

Alder Health Services

A Transformational Year

ANNUAL REPORT 2015-2016

Message from the Board Chair

Alder Health Services has experienced a period of many dramatic and positive changes over the past 12 months – it has truly been a very transformational year. Confronted with critical challenges, the board and staff approached these obstacles with optimism, energy, and vision. Recently, the agency revised its mission and vision statements, updated its financial protocols and governance structure, and reexamined its staffing and service delivery. The board engaged in two highly fruitful development retreats, which led to the creation of a long-term strategic plan. This plan created a roadmap for the agency's fiscal sustainability and manageable growth and expansion of Alder Health's core services to reflect the current and emerging needs of the community. We are now aggressively renewing our fundraising, marketing, and public relations efforts, and rebuilding our donor and supporter networks to support the strategic plan.



Robert W. Pound

The members of the board acknowledge how very fortunate we are in the appointment of Rosemary Browne to the position of President & CEO in 2014. She has renewed our mission and sense of purpose, and brought focus and stability to the agency. Rosemary has succeeded in bringing new sources of funding to the organization, and has renewed or expanded collaborative relationships with community partners.

A key accomplishment of which we are very proud is the full integration of the core services offered at Alder Health, creating a welcoming and affirming environment for individuals to receive comprehensive services all under one roof. Integration of services allow clients and service providers to build meaningful and trusting relationships, which result in better overall care. We are the only fully integrated health care provider addressing the unique needs of the LGBTQ community within a 120-mile radius of Harrisburg. We have also distinguished ourselves as a trusted provider of transgender health care, including hormone replacement therapy, transition services, and mental health, successfully filling a gap in services for this population in South Central Pennsylvania.

Through this time of growth and change, the commitment and persistence of the staff and board at Alder Health Services reveals the one rock-solid and abiding foundation on which it is built: belief in and dedication to serving the underserved, and to enacting in our daily work the belief that all persons deserve quality, dignity, and sensitivity in receiving health care, regardless of gender, gender expression, sexual orientation, or financial status. This remains our daily affirmation which guides the important work that we do.

We welcome you to join us in fulfilling this mission!

A handwritten signature in black ink that reads "Robert W. Pound".

Mission and Vision

Alder Health Services improves the health and well-being of individuals living with HIV/AIDS and members of the LGBTQ community by providing a culturally competent and affirming environment that empowers the people we serve.

By providing high quality case management and supports, health and wellness education, and physical and mental health services, Alder Health Services strives to:

- Reduce the rate of HIV infection
 - Ensure access to person-centered care
 - Foster a healthy and informed community
-

Board of Directors

Executive Committee

Robert W. Pound – Chair
Rev. Lori Hatch-Rivera – Vice-Chair
Matt Roan – Treasurer
David J. Misner – Secretary

Members

Sara Baker	Oralia G. Dominic
Amy Lockett	Juan Maldonado
Robin Perry-Smith	Todd Snovel
Alecia Sundsmo	Yvonne Small



Rosemary Browne

Management Team

Rosemary Browne, President & Chief Executive Officer
Elizabeth Leen, LCSW, Director of Clinical Operations
Candace Sillers, Director of Education & Wellness Services
Kimberly Snyder, Director of Case Management & Support Services
Keisha McToy, Manager of Operations

Case Management & Support Services

Alder Health Services' medical case management program uses a client-centered approach dedicated to helping HIV-positive individuals achieve a high level of self-sufficiency and make informed choices about their care. These services are provided by a team of committed and compassionate Case Managers based in our Harrisburg and Lancaster offices. We also offer support groups in Harrisburg and Lancaster for clients, partners and families.

Case Management Services help to:

- Educate clients on treatment options
- Ensure access to medical care, food, health insurance, prescription medication, mental health services and community-based social services resources
- Foster skills to combat barriers related to stigma, gainful employment and household budgeting
- Provide needs-based housing and financial assistance

