

PREVENTION

PHARMACY

MEDICAL  
CARE

LEGAL  
SERVICES



# PUTTING THE PIECES **TOGETHER**

ANNUAL REPORT 2021

FOOD  
PANTRY

BEHAVIORAL  
HEALTH CARE

HIV CASE  
MANAGEMENT

HOUSING  
PROGRAMS





**AT VIVENT HEALTH,** we believe that every person deserves the opportunity to live their healthiest life possible regardless of who they love, the color of their skin, where they live, or how much, or how little, money they have.

That's why our approach to HIV care is so much more than health care. We know that patients live their best lives possible when they're able to get the depth and breadth of the health care and social services they need – all under one roof.

At Vivent Health, patients can walk into our clinics and receive medical, dental and behavioral health care, substance use services and treatment, and pharmacy services as well as the wrap around social services needed to address social determinants such as access to healthy food, housing services, and legal services.

**“Vivent Health has long been committed to being an inclusive social justice organization in our vision, values, and actions. As a provider of HIV care that is of and for our community, our diversity, equity, inclusion and belonging efforts are woven into our policies and practices. We’re proud of our culture and approach to care that reflect and embrace the full spectrum of human demographic differences of our employees and the communities we serve.”**

– Theresa Dear  
Chief People Officer





# CELEBRATING THE 5<sup>TH</sup> ANNIVERSARY OF OUR DENVER CLINIC

**IN 2017,** Vivent Health completed the merger with Rocky Mountain Cares of Denver. As we celebrate the 5<sup>th</sup> anniversary of our Denver clinic, we are proud to report that we have exceeded merger goals in four key areas:

**Increasing access to care:** Vivent is now the largest provider of HIV care in Denver, serving more than 2,100 patients. This represents a 135% increase in individuals who are receiving care through our services. Currently, 78% of our patients are uninsured or underinsured and 83.9% live at or below 250% of the Federal Poverty Line.

**Improving quality and reducing racial disparities:** The most important measure of quality HIV care is achieving an undetectable viral load. Over the past five years, we have increased the number of Denver patients achieving viral suppression to 96%, surpassing the national average of 81%. We have also significantly reduced disparity in health outcomes for people of color — increasing the viral suppression of our Black patients from 16.7% to 94%, well above the national average of 64%.

**Providing more jobs:** Staffing has grown by more than 270%, rising from 18 to 67 employees.

**Investing now and in the future:** HIV is a chronic condition, and individuals diagnosed today will need care for decades to come — especially given the steady rise in our older patient population. Our patients need to be able to depend on Vivent Health long term. Financial support from state, local and private Denver funders has increased eight fold.

*“I was thrilled to have been part of the first out-of-state merger with Vivent Health. It was a very exciting time for us in Colorado as we joined forces with an organization that was expanding the integrated medical home model of care into other states. I saw first-hand the impact of organizations coming together to best serve the patients and clients that turn to us for their care and services. The impact of change and the chance to learn from one another has helped us grow. We have grown so much in these five years! I love having opportunities to collaborate with Champions across the country, and I look forward to what lies ahead for Vivent Health and our efforts in continuing to best serve the communities we care for.”*

**JC GOODHART, LSW**  
Director of Social Services  
Vivent Health  
Denver, Colorado







# OUR KANSAS CITY CLINIC OPENS

## VIVENT HEALTH AND THRIVE HEALTH CONNECTION: TOGETHER FOR BETTER HEALTH

In 2021, Vivent Health joined forces with Thrive Health Connection. By bringing the nationally renowned Vivent Health HIV Medical Home to Kansas City, the merger has significantly expanded programs and services to build healthier lives for people who are at risk for and living with HIV/AIDS.

The merger culminated with the opening of our new 16,000 square foot, state-of-the-art clinic in November. The facility offers patients case management and preventive services, medical care, mental health care, pharmacy services, dental services, a food pantry and legal services — all under one roof.





# ANTHONY'S JOURNEY THROUGH OUR MEDICAL HOME

"Anthony," a new patient, came to the Milwaukee Clinic with his partner. He had tested positive for HIV the previous week while hospitalized for suicidal ideation and was dealing with severe auditory and visual hallucinations. Anthony and his partner had been homeless for the past several months and came to Vivent Health on the recommendation of a friend.

