

# VIVENT HEALTH THRIVE. TOGETHER.



# LETTER FROM THE CEO



## 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,

A handwritten signature in black ink, reading "Michael J. Gifford".

Michael J. Gifford  
President and Chief Executive Officer

## OUR MISSION

To be a relentless champion for people affected by HIV and do all we can to help them thrive because we believe every person has value and should be treated with respect.

## OUR VISION

Vivent Health envisions a world without AIDS and strives to ensure everyone with HIV lives a long and healthy life.



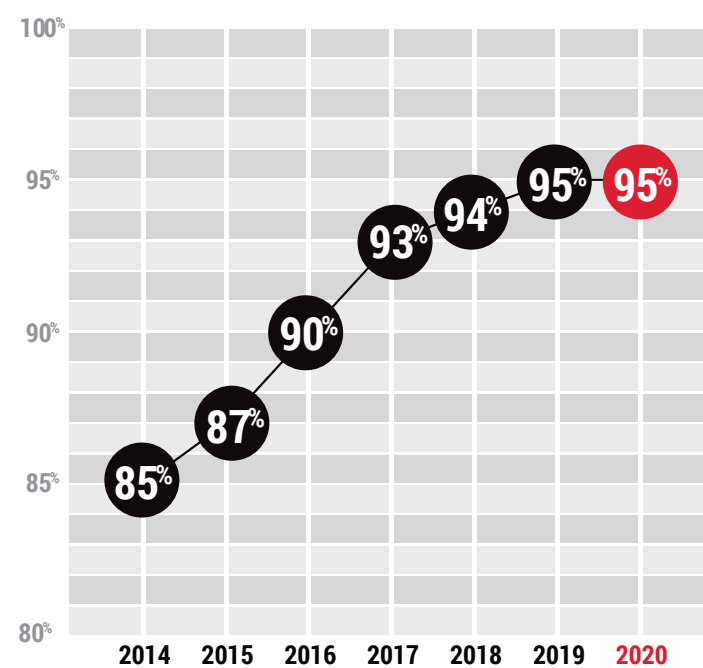
# VIRAL SUPPRESSION & HIV PREVENTION

## ACHIEVING A WORLD WITHOUT AIDS REQUIRES ACCOMPLISHING TWO OUTCOMES: VIRAL SUPPRESSION AND ELIMINATING HIV INFECTION.

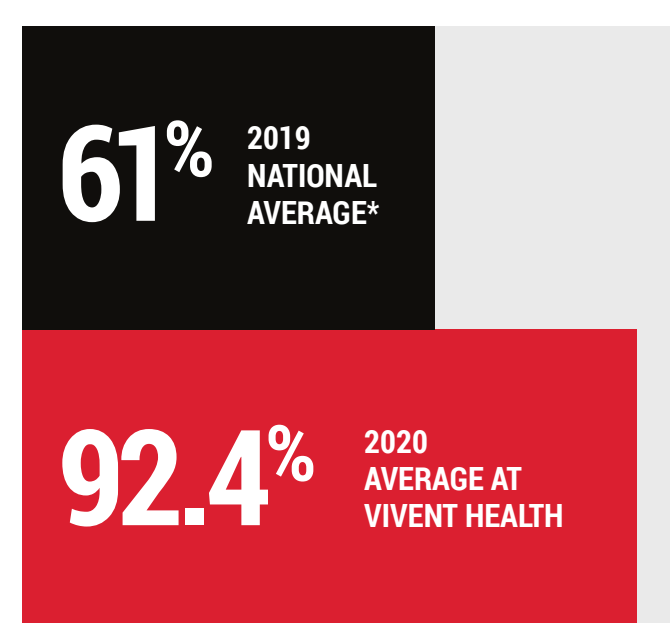
### UNDETECTABLE = UNTRANSMITTABLE

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



### VIRAL SUPPRESSION RATE ACHIEVED AMONG BLACK PATIENTS



\*CENTERS FOR DISEASE CONTROL AND PREVENTION

## ESSENTIAL HARM REDUCTION: LIFEPOINT

At Vivent Health, we're proud to provide life-saving harm reduction services through our Lifepoint program. Lifepoint provides safer injection supplies including syringes, as well as safe disposal of used syringes for people who inject drugs.

