OUR MISSION
To provide quality comprehensive health and wellness services in an LGBT-focused environment, while preserving the dignity and improving the quality of life of the individuals we serve.

MAZZONI CENTER | 2007 BOARD OF DIRECTORS
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ABOUT THE COVER
Raising the Bar. In 1979, this agency opened its doors as an alternative and informed health and wellness provider to sexual minorities and other marginalized communities who were underserved by traditional, mainstream health care. In the nearly thirty years hence, we have consistently raised the bar, pushing ourselves to deliver the best in health and wellness services, consistent with our deeply-held conviction that quality health care is the right of all people.
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FROM
THE BOARD PRESIDENT

Raising the bar. It’s more than just a clever slogan.

At Mazzoni Center, it is the way business – the business of caring for the health needs of the LGBT and questioning communities – is done in Philadelphia.

Over the last six years, I have had the singular opportunity to watch, from my vantage point as board member and president, while Executive Director Nurit Shein and her exemplary staff raise that bar time and time again – never satisfied with the status quo.

When I joined this board six years ago, this agency – then called Philadelphia Community Health Alternatives (PCHA) – was one of our city’s best-kept secrets. Today, the secret is out and the name change – to Mazzoni Center – is but a minor indicator of the sea change that has occurred within this organization.

Today, Mazzoni Center is a vibrant, full-service community health center, providing HIV testing and counseling, prevention education and outreach, mental health counseling, AIDS case management, supplemental food, and housing support to the most vulnerable in our communities. We also offer a complete array of primary medical care services through a unique partnership with Thomas Jefferson University Hospital’s Department of Family and Community Medicine.

This transformation didn’t happen overnight, nor is our evolution complete. As the new year dawns, Mazzoni Center will relocate its Family and Community Medicine practice to its new home at 8th and Locust Streets. In doing so, we will be able to significantly increase the number of clients who can be seen and we will be able to offer a broader array of clinical services in a more modern, professionally designed medical center. Our community should be most proud of this achievement.

In the past year, more than 12,000 individuals turned to Mazzoni for help. For some, Mazzoni represents professional, compassionate medical care; for others, it is the reassurance of knowing his or her HIV status; still others know their Mazzoni case worker as their lifelink to services and support. Thousands more have been touched by our outreach efforts and prevention messages.

Whatever is your Mazzoni experience, know that it has been conceived and implemented by a passionate leader and her dedicated staff, with the oversight of an engaged Board of Directors. Together, this team has created an environment that embraces change and is always looking for new ways in which to serve Philadelphia’s LGBT communities. I am most proud to have been a party to this change.

I will miss my six-year relationship with the Center, yet I know that I leave Mazzoni in good hands with Nurit at the helm and Ken Oakes assuming leadership of the Board. I hope you will join me in continuing to support the work of this great and growing Philadelphia gem.

Jack Dembow
President of the Board
FROM

THE EXECUTIVE DIRECTOR

Our ability as human beings to take on new challenges and walk into uncharted territories is the single most important factor in the advancement of humanity. History abounds with examples of individuals, groups, and nations which have dared to go beyond their comfort zones, and thus, have changed the world.

Closer to home, I believe Mazzoni Center has done the same for Philadelphia.

This past year has been defined by changing community health needs and increases in the volume of services we provide. We responded by stepping out of our comfort zone to find the appropriate solution. For example, we incorporated HIV testing into our medical setting; we have integrated STD screening with our community HIV testing; and we increased emphasis on LGBT public health programs, such as breast health initiatives, and smoking cessation.

We have RAISED THE BAR - because we believe that each member of the LGBT communities deserves access to competent, compassionate, and affirming health care.

We have put into action a business plan that enabled us to complete the fiscal year with a strong financial basis, and we are proceeding with a sound programmatic plan that will facilitate growth and produce better health outcomes for our clients.

The leadership of our Board of Directors, the dedication of our staff, and the support of our donors have all come together, to make OUR Mazzoni, YOUR Mazzoni, too. We move into the coming year with a clear vision and a comprehensive list of goals, such as moving and expanding the medical practise; strengthening and broadening our prevention services, especially to communities of color. We will be looking to create new partnerships in order to maximize those efforts.

We hope for your continued support in resources, input, constructive criticism, and advice.