Vivent Health immediately recognized that Anthony needed Case Management assistance. A case manager was called and initiated the intake process.

Over the course of about 5 hours that day:

- Anthony was assigned to a Linkage to Care Specialist (LCS).
- The LCS scheduled a medical appointment to engage Anthony in HIV and primary care.
- Anthony's partner was tested for HIV (negative) and STIs (positive for syphilis) and had his treatment scheduled.
- Anthony met with a Housing Specialist who completed, submitted and approved a housing program application.
- The LCS connected Anthony to one of Vivent Health's behavioral health providers for therapy and psychiatry services.

Anthony later reported that he felt so welcome and cared for immediately upon entering Vivent Health's doors that he knew he made the right decision in coming here.



**HIV CASE  
MANAGEMENT  
SERVICES**



**MEDICAL  
CARE**



**HOUSING  
PROGRAMS**



**BEHAVIORAL  
HEALTH CARE**





PATIENTS ON PRE  
EXPOSURE PROPHYLAXIS  
(PrEP):

**798**

PrEP REDUCES THE RISK  
OF GETTING HIV FROM  
SEX BY ABOUT

**99%**

AND REDUCES THE RISK  
OF GETTING HIV  
FROM INJECTION DRUG  
USE BY AT LEAST

**74%**

# PREVENTION

Vivent Health has put prevention front and center for decades. But, given the impact of COVID on people living with and affected by HIV, reaching our communities with these services – such as HIV and HCV testing, condom distribution, syringe exchange and PrEP (pre-exposure prophylaxis) – is critical right now. These are the best tools we have for slowing the spread of HIV.

TESTS CONDUCTED

**6,488**

CONDOMS DISTRIBUTED

**861,215**

NEEDLES DISTRIBUTED

**6,448,617**

DRUG TREATMENT  
REFERRAL ACCEPTED  
BY CLIENT

**461**

DOSES OF  
NALOXONE  
DISTRIBUTED

**60,217**

INDIVIDUALS  
TRAINED ON  
NALOXONE

**7,364**

LIVES SAVED FROM  
OPIOID OVERDOSE

**1,918**

PATIENTS ON  
PRE EXPOSURE  
PROPHYLAXIS (PrEP)

**798**

PrEP REDUCES THE  
RISK OF GETTING HIV  
FROM SEX BY ABOUT

**99%**

PrEP REDUCES THE  
RISK OF GETTING HIV  
FROM INJECTION DRUG  
USE BY AT LEAST

**74%**





# MENTAL HEALTH

**THERE IS NO HEALTH  
WITHOUT MENTAL HEALTH.**

## PEOPLE LIVING WITH HIV EXPERIENCE

anxiety, depression, and other mental health conditions at a greater rate than the general population. These challenges lead to negative health outcomes at each step in the HIV care continuum, from diagnosis all the way to achieving viral suppression.

The national standard is to screen patients for depression once per year. But at Vivent Health, we know that depression is a silent illness. There are often no signs to observe on the outside, while on the inside patients are truly struggling. Which is why we screen for depression and drug use at every medical appointment. If the results trigger the need for counseling, one of Vivent Health's mental health professionals, who specialize in HIV care, is brought in during that appointment to meet with the patient. Access to this type of in-the-moment behavioral health support is life-changing for patients.

By integrating mental health counseling and programs into our HIV care, we're able to reach more people with the specialized care and life-saving help they need — when they need it.



**1,080**

Behavioral  
health  
clients

**80% INCREASE  
FROM 2020**

**9,963**

Behavioral health visits

**22% INCREASE  
FROM 2020**







# MEDICAL

## UNDETECTABLE = UNTRANSMITTABLE

The best clinical measurement of HIV care is a patient having an undetectable viral load. Being undetectable means a person with HIV can live a nearly normal life expectancy and they are unable to transmit HIV to others, reducing the number of new HIV infections.

