



bigger & BOLDER



WHITMAN-WALKER
Health
we see you.

2023-2024
WHITMAN-WALKER HEALTH
ANNUAL REPORT

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community-centered healthcare for all



BIGGER AND BOLDER

We marked Whitman-Walker Health's fifty years of service to the communities of the District of Columbia with something bigger and bolder over the course of 2023 and 2024.

In August of 2023, we opened the most significant expansion of healthcare space in our history with the new Max Robinson Center (Max) in Congress Heights, DC. Named after the renowned news anchor, Max would also become the home of expanded research and policy efforts of the Institute for Health Research and Policy at Whitman-Walkerⁱ. Whitman-Walker Health grew its health care team to also meet the expanded need with more doctors, dentists, therapists, psychiatric support and a myriad of incredible team members that address social drivers of health who all helped us see twice as many patients in our first year of operations, than we had at the old site in Anacostia. Opening the new center in the same year as our fiftieth birthday could not have been a more incredible way to celebrate our partnership with community. But our sold-out Gala really did help us honor our past and embrace our future. Our work cannot be accomplished alone, and we are grateful for your support of us that evening, and in all our endeavors.

We also said goodbye to Cindy Lewin, interim CEO of Whitman-Walker Health System and welcomed Heather Aaron, incoming CEO of Whitman-Walker Health System during this time. WWHS seeks to advance the mission of the Health Center through increased philanthropy, research and policy.

So much has happened over these two years, and we are so thankful to you for walking alongside us. Together, we are building a healthier and more equitable future. Together, we are addressing stigma, engaging people where they are, and thinking bigger and acting more boldly. Thank you.

With heartfelt gratitude,



Naseema Shafi, Esq.
President & CEO of Whitman-Walker Health

"What makes Whitman-Walker so special are the people — each so unique and yet so united around mission, compassion, optimism, and grace. I was deeply honored to be part of the 50th anniversary year celebrating our amazing work for the community for five decades. Everywhere I looked, I saw pearls — care for almost 30,000 patients each year, high-impact medical research, insightful policy and advocacy. And so much laughter to boot. There is nothing like the Whitman-Walker family — it will always be a part of my heart."

Cindy Lewin

We would be remiss not to recognize our Interim CEO of Whitman-Walker Health System from March 2023 – March 2024, Cindy Lewin.

MAX ROBINSON CENTER at Saint Elizabeths East

On August 14, 2023, we proudly opened the doors of our new Max Robinson Center on the Saint Elizabeths East campus in Southeast D.C., ushering in a new era of expanded, accessible healthcare in Ward 8. Designed to embody Whitman-Walker Health's values of inclusivity and high-quality care, the center now provides spacious, purpose-built areas for primary care, behavioral health, dental services, and HIV care, alongside on-site lab facilities and an in-house pharmacy for the whole community to use. We were thrilled to see patients' first reactions as they entered the vibrant, welcoming lobby and explored the expanded space.

We were also honored to welcome Mayor Muriel Bowser, Councilmembers Trayon White and Vincent Grey, family members of our namesake Max Robinson, and scores of other friends, supporters and community members to celebrate this momentous milestone with the ribbon-cutting ceremony that September.

"This campus represents our commitment to Ward 8 and our commitment to a stronger, healthier, and more equitable DC," said Mayor Bowser, reflecting on the vision for the new center. The center will significantly increase Whitman-Walker Health's capacity, enabling us to serve an additional 10,000 patients annually in a space designed to meet the diverse healthcare needs of the community.

(continue on next page)



With over 40 state-of-the-art exam rooms, eight dental suites, and a full psychotherapy suite, the center embodies a holistic approach to care. The Institute for Health Research & Policy at Whitman-Walker, housed within the center, includes 16,000 square feet of research and lab space dedicated to advancing health equity through clinical trials in HIV and cancer treatment and prevention. CEO Naseema Shafi shared, “Our new healthcare home will significantly improve access to excellent healthcare for all residents. Through the Institute for Health Research & Policy at Whitman-Walker, we will engage the community to learn from their lived experiences, ultimately helping us address disparities and improve health outcomes.”

