



CENTERED AROUND YOU



DEAR READER,

Almost everyone who has accessed health services has faced uncomfortable, impersonal, and invasive care. As patients, we must juggle our busy lives to schedule healthcare appointments, only to leave feeling disappointed when our providers did not listen to us. Too frequently we must educate our healthcare providers about our needs and are left to navigate complex systems on our own. When healthcare providers ignore our name and pronouns, fail to recognize loved ones as family, and express discomfort when we talk about our lives, we wonder whether it is worth the hassle of scheduling an appointment at all.

At Howard Brown Health, we strive to be your partner in health, knowing that you seek our support in vulnerable moments: when you are newly managing your diabetes or are ready to take gender-affirming hormones for the first time. We are here when you are ready to get an overdue sexual health screening or preparing to expand your family.

Over the last year, Howard Brown achieved important milestones in marking our commitment to excellent clinical services that are responsive to you. In 2017, four of Howard Brown's clinic locations were granted Level 3 recognition by the National Center for Quality Assurance Patient-Centered Medical Home (PCMH) Program. The PCMH model of care emphasizes that as a Howard Brown patient,

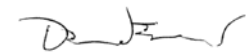
you can expect that your questions are answered, that we coordinate communication with your specialty providers, and that we care about your experience. Last fall, the federal Health Resources and Services Administration deemed Howard Brown a Health Center Quality Leader, demonstrating that our programs are improving community health.

We are so proud of these accomplishments – particularly because they lead to improved health outcomes for LGBTQ people citywide. This year's Community Impact Report highlights programs and policies that demonstrate meaningful gains in the health of our community. The pages ahead illustrate how Howard Brown is honing our model of care to meet your healthcare needs, making clinical

care more affordable, easier to access, and providing a high-quality patient experience.

We invite you to celebrate these achievements with us as we work toward more affordable, accessible, and culturally affirming healthcare for all.

Sincerely,



David Ernesto Munar
President and CEO



Magda Houlberg, MD
Chief Clinical Officer

BRINGING CARE CLOSER TO YOU

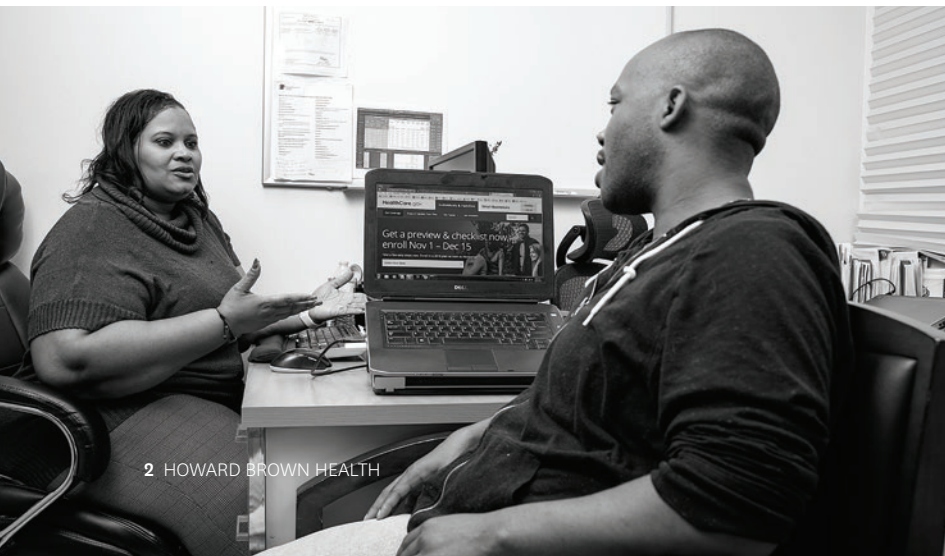
HOWARD BROWN PATIENTS IN 2017

Over the last year, 8,472 patients chose Howard Brown Health as their new medical home; our practice now serves more than 35,000 patients and clients citywide. With new clinics in the Hyde Park, Back of the Yards, Lakeview, and Edgewater communities, our affirming model of care is easier to access across the City of Chicago. Patients can now enjoy a wider breadth of services, including expanded psychiatry, dental care, and programs to help manage chronic illnesses such as hepatitis C and diabetes. As a result of new clinical sites and