A full 95% of Vivent Health patients are considered undetectable, while the national average is only 88% (HRSA). Additionally, 93% of our Black patients have achieved viral suppression vs a national average of 61% (CDC).



**95%**  
OF VIVENT HEALTH PATIENTS  
**ACHIEVED VIRAL  
SUPPRESSION**  
NATIONAL AVERAGE 88% (HRSA)

**93%**  
OF OUR BLACK PATIENTS ACHIEVED  
**VIRAL SUPPRESSION**  
NATIONAL AVERAGE 61% (CDC)







**PHARMACY PATIENTS  
SERVED**

**2021**  
7,704  
**2020**  
6,581

**17% INCREASE**

**PRESCRIPTIONS  
DISPENSED**

**2021**  
209,619  
**2020**  
178,233

**18% INCREASE**



# PHARMACY

In 2017, the Accreditation Commission for Health Care (ACHC) partnered with the AIDS Healthcare Foundation to develop a comprehensive Specialty Pharmacy Accreditation with Distinction in Infectious Disease Specific to HIV. Vivent Health is one of only 13 entities in the country which holds the ACHC accreditation with an HIV distinction. Vivent Health is also the only pharmacy in each state we operate in (Colorado, Missouri, Texas, Wisconsin) with this accreditation.

The Vivent Health Pharmacy team is committed to helping patients thrive in their treatment plan through ongoing, patient-centered support.

Vivent Health's pharmacies are customized to meet the needs of people living with, and at risk for, HIV. Our pharmacists are specialists with advanced training, knowledge and experience in HIV care. They are integrated into the care team to make sure every patient has the best medications to meet their individual needs. We also offer assistance to make medications more affordable, and a host of other services that make our pharmacy an easy, hassle-free choice.





# DENTAL

The progression of HIV can often first be seen in the mouth through thrush, dry mouth or even oral cancer. Individuals living with HIV are often at greater risk for tooth decay and cavities, gum disease and oral infections. If left untreated, these conditions can lead to challenges with medications and difficulty eating. Which is why Vivent Health provides the most advanced preventive and restorative oral health care to patients.

Our dentists and dental hygienists, all of whom are experts in HIV oral health, use advanced technologies in our state-of-the-art facilities to provide patients with quality, comprehensive dental care, and to monitor and treat patients for oral concerns related and unrelated to HIV.



**90% INCREASE**  
IN PATIENTS SERVED

**2020**  
1,491

**2021**  
2,831

**233% INCREASE**  
IN NUMBER OF VISITS

**2020**  
3,474

**2021**  
11,577





## HIV CASE MANAGEMENT SERVICES



## HOUSING PROGRAMS



## TASHA'S JOURNEY THROUGH OUR MEDICAL HOME

"Tasha" has struggled with chronic homelessness her entire adult life, facing multiple obstacles in securing housing. A Vivent Health case manager assisted in an appeal to the housing authority after initially being declined because she had multiple short term employments throughout the year. Tasha has faced continuous struggles with mental health issues, two chronic diseases, lack of transportation, and being African American in a primarily white demographic. Tasha and her case manager worked together to accomplish what she thought was out of reach—stable, affordable housing. Tasha signed her first lease in her entire adult life! The emotions ranged from joy to crying. At Vivent Health, we celebrate the impossible becoming possible.





# OUR DONORS CHANGE LIVES

Bert Lyons grew up in the 1980s, so he was always aware of AIDS. But the devastating impact of the virus really hit him when his beloved Uncle Keith succumbed to the disease after years of secrecy about his diagnosis.

Keith had a magnetic personality and worked as a successful event planner in New Orleans. Keith was openly gay and comfortable with his sexuality. What he wasn't comfortable with was the stigma associated with being HIV positive. Keith's fear of how others would react to his diagnosis kept him from being open about his status and prevented him from receiving the lifesaving treatment available. It isolated him from the support of his friends and family. Instead, Keith struggled alone as his condition deteriorated over the next several years. By the time his family knew of his illness, Keith was dying.


