

Vivent Health + TPAN
Community Health Care Report 2026

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Mission: Vivent Health + TPAN's mission.

1. Identify the high risk/underserved and/or disadvantaged populations in the community(ies) that you serve and describe specifically the actions you have taken, based on relevant assessment data, to increase their accessibility to health services.

Founded in 1987 by local actor and HIV-positive activist Chris Clason, TPAN (Test Positive Aware Network) grew as a volunteer-driven, grassroots initiative launched during the height of the AIDS epidemic to become one of Chicago's leading providers of healthcare and supportive services for people living with HIV (PLWH), and Chicagoans most at risk. For nearly 40 years, Vivent Health + TPAN has been relentless in the fight against HIV, from advocating for policy change, to protecting communities through prevention efforts, to welcoming and caring for all who come through our doors.

Vivent Health + TPAN serves individuals living with or vulnerable to HIV transmission in Chicago, many of whom exist at the intersection of multiple marginalized identities. Clients and patients include people of color, those with disabilities, LGBTQ+ individuals, migrant populations (including non-English speakers), people who use drugs, those with limited or no health insurance, and people living in poverty. In addition to HIV, many clients and patients manage other medical conditions such as hypertension, diabetes, dental issues, and other comorbidities. Due to lower incomes, they often face limited access to behavioral health services for treating depression, anxiety, substance use, and other mental health challenges.

2024 data from Chicago Health Atlas indicates that more than 21,700 residents in Chicago are living with HIV, and this number continues to grow each year. Vivent Health + TPAN provides integrated health and social services to people living with HIV and AIDs and vulnerable populations and is uniquely positioned to address the HIV epidemic in one of Chicago's most impacted neighborhoods. Vivent Health + TPAN is in Chicago's Edgewater neighborhood, which has one of the highest HIV diagnosis rates in the city at 1232 persons diagnosed. The Uptown neighborhood, located directly south of Edgewater, has the highest rate in the city at 1289 persons.

Vivent Health + TPAN provides integrated health and social services to people living with HIV and those vulnerable to HIV infection. According to the Chicago Department of Public Health's 2024 HIV Data Brief, there were 818 new HIV diagnoses reported that year. Edgewater, Uptown, and Rogers Park continue to have some of the largest populations of people living with HIV in the city. Although located in Edgewater, Vivent Health + TPAN serves patients and clients from across Chicago. The health center provides comprehensive HIV medical care, PrEP, behavioral health services, case management, pharmacy services, and other essential supports to individuals from a wide range of neighborhoods, helping ensure that people living with and vulnerable to HIV can access coordinated, high-quality care regardless of where they live.

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Through ongoing client feedback and analysis of service utilization trends, Vivent Health + TPAN identified significant barriers to care, including fragmented healthcare services, food insecurity, housing instability, limited access to behavioral health care, and challenges navigating multiple systems of care. In response, the organization expanded its service model to provide integrated primary and HIV medical care, pharmacy services, a food pantry, legal services, and behavioral health care in a single location. This "one-stop" approach reduces barriers to access, improves care coordination, and makes it easier for patients to engage consistently in care and treatment.

TPAN has long provided prevention, behavioral health, case management, and substance use services. In 2023, TPAN affiliated with Vivent Health, a nationally recognized HIV healthcare organization, creating a stronger, integrated model of care for people affected by HIV. Building on identified community needs, Vivent Health + TPAN expanded its services in late 2024 to include primary medical care, HIV specialty care, a food pantry, and PrEP healthcare services, followed by the launch of a full-service pharmacy in early 2025. Designed around a medical home model, the health center integrates medical and social services to provide holistic, patient-centered care.

