

2022



EvergreenHealth
UNCONDITIONAL.

2022

Report to Community

2023

Friends and community members,

Evergreen Health's 2022 Report to Community reflects on a year in which we looked outwards to meet changing and emerging healthcare needs in our region, while also looking inwards to fulfill our mission and further define our identity as an organization. 2022 was marked by significant growth for Evergreen and our affiliates: we expanded to a new location, served new patient populations, and addressed emerging public health crises. At the same time, we looked back at who we are and always have been to create our first-ever brand awareness campaign: the UNCONDITIONAL campaign.

It's difficult to say which of our efforts made the biggest difference in our community last year. I'd like to share a few accomplishments I'm especially proud of: we expanded our services for individuals with intellectual and developmental disabilities through the acquisition of the primary care practice at Aspire of Western New York, welcoming 10 staff members and 1,000 patients. When the Mpox public health crisis emerged in July, we offered space and staff support for Erie County's vaccine clinic and vaccinated over 2,000 people. And to address the ongoing overdose crisis, we opened a drop-in center to eliminate barriers to care so people who use drugs can care for their basic needs with showers, laundry, nutrition and access to harm reduction services.

What we do at Evergreen makes a real difference in the lives of so many. We are, and always have been, a place where people who have historically fallen through the cracks of the health care system can come to receive affordable, non-judgmental and affirming care. Last year, we launched our biggest effort yet to make sure that as many people as possible are aware of the care they can receive at Evergreen with a brand awareness campaign based around the word that best describes who we are: UNCONDITIONAL. I hope you enjoyed seeing our ads around Buffalo and Jamestown on social media, public transit and television.

In the midst of last year's accomplishments, we also faced a significant challenge as we advocated for 340B, a federal drug pricing program that funds many of Evergreen's essential services, to remain in the New York State budget. Although the budget was passed this spring, and 340B was indeed carved out, we continue to work to protect the health of our most vulnerable patients and community members.

Amongst this uncertainty, what is certain is that, like we've done since 1983, we will continue to prioritize the health and well-being of all Western New Yorkers, adapt to the changing world around us and persevere together.

On behalf of all the folks at Evergreen, Community Access Services and the Pride Center of Western New York, we are grateful for the opportunity to provide unconditional care and services that truly make a difference. I invite you to read on and learn more about the ways we were able to serve our patients, employees and community in 2022.

Sincerely,

Raymond Ganoe, President and CEO



Table of Contents

1. About Evergreen Health
2. Financials, Employee demographics, Patient demographics
3. Our WOW factor
4. Success in specialty care services

5. Expanding our unconditional care
6. Community Access Services
7. Pride Center of Western New York
8. Unconditional: Bringing awareness to what we do
10. Eliud & Megan: providing care for the whole person



ABOUT EVERGREEN HEALTH

Evergreen Health, formerly AIDS Community Services, was founded in 1983 to address the HIV and AIDS crisis in Western New York. As breakthroughs in medical therapy were made for HIV and other sexually transmitted infections, the organization expanded its range of services beyond HIV care to meet the needs of the community. Today, Evergreen is a comprehensive healthcare delivery system that provides medical, supportive and behavioral health services all under one roof. Its unique model of care treats the whole patient to improve health outcomes.

MISSION

Evergreen Health fosters healthy communities by providing medical, supportive and behavioral services to individuals and families in Western New York – especially those who are living with chronic illness or who are underserved by the healthcare system.

VISION

We envision a future in which all Western New Yorkers have access to affordable healthcare in an environment that is inclusive, compassionate, respectful and judgment-free; that honors diversity and life experience; and that empowers patients to lead healthier, happier lives.

CORE VALUES

We operate and succeed because of these core values:

- We welcome everyone.
- We celebrate diversity.
- We are authentic and down-to-earth.
- We collaborate with our patients.
- We use a Harm Reduction model and celebrate all successes.
- We respect everyone's life experiences and don't judge.