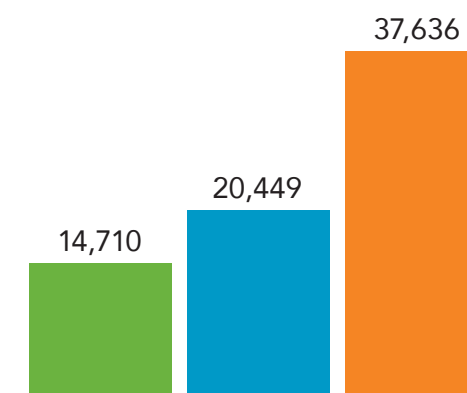


Developed with the support of Redbrick LMD and Davis Construction and designed by Winstanley Architects & Planners in collaboration with Perkins & Will, the Max Robinson Center is the latest addition to the St. Elizabeths East redevelopment—a reflection of the District’s commitment to Ward 8, with nearly \$900 million invested by Mayor Bowser in this area.

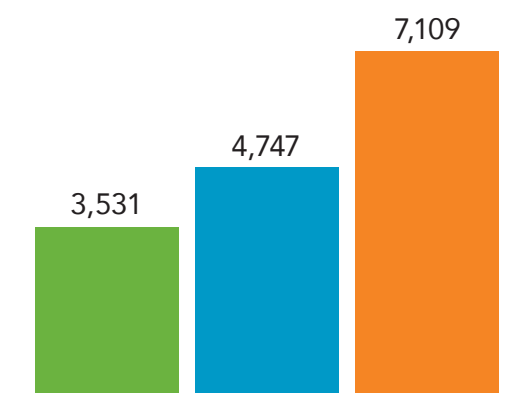
The new Max Robinson Center stands as both a beacon of healthcare excellence and a tribute to our namesake, Maxie Cleveland “Max” Robinson Jr., a trailblazing journalist and advocate. As we continue his legacy, the Max Robinson Center reaffirms the mission to provide high-quality, inclusive, and affirming healthcare for all.



ENCOUNTERS AT THE MAX ROBINSON CENTER 2022 | 2023 | 2024



PATIENTS AT THE MAX ROBINSON CENTER 2022 | 2023 | 2024





What started as a bold idea, to address the healthcare and social needs of members of the Lesbian and Gay communities of DC, 50 years later...

Whitman-Walker has grown into a fully integrated health care home and a state-of-the art research and policy center, that is now offering comprehensive and inclusive services to all. Our patients and clients are seen for who they are, treated with dignity and respect, and afforded equal opportunity for health and wellbeing.

We celebrated this milestone at our 50th Anniversary Gala—a night dedicated to honoring our legacy, celebrating our community, and looking ahead to the future. Joined by over 400 guests, including longtime supporters, new friends, and our host, Tim Gunn, we reflected on five decades of service, resilience, and unwavering commitment to health equity and compassionate care. The evening was filled with both laughter and heartfelt moments as we gathered to acknowledge the incredible progress we’ve made and renew our commitment to our mission. We were especially proud to honor Gilead for their impactful contributions to our community. The night was a testament to our shared values, and thanks to the generosity of our sponsors and individual donors, we raised critical funds to support our ongoing work in building a healthier, more inclusive future for all.

In the Words of **OUR PATIENTS**

“Pharmacy is always helpful and has my prescription ready... and always courteous, always kind. I always know everything will be done perfectly.”

“The staff at the Max Robinson Center makes me feel like family. When you first walk in, they greet you and are so nice.”

“Thank you for being such an amazing care provider. It makes such a difference when you have a medical professional who actually listens to your concerns.”

“Everybody was EXCELLENT!
Thank you very much.
I’ll tell all my friends and neighbors.”

“Thank you for your help today with my insurance. I’ve been coming here for 10 years because I know my benefits will be taken care of and it will be a good experience. Whenever I have to go to the Medicare office directly, no one ever seems happy. But right now, even with a mask on, I can tell you are smiling and you are happy helping me. Thank you so much for helping make sure my insurance is taken care of.”