Bert feels fortunate to have been able to provide loving care for his uncle at the end of Keith's life. The experience and loss left Bert determined to do whatever he could to prevent anyone else from losing a loved one so unnecessarily. Bert and his wife, Lisa, make that promise a reality through an annual gift to Vivent Health. They know their financial commitment makes a difference, ensuring that individuals who receive an HIV diagnosis don't have to face it alone and instead have access to life-changing care and support.



UNCLE KEITH

THE EXPERIENCE  
AND LOSS LEFT BERT  
**DETERMINED TO DO  
WHATEVER HE COULD.**





Our dietitians,  
who specialize in HIV care,  
**WORK ONE-ON-ONE**  
with patients and clients ...

...so we're able to  
**MEET THEM WHERE  
THEY'RE AT.**

## FOOD PANTRY: AUSTIN

People living with HIV who regularly eat healthy food in the right amounts can better tolerate HIV drugs, maintain a healthy weight, and feel better overall. Which is why we believe that a healthy diet is a critical part of any HIV treatment plan.

Like many food pantries, Vivent Health offers meal distribution and access to affordable, nutritious food. But we go a step further. Our dietitians, who specialize in HIV care, work one-on-one with patients and clients so we're able to meet them where they're at.

The vast majority of our patients live below the federal poverty level and have low literacy, especially health literacy. As Tarie Beldin, a nutritionist at Vivent Health's Austin food pantry, explains, "A dietitian tells a patient to 'be more active' but you can't really do that with the population we serve. Some patients don't have a place to sleep; if they have no money, they can't go to the grocery store. I'm really not sitting down with people for an hour ... they just can't take all that information in."

Beldin says she'll see a client twice a month and will use those opportunities to give them little tidbits of information toward reaching smaller goals: "It takes a little bit longer to see some progress."

Our dietitians work with patients and clients to ensure we're meeting their specific needs. That may be getting a client a can opener; providing a packet of recipes for cooking in a microwave, for clients who only have microwave access; and working with our care teams to ensure a patient has the specific foods on their treatment plan such as extra protein, extra milk or liquid supplements.

More than half of Beldin's clients need to use supplements. "We used to see weight loss and loss of muscle mass. Now, people living with HIV are having the same issues as everybody else. Now we're working toward the same kind of lifestyle goals as people without HIV."







**BARB CARDELL**  
PERSON LIVING WITH HIV

**LEGISLATIVE CHAIR**  
CORA – Colorado Organizations  
and Individuals Responding  
to HIV/AIDS

**CO-FOUNDER**  
Positive Women's Network  
Colorado

# ADVOCACY

“In a world where people living with HIV can often live long and healthy lives, medical care is critical. Vivent Health moves beyond providing exceptional healthcare to support all their patients’ needs and continually advocates for policies and regulations that support the dignity and holistic well-being of people living with HIV and communities which are vulnerable to HIV.”



## VIVENT HEALTH ADVOCATED FOR LEGISLATION IN EACH OF THE FOUR STATES WE SERVE.

Here are some recent  
highlights from our  
advocacy work.

### COLORADO

**HB21-1297:** Enacted several new requirements of pharmacy benefit managers to limit practices that harm providers and patients.

**SB21-16:** Requires insurers to cover contraceptives and STI testing/counseling/treatment, removed the requirement that minors obtain parental consent before receiving STI prevention, and authorized reimbursement of family planning services by any licensed provider.

### TEXAS

**SB1:** The state's bi-annual budget included emergency funds to stabilize Texas' AIDS Drug Assistance Program, preventing the program from instituting a waitlist for services.

### MISSOURI

**SB53:** Included a provision modernizing Missouri's HIV criminalization statutes to better reflect modern science and reduce the harm of the law on people living with HIV.

**HB273:** Allows pharmacists to provide over the counter Post-Exposure Prophylaxis (PEP), a medication that is highly effective at preventing HIV transmission if taken within 72 hours of exposure.

### WISCONSIN

**SB3:** Requires pharmacy benefit managers to register with the state and enacted several new requirements to limit practices that harm providers and patients.

**AB619:** Decriminalizes the use and distribution of fentanyl test strips, an important tool for helping prevent overdose deaths.





