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Letter from CEO and Board Chair

Dear Friends and Supporters:

In wrapping up 2019, Whitman-Walker Health has entered its fifth decade of service in Washington, DC. What a milestone worth celebrating! Over the years, your dedicated and continued support have helped Whitman-Walker empower all persons to live healthy, love openly, and achieve equality and inclusion.

Each day, our Whitman-Walker family seizes the opportunity to provide an inviting and affirming health care experience for DC, Maryland and Virginia residents as well as those who travel from across the nation for a health care interaction that respects their identities. This work is possible because of the support we receive from patients, clients, the community and loved ones.

In 2019, our Whitman-Walker team served 20,760 individuals through more than 130,622 unique health and supportive service encounters. Nearly 14,000 of our patients and clients are residents of the District while others come from Maryland, Virginia and other states to receive care. Based on the 2019 Federal Poverty Level guidelines, more than 16,000 individuals receiving care at Whitman-Walker were living at or below the Federal Poverty Level. So, when you support Whitman-Walker, your gifts truly support those who can benefit most.

This past year, we celebrated the opening of LIZ – the redevelopment at 14th and R Streets, NW that was formerly home to the Elizabeth Taylor Medical Center. LIZ is a representation of our commitment to providing affordable and accessible healthcare to the communities we serve for years to come. As a majority owner of the LIZ redevelopment, the project represents an opportunity for Whitman-Walker to re-invest in the health of the larger community, while continuing to provide particular care to those impacted by HIV and those who identify as lesbian, gay, bisexual, transgender, nonbinary, and gender expansive.

As we look ahead to 2020, Whitman-Walker will continue its work of serving dignifying, respectful and affirming healthcare to all who walk through our doors and prepare for the opening of a new set of doors – a new 116,000 square foot Max Robinson Center in southeast DC. With this endeavor, expected in 2023, we will expand services currently provided at the Max Robinson Center in historic Anacostia and our Whitman-Walker Youth Services site on Capitol Hill. Our goal is to increase our patients served from 5,000 to 15,000 and we appreciate your support in helping make this goal a reality.

Cheers to finishing year one of our fifth decade of service! On a personal note, as my first year as CEO, it has been an honor to serve the community in this role and I am so excited for what remains ahead. Thank you for your continued energy, commitment and contributions to Whitman-Walker’s evolving growth in community.

With gratitude,

Naseema Shafi
CEO at Whitman-Walker Health

Sandy James
Chair, Board of Directors
Who We Serve

Age (Youth <25 y/o only) / % of Patients

Age (+18 y/o only) / % of Patients

Race/Ethnicity

White

Black or African American

Other

Asian

American Indian and/or Alaskan Native

More than one race

Native Hawaiin and/or Alaskan Native

Hispanic vs Non-Hispanic

Hispanic

Non-Hispanic

Sexual Orientation

Gay or Lesbian

Heterosexual

Unknown

Bisexual

Other

Transgender

Trans Woman

Trans Man

Undisclosed

Genderqueer/Nonbinary

Gender Identity

Male

Female

Unknown

Trans Woman

Trans Man

Unscheduled

Preferred

Other

Sexual Orientation

Gay or Lesbian

Heterosexual

Unknown

Bisexual

Other

HIV-Related Care

HIV Negative

HIV Positive

Other

Transgender

Non-Trans Identified

Trans Identified

Other

Insurance

33%

30%

16%

6%

Unknown

Self-Pay

Medicare

Sliding Fee Scale

DC Medicaid

MD Medicaid

VA Medicaid

Private

Uninsured

DC Alliance

Single Case Agreements

Where do our patients live?

% of Patients

Where do our patients live?

% of Patients

Language

91%

8%

8%

<1%

<1%

<1%

<1%

<1%

Housing Status

84%

9%

6%

2%

2%

1%

1%

3%

12%

1%

1%

<1%

<1%

30%

20%

35%

HIV-Related Care

83%

17%

81%

9%

41%

34%

30%

30%

25%

9%

2%

2% 2% <1% <1% 9%

2% 2% <1% <1% 9%
Our Locations

1525
Opened in May 2015, the 42,000 square foot, seven-floor facility enables Whitman-Walker to fulfill our mission to the communities we serve by offering the highest quality culturally competent services and care. With increased capacity in many service areas, and beautiful, welcoming light-filled spaces, our Logan Circle health center was designed to address the needs of our patients now and in the future.