Vivent Health + TPAN also operates the Tea Room, a drop-in center for LGBTQ+ youth and allies, ages 18-29, who are experiencing housing instability. The Tea Room provides a safe, welcoming space where individuals can build community, access a computer, do laundry, grab a snack, or find respite from extreme weather. Beyond addressing immediate needs, the Tea Room serves as a crucial entry point to care for hard-to-reach clients, connecting them to essential services such as medical care, medications, housing referrals, and enrollment in public benefit programs. We intentionally serve individuals up to age 29 in the Tea Room, recognizing that many other youth and young adult programs in the area only support those up to age 24, often leaving individuals without access to essential care. The Tea Room is designed to bridge this gap, ensuring that young adults continue to receive the support they need as they navigate this pivotal stage of life.

Our reach in the year 2025 included the following:

- 635 clients/patients; 92.4% HIV+, 5.5% PrEP, 4.1% Other (testing, prevention, etc.).
- 75.1% under 200% of Poverty Level; 97.2% under 500%.
- 79.1% male, 9.4% female, 3% nonbinary, 2% transgender female or male, .5% queer, 6% unknown/not disclosed.
- 31.2% Gay, 4.1% "Lesbian, Lesbian/Gay, Pansexual, Queer," 8.2% Straight/Heterosexual, 0.2% Asexual, 52.4% Unknown/Not disclosed.
- 51.5% White, 31.8% Black, 4.1% Asian, 12.7% other/unknown; 20.3% Hispanic/Latin-x ethnicity.

2. Describe specifically the strategies you have used to gather input from high risk, underserved and/or disadvantaged population and their leaders as a basis for program or service development.

Vivent Health has an agency-wide Patient and Client Experience Advisory Committee, which focuses on service recipient experiences by soliciting their opinions, suggestions, and preferred methods for providing feedback. This committee includes representation from the

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Vivent Health + TPAN location. Importantly, the Advisory Committee specifically focuses on developing strategies in conjunction with participants to mitigate the impacts and barriers created by stigma and systemic oppression. This is supplemented by biannual Client Advisory Forums (CAFs).

Vivent Health + TPAN also conducts patient/client satisfaction surveys on an ongoing basis, soliciting feedback on the service areas an individual has utilized recently. Survey data are tabulated, analyzed, and shared with leadership and staff to identify and form the basis for specific quality improvement projects.

3. Describe specific partnerships with other providers and community-based organizations to promote continuity of health care for high risk/underserved and/or disadvantaged populations.

Vivent Health + TPAN partners with several locally based organizations to enhance the continuum of care for the communities served by our health center. A key partnership is with Northwestern Medicine, through a contractual agreement that brings two experienced infectious disease specialists on-site to provide care. These providers are present two days per week, delivering direct medical services to individuals living with and affected by HIV. One of the physicians also serves as our Medical Director, offering vital leadership in clinical operations, upholding high standards of care, and mentoring the broader medical team.

We also partner with TaskForce Prevention & Community Services, a grassroots nonprofit based in Chicago's Austin neighborhood on the west side that provides a safe, affirming space for LGBTQ+ youth. As a subcontractor on our HIV treatment grant, TaskForce refers clients to Vivent Health + TPAN for clinical care and programmatic services. Our staff also engage directly with TaskForce by leading on-site activities and fostering deeper community connections.

Most recently, we established a partnership with the Legal Council for Health Justice to provide on-site legal services. A dedicated attorney is available weekly to assist clients with issues such as discrimination, public benefits, housing, employment, family stability, and end-of-life planning.

Other partnerships include:

Greater Chicago Food Depository – Vivent Health + TPAN recently became a community partner of the Greater Chicago Food Depository, enabling us to receive regular food donations to support our on-site pantry. This partnership enhances our ability to address food insecurity among the individuals and families we serve.

Haymarket Center – Through a subcontract with Haymarket Center, Vivent Health + TPAN refers clients to outpatient and residential substance use treatment. In select cases, we are also able to cover treatment costs for eligible clients and patients, ensuring access to care regardless of financial circumstances.

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Southwood Interventions – Southwood Interventions serves as a treatment provider for Vivent Health + TPAN clients, offering both outpatient and residential substance use services. As with Haymarket Center, we can cover the cost of treatment for eligible clients in certain cases.