HARM REDUCTION MODEL

Because we use a harm reduction model, our patients can count on us to be:

- Non-judgmental
- Affirming
- Educational
- Understanding

FINANCIALS

2022 Budget



EMPLOYEE DEMOGRAPHICS

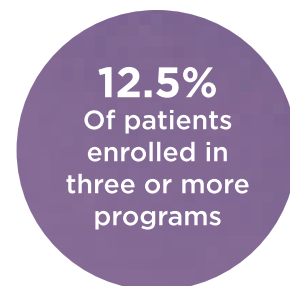
480 Employees

Age:	77%	Are under the age of 49
Gender identity:	70%	Identify as Female
Race:	28%	Are from Communities of Color
Ethnicity:	12%	Identify as Hispanic
Where we live:	43%	Reside in the City of Buffalo

PATIENT DEMOGRAPHICS



2,749
Increase
in patients
from 2021



Gender Identity

55%	Male
38%	Female
6%	Transgender
1%	Other & Unknown

Sexual Orientation

47%	Heterosexual
31%	Declined to Specify/Unknown
10%	MSM
6%	Bisexual
3%	Something Else
2%	WSW
1%	Not sure/Questioning

Race

62%	White
23%	Black/African American
5%	Other Race
6%	Declined to Specify/Unknown
2%	Multiracial
1%	Asian
< 1%	American Indian/Alaska Native
< 1%	Native Hawaiian/Other Pacific Islander

Ethnicity

81%	Non-Hispanic
13%	Hispanic
6%	Declined to Specify/Unknown

Age

3%	Under 18
8%	18-24
12%	25-29
27%	30-39
19%	40-49
15%	50-59
16%	60+

Top 10 Zip Codes

14201	Allentown/Lower West Side*
14207	Blackrock/Riverside
14215	Grider/LaSalle/Kensington-Bailey
14213	Grant Ferry/West Side
14701	Jamestown
14216	Hertel/Parkside
14222	Elmwood Village
14211	Genesee/Moselle/East Delevan
14214	Central Park/University Heights
14150	Tonawanda/Grand Island

*includes patients experiencing homelessness

*Total number of patients includes 6,501 pharmacy patients. Demographics above do not include pharmacy patients

OUR WOW FACTOR

"The staff is wonderful. I am very grateful to have them in our communities. They are amazing and never make me feel self conscious or awkward. They are always respectful, tactful, and warm."

-Patient of Evergreen

95%

Of patients would recommend our services to other people.

86%

Of patients rated their overall experience above average with 30% providing the highest possible score