MAX ROBINSON CENTER
Located in Anacostia, the Max Robinson Center has housed a full array of services convenient to communities East of the River since 1993. In 2018, the Max Robinson Center celebrated 25 years of service to the historic Anacostia Washington, DC community. In 2019, Whitman-Walker announced plans to expand by moving the Max Robinson Center to the St. Elizabeth’s campus.

This 116,000 square foot facility will provide vital services to more than 15,000 persons each year—a 200% increase from our current capacity. Our St. Elizabeth’s development is expected in 2023 and would also include our Youth Services programming which currently resides in Eastern Market, DC. This expansion would not be possible without the support of the community and generous donors.

EASTERN MARKET
The Eastern Market location houses our youth services programming. In addition to its many health education and prevention programs, our Youth Services Eastern Market team members help young people become sexual health advocates for their peers, and help mothers living with HIV navigate pregnancies and deliver HIV-negative babies.

WHITMAN-WALKER AT LIZ
Opened in 2019, LIZ is a mixed-use retail, residential and office space home to Whitman-Walker’s administrative offices, legal services, public benefits and insurance navigation services, clinical research and medical support. It is also home to Whitman-Walker’s new cultural center The Corner, housed in what was formerly the Elizabeth Taylor Medical Center lobby.

The LIZ redevelopment project is the result of collaborations between Whitman-Walker Health, Fivesquares Development, Selldorf Architects, Eagle Bank, Perkins + Will, Core DC and Future Green Studios. The redeveloped LIZ building retains the historically relevant Elizabeth Taylor Medical Center and DeSoto building facades. Whitman-Walker is the majority owner of the LIZ building.
By the Numbers

Total Patients
20,760

Number of Unique Visits
130,622

New Research Participants
403

Pharmacy Patients
44,685

Prescriptions Filled at Our Pharmacies
132,251

Peer Support Clients
176

Behavioral Health Patients
1,631

WWAS (Whitman-Walker Addiction Services)
232

Psychiatry
1,049

Youth

Youth served through RealTalk DC’s Peer Education Center
2,013

553 unique clients joined RealTalk DC and L.I.T. DC activities

Behavioral Health Patients

Number of HIV-positive patients
3,587 (17%)

Number of HIV tests conducted in 2019 - Total:
13,607 (tests provided during daytime testing) | 5,100 of these tests were free rapid HIV tests

1,460 unique clients received HIV/STI/pregnancy testing, counseling, and referral services

Legal Cases

Unique Legal Matters
4,497

Legal Clients
2,603

Identity Document Cases
339

Immigration Cases
124

Non-Employment Discrimination Cases
38

Total Legal Clinics
35

Name & Gender Change Clinics
12

Transgender and Gender Expansive clients served through Legal
537

Number of HIV+ mothers to HIV-negative babies

2 mothers: 2 babies
0 babies were born with HIV in 2019 through Whitman-Walker’s STABLE Families program

In DC as a whole, two babies were born with HIV in 2019.
OUR HEROES 2019

Honors Don Blanchon and Barbara Lewis
In recognition of World AIDS Day, the 2019 OUR HEROES Committee installed 50 new photographs and biographies of Heroes in the fight to end HIV/AIDS at Metropolitan Community Church of Washington, DC. The OUR HEROES 2019 exhibition was on display from November 30th until mid-December and added Whitman-Walker Health System CEO Don Blanchon and Whitman-Walker Health Physician Barbara Lewis, to the list of heroes.

The complete collection of the OUR HEROES exhibit includes more than 350 black and white portrait photographs of individuals, places, events and organizations whom have made an impact in the war against AIDS in Washington, DC over the past decades.

Fearless at 40: The Story of Whitman-Walker hits Theatre Screens
On World AIDS Day in 2018, Whitman-Walker and local nonprofit DCTV released Fearless at 40: The Story of Whitman-Walker on Washington, DC’s public station DCTV. This hour-long documentary commemorated Whitman-Walker’s 40th anniversary of service to community in the greater metropolitan area. The film collected 40 interviews, highlighting 25 narratives from the earliest voices of founders and board members to present voices of patients, clinicians and team members of Whitman-Walker Youth Services.