“My questions were all answered, my concerns addressed, and all of my procedures were short and painless. I’ve been extremely impressed. I wish all doctors’ visits were pleasant.”

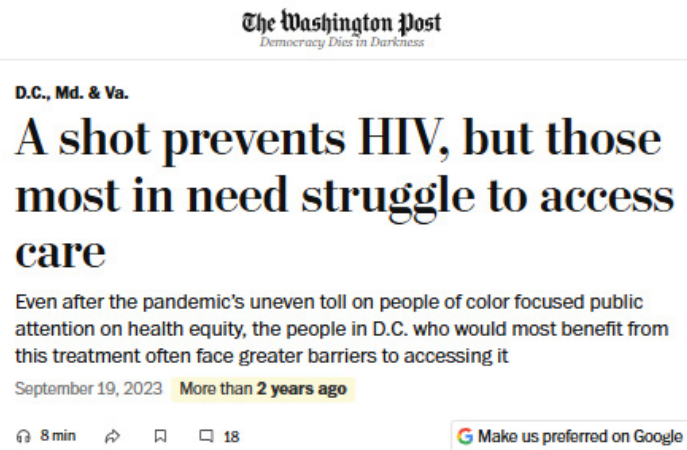
“I want to thank the whole team at Max Robinson Center for all of the care I have received since I have been coming here. They are patient, caring, respectful, and on time! Thank you Max Robinson for the quality work, performance and thorough healthcare.”



BOLDER

Care Spotlight: PrEP Long-Acting Injectables

In 2023 and 2024, Whitman-Walker Health deepened its work in long-acting injectable (LAI) HIV prevention and treatment, translating emerging science into real-world care for patients. As long-acting options became available, Whitman-Walker Health moved deliberately to incorporate them into everyday practice—training clinical teams, adapting pharmacy and scheduling workflows, and spending time with patients to ensure these therapies were the right fit for their lives. For many individuals who face challenges with daily oral medications, long-acting injectables offer a more manageable and affirming option. This work reflects Whitman-Walker Health’s bold commitment to meeting patients where they are, expanding choice, and removing barriers to sustained HIV prevention and treatment—while continuing to push toward better health outcomes across the communities it serves. Whitman-Walker Health scientists and health professionals proudly coauthored and presented at multiple national and international conferences on our LAI work, sharing our experiences and best practices with the world. In 2023, 253 patients received long-acting injectable PrEP and 167 patients received long-acting injectable HIV treatment; in 2024, those totals grew to 420 and 300.



BIGGER

Care by the Numbers

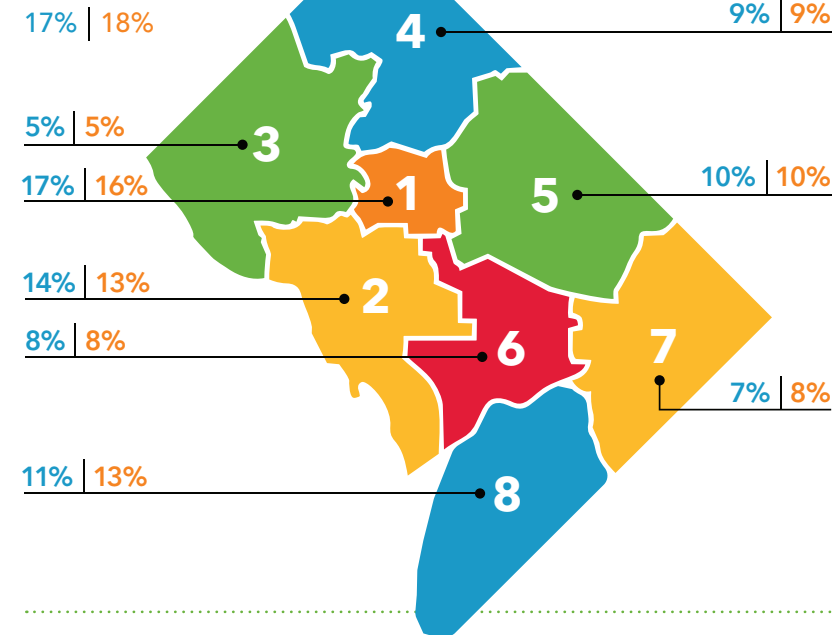
DEMOGRAPHICS/WHO WE SERVE – 2023-2024

Whitman-Walker Health currently serves over 20,000 patients per year, and we see those patients for over 116,000 unique visits per year.