OUR PATIENTS DESCRIBE US AS

GREAT

KIND

RESPECTFUL

AWESOME

CARING

HELPFUL

PROFESSIONAL

AMAZING

FAST

FRIENDLY

SUPPORTIVE

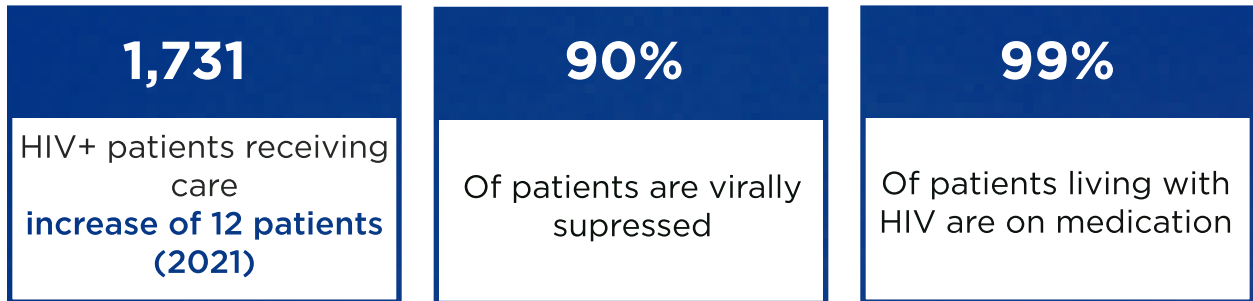
INFORMATIVE

CONSISTENT

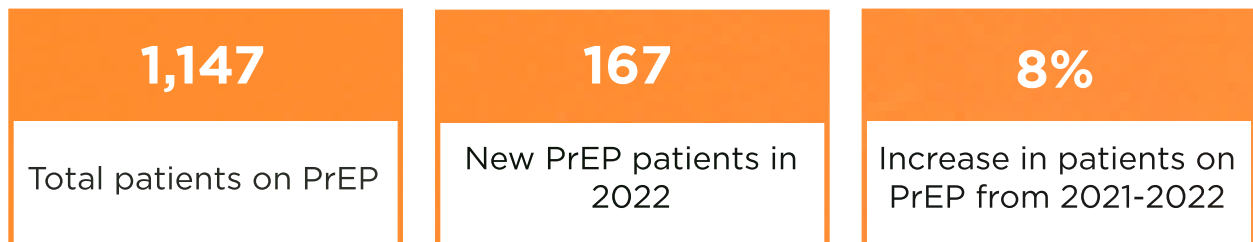
BEYOND

SUCCESS IN SPECIALTY CARE SERVICES

HIV Care



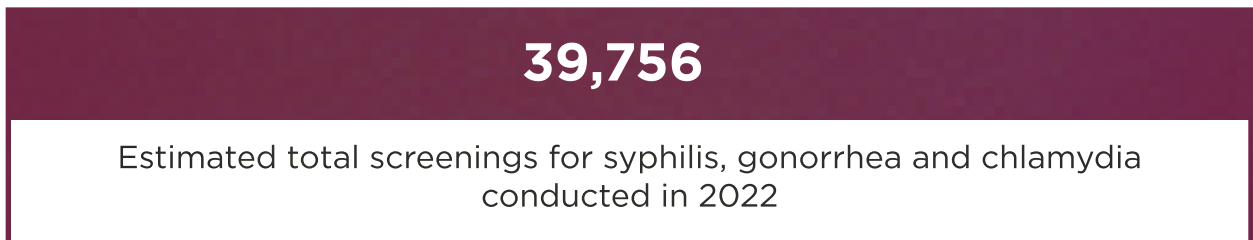
PrEP



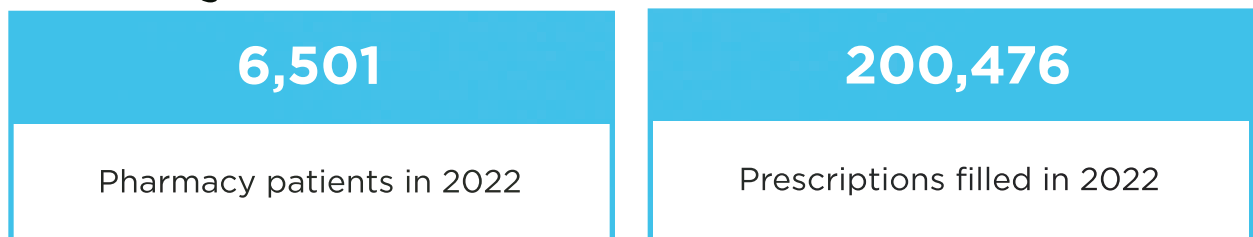
Hepatitis C



Testing



Pharmacy



EXPANDING OUR UNCONDITIONAL CARE

In 2022, Evergreen Health acquired the primary care practice at 7 Community Drive in an effort to expand our services for individuals with intellectual and developmental disabilities. We welcomed 10 staff members and 1,000 patients, and we're now able to offer primary and specialty care that serve the unique needs of individuals with intellectual and developmental disabilities.