In March 2019, Whitman-Walker and DCTV hosted the first community screening of the film at The Miracle Theatre on Capitol Hill followed by a panel with Whitman-Walker Health physician assistant Barbara Lewis, Whitman-Walker Health CEO Naseema Shafi, Dr. Lawrence (Bopper) Deyton of George Washington University, and Eric Richardson - executive producer of the film and of DCTV. The panel was moderated by Jewel Addy, Whitman-Walker Health Director of Communications and co-producer on the film. Fearless at 40: The Story of Whitman-Walker was screened again in November at the 2019 Alexandria Film Festival and at the 2019 DC History Conference.

World AIDS Day, 32 Years Later
World AIDS Day is a time to reflect on the loved ones and community members we have lost to AIDS-related complications, as well as to honor the progress made in fighting HIV and to uplift those who continue to thrive with HIV and learn to live with HIV. To honor World AIDS Day, Whitman-Walker Youth Services hosted its 9th annual Golden Ticket Party for Prevention featuring live music, free food, giveaways and more for DC youth. Entry for the “Golden Ticket” party comes in the form of one HIV test. The 2019 Golden Ticket Party for Prevention also served as the official after party of the International Conference on Stigma at Howard University. In 2019, with prevention tools like PrEP, PEP, and condoms and barriers, HIV is a treatable and preventable chronic disease - an important reflection on this 32nd anniversary of World AIDS Day.

Participating in the 33rd Annual Walk & 5K to End HIV
On October 26th, Whitman-Walker hosted its 33rd annual 5k walk and run to raise money to combat HIV in Washington, DC. The Walk & 5K is Whitman-Walker’s largest fundraising event of each year – helping Whitman-Walker fight stigma and save lives. That cool morning on Freedom Plaza, Whitman-Walker staff gathered in rainbow tie-dye shirts with volunteers in yellow and participants a light blue to publicly remind the community that we must keep walking, running, donating and fighting until the end of new HIV infections and the start of the equitable viral suppression of HIV.

Whitman-Walker Hosts Second Annual Silver Pride
On the Friday afternoon of May 10th, LGBTQ seniors gathered at the second annual Silver Pride, presented by Whitman-Walker Health. This free community event in Washington, DC offered a day of workshops, resources, and social experiences for LGBTQ people 60 and over. In observing the 50th anniversary of Stonewall, we celebrated those who have been at the forefront of the movement for LGBTQ rights and liberation and closed out the day with grooves by Edward Daniels “DJ Scorpio” and host, Rayceen Pendarvis.

Silver Pride was presented by Whitman-Walker Health in partnership with Iona Senior Services and AARP, and in collaboration with Capital Pride Alliance and community partners from the LGBT Aging Services Network.

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2019 Highlights

Mayor Bowser Announces Whitman-Walker’s Expansion at St. Elizabeths
In November 2019, after the grand opening of Whitman-Walker’s LIZ building, Mayor Muriel E. Bowser announced Whitman-Walker’s plans for expanding to St. Elizabeths in southeast Washington, DC. This year, Whitman-Walker signed a lease to build a state-of-the-art health center on St. Elizabeths East Campus to provide critical health care services in Congress Heights in Ward 8. The announcement was made at the Washington, DC Economic Development Partnership Annual Meeting and ECON Showcase at the Walter E. Washington Convention Center.

The 116,000 square-foot expansion will provide vital services to more than 15,000 persons each year—a 200% increase from our current capacity of 5,000 individuals at the existing Max Robinson Center and Youth Services sites in southeast DC. Whitman-Walker has operated its Max Robinson Center in historic Anacostia for nearly 30 years. With this expansion, we re-commit to increasing access to equitable health care across Washington, DC. We look forward to fulfilling this commitment of accessible health care with you!

Dwayne Lawson-Brown Receives Award for Art & Activism
Our own Dwayne Lawson-Brown, Youth Health Educator at Whitman-Walker Youth Services’ RealTalk DC program was the 2019 recipient of “The Mary Bowman Award for Activism and Artistry” at the International Conference on Stigma! This annual conference took place at Howard University. The award is named for Mary Bowman, an artist and poet who used their voice to break stigma around HIV.