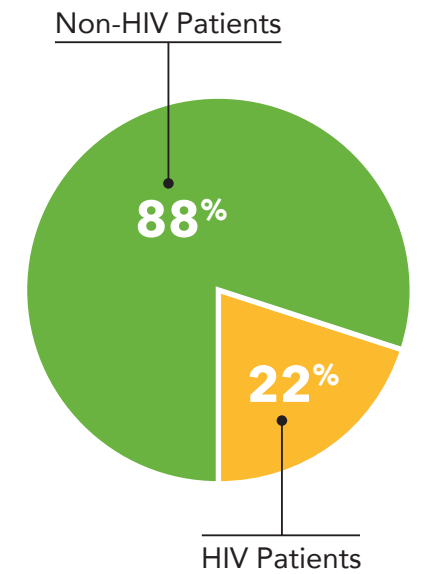
WARDS WE SERVICE

2023 | 2024

Unknown Wards:

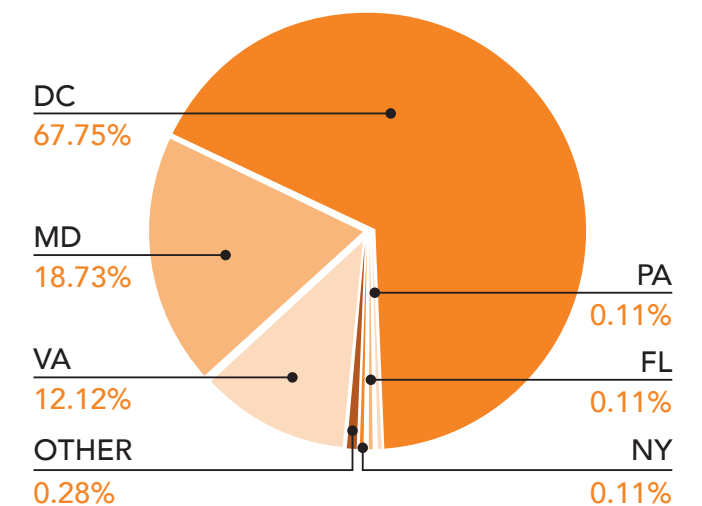
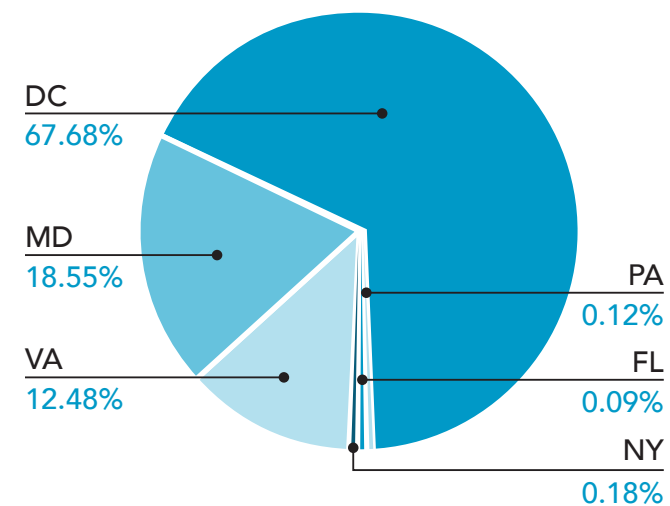