Nurit Shein
Executive Director

The only way around it, is through it.
ROBERT FROST
Access to quality professional and affordable care is one of the keystones to improving the health and well-being of the LGBT community. Yet limitations to access continue to persist. One historically significant barrier to LGBT people accessing needed care is the lack of cultural competency on the part of the provider and/or homophobia and discrimination toward people of different sexual orientations or gender identities. These and other adverse barriers often lead to delays or avoidance of seeking out preventive or treatment services.

At Mazzoni Center, our mission is to serve our communities with the best possible care, in an LGBT-focused environment. At every point of contact for the patient, from filling out intake forms at the reception desk, to preliminary work-ups with our medical assistants, to exams and consultations with our primary care clinicians, we have created an atmosphere of openness and acceptance to ensure our patients feel comfortable disclosing personal information about sexual orientation, gender identities, practices and behavioral risks, including sexual history and substance usage.

Affordability is also frequently a barrier to seeking care. While a growing percentage of our patient base is coming to us with insurance, 43% of our patients are still uninsured. Through our sliding scale pay schedule, and our staff successfully helping existing clients obtain insurance coverage, Mazzoni Center’s FCM continues to adhere to our mission to serve LGBT individuals regardless of ability to pay.

HIV continues to affect gay men and MSM at disproportionately higher rates than the population at large.

This national trend is reflected in Mazzoni’s patient load. In FY07, our volume of patients living with HIV doubled, to over 300. Part of this increase is certainly due to our newly-instituted practice, in line with recommendations by the Centers for Disease Control and Prevention (CDC), calling for HIV testing on a routine basis in primary care practices. Since we began offering HIV testing to patients at each office visit, we have witnessed an HIV positivity rate of 3%, well above the national average of 1%. In response to this dramatic growth in HIV patients, we have added two new clinicians, Peter Katsufrakis, M.D. and Kelly Lattanzi, CRPN, with more than 25 years of clinical experience working with HIV between them.

Nearly 50% of our HIV patients are not currently on medication, indicating that these early testing interventions, both in the medical setting as well as referrals from our Prevention Department, are working. We are diagnosing individuals earlier, and thereby able to help keep them healthier, and medication-free, longer. Clearly, Mazzoni is ahead of the curve and has significantly raised the bar in our standard of care.

Mazzoni’s FCM has seen a slight increase in the number of lesbian and bi women taking advantage of our services, but they still only account for around 7% of our patients. In FY07, we undertook a Women’s Health Survey, in an attempt to understand how we can better serve these communities. 22% said they were not satisfied with their current provider and 55% said they would prefer a female provider. In January of ’07, we were thrilled to add Nancy Brisbon, M.D to our clinical staff, bringing to 3 our total number of female clinical providers.

Our transgender patient load continues to hover around 20%, and Mazzoni Center has now begun to enjoy a national reputation as a model provider of trans care, offering a full spectrum of medical care, referrals, and access to other trans-specific resources. Both our medical director, Robert Winn, M.D and Melanie Santiago, PA-C, have been called upon to speak at numerous conferences and seminars on Trans-health.
This year, Mazzoni Center also incorporated the Trans-Health Conference, now in its 6th year, as an integral program of the agency. Raising the bar not only enhancing the quality of care we deliver to our patients, but also increasing the efficiency by which we deliver those services, while at the same time holding ourselves to a higher standard of data collection and reporting.

The practice continues to grow, adding both new patients (15-20 per month), as well as increasing the number of patient visits, nearly doubling in FY07 over the previous year. This growth can be attributed largely to having increased our capacity, and generally improving our process and increasing our efficiency. We have streamlined our phone and check-in systems; implemented open access scheduling, which allows patients to see their Mazzoni provider when they really need one (usually within 72 hours of making an appointment); we increased the number of examination rooms from 2 to 5, allowing 2 clinicians to see patients during the same session.

Finally, the department made its first foray into research, participating in Merck’s worldwide clinical trials into the safety and efficacy of a vaccine to protect against human papilloma virus (HPV) in gay men. At the close of the first phase of the study, Mazzoni proved itself the top recruiter in the U.S. and ranked third in the study worldwide. An auspicious first effort, and one that will likely bode well for participation in future clinical trials as well.

Mazzoni Center is very fortunate indeed to be partnering in this venture with Walgreens, who will build and operate an on-site pharmacy, availing our patients of valuable consults and patient education opportunities.

Our New Home

Studies have borne out that environment can have an enormous impact people’s attitudes and sense of well-being. In short, the better people feel about their surroundings, particularly in the provision of health care, the better the outcomes.