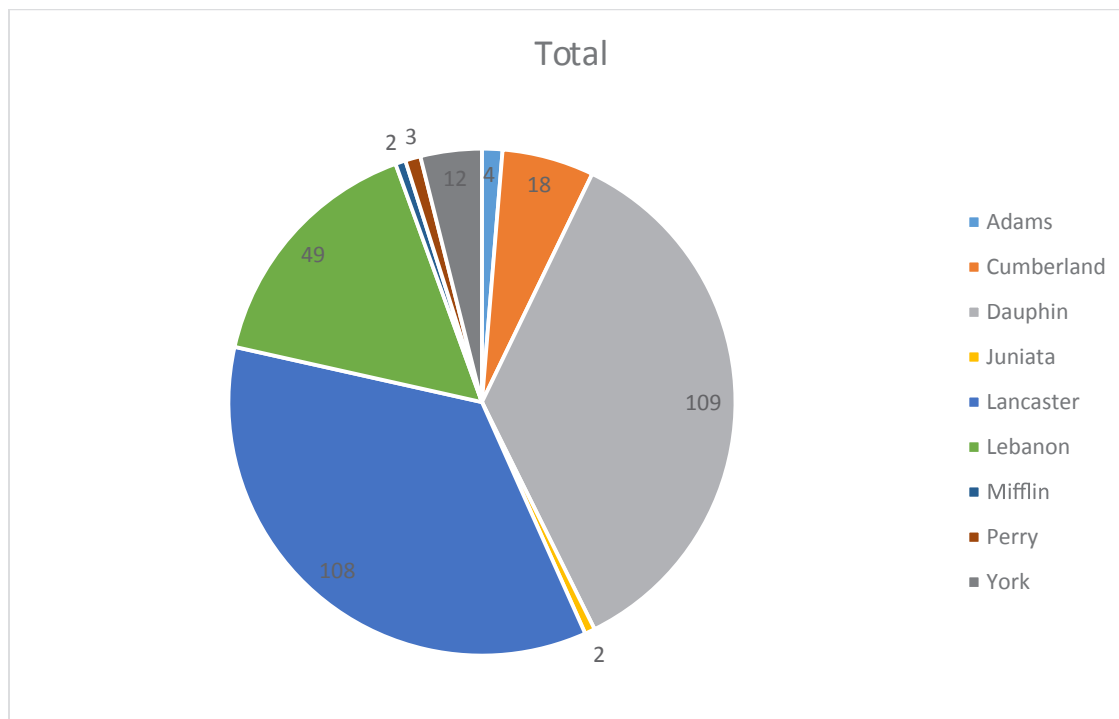
Last year, Alder Health Services provided case management and support services to 307 HIV-positive individuals from 9 counties throughout South Central PA, primarily Cumberland, Dauphin, Lancaster and Lebanon. 87 individuals were enrolled in the pharmacy assistance program through our 340B partner, Coordinated Care Network (CCN)

Breakdown of assistance by category:

Utilities = \$2,367

HIP (health insurance premiums & deductibles) = \$1,268

Housing = \$33,121





Highmark Foundation awarded a \$103,000 grant to Alder Health Services to support the Alder Health Treatment Adherence Program (ATAP). Pictured from left are Rosemary Browne, CEO, Alder staff members Candace Sillers, Keisha McToy, and Kimberly Snyder, Yvonne Cook, Highmark Foundation President, and Jane Brooks, Highmark Community Affairs Analyst.

Tammy's Story

Tammy Dressler has been receiving case management services from Alder Health for 10 years. She was diagnosed with HIV in 2006 and could not arrest her addiction to illegal drugs. When she first came to the agency she struggled with financial, emotional, and physical issues. Long standing abusive relationships fueled a power battle between self-efficacy and the role she played with her significant other. She found herself seeking intimacy and finding numbness.

Tammy often lashed out in anger when someone failed to meet her expectations. Her defenses were high and she did not know how to manage emotions from a lifetime of hurt and anguish. With the help of Alder Health Services staff, Tammy worked very hard to clean up her finances and obtain stable housing. She entered the Tenant-Based Rental Assistance (TBRA) program that assists with rent payments for people who are living with HIV, and was then able to begin taking a look at other barriers that prevented her from achieving healthy independence.

Tammy continues to work closely with her case manager to learn techniques that address co-dependency, self-worth, and personal well-being. While adapting to a new appreciation of herself, Tammy has learned how important it is to take her medications and attend doctor's appointments.

Tammy has learned to communicate in a positive manner. This helps her to reach her goals to become independent by being able to manage her doctor appointments on her own, take care of her dog and cats, and learn to listen instead of react. Tammy continues to come to grips with her role as a human being and discovering the value of self-advocacy and taking responsibility for her own life.

After years of abusive relationships and a cycle of destructive behavior, Tammy had had enough. In the past three months she decided to embrace an independent life on her own. Her HIV is undetectable as she attends all of her doctor appointments. She quit smoking and uses her pets (she calls her "kids") as a positive coping mechanism.

