A STRONG FOUNDATION for the FUTURE

ANNUAL REPORT 2010

Proudly serving the LGBT community since 1978.
2010 turned out to be the year it all came together for Whitman-Walker Clinic. After years of simply trying to survive one financial crisis after another, the Clinic posted its first operating gain in nearly a decade.

This was the year that we were able to prove beyond a doubt that we now have a business model that works and is sustainable. At the same time, we maintained high quality care for a larger number of patients.

We are also seeing benefits from health care reform as it is implemented in stages. From increased Medicaid reimbursements to the potential for additional revenue from insurance and government funding, Whitman-Walker is well poised to reap rewards from reform.

Our success would not have been possible without the hard work and commitment of our board of directors, staff and volunteers. We all had to make difficult and sometimes painful decisions and sacrifices, cope with great amounts of stress and uncertainty, and still come do our jobs every day.

But our success is also due in large part to the ongoing support of our community. Through the darkest times, our supporters stood by us, doing all they could to make sure we kept our doors open.

Now that we face a stable and bright future, we want to thank everyone who helped us to get here. Without you, thousands of our neighbors would have nowhere to turn for the quality care they need and deserve.

We look forward to serving our community for many years to come. And we want you to continue to be a part of it.

Sincerely,

June Crenshaw, Board Chair
Don Blanchon, Executive Director

In 2005, Whitman-Walker Clinic came to a crossroads and had to decide which path to take. In 2010, it became clear that the Clinic had made the right decision to become a full-service community health center.

A Community Health Center

2010 was the year that the Clinic’s transformation into a full-service community health center began to show its potential.

Financially, the Clinic saw a turnaround that was nothing short of astounding. Whitman-Walker closed 2010 with an operating surplus in excess of $1,086,417, the first such surplus since 2001. That 2010 surplus follows losses in excess of $4 million in 2007 and 2008 and more than $750,000 in 2009.

The financial turnaround was driven by growth of stable revenue sources and a healthier diversity of funding streams. Instead of being reliant on less stable sources of funding such as contributions and grants, the Clinic was able to increase the share of revenue it receives from private and public insurance plans and from sales of medications through its onsite pharmacy.

At the same time, Whitman-Walker was able to maintain its high level of quality for care provided…and did so for a larger number of patients!

- Whitman-Walker served nearly 13,000 patients in 2010, a 30 percent increase over 2009.
- Many of our quality of care indicators, particularly for people on HIV medications, were better than current national figures.
- In the 2010 patient survey, nearly nine in 10 of our patients rated their care as “good” or “very good.”
When and why did you first seek treatment at Whitman-Walker?

I first sought treatment at WWC in 2005 after my recreational drug use of crystal meth started to increasingly interfere with my job responsibilities and grad school requirements. At this point, however, I wasn’t ready to admit a full blown addiction. Even though using crystal meth had gotten me fired at a few jobs, I didn’t want to HAVE to quit using drugs and alcohol completely forever. I was arrogant in thinking I was so much smarter than everybody else, and if other people could use responsibly, then I could too. Looking back, I think I knew that admission of an addiction out loud to other people would change my whole life completely - little did I know that it would be for the better.

What kind of services did you get from the addictions treatment program?

I heard about something called Harm Reduction that was offered at the center, and had hit that point in my life when I thought learning to moderate my use was all I needed. Harm Reduction was a non-threatening introduction to addictions treatment. It was exactly what I needed at the time but, after the program ended, I began using crystal meth once again. This time, however, I had a lot of knowledge about what addiction does to people and how it affects their lives. I was able to recognize these things when they started happening again. This realization made it so much harder to convincingly make up lies and excuses for the bad things that go along with progressive drug addiction, and within a year I was back at WWC. This time I was ready to admit I had a serious problem and ask for help. I went into the WWAS outpatient program in June of 2007, and stayed in it for over a year before graduating. It was hard work and time, but it was the best thing I could have ever done for myself.

What was working with the Whitman-Walker staff like?

The staff at WWC is fantastic. They all have a genuine concern for every patient that walks through those doors seeking help. Every person I encountered at the Clinic made me feel comfortable almost immediately upon meeting them. They were all very professional in performing their job duties, yet somehow the atmosphere they created in which to do it was relaxed and laid-back. If not for these wonderful people and the individual care and support I received from each one of them, I would not have started the program let alone finish it.

How has life improved for you since you started treatment?