The Family and Community Medicine practice at Mazzoni Center is truly raising the bar when it comes to our new offices, slated to open in 2007. The proposed move has been in the works for over a year and a half. The project was conceived within our philosophical framework in which everyone, regardless of race, sexual orientation, gender identity or expression, or any other variable including ability to pay, is entitled to equal access to quality health care. When the doors to our new facility at 8th and Locust Streets open, it will boast eight state-of-the-art exam rooms, including one procedure room, and one room suited to alternative therapies, such as acupuncture, therapeutic massage, or even Reiki. It will also feature conference space able host small support groups or educational talks, phone and computer systems able to accommodate growth, all on a ground floor location, fostering better disabled access.

Mazzoni Center is very fortunate indeed to be partnering in this venture with Walgreens, who will build and operate an on-site pharmacy, availing our patients of valuable consults and patient education opportunities.
In the United States, HIV and other STDs continue to impact the lives of gay men and men who have sex with men (MSM) at rates disproportionately higher than the general population.

At Mazzoni Center, our prevention strategy focuses on LGBT communities, as well as those with MSM risk. Gay men and MSM comprise almost 73% of all positive HIV test results. We have cultivated a non-judgmental, client-focused and culturally affirming environment in which community members can comfortably and discreetly seek out services. Additionally, by offering these services anonymously and free of charge, we are further eliminating barriers.

Surveys also demonstrate that race constitutes yet another disparity, with MSM of color testing positive at significantly higher rates than those of white men.

Again, these national trends are borne out in the data collected by our Prevention Services department. African American clients make up 36% of our testing pool, yet account for nearly half of all new HIV positive results. The numbers for Hispanic individuals are similarly lopsided, who comprise just 7% of all those tested at Mazzoni, with a positivity rate of 14% of those testing positive.

Compelling worldwide evidence indicates that the presence of other STDs increases the likelihood of both transmitting and acquiring HIV infection.

To address the correlation between infection of HIV and other STDs, Mazzoni HIV prevention staff received training around STD education and screening techniques and procedures in FY07. We have now successfully integrated STD screening into our HIV testing protocols. Our staff provided clients with hundreds of referrals to care, often linking them directly to services within the agency.

Mazzoni Center’s Prevention Services department engages in effective individual counseling, as well as education interventions on the individual, group, and community-wide levels. At the individual level, client-centered HIV counseling and testing by our prevention specialists are effective in preventing high-risk uninfected person from becoming infected, as well as in helping HIV+ persons prevent transmission of the virus to their uninfected partners. Mazzoni carries out these interventions in a variety of settings, including our two main testing sites in Center City Philadelphia, as well as various satellites and a mobile testing unit, which are effective in reaching at-risk, hard-to-reach populations.

Mazzoni Center continues to be on the cutting edge of prevention strategies. In 2003, we became the first sites to implement rapid HIV testing, reducing the waiting period (and resultant anxiety levels) from one week, to under an hour. This year we were chosen by the Department of Public Health to pilot use of the new Trinity Uni-Gold rapid HIV Test. This test uses the same government-approved technology as the older test, but yields results in about half the time.

And, as the 2007 fiscal year closed out, Mazzoni Center was also chosen to become one of 10 sites nationwide to participate in a clinical trial of INSTI, a newer Rapid HIV test yet, designed to provide results in less than 60 seconds! FDA approval is currently being sought for this test.

These are but a few of the many ways in which Mazzoni Center is raising the bar in preventing the spread of HIV and STDs.
In response to changes in the HIV/AIDS epidemic, the Ryan White Care Act, the nation’s largest federally funded program for people living with HIV/AIDS, underwent significant changes in the past year. All supporting services (including case management, food, and housing) must include linkage to medical care.

**Case Management**  The Philadelphia Department of Public Health, AIDS Activities Coordinating Office (AACO) estimates that some 9,300 persons living with HIV/AIDS in the Philadelphia region are not receiving medical care. Linking our clients with the appropriate, consistent healthcare of an HIV-experienced medical provider is always the primary goal of HIV case management. In FY07, Mazzoni Center successfully incorporated several components of the Medical Model into our case management service delivery to improve communication with medical providers and better coordinate care. As a result of these stepped-up practices, our case management program has maintained linkage into medical care at a rate 20% higher than the average for this region. Truly, Mazzoni Center case managers are raising the bar for delivery of services to our clients.