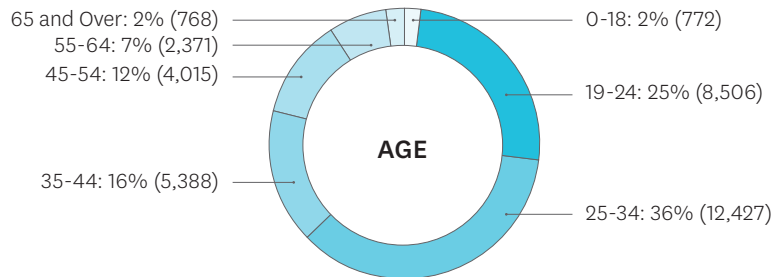
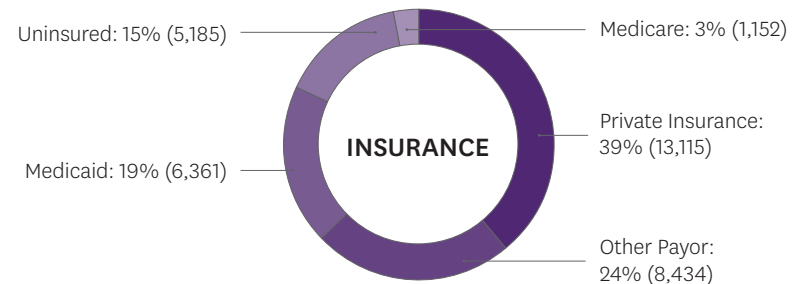
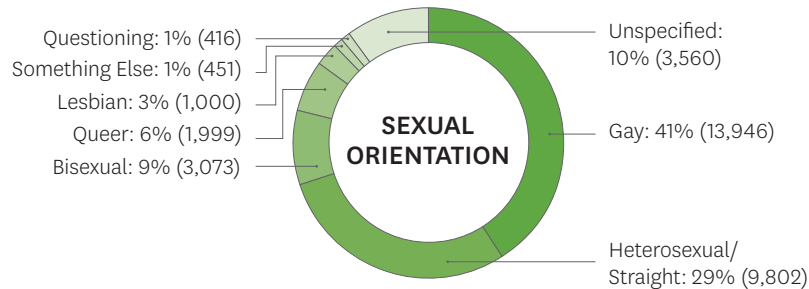
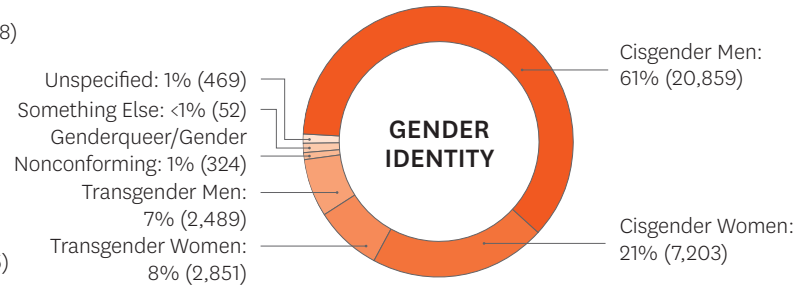
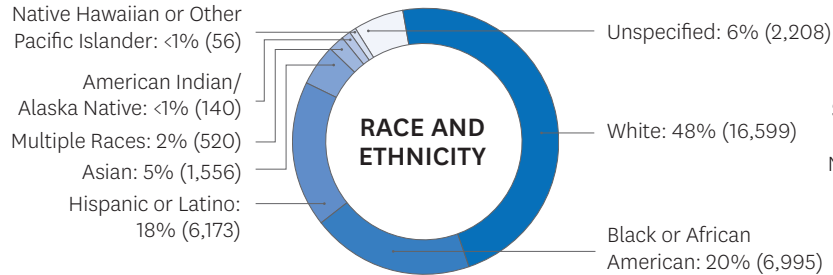
increased service offerings, 16% more patients in south and west side communities received healthcare at Howard Brown in the last year.

Howard Brown patients may be interested in knowing that the Chicago Department of Public Health recently released the city's first population estimates of LGBTQ people in Chicago, approximating that 146,000 people in the city identify as LGBTQ.¹ This means that more than 1 in 10 LGBTQ people in Chicago receive services at Howard Brown.