Our Lifepoint team provides access to Naloxone (Narcan), a medication that can reverse opioid-related overdoses. We also offer referrals to substance use treatment and resources for those who want to reduce or eliminate drug use, and provide harm reduction counseling, substance use, and wound care education.

In 2020, we extended services to Pueblo, Colorado through our Denver clinic and to the Austin community via our merger with The Austin Harm Reduction Coalition.

We know firsthand that meeting people who use drugs where they are and providing stigma-free harm reduction services is how we will end this crisis. The harm-reduction measures we take have a proven impact, reducing the number of overdose deaths and infections, including HIV and hepatitis C.

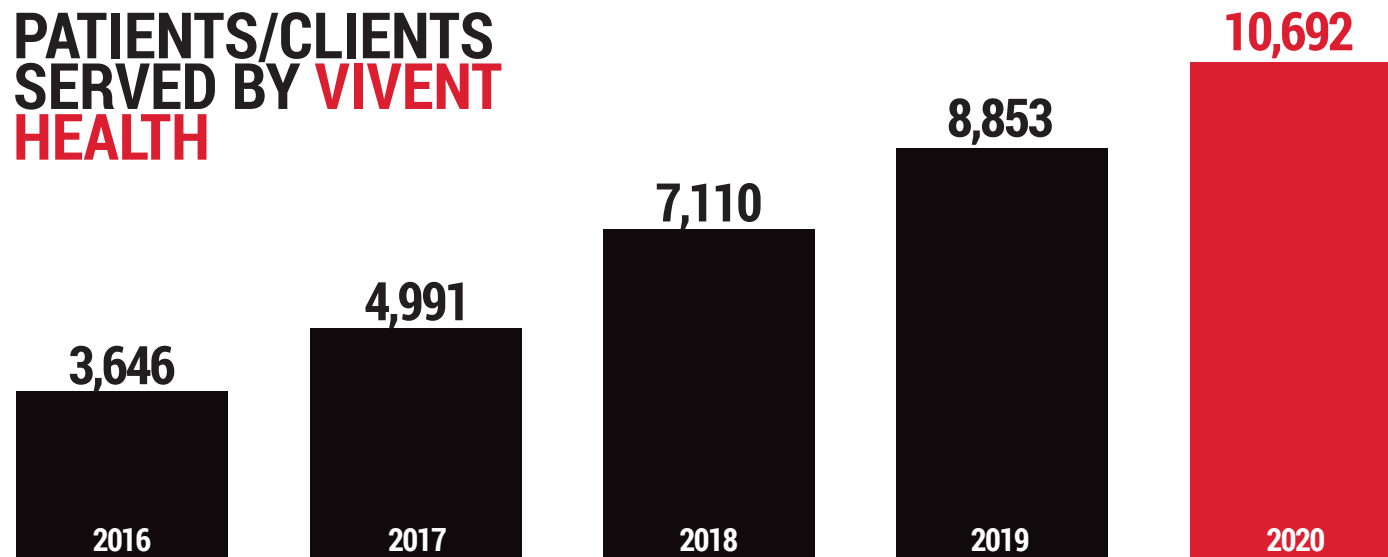
**5,620,860**  
**SYRINGE**  
**EXCHANGES**  
**AND 40,651**  
**DOSES OF**  
**NALOXONE**  
**WERE**  
**DISTRIBUTED**  
**IN 2020.**



# MORE ACCESS, MORE CARE.

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.