HIV RELATED CARE

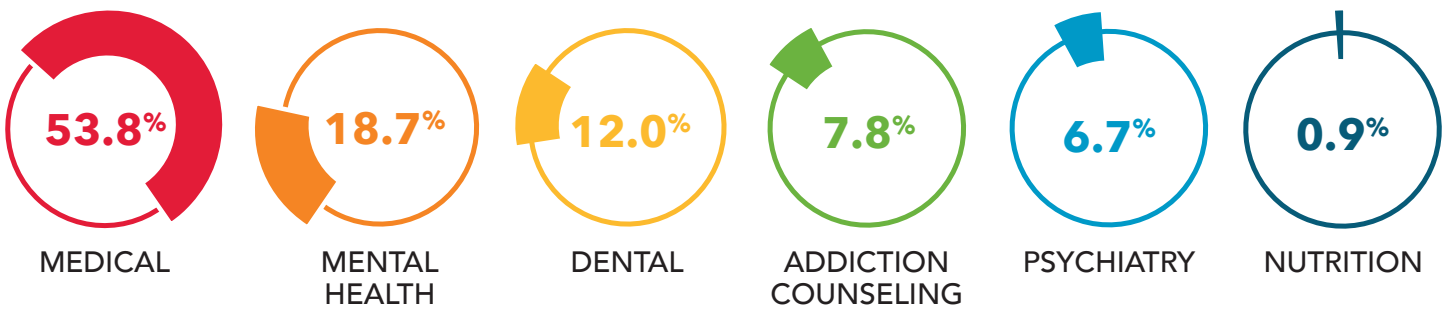


PATIENTS BY STATE

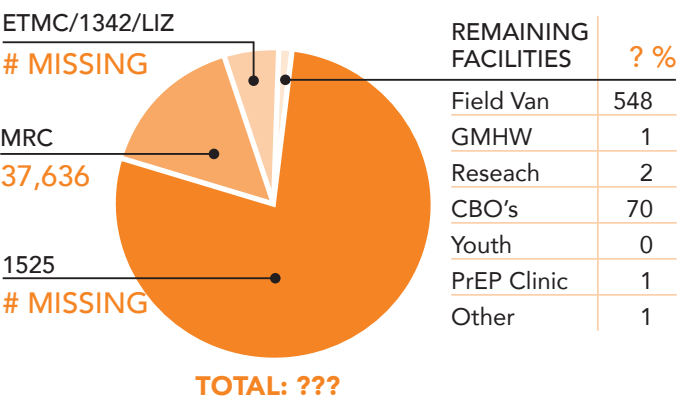
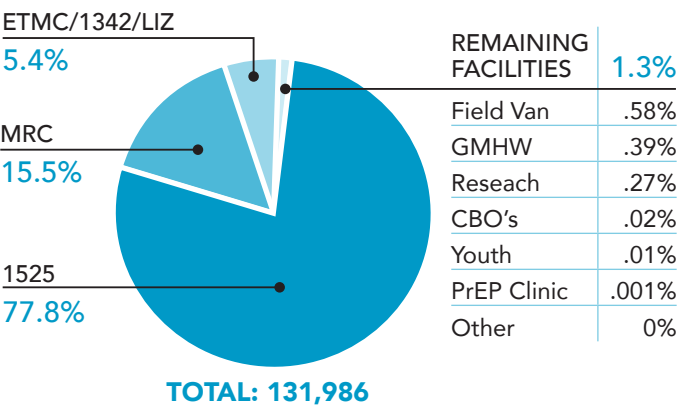
2023 | 2024