Education & Wellness Services

The goal of prevention and wellness services at Alder Health is to reduce the incidence of HIV and STDs and related social determinants of health through knowledge and education. All activities work toward improving the overall health and well-being of our target populations. We strive to provide individuals with the knowledge, skills and resources necessary to reduce their risk of HIV infection. The Education & Wellness Department works to increase awareness of HIV in high-risk populations with an emphasis on the target population of men who have sex with men (MSM) and injection drug users (IDU). We also link individuals with opportunities to learn their HIV status offered by Alder Health and community partners, and to improve communications skills of individuals at-risk for infection to increase their level of comfort in talking to their partners about HIV and STDs.

Over the past year, we have collaborated with a number of community funders and partners to address the education, wellness and prevention needs of our target population. Those partnerships include:

- Family Health Council of Central PA/PA Dept. of Health - Personal Responsibility Education Program, Becoming a Responsible Teen (BART) – LGBTQ youth
- Harrisburg location of Lancaster Harm Reduction Project targeting IDU
- American Lung Association of the Mid-Atlantic on Freedom from Smoking® addressing the disproportionate rate of smoking and tobacco use in the LGBTQ community

HIV/STD Testing, Counseling, Referral and Treatment

Through our partnership with the PA Dept. of Health, Alder Health offers free, confidential HIV/STD testing including chlamydia, gonorrhea, syphilis. These services are offered every Wednesday at our Harrisburg location from 4:00 – 8:00 pm. No appointment is necessary. We also offer counseling and referral for Pre-Exposure Prophylaxis (PrEP), a prevention strategy for individuals who are at high-risk of infection but have not tested positive for HIV.

Drop Off and Prevention Outreach

Educational materials and supplies such as safer-sex kits including condoms, bleach kits for IDU, testing information and flyers explaining HIV facts and risk reduction, and recruitment of volunteers to assist with outreach efforts.

Individual, Group and Behavioral Interventions

One-on-one encounters and group level presentations are facilitated by Program Prevention Coordinators which may include discussion about the participant's personal risk behaviors, skill building activities and demonstrations. Behavioral interventions include Mpowerment, a community-level intervention for young gay/bisexual men of diverse backgrounds. It mobilizes men to reduce sexual risk talking, encourages regular HIV testing, builds positive social connection and supports peers to have safer sex.



"Having just come out last year, it is wonderful to find a place where I can connect and meet others in the LGBT community.