## PATIENTS/CLIENTS SERVED BY VIVENT HEALTH



## 2020 OUR CARE

**955**

NEW PATIENTS

**12,740**

MEDICAL CARE VISITS

**3,474**

DENTAL CARE VISITS

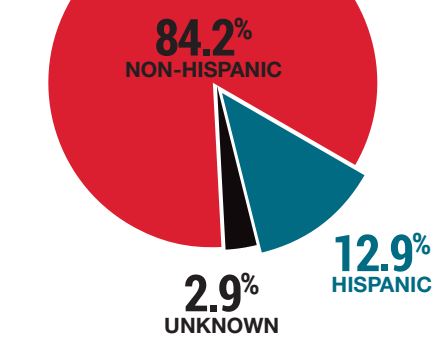
**4,423**

MENTAL HEALTH VISITS

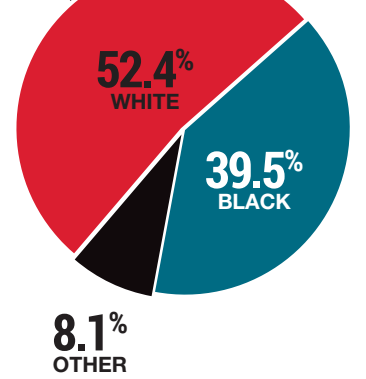
**7,948**

BEHAVIORAL HEALTH VISITS

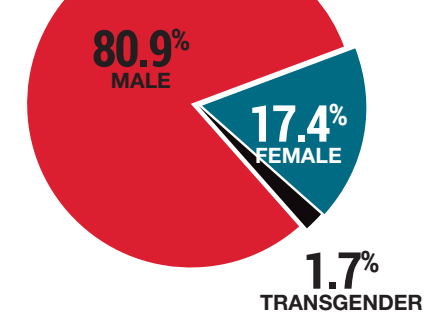
### ETHNICITY



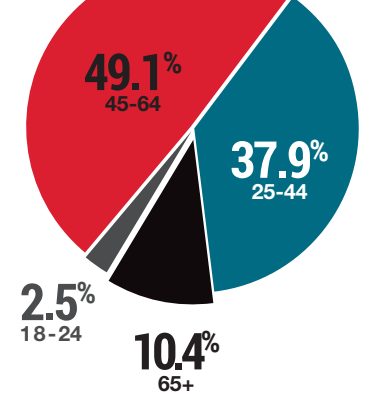
### RACE



### GENDER



### AGE



## PRESCRIPTIONS

**178,233**  
PRESCRIPTIONS  
FILLED  
IN 2020

INCREASED  
**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

**439,304**

CONDOMS DISTRIBUTED

**64,806**  
IN  
BARS

**16,690**  
IN  
BARBERSHOPS

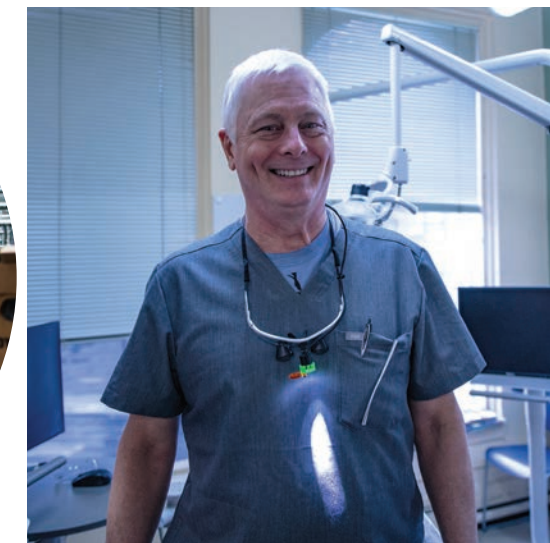
**21,000**  
IN  
COMMUNITY-  
BASED ORGS





# 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.



## 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.

## MEDICAL

High-quality customized and integrated primary health care, HIV treatment, and specialty care including diabetes, hepatitis, and other health conditions tailored to meet the needs of people living with HIV and ensure the best long-term outcomes.

## 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.



# SOCIAL JUSTICE AND ADVOCACY

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.

