Your community. Your care. Your clinic.

Proudly serving the LGBT community since 1978.

WHITMAN-WALKER CLINIC®
The past two years have once again proven that one of life’s real constants is change. The size, scale and pace of change—locally, nationally and internationally—is both impressive and daunting at the same time.

Yet, as we look to 2010, Whitman-Walker Clinic is unwavering in our commitment of caring for the LGBT community, persons living with HIV/AIDS and our neighbors in need. Through the substantial and significant efforts of our employees, volunteers and Board of Directors, Whitman-Walker Clinic is well on the way to becoming a center of excellence in the nation’s capital where individuals and families receive affirming, high quality care regardless of their ability to pay.

Each day we live our mission of caring for our community. We strive to uphold our core values of excellence, integrity, passion, respect, inclusion and accountability in every patient visit or client encounter. These values are not just words on a piece of paper. They are what motivates our extended Clinic family as we provide affirming, high quality care to more than 8,000 patients each year.

We note that this report covers a two-year period. We believe it provides more context regarding our journey on becoming a center of excellence. We believe it provides more information about changes here at Whitman-Walker Clinic and in our community.

Whitman-Walker Clinic holds a near and dear place to so many in our community. Our past is truly inspirational. Our present is very compassionate. Our future is ever bright. We are so grateful for your support as we continue to weather one of life’s true constants—change.

Sincerely,

Leadership hiring of Raymond Martins, MD, as Chief Medical Officer. Dr. Martins is a well-respected private practitioner with experience in community-based primary care, HIV/AIDS care and LGBT health issues.

Service expansions to better care for the LGBT community, including a focused crystal meth addiction treatment program for gay men; expanded breast cancer screenings for lesbians, bisexual women and transgender people through the Breast Health Initiative; and a full Transgender Health Clinic.

Introduction of our new medical adherence program to replace the existing social support case management department. Nurse case managers work with clients to make sure they adhere to their medication regimens, keep their appointments, and understand their doctor’s instructions.

Renewed emphasis on financial accountability and integrity through major outsourcing. BDO Seidman, a national professional services firm providing assurance, tax, financial advisory and consulting services to a wide range of publicly traded and privately held companies, would manage accounting and financial management services in 2008.

A greater reliance on third party health insurance, such as Medicare, Medicaid, DC Healthcare Alliance and private health insurers.

Full implementation of electronic medical records, begun in 2007, was completed and greatly increased the efficient delivery of care.

The launch of Project R.E.D. (Reach. Educate. Decrease), an HIV education and awareness campaign to target high risk groups, including men who have sex with men ages 18-24; 24-35 year old African-American heterosexual women; single men who have sex with men of color; and heterosexual African-American men under the age of 40.

WWC is pursuing a strategic plan to become a center of excellence. In 2008 and 2009, WWC made significant strides in this important and mission-critical journey:
In June, Whitman-Walker announced the sale of its administrative building at 1407 S St., NW, to the JBG Companies. The sale was planned to provide funds to pay off debt and other liabilities and for working capital reserves and needed improvements to client services. The Clinic’s administrative offices began the process of moving into the Elizabeth Taylor Medical Center by the end of December.

As part of the sale announcement, the Clinic also announced that the Food Bank would close by the end of the year. However, the focus of the Clinic’s nutritional assistance services would change from a needs-based approach to a medical-based approach. The Clinic’s nutritionist and medical adherence staff would begin to work with patients to determine their medical needs based on their medical condition.

While nutritional counseling would still be available, patients who need direct food assistance would be referred to other organizations in the community, including Damien Ministries and Food and Friends. They then provide patients with gift cards to grocery stores for the food they need. Food Bank patients in great need of food assistance were also relocated to those agencies.

The services offered in the Lesbian Services Program building also moved into the Elizabeth Taylor building. As a result, the Clinic was able to incorporate more health-based initiatives and better integrate with other health care services. The Clinic hired a full-time gynecologist, Dr. Deborah Smith allowing us to offer those services for the first time. And a women’s care coordinator was named to help women maximize the health care services they can receive both inside and outside the Clinic.

After 11 years as the presenter or co-presenter of Capital Pride, Whitman-Walker Clinic began the transfer of that responsibility in March to the Capital Pride Alliance, an organization founded by current members of the Capital Pride Committee. Whitman-Walker Clinic remained as the financial and legal steward of the Pride festival in 2008, while the Alliance used this year to learn about the internal operations of organizing Pride, including financial management, obtaining sponsors, promotions and advertising.

In December, financial pressures brought on by the historic economic downturn in the fall of 2008, led WWC to close its Northern Virginia facility and the Bridge Back program and lay off a number of staff members. While painful for all involved, these changes were necessary to keep the Clinic open and functioning.

Deborah Smith, MD »
The Clinic confirmed a total of 266 new HIV diagnoses in the first half of 2008, a 232 percent increase over the number of new diagnoses confirmed in the first half of 2007; one-third of all newly-diagnosed patients had full-blown AIDS when they first sought care at the Clinic; and new infections were primarily found in two groups—gay men and African-Americans—which tracked closely with recent Centers for Disease Control’s report on HIV incidence.