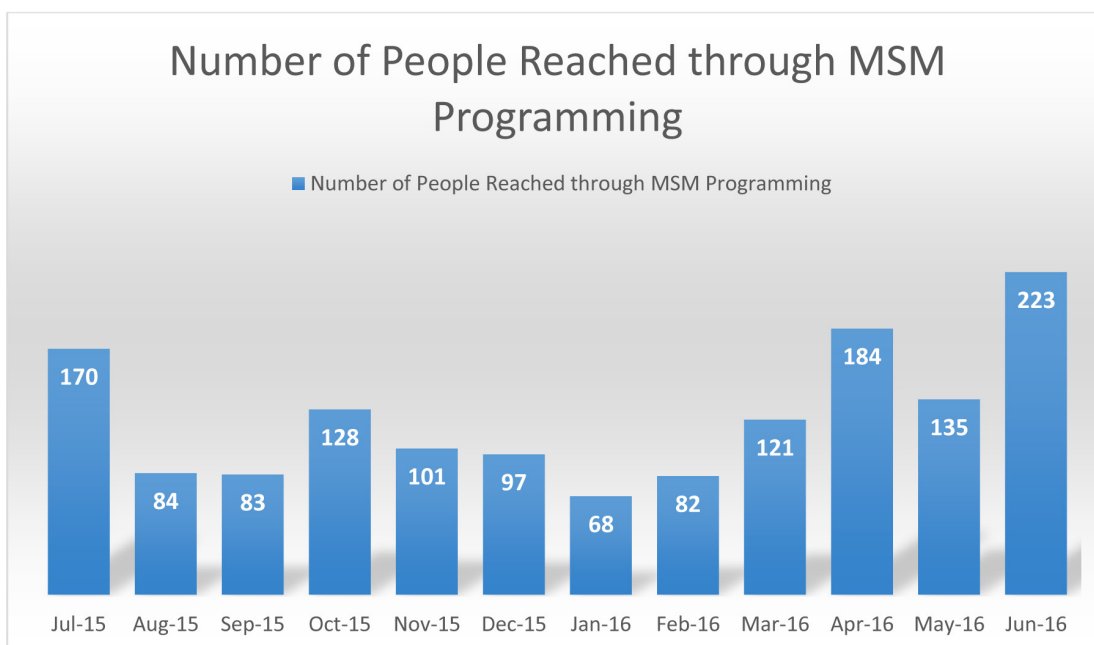
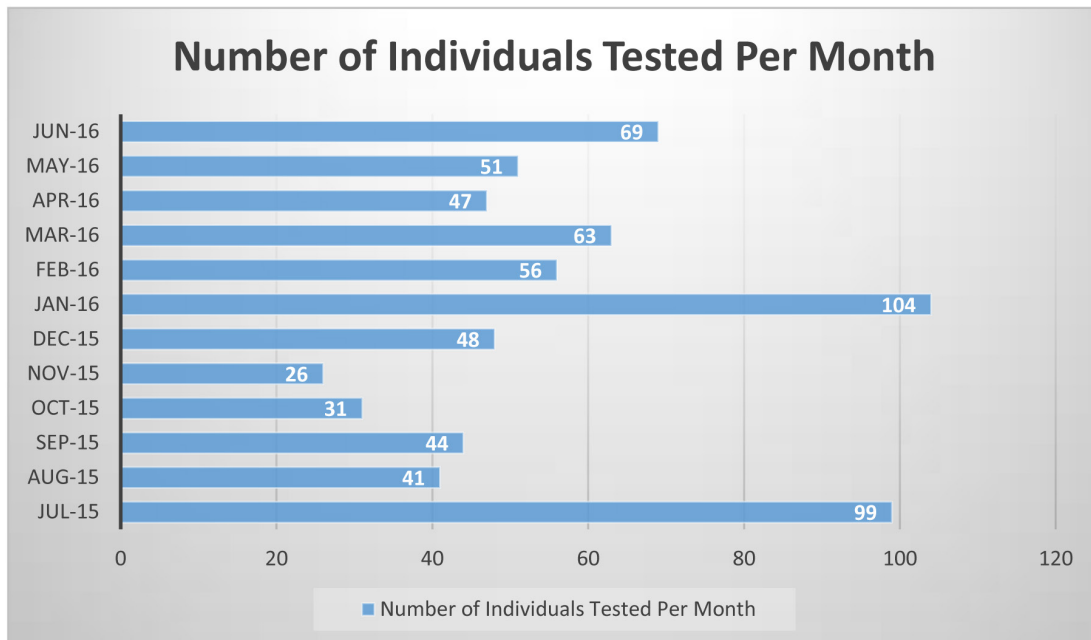
Since I joined this past summer, I have felt encouraged as a gay man, and empowered as an individual.

For the first time since I came out I felt like I could actually have a solid positive influence on the society around me. It is so easy to be self-focused and I enjoy going to MPower because it challenges me to look outside myself, working together with other like-minded gay men to make a difference in our own hometown."