The Night Ministry – The Night Ministry, a nonprofit organization providing youth-focused programming and housing support, has partnered with us to offer on-site case management and housing navigation at our youth drop-in center. This collaboration will help connect unhoused and unstably housed young people to critical resources and long-term stability.

- 4. Provide two examples of how you have used the community-oriented approach to program development specified in the attached principles to develop a program of service for high risk/underserved and/or disadvantaged populations specified in the guidelines. Include in each description components of the current program and the following quantitative information for the most recent year available:**

Example One: The Tea Room Expansion

The Tea Room was developed in response to feedback from LGBTQ+ young adults experiencing housing instability, social isolation, and barriers to healthcare access. Through ongoing conversations with participants and assessment of service gaps, Vivent Health + TPAN identified a need for a low-barrier space where young adults ages 18–29 could access support, build community, and connect to healthcare services. The program intentionally serves individuals through age 29, recognizing that many youth-focused programs end at age 24 and leave older young adults without support.

In response to participant feedback, Vivent Health + TPAN expanded the Tea Room in 2025 by hiring a full-time staff member dedicated to outreach and engagement, and increasing operating hours to three days per week, including evening hours. Current program components include peer support, community-building activities, meals and snacks, computer access, laundry services, referrals to housing and public benefits, HIV prevention education, PrEP navigation, and connections to medical care, behavioral health services, and HIV treatment. In the last six months, we have seen participation in the Tea Room double.

2025 Program Data

- Number of unique participants served by Tea Room: 48
- Race: African-American: 40%; Bi/Multiracial: 21% White: 4%; Latinx: 2% Asian/Pacific Islander: 2%; Not disclosed: 31%.
- Gender: male, 31%; female, 8%; non-binary, 15%; transgender female, 13%; transgender male, 4%; Not disclosed: 29%.
- Sexual Orientation: Gay/homosexual/queer: 20%; Bisexual/pansexual: 28%; Heterosexual: 13%; Did not disclose/Something Else: 40%.
- Mean and Median Age: 26
- Total participant visits: 8-11 visits per day, 3 days per week.
- Referrals to medical care, PrEP, housing, or other services: at least 141

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Example 2: Expansion of HIV Prevention Outreach and Testing Services:

Vivent Health + TPAN developed its expanded prevention program in response to community feedback and data demonstrating ongoing disparities in HIV diagnoses and access to prevention services in Chicago's most impacted neighborhoods. Community members identified barriers including transportation challenges, limited access to testing locations, and the need for services delivered in trusted community settings.

To address these barriers, in 2025, Vivent Health + TPAN nearly doubled its prevention team, expanding outreach and testing capacity in Chicago's most impacted neighborhoods. Our staff collaborates with our Community Engagement team to ensure outreach is strategic, culturally responsive, and community aligned. To further eliminate barriers, SAMHSA, which partially funds our prevention services, recently authorized the purchase of a mobile testing unit. This "clinic on wheels" will enable us to deliver neighborhood-based testing, PrEP education, syringe exchange, and harm reduction directly to areas with limited healthcare access. These enhancements improve early detection, strengthen community trust, and support our goal of reducing transmissions. By investing in staffing and mobile technology, Vivent Health + TPAN is closing the gap between detection and care, ensuring all Chicagoans have a low-barrier pathway to learning their status and viral suppression.

2025 Program Data

- Number of HIV tests conducted: 183
- Number of outreach encounters: Syringe Access: 652; Naloxone (Overdose Remedy): 40
- Number of individuals linked to care: 2+
- Number of PrEP referrals or enrollments: 2+ enrollments, 34 total PrEP patients.
- Geographic Reach: City-wide

5. Number of clients served

Clients and patients served in 2025: 635

6. Total amount budgeted by your organization for the program

2025-26 Budgets:

\$0 Dental (new program)

\$ Medical: \$1,340,844

7. Percent that program budget is of total agency budget

Not applicable (new program)

Percent of next year's program budget (estimated): 10%

8. Percent of program budget that is directly reimbursed by third-party payers

Medical Budget: 18%

9. Percent of program budget that is covered by public/private grants

Medical Budget: 5%