In 2021, Evergreen opened a location at 800 Hertel Avenue to make the unconditionally non-judgmental and inclusive care you can expect at any Evergreen location more easily accessible to folks across the city of Buffalo. Throughout 2022, our providers at Hertel Ave have been filling their portfolios with new patients: we're accepting new patients for primary care, pediatric care and pharmacy at Hertel Ave.



3,650

Patients receiving care
at 800 Hertel Ave.

1,084

Patients receiving care
at 7 Community Drive



COMMUNITY ACCESS SERVICES

Community Access Services is a not-for-profit organization committed to addressing the epidemic of HIV and other diseases that challenge the welfare of urban communities in Buffalo and Erie County by assuring the availability of comprehensive care services, including prevention, education and treatment.

2022 Financials: **\$1.3 million**

2022 Achievements:

842

Unduplicated individuals served

202

Individuals tested for HIV and received risk reduction counseling

50+

Referred individuals for additional STI screenings

94

Individuals referred /linked to Primary and/or Specialty Care, Behavioral Health, and supportive services internal and external

120

Individuals received peer education and/or trained as Peer Facilitators in New York State Department of Corrections & Community Supervision Wende HUB

30,000

Condoms distributed to individuals in the community & approximately **5,346** to individuals who participated in CAS' funded interventions

109

Community partner/collaborative relationships established with other area community-based organizations, professional associations and supportive service agencies

762

Individuals provided with **6,858** meals through our food pantry

Participated in **94** community/health fair events & hosted **2** large community events on-site engaging close to **2,868** individuals

Reached **1,308,039** individuals through our sexual health support transit marketing campaign



COMMUNITY
ACCESS SERVICES

THE PRIDE CENTER OF WESTERN NEW YORK

The mission of the Pride Center of Western New York is to work with the community to make Western New York a safe, healthy and satisfying place for lesbian, gay, bisexual, transgender and queer people to live, work and establish their families.

2022 Financials: **\$745,134**

Data:

53

Organized or sponsored events in 2022

22

Special events and projects in 2022

Program facilitation:

33

Individuals engaged in PrEP Services

170

Individuals tested for HIV

566

Individuals used Anonymous Support Services

272,792

Individuals reached through Community Outreach & Engagement and Advocacy

1,221

Individuals trained throughout **55** hours of Cultural Competency Trainings

UNCONDITIONAL :

bringing awareness to what we do

Last year, we launched Evergreens's first-ever brand awareness campaign to make sure that as many folks as possible are aware of the care they can receive at Evergreen. We built the campaign around the word that best describes who we are: UNCONDITIONAL.

The UNCONDITIONAL campaign was brought to Buffalo and Jamestown through transit ads, billboards, television ads, and new window displays at Evergreen's Elmwood locaiton. Below, see the brand anthem that describes what UNCONDITIONAL means to us, and some of the other beautiful artwork featured in the campaign.

**What's without question?
What's absolute? What's
guaranteed? To be counted
on again and again and again?
And then again? What's ever
present and ever ready?
What's not sometimes, not
maybe, not anything but
100%?**

Unconditional.





**Unconditional is unconditional.
And only unconditional. Always.**



ELIUD & MEGAN: providing care for the whole person

Nurse practitioners Eliud Kosgei and Megan Molgavero are two providers that new Evergreen patients are likely to meet. As primary care providers, they welcome new patients with the unconditionally non-judgmental, affirming, understanding and educational care that Evergreen is known for. Read on to hear from Eliud and Megan about what providing unconditional care means to them.

Eliud Kosgei, primary care nurse practitioner

How do you provide unconditional care to your patients?

I take care of all my patients' medical concerns by seeing them as individuals with unique medical needs. I also enable patients to engage in their own care. We know that when patients are actively engaged in their medical care, they feel empowered to actively partake in their medical care plan which ultimately improves their health outcomes.

How does harm reduction show up in your work?