— Mitchel Bauer

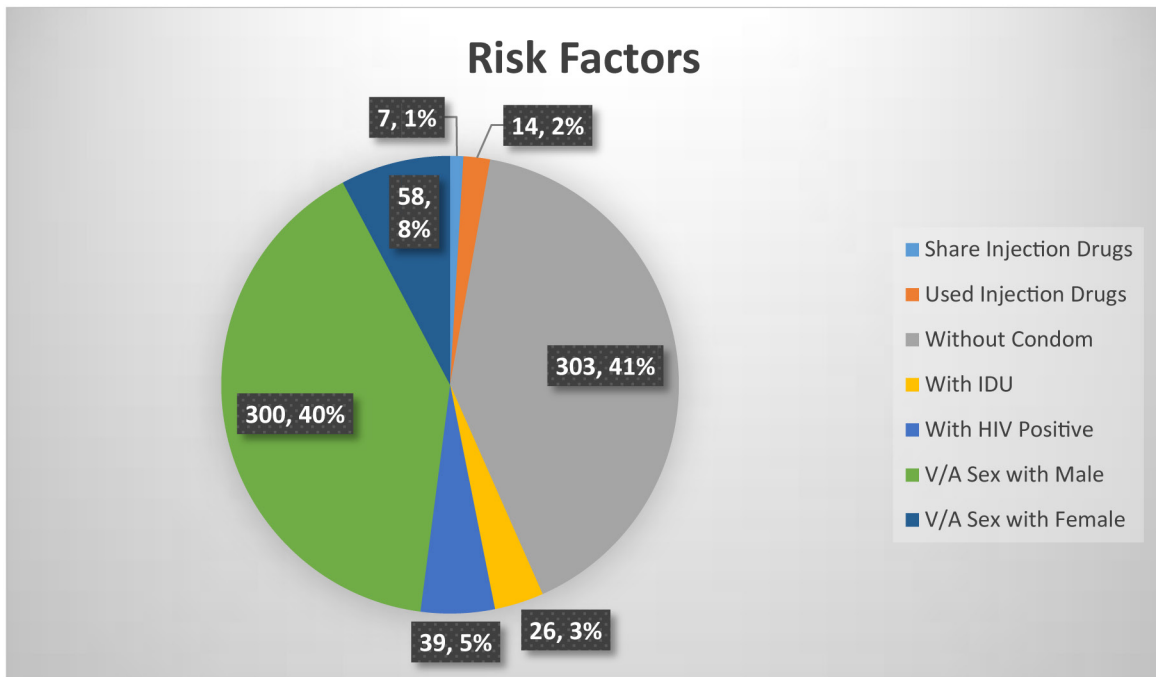
Community Education Services

Alder Health provides HIV/AIDS, STD and wellness education to the South Central PA community by offering presentations and programming for local schools, particularly LGBTQ youth groups, businesses, faith-based and community organizations. Our education services are available to the entire community.



HIV Testing, Counseling & Risk Factors

329 individuals were tested for HIV, of which 7 were confirmed HIV positive (2% positivity rate). The chart below represents identification of risk factors.



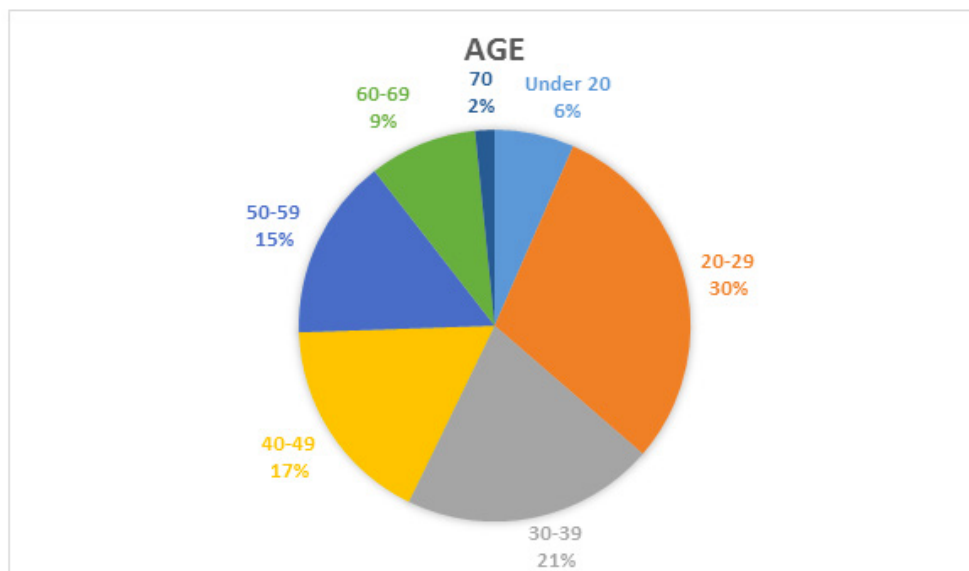
Primary Care & Behavioral Health

Alder Health Services is committed to treating the whole person based on an integrated delivery system of primary care and mental health services, creating a seamless continuum of health and wellness. We provide high-quality, affordable medical care in a comfortable setting that is open and affirming. Our services are culturally appropriate and sensitive to the unique health needs of the LGBTQ community. Last year, we provided services to 500 individuals from 21 counties throughout South Central Pennsylvania, and the neighboring states of Maryland and New Jersey. We have seen a significant increase in the number of transgender individuals who come to us for hormone replacement therapy and transition services including mental health therapy and psychiatric services.