The Whitman-Walker Oral History Collection
Whitman-Walker’s oral history collection includes nearly 20 oral histories focusing on the intersecting themes of HIV and Whitman-Walker in Washington, DC. Oral histories are the collection and study of historical information using sound recordings of interviews with people having personal knowledge of past events. The DC Oral History Collaborative (DCOH) has funded a majority of Whitman-Walker’s collection efforts through a grant award in collaboration with Humanities DC, the DC Public Library, and the Historical Society of Washington, DC.

Whitman-Walker was a DCOHC grant recipient in the inaugural 2017 cohort and the 2019 cohort for building upon its existing collections. Listen to, and read, some of Whitman-Walker’s oral history collection on the DC Public Library DIGDC website. Hear playlists with full oral histories and soundbites, or chopped down oral history highlights, on Whitman-Walker’s SoundCloud.

Capital Trans Pride
On May 18th, community members from local and national regions gathered at Eaton Hotel to celebrate Capital Trans Pride! The event included resource tables, workshops, and a keynote speaker with HIV testing provided by Whitman-Walker. For the third consecutive year, Whitman-Walker and our 14th Street neighbors at Studio Theatre co-hosted the Capital Trans Pride Social Networking Hour — the closing event of the day for members of the transgender, gender-expansive, nonbinary communities and allies to partake in libations and enjoy live entertainment.

Pride Womxn’s Kickoff Celebration
On June 1st, Whitman-Walker hosted its fourth annual Pride Womxn’s Kickoff Celebration at Big Chief in northeast Washington, DC. The event featured grooves by Alex Love and created space for womxn to gather and celebrate lesbian, queer, transgender and gender-expansive identity as we honored the beginning of Pride Month! Hundreds of womxn gathered ringing in the first official calendar day of Pride!

Whitman-Walker Youth Services hosts ‘Color Me Womxn’
In recognition of National Women & Girls HIV/AIDS Awareness Day, RealTalk DC - the youth services program of Whitman-Walker Health, hosted its annual Color Me Womxn. This free art show uplifts the creative voices of women and girls in the Washington, DC area while educating folks on HIV prevention tools like PrEP, the daily pill that can prevent HIV that is transmitted through sex!
Eran Sargent joins Whitman-Walker Health as Manager of Retention and Engagement

“Everyone thinks I went to school in Florida...” laughs Eran Sargent, Whitman-Walker Health’s Manager of Retention and Engagement, who began in the position in October 2019, “but Miami University is actually in Oxford, Ohio; it confuses people a lot.”

As the manager of retention and engagement, Eran oversees internal care navigation as part of the medical adherence department at Whitman-Walker. These teams help patients navigate systems that meet some of their basic needs like housing and food, and provides care through health educator-led peer support.

In her role, Eran also manages the Mobile Outreach, Retention, and Engagement team which brings tailored medical care to the community and into patients’ homes to help address multiple and complex health conditions.

Having worked in similar HIV- and LGBT-focused organizations, Eran was motivated to work at Whitman-Walker, in part out of a desire to live in Washington, DC. Ultimately, Eran chose Whitman-Walker because “the mission of the organization and the work that we do” here aligned with her professional mission of “reducing health disparities among marginalized communities, including LGBTQ folks, racial minorities, people with disabilities, those facing economic challenges, and the intersectionality of all of these disparities.”

She points to the commitment to the mission, diversity, and dedication of the staff as stand-out aspects of Whitman-Walker’s culture.

Eran previously worked at Mazzoni Center where she worked primarily with HIV-negative clients focused on prevention - linking clients to PrEP. Now her work focuses on HIV-positive clients. “There isn’t really a difference in how it feels to me to work with one population over the other. Clients experience many of the same challenges - medication adherence, accessing care, transportation, finding culturally competent care. I’m proud to work at a place and with a team that helps address these challenges for all clients.”

To recharge, Eran says, “I go for reality TV. I love the Real Housewives of Atlanta. That’s my escape.”

Eran seems to feel right at home with Whitman-Walker. She and the work are a good fit and we’re lucky to have her as part of our Whitman-Walker Health care team!

“"Our patients’ problems don’t go away just because we’re off work. Acknowledging this, I also understand that I can’t carry their problems entirely. I have to be really intentional about self-care so I can be present to them and their needs when I work with them next."