By the end of 2008, the Clinic had diagnosed 541 new HIV cases—one percent of all the new HIV cases in the United States.

Even with all of these changes and challenges, the Clinic continued business as usual: The Clinic served more than 10,000 clients and administered more than 13,000 free HIV tests in 2008.

For the first third of 2009, the Clinic was caught up in a very public and, at times, very bitter public dispute with DC City Councilmember David Catania, Chairman of the Council’s Committee on Health. While the dispute eventually ended, much of the Clinic’s attention was focused on it for several months.

In the midst of the dispute, the DC Department of Health released its latest report on HIV/AIDS in DC:

- At least three percent of the adult population in DC is confirmed to be HIV-positive.
- Another three to five percent are believed to have HIV but have not been diagnosed.

SaVanna Wanzer has demonstrated her commitment to help Whitman-Walker Clinic’s patients time and time again. A transgender activist for several years, SaVanna has volunteered with the Clinic in a number of capacities.

For seven years, she was a volunteer at the Clinic’s Food Bank, organizing clothing drives for the clients there. She has also organized the annual Thanksgiving dinner for the patients of the Austin Center for Health and Living for the last four years.

In 2007, she founded Capital Trans Pride, the first Capital Pride event specifically for the transgender community.

A member of the Whitman-Walker Clinic Board of Directors for three years, SaVanna has recently become a certified peer counselor and HIV tester to provide further help to the Clinic’s patients.

Her work and dedication to serving the community led the Capital Pride Committee to name her a Capital Pride Hero in 2008.
William A. McGrath is a partner at Wiley Rein LLP. He has been deeply involved with Whitman-Walker for almost 20 years. Bill began to volunteer with Whitman-walker Legal Services in the early 1990s and, for a number of years, he has spearheaded his firm’s pro bono work on behalf of Whitman-Walker clients. For more than a decade he has been a member of the volunteer Whitman-Walker Legal Services Operating Committee, serving as co-chair for several years. Whitman-Walker Legal Services recognized Bill with an Outstanding Achievement Award in 1988.

Besides his efforts on behalf of scores of individual Whitman-Walker clients, Bill has been a major supporter of Whitman-Walker’s fundraising events for many years. He has served on steering committees for the Clinic’s annual Going the Extra Mile reception and the Legal Community AIDS Walk Taskforce and has also been a major supporter of Art For Life and Whitman-Walker’s annual spring fundraising event.

Generously donating his time, legal talents and money to Whitman-Walker Clinic and to individuals living with HIV/AIDS is important to Bill because of his belief that everyone should receive the same high quality health care, regardless of race, national origin, educational or social background, sexual orientation, gender or HIV status.

Major Highlights and Program Changes from 2009:

- In March, Maxor, a company that specializes in operating health center pharmacies, assumed pharmacy operations at WWC. This change provided more resources for Clinic patients, including more pharmacy staff to consult with patients and the ability to fill prescriptions online or over the phone.
- Chris Holleman joined the Clinic as Chief Financial Officer on April 13, bringing her experience in financial management at nonprofits and HIV/AIDS service organizations.
- The Clinic followed up on the successful implementation of electronic health records by adopting new financial software to allow for more efficient billing and faster invoicing to bring in revenue quicker.
- In May, the Clinic announced that it had secured a $150,000 grant from the DC Primary Care Association for facilities improvement. The grant helped to fund the construction of additional exam rooms in the Elizabeth Taylor Medical Center.
- At the end of the year, the Clinic sought volunteers to serve on a new Community Advisory Group 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.

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Ed Harris has been a patient of Whitman-Walker Clinic for 19 years. An HIV survivor of nearly 30 years, he is a regular at the Austin Center day treatment program, receives medical and dental care, and gets his medications at the Clinic’s pharmacy.

“The service I get keeps me here,” said Harris. “I don’t just mean the Austin Center. I mean across the whole Clinic. The people here are so nice to me. I always carry with me the people I’ve met here, whether staff or patients, even those who have died.”

Ed has also become one of the “faces” of Whitman-Walker Clinic. His picture has appeared in advertisements in newspapers, magazines and Metro buses and trains for Whitman-Walker. He has also granted countless interviews to print, radio and TV outlets about his experience living with HIV and the services he receives at Whitman-Walker.

“I see this as a way of giving back to the community,” said Harris. “I’m so grateful for what I get at Whitman-Walker – good health, steady services, and good providers – that I want to help others. I want people to see someone who’s living with HIV and can be open about it. Maybe then they can do the same thing.”

Our center of excellence relies on strong community partnerships to provide high quality of care to our patients.

The Breast Health Initiative partnered with the George Washington University Mammovan to bring mammogram services to WWC patients, most of whom are medically underserved particularly in areas like breast cancer screening. The Mammovan visited both WWC sites during the year.

The Clinic announced in September that it would begin to provide medical care to patients of the Carl Vogel Center after the sole medical provider at the Center left. Clinic providers began to see patients at the Carl Vogel facility in September.