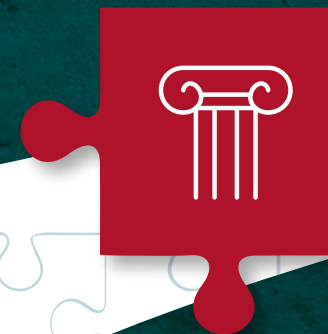
# BOB'S JOURNEY THROUGH OUR MEDICAL HOME

"Bob" received a 10-day notice to vacate his home in the middle of winter. Not only were he and his 4 year-old son about to become homeless, but his son would also no longer be able to attend school. Our Legal Services Professional (LSP) worked with Bob's case manager to strategize an approach that would work well with this particular landlord.

The LSP negotiated an extension until June, which not only provided Bob with peace of mind in terms of his son's schooling, but also prevented catastrophic homelessness.



## HOUSING PROGRAMS



## LEGAL SERVICES







# 2021 FINANCIALS

## REVENUE 2021

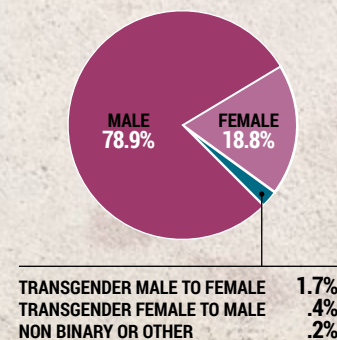
Donations and Contributions	2%
Local, State and Federal Grants	12%
Reimbursement Revenues	86%

## EXPENSES 2021

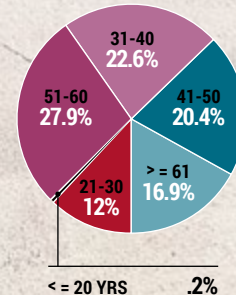
Prevention Services	4%
Administrative & Fundraising	8%
Client/Patient Care	88%