- Eran Sargent
My passion about healthcare stems from serving a community with which I identify. My specific interest in sexual health and HIV started while in college where I volunteered as a sexual health peer educator and HIV tester. We held sexual health and HIV testing workshops at college campuses in Birmingham, AL. Through interacting with people in this capacity, I got a sense for how pervasive stigma was around sexual health, sexual identity, gender-identity, and HIV in the South. As a black gay man, I feel that it is important to be an advocate and work to fight this stigma. This fuels my passion around my work.” — Dr. Ben Taylor
Rob Batarla joins Whitman-Walker as Chief Financial Officer

"When that call came...there was something cosmic in that alignment." - Whitman-Walker’s recently hired CFO, Rob Batarla, reflects on the serendipity that surrounded his joining the executive team.

"In the summer of 2019 I was in Mexico staring at the ocean and I said to myself, 'I want to be doing something different with my life.' A week or so after I got back a recruiter called and asked if I wanted to apply for the CFO position at Whitman-Walker."

After spending eleven years in the same job—part of a long career in non-profit finance—Rob Batarla was ready for a change. "Professionally I wanted to do something different—yes, I’m still a CFO, but—I wanted to work some place that was giving back to a community I was a part of; a place that has a bigger message for an underserved group of individuals—I just wanted to do something a little better."

Rob believes that this pursuit of better is a hallmark of Whitman-Walker’s culture. "There are a lot of things we could be doing better. When I wear my business hat, I see that stuff. When I wear my passion hat, I see an incredible group of dedicated people helping each patient every day."

Coming to Whitman-Walker at an interesting time for healthcare finance and for the health center—with the Affordable Care Act still impacting the industry alongside the shift from a fee-for-service model to value-based payments - Rob has his work cut out for him! In his role, he juggles multiple unique programmatic income streams.

"Numbers tell a story. Numbers are what they are but there’s always a story behind them. I’ve always been in non-profit finance. Numbers are very comfortable for me. At the same time, I am also a very passionate, feeling person with a performing arts background. I think about things creatively, like how to present financial info in a creative way so that people can understand it. I like sharing info in a way that someone who doesn’t know something goes away knowing a little more."

Although well-familiar with much of what Whitman-Walker offers, Rob was less familiar with our Legal Services, and Public Benefits and Insurance Navigation departments. "It’s incredible that we have staff to help patients navigate these systems. To serve a population of people who don’t feel comfortable in other healthcare settings, is a really important thing."

As for the future, and our east of the river expansion, Rob is optimistic. "I think we’re moving in the right direction. I believe we are really going to be viable and successful when we get to St. Elizabeths. It will be stressful, but we go where the need is. And we rise to the challenge.

We are an incredible mission-based organization that serves a critical purpose in the community.
## 2019 Financials

### Assets
- Total Assets - $30,216,675
- Current Assets/Other Assets - $15,815,102
- Property & Equipment, Net - $14,401,573

### Revenue
- Total Revenue - $103,970,688
- Contracts & Grants - $11,260,087
- Other Revenue - $1,157,374
- Special Events - $262,507
- Contributions/Program Donations - $50,050
- Patient Care Payment - $91,266,914

### Operating Expenses
- Pharmacy - $63,886,558
- Medical Services - $11,186,415
- Clinical Operations - $4,441,982
- Behavioral/Mental Health - $3,090,264
- Research - $2,090,355
- Dental Health - $2,760,176
- Community Health - $1,563,428
- Legal Services - $1,406,711
- Youth Services - $1,225,362
- Psychiatry - $551,742
- STD Services - $602,818
- TOTAL OPERATING EXPENSES - $92,805,811

### Liabilities
- Current Liabilities - $8,628,013
- Long-term Liabilities - $6,348,352
- Total Liabilities - $14,976,365

### Net Assets
- Total Net Assets - $15,240,310
- TOTAL LIABILITIES & NET ASSETS - $30,216,675

### Support Services
- Management & General - $9,373,746
- Development - $53,730
- Total Support Services - $9,427,476
- TOTAL EXPENSES - $102,233,287

### Change in Net Assets from Operations
- Net Assets at Beginning of the Year - $13,502,909
- Net Asset at End of Year - $15,240,310
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The Whitman-Walker Society is a group of dedicated individuals who make donations of $1,000 or more during the calendar year.

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WALK TO END HIV

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