In November, the Clinic announced that it would house the office of Metro DC PFLAG. The organization rents space from Whitman-Walker Clinic for a reduced fee and has access to the Clinic’s facilities for its functions.

Through the ups and downs of 2009, the Clinic continued to do its work caring for patients. Once again, WWC served more than 10,000 patients in 2009 and administered more than 10,000 HIV tests.

As 2009 drew to a close, the fear and anger of the first half of the year gave way to renewed hope and optimism. AIDS Walk Washington had its most successful year in a decade, bringing in 10,000 participants and raising more than $875,000. Fundraising for the year exceeded projections. Patient numbers and satisfaction with service increased. And what had been a $4 million operating loss in both 2007 and 2008 was reduced to a $662,000 loss in 2009.

The end of the first decade of the 21st Century brought with it a new burst of pride and confidence at Whitman-Walker. We survived two turbulent years and came through it even stronger.

While there is more work to do, we know we are on the right path. And we are resolved to no longer look backwards at a rocky past, only forwards to a bright future.
Our special fundraising events posted successes in 2008 and 2009.

**Going the Extra Mile** – annual benefit reception for the Legal Services Program

"Going the Extra Mile" 2008 was held at the Cannon House Office Building and raised more than $114,000. Senators Patrick Leahy (D-VT) and Richard Durbin (D-IL) received the Joel A. Toubin Memorial Award.

In 2009, "Going the Extra Mile" moved to the Embassy of Italy and raised more than $134,000. Attorney General Eric H. Holder, Jr. received the Joel A. Toubin Memorial Award, while the law firm of Wiley Rein LLP was honored with the Going the Extra Mile Award.

**Spring Event** – annual benefit for HIV/AIDS services


In 2009, the spring event was changed to a smaller and more intimate but still elegant reception at the Corcoran Gallery of Art. Featuring live music and dancing, the event attracted a large audience but was not as financially successful as previous spring events.

**AIDS Walk Washington** – a five kilometer fundraising walk and run

In 2008, the AIDS Walk raised more than $875,000 with more than 5,200 walkers and more than 800 runners. The annual Courage Award was presented to Ron Simmons, President and CEO of Us Helping Us, People Into Living, Inc. Olympic gold medalist and person living with HIV Greg Louganis was this year's grand marshal.

AIDS Walk 2009 built upon the success of 2008, with more than 10,000 participants who raised more than $880,000. The annual Courage Award was presented to Shawn Decker, who has lived with HIV for 2/3 of his life and become an advocate in the fight against HIV/AIDS.

**Art for Life** – annual art auction to benefit HIV prevention services for communities of color

The Art for Life art auction moved to the Carnegie Institute of Washington in 2008 and raised more than $130,000 to benefit HIV prevention services for communities of color. Rob Kleinsteuber, Frank Muzzy and Michael Wise were honored for their numerous years of donating artwork and supporting the event.

In 2009, Art for Life remained at the Carnegie Institution and raised more than $83,000. This year’s event honored longtime artwork contributors Dean Evangelista, Jan Faul and Greg Stevens.
## ASSETS

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## NET ASSETS

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## REVENUE

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## EXPENSES

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<td>Community Health</td>
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### Assets

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### Revenue

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<td>CFC/United Way</td>
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### Expenses

#### Program services

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<td>Behavioral Health</td>
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<td>Dental Health</td>
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<td>Legal Services</td>
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<td>Research</td>
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<td>Community Health</td>
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<td>Medical Adherence</td>
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<td>Medical Services</td>
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<td>Pharmacy</td>
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<td>Communications</td>
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#### Support services

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<td>Development</td>
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<td><strong>Total support services</strong></td>
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<tr>
<td><strong>Total expenses</strong></td>
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#### Changes in net assets from operations

- **Changes in net assets from operations**: $(750,567)
- **Gain from sale of real estate**: $90,000
- **Net assets at beginning of year**: $5,556,720
- **Net assets at end of year**: $4,896,153

- **Financials**
Donors

The 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 of $500 or greater in 2008 and 2009.

*Bold signifies donors that gave $5,000 or more

**Donors**

America's Charities

The Amory Club of Washington Charitable Foundation, Inc.

Ann L. Bronfenbrenner Foundation, Inc.

Balfour Falls Foundation Bill & Melinda Gates Foundation

Borden Foods Foundation

Bridges to Independence

The Capital Group Corporate Charitable Lead Trust

CEO Action for Education

Clergy Leadership Network

Coca-Cola Foundation

Columbia Business School

Columbia School of Social Work

Columbia University

Community Foundation for Greater Memphis

Community Foundation of the National Capital Region

Consumer Health Foundation Inc.

Curtin Winer III Family Foundation

Deeply Foundation, Inc.

Dorothy G. Bender Foundation, Inc.

The Dr. Maxwell Hurston Foundation, Inc.

Dorothy G. Bender Foundation

Edna S. Savignac and E. B. Family Trust Foundation

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