To better understand and respond to the communities we serve, Howard Brown launched the Center for Education, Research and Advocacy (ERA), strengthening research programs and advocating for policies to better serve patients across our network. Last year, ERA participated in 34 research studies and educated 913 healthcare professionals across the Midwest to improve the systems of care for LGBTQ communities.



ALL PATIENTS IN ALL SERVICES: 34,247



48%
of patients have an annual income below
200% of the federal poverty level, which
is just over \$24,000 for a family of one

1 in 10
LGBTQ people in Chicago are
served by Howard Brown Health

PATIENTS WHO RECEIVED PREVENTIVE SCREENINGS IN THE LAST YEAR

13,107

depression
screenings

12,287

diabetes
screenings

20,125

HIV &/or STI
screenings

2,214

patients
initiated PrEP

3,341

smoking cessation
screening and counseling

PATIENTS NEWLY ENROLLED IN MEDICAID AND MARKETPLACE INSURANCE WITH THE HELP OF INSURANCE ENROLLERS

| | 2016 | 2017 |
|--------------------------------------------------------|------|------|
| Total Patients Newly Enrolled in Medicaid | 656 | 540 |
| Total Patients Newly Enrolled in Marketplace Insurance | 277 | 321 |
| Total Enrollments | 933 | 861 |

EXPANDING ACCESS TO PREVENTATIVE CARE

Receiving a diagnosis of diabetes, depression, or HIV can be the first step toward feeling in control of a set of symptoms that once felt unmanageable. Recognizing symptoms as depression can avail the kind of camaraderie and community found only at a support group of your peers. Knowing your HIV status is the first step in accessing treatment as well as keeping you and your community healthy. As a result of Howard Brown's expanded network of clinics, 26% more patients accessed preventative screenings for depression, diabetes, smoking, and sexual health needs, a critical first step to accessing treatment.

Hundreds of patients gained access to care thanks to assistance they received at Howard Brown to navigate enrollment in Medicaid and other insurance options. Although Affordable Care Act funding for insurance enrollment was decreased by 90% nationally, Howard Brown redoubled our efforts to help patients understand which plans would best meet their health needs by increasing the number of insurance enrollers in our clinics. Last fall during the open enrollment period, patients were able to ask Howard Brown insurance enrollers important questions such as, what to do if the name on the application does not match your legal identification or whether you can access your current HIV regimen on the new plan.

Here at Howard Brown, Dr. Green was able to diagnose and treat me. I have fibromyalgia. Fibromyalgia can cause a lot of issues and it's hard to diagnose - it can mimic other conditions. It affects the nerves, muscles, and joints. Usually by the time someone is diagnosed, they have been taking pain medications for years without knowing what is wrong. Dr. Green seemed more thorough. She asked me questions, she wanted to know more about me. My old doctor would just make sure my prescriptions were filled. When Dr. Green finally gave me a diagnosis, I felt so relieved.

JESSICA, 49

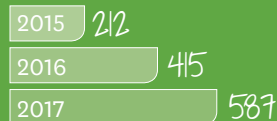


ALTERNATIVE INSEMINATION¹



PATIENTS INITIATING PrEP²

Gay, Bisexual, Queer, and Same-gender-loving Youth ≤24 Years Old Initiating PrEP



Transgender and Gender Nonconforming Patients Initiating PrEP



Patients of Color Initiating PrEP



SUPPORTING YOUR CHOICES FOR YOUR BODY

In 2017, patients accessed more sexual and reproductive health options, essential to comprehensive health and wellness. Patients may have received a prescription from one of Howard Brown's providers newly trained in counseling and inserting long-acting reversible contraception (LARC), a highly effective form of pregnancy prevention. Howard Brown offers intrauterine device (IUD) or Nexplanon, the most common form of LARC. Nearly half of the patients who received a LARC placement in 2017 were uninsured or on Medicaid, 51% of whom had incomes below 200% of the poverty level. For these reasons we are committed to keeping LARCs easy to access and affordable.