## CEO **ACT!ON** FOR DIVERSITY & INCLUSION

**TOGETHER, WE MUST SEEK CHANGE FROM OUR LEADERS AND WORK WITHIN OUR COMMUNITIES TO ENSURE ALL PEOPLE CAN THRIVE.**

## PARTNERSHIP WITH THE NATIONAL AIDS MEMORIAL

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.

**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

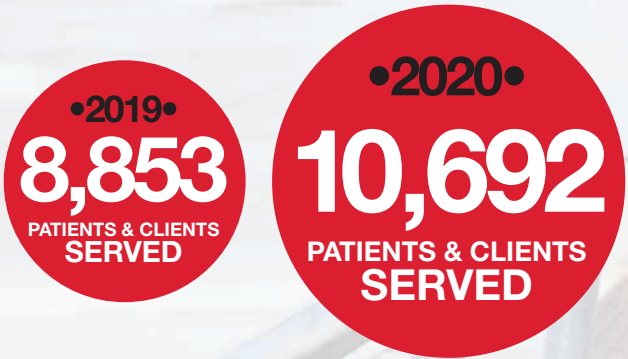
We moved 95% of our prescriptions to home delivery, filling over 2,350 PRESCRIPTIONS in that first week.	We were able to connect with 171 IN-PERSON PATIENTS with extra safety protocols.
We extended 86 BEHAVIORAL HEALTH APPOINTMENTS via phone.	
Case managers INCREASED THEIR CONTACTS BY 20%.	Our food pantry 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

We saw a 21% increase in the number of individuals we cared for in 2020.



## DONORS STEPPED UP IN OUR TIME OF NEED

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.



OUR PATIENTS ARE THRIVING BECAUSE OF YOU

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.



TOGETHER, WE CAN HELP OUR PATIENTS THRIVE.



INCOME STATEMENT

REVENUE	2019	2020
Local, State and Federal Grants	14%	12%
Donations and Contributions	3%	2%
Reimbursement Revenues	83%	86%
EXPENSES		
Client/Patient Care	88%	88%
Prevention Services	5%	4%
Administrative & Fundraising	7%	8%





# BOARD OF DIRECTORS

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Sunnyvale, CA

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Foley & Lardner  
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**40% OF THE VIVENT HEALTH BOARD OF DIRECTORS AND LEADERSHIP ARE AFRICAN AMERICAN, HISPANIC/LATINX, AND ASIAN.**





# VIVENT HEALTH LOCATIONS

## COLORADO

**Denver**  
5250 Leetsdale Drive  
Suite 300  
Denver, CO 80246  
(303) 393-8050

## MISSOURI

**St. Louis**  
2653 Locust Street  
St. Louis, MO 63103  
(314) 645-6451

## TEXAS

**Austin**  
7215 Cameron Rd  
Suite B  
Austin, TX 78752  
(512) 458-2437

## WISCONSIN

**Appleton**  
633 W Wisconsin Avenue  
Appleton, WI 54911  
(920) 733-2068

**Beloit**  
136 West Grand Avenue  
Suite 290  
Beloit, WI 53511  
(608) 364-4027

**Eau Claire**  
505 South Dewey Street  
Suite 107  
Eau Claire, WI 54701  
(715) 836-7710

**Green Bay**  
445 South Adams Street  
Green Bay, WI 54301  
(920) 437-7400

**Kenosha**  
1212 57th Street  
Kenosha, WI 53140  
(262) 657-6644

**La Crosse**  
811 Rose Street  
La Crosse, WI 54603  
(608) 785-9866

**Madison**  
600 Williamson Street  
Suite H  
Madison, WI 53703  
(608) 252-6540

**Milwaukee**  
820 North Plankinton Avenue  
Milwaukee, WI 53203  
(414) 273-1991

**Superior**  
1507 Tower Ave  
Suite 230  
Superior, WI 54880  
(715) 394-4009

**Wausau**  
1105 Grand Avenue  
Suite 1  
Schofield, WI 54476  
(715) 355-6867



