to be honored and never forgotten.
STAYING STRONG DURING THE PANDEMIC

Given the health and social factors that impact the lives of our patients, it was vital for us to move quickly to overcome the additional barriers to care brought on by the pandemic. The support of our donors was crucial in ensuring the continuation of care for our patients during this challenging year.

IN WEEK ONE, WHEN THE NATION WENT ON LOCKDOWN, WE SPRUNG TO ACTION

- We moved 95% of our prescriptions to home delivery, filling over 2,350 PRESCRIPTIONS in that first week.
- We were able to connect with 171 IN-PERSON PATIENTS with extra safety protocols.
- We extended 86 BEHAVIORAL HEALTH APPOINTMENTS via phone.
- Case managers increased their contacts by 20%.
- Our food pantry completed 125 HOME DELIVERIES and 156 CURBSIDE PICKUPS.

Within the first week, we also began to work on at-home HIV testing kits. In addition, we distributed 30-day supplies of condoms, clean syringes, and PrEP to ensure that clients could protect their health during the COVID-19 pandemic. Within only a few weeks, we started a free distribution program, allowing safe, private, online ordering and delivery of HIV testing kits and prevention.

THE WORST OF TIMES BROUGHT OUT THE BEST IN US

Events everywhere were canceled or taken virtual, and ours were no exception. We took our AIDS Walk Wisconsin and AIDS Walk Austin Virtual. We also held our 24th annual Make a Promise event online, and attendees stepped up with great support.

It’s because of the generosity and ongoing support of our donors that our patients and the communities we serve continued to receive the quality care they need, and deserve.

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DONORS STEPPED UP IN OUR TIME OF NEED

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Vivent Health is striving to achieve a world without HIV/AIDS. That's a big goal that requires big support. Your gift to Vivent Health provides access to high-quality health care for people living with HIV. Your generosity helps fight stigma and improve lives. Vivent Health is the only HIV Medical Home in the nation designated by the Centers for Medicare & Medicaid Services (CMS) under the Affordable Care Act.

All causes have advocates. When supporting people living with HIV, nothing less than a champion will do. There are many ways to be a champion and show your commitment to our cause.

**OUR PATIENTS ARE THRIVING BECAUSE OF YOU**

TOGETHER WE CAN HELP OUR PATIENTS THRIVE.

**INCOME STATEMENT**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local, State and Federal Grants</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Donations and Contributions</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Reimbursement Revenues</td>
<td>86%</td>
<td>84%</td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client/Patient Care</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>Prevention Services</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Administrative &amp; Fundraising</td>
<td>8%</td>
<td>7%</td>
</tr>
</tbody>
</table>
40% OF THE VIVENT HEALTH BOARD OF DIRECTORS AND LEADERSHIP ARE AFRICAN AMERICAN, HISPANIC/LATINX, AND ASIAN.
COLORADO
Denver
5250 Leetsdale Drive
Suite 300
Denver, CO 80246
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7215 Cameron Rd
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Austin, TX 78752
(512) 458-2437

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633 W Wisconsin Avenue
Appleton, WI 54911
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Suite 107
Eau Claire, WI 54701
(715) 836-7710

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Green Bay, WI 54301
(920) 437-7400

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1212 57th Street
Kenosha, WI 53140
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La Crosse, WI 54603
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Suite H
Madison, WI 53703
(608) 252-6540

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Milwaukee, WI 53203
(414) 273-1991

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Suite 230
Superior, WI 54880
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Schofield, WI 54476
(715) 355-6867