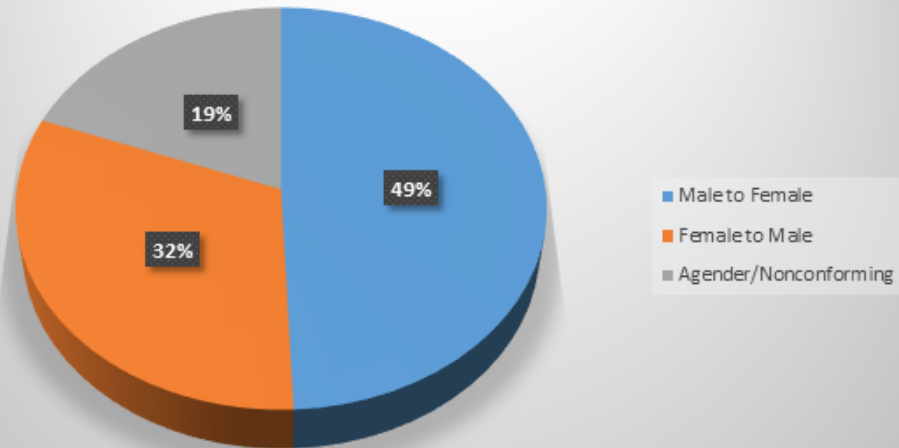
Primary medical care is offered in a setting that assures adequate time for patients to discuss health needs and priorities with medical staff. Hours and appointment times are limited. Alder Health accepts many major health insurance plans.

Behavioral health services are provided by experienced, masters-level trained clinicians focused on strengths-based and client-centered care. A sliding fee discount is available for individuals without insurance based on household income. Payments plans are also available. Mental health services include:

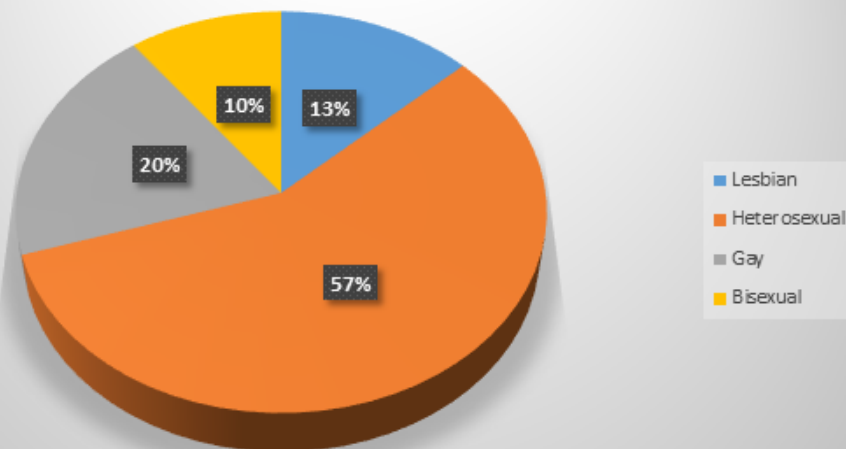
- Individual counseling
- Couples counseling
- Transgender inclusive services
- Psychiatric services and assessment
- Medication management