With the support of Howard Brown's pre-exposure prophylaxis (PrEP) navigators, more patients from communities most impacted by HIV were able to access PrEP. While the most recent Centers for Disease Control and Prevention HIV Surveillance Report shows a nationwide decrease in new HIV infections

overall, gay, bisexual, and queer men ages 25-34 and Latino gay, bisexual, and queer men are experiencing increases in HIV infections. Last year at Howard Brown, 69% more youth of color, 27% more transgender women of color, and 44% more people from Black and Latinx communities accessed PrEP at Howard Brown. With this important HIV prevention tool, we will reverse the trends in new HIV infections and reach a generation free of HIV.

Patients hoping to grow their families and young parents sought support through Howard Brown's Alternative Insemination program and the Broadway Youth Center's expanded services for families. Last year, 71 people engaged in the Alternative Insemination program's holistic affirming care. Our revised patient education program tailored to the needs of people living with HIV and patients on gender-affirming hormone therapy. In addition, 91 young parents received partner and family support across Howard Brown's network.

¹ AI is a medical alternative for conception. The procedure includes the injection of semen into the vagina or uterus usually by means of a syringe rather than by coitus.

² Pre-exposure prophylaxis (PrEP) is a course of HIV drugs taken by HIV-negative people to prevent infection. PrEP can virtually eliminate the risk of getting HIV if taken consistently and correctly.



I experience homophobia from my own community. It's unfortunately part of that stigma. When you grow up thinking you should be a certain way, you don't seek out knowledge or help about who you are.... If Howard Brown didn't exist, I wouldn't be on PrEP, and I wouldn't be as in control of my health. Now, I care more about my body and what happens to it. In going to a doctor where I feel truly comfortable, I've gained some independence in my self-care.

DARIEN, 25

78%

of patients showed an improved depression screening* score after a full course of therapy at Howard Brown

*PHQ9

652

clients accessed mental health services in 2017

5,915

mental health visits in 2017

217

clients accessed substance use treatment services in 2017

1,915

substance use treatment visits in 2017

PSYCHIATRY VISITS

2016

554

2017

1,084

HEALING AFTER TRAUMA

Trauma from discrimination, harassment, and assault often have lasting impacts on health, increasing feelings of fear, anger, or depression and chronic fatigue, leading to shorter life expectancy. LGBTQ people, particularly people of color, youth, transgender people, and LGBTQ people in poverty are more likely to experience violence and threats of violence than their peers.^{2,3} Chronic discrimination and violence have lasting effects. The U.S. Transgender Survey reported that 35% of Illinois respondents experienced serious psychological distress within the past month.⁴

Over the last year, Howard Brown increased service offerings to interrupt the effects of violence and trauma. Starting in March, more Howard Brown patients were able to access psychiatric services, with the number of available appointments doubling between

2016 and 2017. At the Broadway Youth Center, 47 young people received mental health services, family support, and opportunities for creative expression to combat the impact of violence on their communities through the WOOSAAHH program (Working on Our Spirits to Address Anger, Hostility, and Hatred). WOOSAAHH directly addresses the daily experiences of unstably housed young people, mitigating the impact of violence by offering young people opportunities for community healing.

Howard Brown's in.power* program, the first LGBTQ-specific sexual assault program in the nation, was developed in 2016 to address the high rates of sexual assault in the LGBTQ community. In its first full year, 173 people were able to access comprehensive medical care, culturally affirming case management, and mental health services through the program.

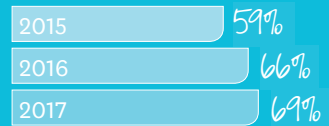
At BYC, I felt like I belonged. I didn't feel like a new project or like an unknown theory that the staff had never dealt with before. They didn't look at me sideways when I told them I was trans. Getting a thousand questions is common when I mention I'm trans, but not at BYC. They are always very respectful and helpful. I haven't had a stable living situation and BYC helps me with depression - there's someone to talk to or even just to vent. Here I can be friendly with staff and not just feel like a client. They are more personable.