# 2021 OUR CARE

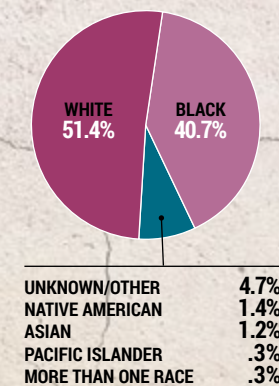
## GENDER



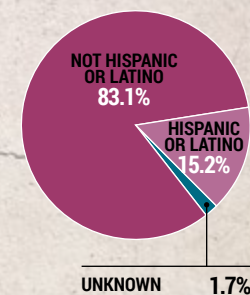
## AGE



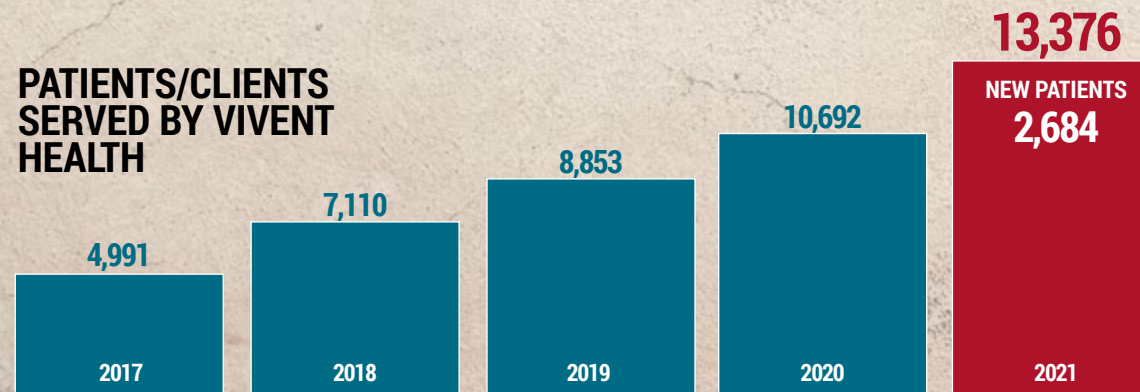
## RACE



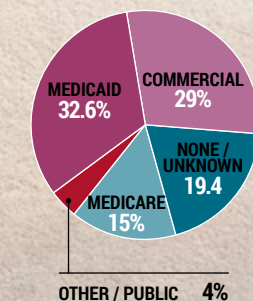
## ETHNICITY



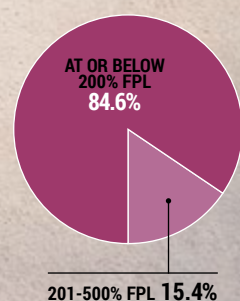
## PATIENTS/CLIENTS SERVED BY VIVENT HEALTH



## PAYOR SOURCE



## FEDERAL POVERTY LEVEL







# FROM OUR C-SUITE



**Brandon Hill**  
Interim President & Chief  
Executive Officer



**Leslie Cockerham,  
MD, MAS**  
Chief Medical Officer



**Theresa Dear**  
Chief People Officer



**Timothy D. Dryer, CPA**  
Executive Vice President  
& Chief Financial Officer



**Tony Fields, PharmD**  
Chief Pharmacy Officer



**Bill Keaton**  
Chief Advocacy Officer



**Margaret Lidstone**  
Chief Development  
Officer

2021 was a challenging year for our community. New variants and unexpected waves of COVID-19 further disrupted the lives and well-being of our patients, exposing unacceptable disparities in public health. The equity gap was driven wider by social and economic disparities, racial intolerance, and heightened discrimination and stigma against the LGBTQIA+ community. At Vivent Health, we have long known that to achieve our mission, we must intentionally address injustice while delivering high quality, compassionate care to people most impacted by HIV. This past year has put this challenge at center stage.

Through it all, the strength and determination of our staff — our Champions — has been a silver lining. While listening to and learning from the people we serve, our Champions demonstrated an ongoing ability to be nimble in an ever-shifting environment. With the support and commitment of our sponsors, donors and partners — combined with the collective power and ingenuity of our Champions — we made tangible

impacts in each of our communities across our four states in addressing the syndemics of HIV, COVID and opioid overdose, all while maintaining strong financial outcomes.

Every day we are guided by the principles of diversity, equity, inclusion and belonging. We believe that everyone deserves to live their healthiest life. We are more galvanized than ever to protect that right for our patients and for people around the country affected by HIV. Building on our national strength and community-based focus and commitment, we are dedicated to being effective stewards of the resources entrusted to us so that we can effectively expand and amplify our work for even greater impact.

As always, we are deeply grateful for your commitment to our mission. Thank you for inspiring us. For changing the lives of our patients. And for working with us towards a world without HIV.

*Theresa A Dear*  
*Timothy Dyer*  
*Bill Keaton*  
*Margaret Lidstone*  
*Leslie R Cockerham*  
*Tony Fields*







# BOARD MEMBERS

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Foley & Lardner  
Madison, WI

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Advocate Aurora Health  
Milwaukee, WI

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UW Health  
Madison, WI

**Eric Conley**

Froedtert Health  
Milwaukee, WI

**Poonnasa Corn**

Edward Jones  
Saint Louis, MO

**Ryan Cox, PhD**

Truman Medical Centers  
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St. Louis, MO

**Lisa Vanlerberghe**

MolsonCoors  
Milwaukee, WI

**Aisha White, MD**

Quintessence Plastic  
Surgery  
Austin, TX



# 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.

To learn more about Vivent Health and how you can make an impact, please visit our website.

**TOGETHER, WE CAN HELP  
OUR PATIENTS THRIVE.**





# 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

### **Kansas City**

4309 East 50th Terrace  
Suite 100 & 200  
Kansas City, MO 64130  
(816) 561-8784

## **TEXAS**

### **Austin**

6505 Airport Boulevard  
Suite 100  
Austin, TX 78752  
(512) 458-2437

## **WISCONSIN**

### **Appleton**

633 West 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 Avenue  
Suite 230  
Superior, WI 54880  
(715) 394-4009

### **Wausau**

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



**viventhealth**

thrive. together.

648 NORTH PLANKINTON AVENUE  
MILWAUKEE, WI 53203

PHONE (800) 359-9272  
VIVENTHEALTH.ORG