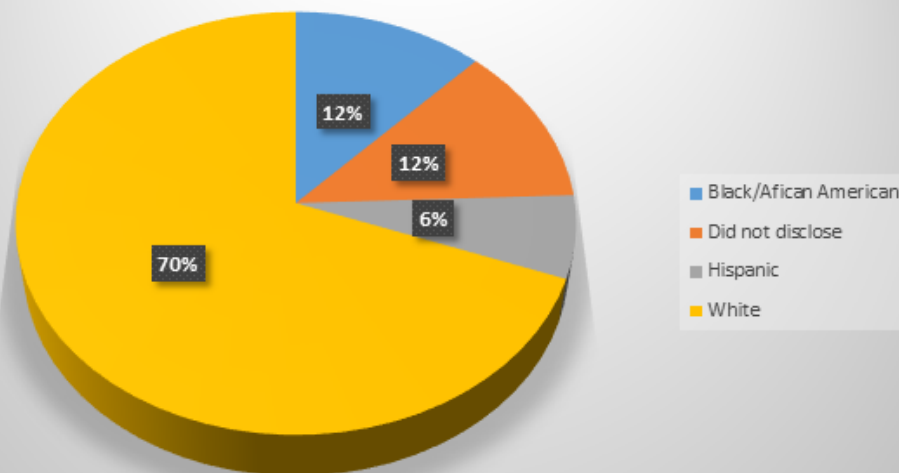
Gender Identity



Sexual Orientation



Race & Ethnicity



A Client's Journey to Integrated Care

Over the last year, Alder Health has been focusing on integration of care, and providing a holistic approach to individualized care. Joe (not his real name) presented for a re-intake for Case Management Services. He has been a client on and off for several years but fell out of care while he was incarcerated. After his release from prison, Joe reengaged with our services in August 2016 including intakes for case management in and to establish HIV care. His case manager was able to identify both internal agency resources as well as external community services for him. The case manager facilitated setting up a medical appointment with our Medical Director, Dr. Sell, to address his health and HIV care. Having the connection with case management helped the medical office identify that this was a high need case and scheduled Joe for the soonest available appointment.

During Joe's medical visit, his case manager was able to stop over and check in with him while he was waiting to see Dr. Sell. Upon presenting with significant psychiatric concerns during this visit, Dr. Sell was able to consult with our psychiatrist, Dr. Thornsley, who had been involved with Joe's care in the past. Dr. Sell was able to verify medications with the client's pharmacy and restart psychiatric and HIV medications. A referral was also sent to a therapist for an intake appointment.

Joe's case manager enrolled him in Coordinated Care Network (CCN), our 340B discount pharmacy program. CCN provides individualized pharmacy care to our clients providing access to a pharmacist who can address any concerns about medication compliance. A case manager from CCN calls the client each month to check in, asking about side effects, refills needed and any change of address, phone number, etc. Joe's medications are all packaged in pre-dosed packs which allows him to simply pull the medication packed for that date and time and take the medications supplied.

We have seen increased medication adherence and suppressed viral loads as a result of Joe's enrollment in CCN.

Joe will continue to benefit from having a care team of all service providers under one roof offering personalized, integrated services here at Alder Health.

Rob's Story

"I've been a moody person for most of my life. My father was, too. On the outside, I'm the funny guy with lots of friends and who is most often the life of the party. Then my younger brother died in 2014. I lost my job, severely damaged long term relationships and dropped out of college because I couldn't cope with the tragic and unexpected loss of my brother. I didn't know what to do. I couldn't sleep, eat or get out of bed most days. I spent most of my time drinking or using drugs to try to escape from or numb my pain.

I've always had issues with loss and with focusing and paying attention, but this was different. I had given up. I wanted to waste away, I didn't want to live, it just hurt too much. In my mind, I am always in pain and I was wasting my life, so why keep living? I skirted responsibility and basically climbed into a hole where I could be miserable and nothing and no one mattered anymore.