ANTONIO, 24, participant of the WOOSAAHH program (Working on Our Spirits to Address Anger, Hostility, and Hatred) at the Broadway Youth Center

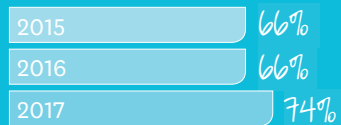


BETTER HIV HEALTH OUTCOMES

Suppressed HIV Viral Load Among Transgender Women of Color Living with HIV



Suppressed HIV Viral Load Among Gay, Bisexual, Queer and Same- gender-loving Youth of Color Living with HIV ≤29 Years Old



*Preliminary Results from
Retention in Care Pilot Projects*

PRELIMINARY RESULTS FROM RETENTION IN CARE PILOT PROJECTS*

| | |
|------------------------------------------------------------|--------------------|
| Attended a Primary Care Appointment Within Two Weeks | 147 / 329 = 31% |
| Attended a Primary Care Appointment within One Month | 203 / 329 = 43% |

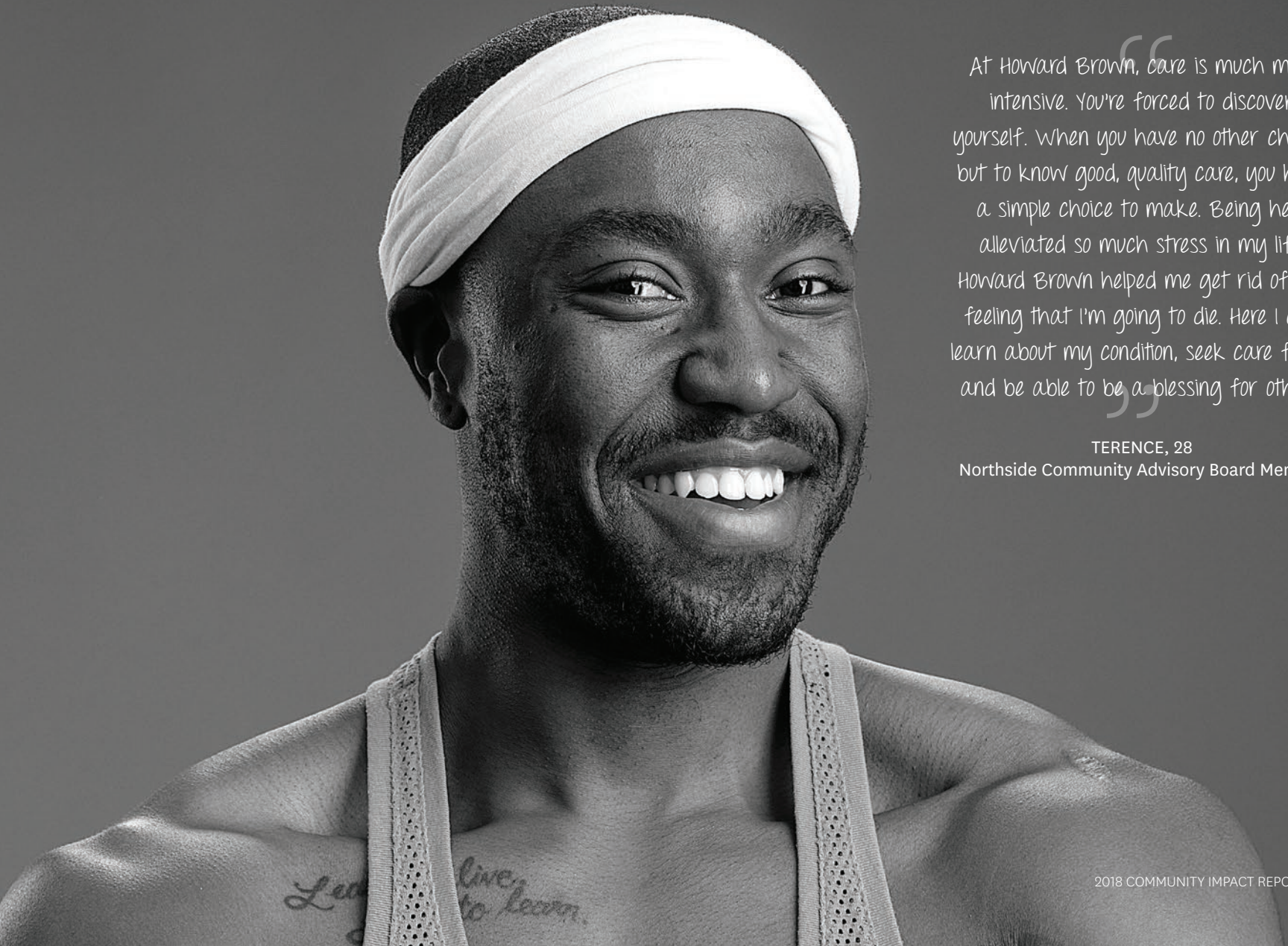
** Retention in Care efforts help reach patients
who have been out of care for six months or more.*