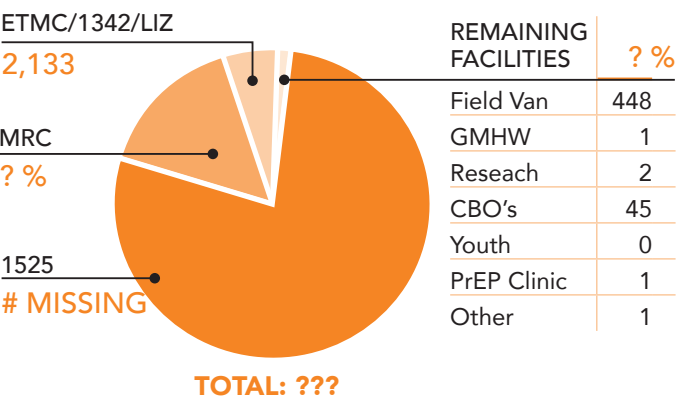
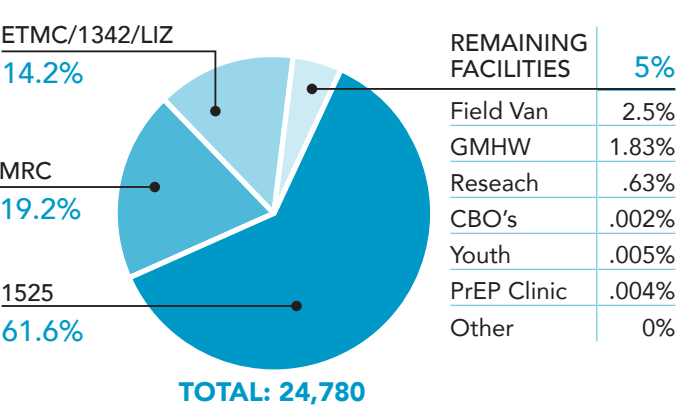
ENCOUNTERS BY CLINICAL SERVICE AREA