I am at a place in my life that I never imagined was possible for me, with more things to be grateful for every day. I went from being either constantly unemployed or in the process of losing my job, to being a responsible competent employee. I went from being unable to have any consistent emotional connections with people, to making more real friends than I thought possible in sobriety. I went from being evicted from an apartment because I spent my rent money on drugs, to buying a condo. I went from being endlessly unhappy and hating myself, to finding the road to inner peace and loving myself a little more each day.

Thanks to our electronic health records system, we also now have a clearer picture of who our patients are:

**Gender:**
- 68% Male
- 3% Transgender
- 29% Female

**Ethnicity:**
- 47% Black
- 15% Latino/a
- 35% White
- 3% Other

**Age:**
- 5% under 21
- 24% 21-30 years
- 52% 31-60 years
- 13% 61 and older

As the Clinic completed the transition to a community health center, it sought greater input from the community to ensure that needed services were provided and offered with the highest level of quality and customer service. In March, the Clinic announced that 19 volunteers had joined the new Community Advisory Group. The group was formed to provide input on: current and future health programs and services; cultural competence/ training opportunities for employees and volunteers; targeted community relations and outreach efforts; and quality improvement initiatives related to patient satisfaction surveys.

Whitman-Walker Clinic’s transformation has been the result of hard work, sacrifice and the support of the community to which we are dedicated. We stand committed to providing patients with the highest quality and customer service. In March, the Clinic announced that 19 volunteers had joined the new Community Advisory Group. The group was formed to provide input on: current and future health programs and services; cultural competence/training opportunities for employees and volunteers; targeted community relations and outreach efforts; and quality improvement initiatives related to patient satisfaction surveys.

Whitman-Walker's return to fiscal health coincided with more information on the depth of the HIV/AIDS epidemic in DC. Figures released by the District government revealed that 3.2 percent of all adults in DC have been diagnosed with HIV. An additional two-three percent are believed to be infected but untested and undiagnosed.

Even more shocking were the results of a study on HIV among men who have sex with men in DC that found one in seven MSM is HIV positive. Further, one in every three black MSM is HIV positive.

While the District wrestled with its HIV epidemic, the federal government was taking steps to combat HIV on a nationwide basis. In July, the White House released the first-ever National HIV/AIDS Strategy. The strategy focuses on four areas: reducing new HIV infections, increasing access to care and improving health outcomes for people living with HIV, reducing HIV-related disparities and health inequities, and achieving a more coordinated national response to the HIV epidemic. Whitman-Walker called the strategy “a comprehensive yet common-sense plan that addresses the major underlying issues in our nation’s fight against HIV.”

In 2010, Whitman-Walker cared for nearly 3,000 HIV-positive patients, accounting for 60 percent of the District’s medical visits. The Clinic also administered more than 11,000 HIV tests, an increase of nearly 1,000 over 2009, and diagnosed 169 new cases of HIV infection.

Whitman-Walker saw great success in keeping patients on their HIV treatment regimen through our Medical Adherence unit. In 2010, 87 percent of our HIV patients were on antiretroviral medications. Of those patients, 78 percent had a suppressed viral load, keeping them healthy and making them less likely to infect others.
Tell us a little about yourself.
I’m in my 60s, retired and living on Social Security. I have a daughter who doesn’t talk to me. I think it is because of things I did in my past. I help care for my niece during the summer. My brother and some friends know that I’m HIV-positive.

When and why did you first seek treatment at Whitman-Walker?
I think it was 1989. I first went to DC General Hospital. I didn’t like the way they ran their clinic. I heard some people talking about Whitman-Walker and how great the Clinic was. I’ve been here ever since.

What kind of services do you get at Whitman-Walker?
I get medical care and legal services. I also get referrals to see a specialist if needed – a health aide.

How has life changed for you since you started treatment?
I want to keep my appointments. I like the people at Whitman-Walker. I’m known by my name, not a number. I want to live as long as possible. I take care of myself with the help of Whitman-Walker. I feel great today. Thank you, all at Whitman-Walker!

Whitman-Walker was founded as a gay and lesbian health center more than three decades ago. Today, we are still committed to providing high quality and affirming care to the lesbian, gay, bisexual and transgender community.

LGBT Health
Whitman-Walker’s transition to a community health center has brought the Clinic back to its founders’ original vision: quality and affirming health care for the LGBT community.