I treat the physical effects of intravenous drug use, which includes infections like Methicillin-resistant Staphylococcus (MRSA). I use this opportunity to educate our patients with compassion and dignity on the benefits of cessation of drug use and refer them to appropriate programs through the Harm Reduction Center, like the syringe exchange program and Medication-assisted treatment (MAT) for opioid use disorder.

How do you work with other departments to care for the whole patient?

We have open communication with providers in other departments like Mental and Behavioral Health, and patients' data and messaging are shared for the purpose of coordinating their care. This coordination and collaboration of care directly impacts the holistic health of our patients care by ensuring all their mental, medical and behavioral care needs are adequately addressed.

What makes working at Evergreen different from other places you've worked?

Working at Evergreen lets me work with a very diverse community and people from different fields of life.

What's your favorite part about your job?

I enjoy the ability to engage and listen to my patients' medical needs and make them comfortable as I do my best to provide them with the most evidence-based medical care. I also enjoy that I am presented daily with an opportunity to educate my patients about their medical care which ultimately empowers them and, in the end, improves their health care outcomes.



Megan Mogavero, primary care nurse practitioner

How do you provide unconditional care to your patients?

Every patient that walks into the door I treat individually. Each patient has their own set of concerns and what may work for one patient doesn't always work for another. I keep an open mind and tailor my treatment plans to their needs. I also involve patients in their care by giving them options so we can figure out what would work best for them together.

How does harm reduction show up in your work?

Although I educate my patients on the benefits of abstaining from using substances that could endanger their health, I understand every person is battling a different problem. I make my patients aware that I will not judge them or treat them differently if they use substances. I encourage patients to be honest with me so I can adequately treat their health concerns, and educate patients who use substances on how to reduce their risk while using. I always make patients aware I am here to help them if they decide to stop or reduce their substance use.

How do you work with other departments to care for the whole patient?

Having contacts in different departments like Mental Health and Substance User Health, THRIVE Wellness Center and Nutrition is an asset. Not only can I speak to them about specific patients' care, if I have a general question that could enhance the care I give to all my patients I can ask them. This helps me treat the patient as a whole and makes us all more successful in treating our patients' needs.

What makes working at Evergreen different from other places you've worked?

Evergreen is my first nurse practitioner job. I chose to work in Primary Care because I wanted the chance to connect with my patients. I wanted to know about their lives and how they operate. Being able to develop relationships with patients makes me a better provider. I find so much joy in getting to learn about my patients' happiness and achievements. I worked in inpatient care prior to working at Evergreen, and there I did not get to know the whole patient: most times I would meet a patient for a night then wonder what happened to them after they left my unit. I like following a patient through the journeys in their lives and I think this makes visits more enjoyable for my patients as well.

What's your favorite part about your job?

My favorite part of my job is the excitement and accomplishment I feel when someone tells me they were able to make changes to their health. It makes me feel like I have achieved my goals. Whether it's someone telling me I helped decrease their anxiety/depression or I changed their lives by starting hormone therapy for gender dysphoria, to someone excited to tell me they stopped smoking, or someone whose diabetes levels finally dropped after months of us trying different medications. The happiness they feel resonates with me and allows me even during tough days to push through and help the next individual.



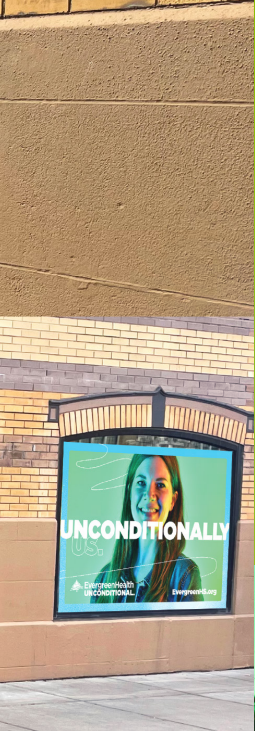


**Unconditional love.
Unconditional care.
Unconditional understanding.
Unconditional support.
Unconditional advocacy.
Unconditional access.**