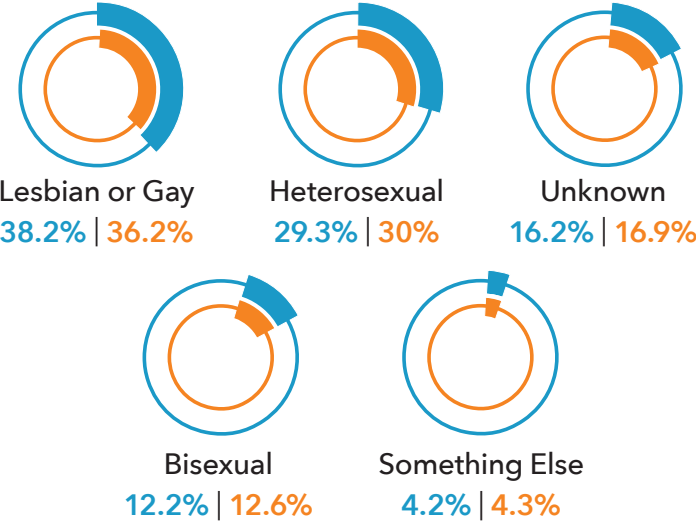
ENCOUNTERS BY FACILITY
2023 | 2024



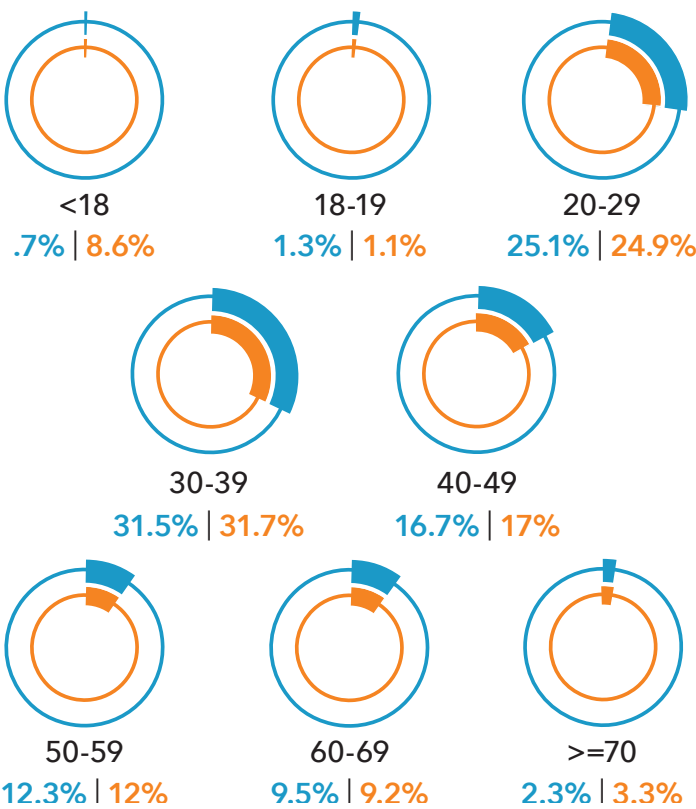
PATIENTS BY FACILITY
2023 | 2024



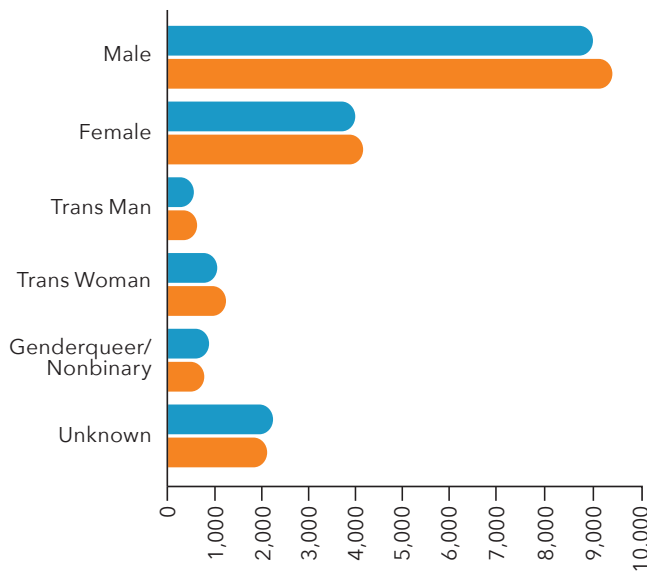
SEXUAL ORIENTATION
2023 | 2024



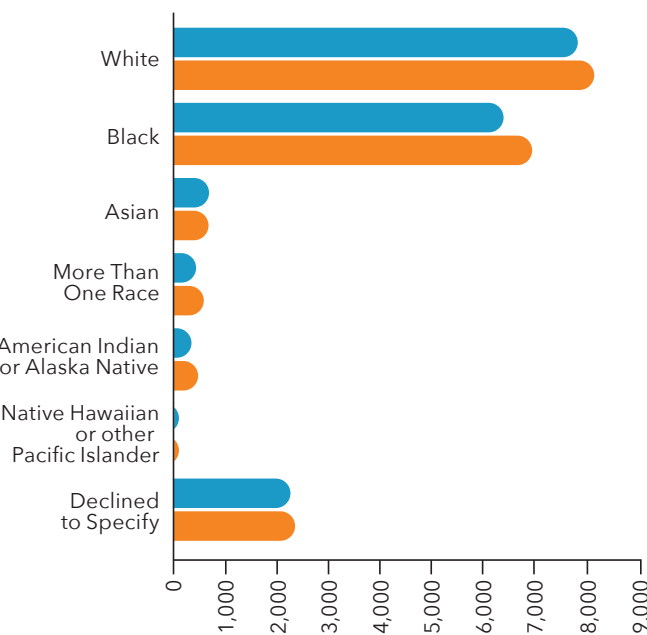
AGE GROUP
2023 | 2024



GENDER
2023 | 2024



RACE/ETHNICITY
2023 | 2024



2023-2024 EXECUTIVE LEADERSHIP

Naseema Shafi, Esq.
President & CEO,
Whitman-Walker Health

Dr. Sarah Henn, MD, MPH
Chief Health Officer, WWH

Meghan Davies, MPH, CHES
Chief Operating Officer

Jen Maher
Chief Financial Officer

Abby Fenton
Chief External Affairs Officer

Erin Loubier, JD
Vice President for Access and
Strategic Initiatives

Rachel McLaughlin
Vice President Population
Health & Quality

Christopher Holleman
Senior Director of Financial
Reporting (WW)

Dr. Stephen Abbott, MD
Medical Site Director of
Max Robinson Center



Dr. Kyle Benda DO, AAHIWS
Medical Site Director -
1525 (NW)

Lisa Amore
Senior Director of
Communications, (WW)