Today, LGBT residents can access all of Whitman-Walker’s health services: primary medical care, dental care, mental health services and legal help. Whitman-Walker also offers specific LGBT health services, including:

- Affirming gynecological care for lesbians, bisexual women and certain transgender patients.
- Screening for anal cancer in gay and bisexual men.
- Culturally-sensitive STD screenings for all patients.
- Our Gay Men’s Health and Wellness/STD Clinic provides free screenings for sexually transmitted diseases every Tuesday and Thursday night.
- Hepatitis A and B, Gardasil (for human papillomavirus) and other medically-appropriate vaccines.
- The Breast Health Initiative, which offers access to mammography, clinical breast exams and breast self-exam education.
- HIV post-exposure prophylaxis, treating patients with HIV medications to prevent infection after an unsafe sexual exposure.
- Services for transgender clients such as hormone and testosterone therapy and trans-affirmative physical exams, including gynecological exams, STD screening and treatment, and cancer screenings.

And the community has responded to these services. Nearly one-half of our patients in 2010 self-identified as LGB. Three percent identified as transgender.

Sexual orientation (self-identified):
- 51% heterosexual
- 49% LGB

Whitman-Walker served more than 13,000 patients in 2010, an increase of 30 percent over 2009. Of those patients, 22 percent were living with HIV.
When and why did you decide to become a supporter of Whitman-Walker?

I began giving to Whitman-Walker in 1987 and volunteered at Food & Friends from 1989 to 1991. During my time in the Air Force, my resources were limited, so I volunteered as my way to ‘give back’ to my community in a substantive way.

You came back as a supporter after some time away. What made you decide to come back?

I actually continued to give, indirectly, through the Combined Federal Campaign. I kept in touch with Whitman-Walker and the important work being done across DC. When budget cuts and the economic downturn affected the vital services, I decided it was time to return directly and substantively to ensure the continued work of the Clinic.

Have you had personal experience with Whitman-Walker and its services?

In 1987, I had my first private test for HIV at Whitman-Walker. The Air Force had been testing me as part of the country’s first control group. I wanted and needed to understand the epidemic and how it impacted my life. WWC returned the ‘care’ to health care, setting my mind at ease. They gave me the tools to protect myself from infection when so many others were falling ill. I’m healthy and HIV-negative today because of the remarkable men and women of WWC.

What would you say to others to convince them to support Whitman-Walker?

In tight economic times, we’re all bombarded with multiple requests to help out. Giving to WWC is a unique opportunity to witness the benefits of your generosity – in the health of your community, in the lives of your neighbors, and in the hearts of the most vulnerable residents of our great city. I only wish I could give more. You’ll likely feel the same!
Private fundraising is vital to the work of Whitman-Walker Clinic. Almost one-fifth of the Clinic’s annual budget comes from individual donors, corporate sponsors and special events.

“Masquerade on the Mall” spring gala
This year’s spring gala was held at the Andrew W. Mellon Auditorium and featured several prominent HIV/AIDS activists. “Project Runway” alumnus Jack Mackenroth served as Master of Ceremonies for the evening as part of his “Living Positive by Design” campaign with Merck & Co. Miss America Caressa Cameron and POZ magazine received the annual “Partners for Life” award for their advocacy work on HIV/AIDS. Cameron and Regan Hofmann, Editor-in-Chief of POZ, were on hand to accept their awards.

“Going the Extra Mile” benefit reception for Legal Services
The annual reception to benefit Whitman-Walker’s Legal Services program was held at the House of Sweden and raised more than $160,000. The Joel A. Toubin Memorial Award was presented to Dr. Anthony Fauci, Director of the National Institute of Allergy and Infectious Diseases, for his service to people living with HIV/AIDS. The law firm of Arnold & Porter LLP received the Going the Extra Mile Award for outstanding legal work on behalf of people living with HIV/AIDS.

AIDS Walk Washington
The 24th annual AIDS Walk was held on Oct. 2 at Freedom Plaza. Actress and singer Lynda Carter served as Grand Marshal for the event which drew nearly 10,000 participants and raised more than $800,000 for HIV/AIDS services at Whitman-Walker. This year’s Walk also featured the debut of our Community Partners program, where other HIV/AIDS service organizations form Walk teams and then keep half the money their team raises. Nearly 20 organizations became Community Partners.