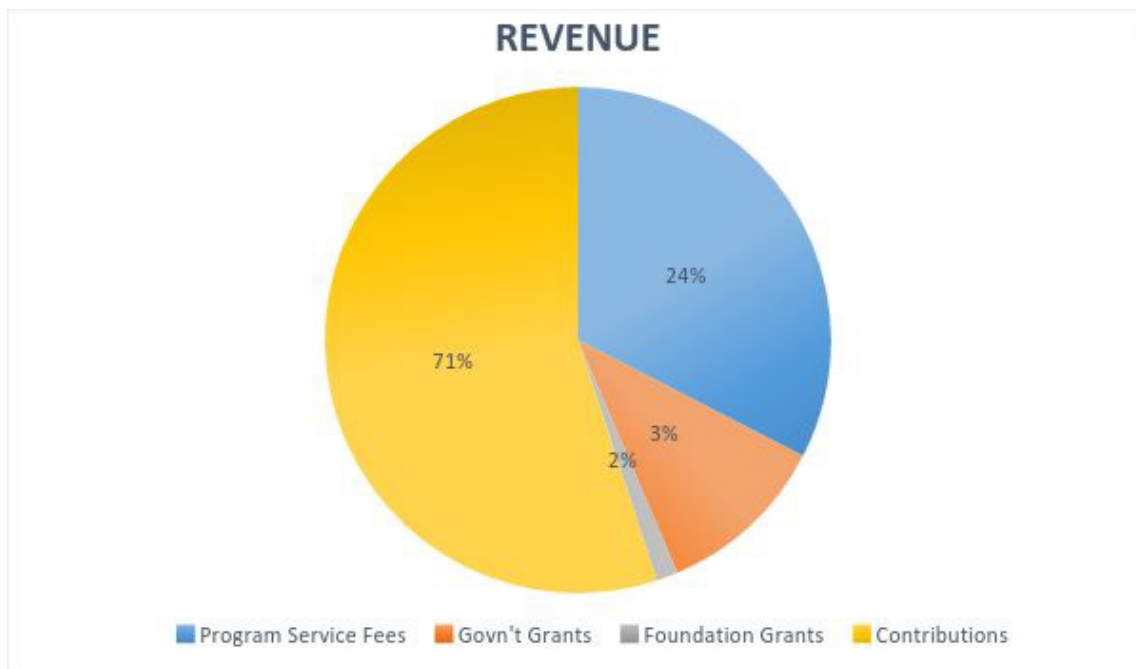
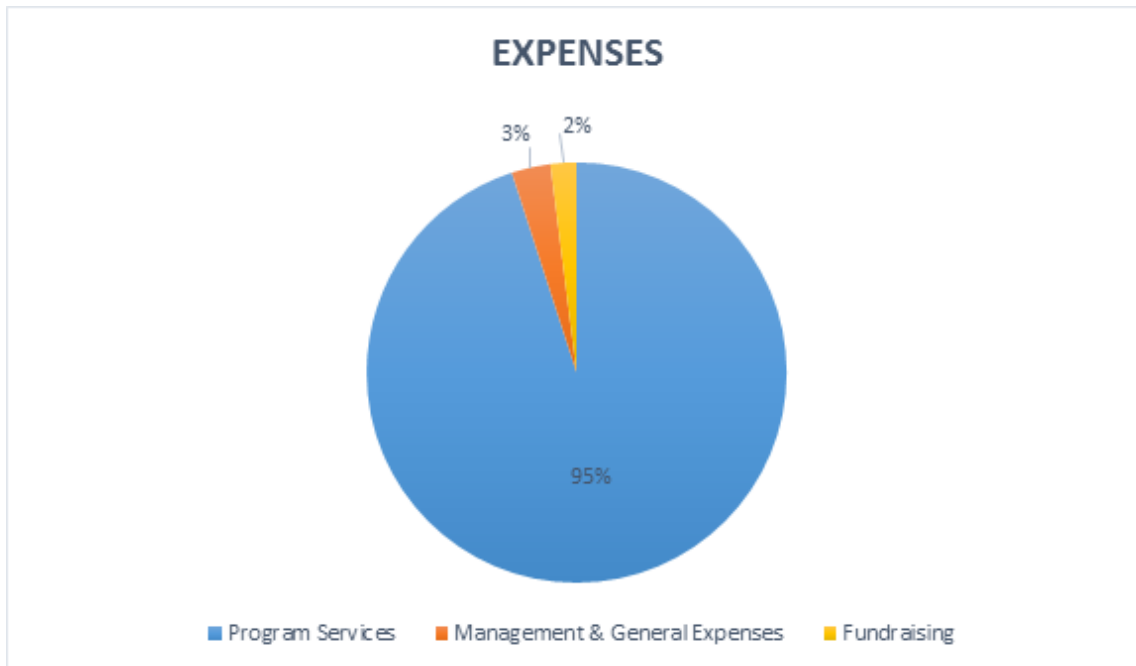
Eventually, I admitted to myself that I needed help. I wanted to feel again, to live again, but I didn't know how to ask for help. All I knew was that if I didn't get help, I was going to die. I didn't know that I suffer from depression, ADD, anxiety disorder and bi-polar disorder until a couple years ago. My brother's passing exposed these issues, but I couldn't find decent mental health care without insurance. Fortunately, I found Alder Health Services and Dr. Susan Thornsley. At Alder, treatment was based on a sliding scale for the uninsured.

When I met Dr. T., she was welcoming and pleasant. Before this, I'd never been to a psychiatrist, and I approached it with apprehension and stigma. Dr. T. assessed my condition and assured me that I could be treated and if I chose to go the prescription drug route, it wouldn't have to be forever. Eventually I could be weaned off the medication and in conjunction with regular therapy, I could live a pretty normal life.

Today, I'm engaged to be married, I've repaired some important relationships, and I've completely stopped taking some of the prescription meds. I'm also in the process of starting my own business with my fiancée.

That's not to say that each day doesn't bring its own share of cloudiness but I can say with confidence that because of Alder and Dr. Thornsley's help, I can finally see the light through those clouds a bit more each day."

Financials (audited financial statement for the year ending June 30, 2015)



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Contact us to learn how you can support Alder Health Services by investing your time, talent, or resources to advance our mission.

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