**At Evergreen Health,
we are unconditional.
Always.**

 **EvergreenHealth
UNCONDITIONAL.**

EvergreenHS.org



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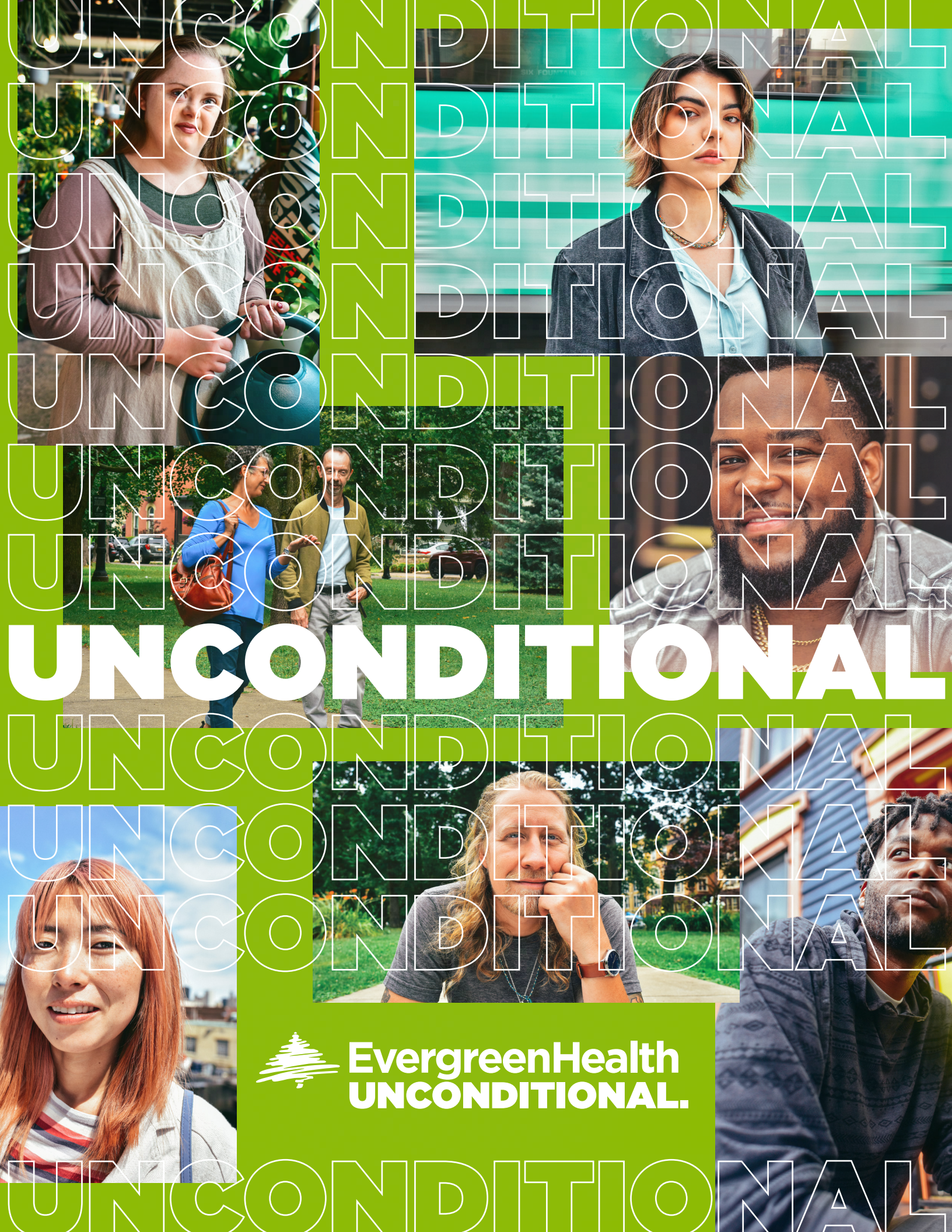


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