“Art for Life” art auction
The “Art for Life” art auction, which raises money for HIV/AIDS prevention services in communities of color, returned to the Carnegie Institute of Washington. Dr. Shannon Hader, former director of DC’s HIV/AIDS, Hepatitis, STD and TB Administration, received the Community Service Award for her contributions to the HIV/AIDS fight in DC. Four Art for Life Honorees were recognized for their generosity and support of the event: Denise Odell, Renato Salaarz, Shaun Van Steyn and Lloyd Wolf.
**Assets**

Current assets $3,833,957
Property and equipment, net $6,619,518
Total assets $10,453,475

**Liabilities**

Current liabilities $4,313,108
Long-term liabilities $157,797
Total liabilities $4,470,905

**Net Assets**

Total net assets $5,982,570
Total liabilities and net assets $10,453,475

**Revenue**

Contracts and grants $6,205,235
Contributions/Program donations less fees $2,315,923
Special events $1,151,873
Less cost of direct donor benefits $122,051
CFC/United Way $364,352
Medicaid, third party payments and other, net $3,994,853
Other revenue $6,875,100
Total revenue $20,785,285

**Expenses**

Program services
- Behavioral Health $2,201,889
- Dental Health $622,570
- Legal Services $1,402,804
- Research $883,819
- Community Health $759,251
- Medical Adherence $1,162,639
- Medical Services $3,573,700
- Pharmacy $4,541,953
- Communications $379,441
Total program services $15,528,066

Support services
- Management and general $2,916,526
- Development $1,254,276
Total support services $4,170,802
Total expenses $19,698,868

Changes in net assets from operations $1,086,417
Net assets at beginning of year $4,896,153
Net assets at end of year $5,982,570
Whitman-Walker Clinic relies on the generosity of our donors to provide high quality care to our clients. We want to thank the following donors for their generous support in 2010.

*bold signifies organizations that donated $5,000 or more

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**Volunteer Profile**

**Matthew Zender**

From its earliest days, Whitman-Walker has relied on the dedication of its volunteers. Each year, hundreds of volunteers help provide high quality care to our patients.

**What kind of volunteer work do you do at Whitman-Walker?**

I am an HIV tester and counselor, but most importantly an advocate for Whitman-Walker and its place in the community.

**When did you start volunteering with WW?**

I started volunteering in November of 2009. First I came in and helped with paperwork until my training was complete and then I became a regular tester on Wednesdays. Eventually, I switched to Mondays and have been testing every Monday night ever since. I also have done weekend events like the NRC 4 Health Fair, Capital PRIDE, and many more.

**Why did you decide to volunteer here?**

I first started going to Whitman-Walker as a client getting tested for HIV in the early 1990s. I, like many people, have been touched by HIV through a close friend or family member. The reputation of the clinic is what made me want to be a volunteer with Whitman-Walker.

**What’s the best part about volunteering here?**

When you educate someone and you see the connection they make in their mind, when you are there for them to lean on in a time of emotional, mental stress; when you help break down stereotypes, attitudes, etc about HIV, AIDS, sex, orientation, etc. When a client walks out feeling they made a friend, someone that will be there for them no matter what their situation – these are some of the best things about volunteering for me.

**What would you say to encourage other people to volunteer?**

I have heard many people say, “I should volunteer,” “I should do something for my community,” “I should do what you do.” But they rarely do. It only takes an hour a week to give back to society. Be strong and remove the “should” from your statements instead say “I am a volunteer” or “I do something for my community.” What are you waiting for?
“We want to remember someone who was a true champion in the fight against HIV/AIDS, a longtime leader of the LGBT community in DC, and a founder of Whitman-Walker Clinic, Jerome Sikorski.” – Board Chair June Crenshaw, AIDS Walk, Oct. 2, 2010.

The Whitman-Walker family suffered a great loss in June with the passing of Jerome Sikorski, former board member and one of the Clinic's founders in 1978, after an extended illness.

Jerome was one of the founding incorporators of Whitman-Walker Clinic and served on the Clinic's board off and on for 20 years. His commitment to the Clinic's mission was unparalleled. He was a constant advocate of moving the Clinic forward, ensuring its stability and providing the best possible care for our patients. He often pushed the Clinic's leadership to make difficult but critical decisions to ensure our continued survival and success.

Jerome was also known for his wonderful memory and story-telling of the Clinic's decades of community service, and his dry wit. He is what is truly best about Whitman-Walker Clinic—compassion, commitment and caring for those in need.

The entire Whitman-Walker Clinic family extends its greatest sympathies to Jerome's family.

IN MEMORIAM

JEROME SIKORSKI

We want to remember someone who was a true champion in the fight against HIV/AIDS, a longtime leader of the LGBT community in DC, and a founder of Whitman-Walker Clinic, Jerome Sikorski.
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