MOVING FROM STIGMA TO EMPOWERMENT

Becoming undetectable can be a significant milestone in supporting your own health and eliminating the fear of transmitting HIV to others. Last year, 88% of newly diagnosed patients received HIV care and treatment at Howard Brown within one month of learning their diagnosis. Beginning on World AIDS Day 2017, newly diagnosed patients living with HIV now have the option to start antiretroviral treatment at our clinics on the same day that they are diagnosed, empowering patients to take control of their health. Many patients are achieving viral load suppression less than one month after diagnosis through the program. Across Howard Brown clinics, 82% of patients achieved HIV viral load suppression.

Patients experience many barriers to staying engaged in HIV care due to social determinants

of health such as transportation, food access, child care, and employment, making retention in care a national priority. Last year, patients may have participated in one of Howard Brown's evaluation projects to improve patients' retention in HIV care. In its first 18 months, 115 patients enrolled in Howard Brown's Social Media App for Retention, Treatment, Engagement and Education (SMARTEE) pilot project. Through the program, patients who are due for a medical visit are contacted by Howard Brown staff and connected to Healthvana, a mobile app on which they receive health reminders and can communicate directly with their care teams. Preliminary findings show that 43% of patients enrolled in the pilot program attended a primary care visit within one month of Howard Brown's call.



“At Howard Brown, care is much more intensive. You're forced to discover yourself. When you have no other choices but to know good, quality care, you have a simple choice to make. Being here alleviated so much stress in my life. Howard Brown helped me get rid of the feeling that I'm going to die. Here I can learn about my condition, seek care for it, and be able to be a blessing for others.”

TERENCE, 28
Northside Community Advisory Board Member

311

patients accessed the
hepatitis C program

108

patients received prior
authorization support to access
treatment for hepatitis C

65

people completed treatment
for hepatitis C and were cured

74%

of patients with a diagnosis of
hypertension are controlled

55%

of patients with diagnosis
of diabetes are controlled

88%

of patients with heart disease were
prescribed a lipid-lowering therapy

ACHIEVING HEALTH GOALS TOGETHER

More than 600 patients with diabetes in Howard Brown's network now have access to a holistic approach aimed at putting patients in charge of their healthcare journeys. Howard Brown's 63rd Street clinic achieved American Diabetes Association Education Recognition Program status, demonstrating high-quality services for diabetes prevention, education, and medication management. Across Howard Brown's network, patients with diabetes receive the full support of their care teams, accessing medication, nutrition counseling, and glucose monitoring to help stabilize their blood sugar. This year, patients attended

newly developed peer-led workshops such as Take Charge of Your Diabetes, supporting people with new diagnoses. Patients who are overdue for regular diabetes management appointments may receive calls from our care coordination or medical case management teams who ensure that patients are able to travel to their appointments; facilitate access to endocrinology, podiatry, behavioral health, and other specialists; and work with patients to understand and monitor their labs. Howard Brown partners with Fresh Moves, a mobile grocery store that provides fresh produce and culturally competent meal planning.

“I’ve had diabetes for three years. It runs in my family. My weight was fluctuating, and I was stressed all the time. I got it checked and had to start taking metformin. Working with Howard Brown, I’ve learned about my diet – I didn’t know that foods that aren’t sweet affect your blood sugar. It hurt to find out I had diabetes but knew there was a great chance I had it. I want to live a healthy life. I’m healthier now – I’ve lost a lot of weight, and I run and jog regularly.”

CHENO, 32



APPOINTMENT ACCESS

200,000

calls fielded annually
by our Call Center

decreased average call
center wait time by

24%

2:01 minutes

average time patients spend
in the call center queue

COMMUNITY ADVISORY BOARD

22

patients serve on Howard Brown's
Community Advisory Boards

YOUR VOICE IN OUR SERVICES

We are indebted to the 22 patients who make up Howard Brown's north- and south-side Community Advisory Boards (CAB). They give critical monthly feedback informing the development of new services and evaluating the quality of existing programs. Last year, the CABs reviewed Howard Brown's sliding fee scale, new research proposals, and helped shape program development at new clinical locations. They also completed quality improvement training and gave input into our patient electronic health record portal, to improve communication between patients and their care teams.