Jessica Estrada, MSN
Senior Director of Nursing

Juan Carlos Loubriel
Senior Director of Community Health
and Wellness

Jenica Lorraine
Assistant Controller (WW)

Brian Gradle
Director of Compliance
& Privacy Officer (WW)

Dr. Patrick Hughes, DMD
Director of Dental Services

Amie Krautwurst
Director of Grants & Programs

Ramatoulaye Keita, MS
Director of Community Health
& Wellness

Jen Loken, LICSW
Director of Therapy and Substance Use
Treatment, Behavioral Health

Joy Diggs
Director of Contract and Grant
Accounting

Amy Nelson, Esq.
Director of Legal Services

Kevin Waldorf-Cruz, LICSW
Director of Behavioral Health
Practice

**britt walsh, LICSW, LCSW-C,
LCSW, CPH**
Director of Transgender Healthcare

BOARD OF DIRECTORS

2023

Shannon White (Chair)
Stephanie Hales (Secretary)
Chip Sherrill (Treasurer)
Ann Bonham (ex-officio
Director)
Glynda Brown (ex-officio
Director)
Jennifer Kates (ex-officio
Director)
Travis Patton
lisa wise
Sandy James

James (Jimmy) Rollins
Frances Reed
Kevin Semelrath
Natasha Bonhomme
J Jenkins
Diego Mariscal
Haywood Perry
Edward Garcia
Marc Dalton
Andrea Arredondo
Don Plank
Lan Margosis

2024

Shannon White (Chair)
Stephanie Hales (Secretary)
Chip Sherrill (Treasurer)
Ann Bonham (ex-officio
Director)
Glynda Brown (ex-officio
Director)
Jennifer Kates (ex-officio
Director)
Travis Patton
lisa wise
James (Jimmy) Rollins

Frances Reed
Kevin Semelrath
Natasha Bonhomme
Diego Mariscal
Haywood Perry
Edward Garcia
Marc Dalton
Andrea Arredondo
Lan Margosis
Don Plank
Dewin Hernandez

WHITMAN-WALKER HEALTH
STATEMENTS OF ACTIVITIES

Years Ended December 31,	2024	2023
Operating revenues		
Patient revenue		
Net patient service revenue	\$ 17,426,060	\$ 15,740,357
Pharmacy revenue	90,766,089	82,575,319
Total patient revenues	108,192,149	98,315,676
Public Support		
Grants and contracts	23,130,481	16,553,337
Contributions (including CFC workplace giving)	3,980,246	489,691
Special events	-	179,533
Total public support revenue	27,110,727	17,222,561
Other revenue	1,623,020	1,568,805
Total operating revenues	136,925,896	117,107,042
Operating expenses		
Program services:		
Pharmaceuticals	81,059,995	72,876,657
Medical services	16,108,283	13,968,871
Clinic operations	6,707,400	5,943,359
Behavioral/mental health	3,671,088	3,017,162
Community health	2,919,589	2,593,614
Dental health	3,661,326	2,645,419
Legal	1,679,024	1,563,882
STD services	107,046	583,384
Psychiatry	1,159,278	990,400
Total program services	117,073,029	104,182,748
Support services:		
Management and general	17,500,859	16,009,721
Total support services	17,500,859	16,009,721
Total operating expenses	134,573,888	120,192,469
Change in net assets without donor restrictions	2,352,008	(3,085,427)
Net assets without donor restrictions, beginning of year	17,299,114	20,384,541
Net assets without donor restrictions, end of year	\$ 19,651,122	\$ 17,299,114



we see you.

join us in making a difference

As we look to the future, we invite you to be part of Whitman-Walker Health's mission. Whether through volunteering, donating, or attending one of our upcoming events, your support powers the health and resilience of our community.

Together, we can continue creating a more equitable future in healthcare.

Contact Us:

📞 Phone: 202.745.6144

✉ Email: lamore@whitman-walker.org

📍 Address: 1377 R St. NW, Ste 200, Washington, DC 20009

Connect With Us:

Follow us on social media (@whitmanwalker) to stay updated and engage with our community!



WHITMAN-WALKER HEALTH