Over the last year, Howard Brown improved systems to make affirming clinical services

easier to access across the network, including expanding clinical hours on evenings and weekends. Confidential, comprehensive sexual health walk-in services are easier to access citywide with clinics in three locations: Uptown, Rogers Park, and a new clinic in Englewood. Patients who made appointments over the phone experienced decreased wait times and improved access to clinical support. Howard Brown decreased the length of time the average caller waits in the call center queue by 24%. The call center system operates more hours and includes improved patient call-back features, moving us toward our goal of decreasing the longest wait time to less than one minute.



Knowing people at Howard Brown, someone mentioned the south side CAB and I applied to join. I was excited that Howard Brown was on the south side.

I know the value of education about health. I work with students and some of them are in transitional housing - they are not accepted by their families and I help them try to be as proactive about their health as possible. I am dedicated to serving young people. I'm proud to be active at Howard Brown so that my students are connected to health services through me.

IMANI, 59
Southside Community Advisory Board Member

ADVANCING EXCELLENCE



A DIVISION OF HOWARD BROWN HEALTH

Howard Brown Health's Center for Education, Research and Advocacy (ERA) conducts rigorous community-based medical and behavioral research, cultivates responsive healthcare professionals, and advances policies that affirm the lives of LGBTQ people and their families. Learn more at howardbrown.org/era.



ERA seeks to transform the world beyond our clinics, making exceptional and affirming LGBTQ healthcare accessible everywhere. Through Howard Brown Health, ERA develops and disseminates community-driven, high-quality best practices in LGBTQ health.

CITATIONS

- 1 https://www.cityofchicago.org/content/dam/city/depts/cdph/LGBTQHealth/CDPH_2017LGBT_Report_r6a.pdf
- 2 National Coalition of Anti-Violence Programs (NCAVP). (2018). A Crisis of Hate: A Report on Homicide Against Lesbian Gay, Bisexual and Transgender People: Emily Waters, Larissa Pham, Chelsea Convery.
- 3 Lourdes Ashley Hunter, Ashe McGovern, and Carla Sutherland, eds., *Intersecting Injustice: Addressing LGBTQ Poverty and Economic Justice for All: A National Call to Action* (New York: Social Justice Sexuality Project, Graduate Center, City University of New York, 2018).
- 4 2015. US Transgender Survey: Illinois State Report. (2017). Washington, DC: National Center for Transgender Equality.







Scheduling for all locations: 773.388.1600

For more information on hours and services: howardbrown.org

 @howardbrownhealthcenter @broadwayyouthcenter  @howardbrownhealth @broadwayyouthcenter  @howardbrownhc

OUR CLINICS:

Howard Brown Health 63rd St. | 641 W. 63rd Street, Chicago, IL 60621
Howard Brown Health 55th St. | 1525 E. 55th Street, Chicago, IL 60615
Howard Brown Health at Thresholds South | 734 W. 47th Street, Chicago, IL 60609
Howard Brown Health Sheridan | 4025 N. Sheridan Road, Chicago, IL 60613
Broadway Youth Center | 4009 N. Broadway, Chicago, IL 60613
Howard Brown Health Halsted | 3245 N. Halsted Street, Chicago, IL 60657
Howard Brown Health Diversey | 2800 N. Sheridan Road, Chicago, IL 60657
Howard Brown Health Clark | 6500 N. Clark Street, Chicago IL 60626
Howard Brown Health at TPAN | 5537 N. Broadway, Chicago, IL 60640
Howard Brown Health Counseling Center | 3948 N. Sheridan Road, Chicago, IL 60613

OUR RESALE STORES:

Brown Elephant Lakeview | 3020 N. Lincoln Avenue, Chicago, IL 60657
Brown Elephant Andersonville | 5404 N. Clark Street, Chicago, IL 60640
Brown Elephant Oak Park | 217 Harrison Street, Oak Park, IL 60304

OUR MANAGEMENT:

Administrative Office | 1025 W. Sunnyside Avenue, Chicago, IL 60640