We’ve achieved these results by keeping our case managers informed on medical issues, by increasing educational and training opportunities, as well as maintaining updated resource files containing the latest treatment guidelines, fact sheets on medications and other related literature.

We’ve also increased the amount of collaboration between case managers and medical providers.

Case managers accompany clients on doctor’s visits, and attend HIV Grand Rounds with medical and behavioral health staff, where client information is shared among departments.

Through updated software, we’ve improved our ability to document and track medical appointments and monitor adherence to care.

The high correlation between HIV and poverty suggests that many of the basic needs of individuals with HIV/AIDS are not met – in particular, nutrition and housing

**Food Bank**  Our regional HIV Food Bank continues to be a source of supplemental groceries for over 2100 of our clients. In addition, our case managers helped raise the bar for our clients, by enrolling many of them into Pennsylvania’s Department of Public Welfare food stamps program. 89% of the households our case workers screened proved eligible to receive food stamps, with an average household award of $165 per month. This type of proactive client advocacy could prove invaluable, as public funding for the food bank appears threatened.

**Housing**  Mazzoni Center currently manages housing subsidies for 64 households in Philadelphia, two more than the previous year. The resource manual created by our staff has been highly praised by the city’s Office of Housing and Community Development, and is now the gold standard for other housing subsidy programs in the city. Yet another example of how we raise the bar for those living with HIV and AIDS in Philadelphia.
The widespread prejudice, homophobia, discrimination, and even violence to which LGBT people are often subjected are stressors that can be cause for major mental health concerns. Internalized homophobia caused in part by these negative social attitudes can further complicate these issues.

Mazzoni Center’s Open Door Program offers professional, culturally affirming counseling to the LGBT and questioning communities. We draw on each person’s individual and unique strengths and resources to empower and affect change. Through individual, couples, or group counseling, we help clients find ways to live healthier, more satisfying lives.

Studies suggest that lesbians and, particularly, gay men, are at heightened risk for alcohol and other substance abuse. The National Institute on Drug Abuse has funded a study which indicates a strong association with methamphetamine (crystal meth) and other “club” drugs, and high-risk sexual behaviors among gay men linked to HIV infection and transmission.

In Fiscal Year 2007, the Open Door program initiated a new category of service called SARA (Substance Abuse / Risk Assessment). Joe Dubak, SARA’s program specialist, completed more than 120 new client assessments under the aegis of this program. SARA Assessment and Individual counseling hours accounted for 6% of total services in its first year. Perhaps more impressive, SARA accounted for nearly 31% of the Open Door’s total group therapy participation.

Open Door’s Group Therapy offerings witnessed the largest percentage increase in service units, jumping to 19.5% of the total, and representing an increase of 16% from the previous fiscal year. Topics covered in these groups vary widely, including drug and alcohol recovery, intimacy, HIV status, teen support, and more.

Our individual counseling services continue to comprise the lion’s share of services, accounting for 62% of the total. Despite space and budgetary constraints, we managed to expand our capacity by almost 5% in Fiscal Year 2007. In total, 419 adults and youth received counseling services this past year.

Of note in FY07 was a new grant focusing on the mental health issues of older adults, in collaboration with Philadelphia Corporation for Aging. Open Door welcomed 12 new clients over 60 years of age into the program. Studies show that older LGBT persons do present with some profound mental health issues, often brought on by crisis situations such as death of a partner or loved one, financial concerns, isolation, etc. As the population grays, we could see significant growth in this area as more seniors seek out counseling services.

Psychiatric Services
The availability of on-site psychiatric services and medication management continues to be a tremendous asset to Open Door. Since 31% of Open Door’s client base is uninsured, and many prescription plans do not cover certain types of medication, our medication sample program is truly a “life-saver” for some of our clients who cannot afford medication. Scott Stevens, M.D., who joined our team this year, has proved most helpful in soliciting pharmaceutical companies for samples. He participates in several voucher programs and advocates for patients when they appear eligible for entitlements.

We note with some pride the increase in returning clients, who came back to Mazzoni Center after a break in care. This trend indicates a level of satisfaction with services and confidence with our professional therapists as clients choose to return to Mazzoni.

We interpret this trend, coupled with the fact that nearly 80% of our referrals come by word of mouth, as important indicators of our success. Our four full-time and ten part-time therapists have varied backgrounds and areas of expertise, creating an eclectic blend of clinicians to match assorted client needs and expectations.
LGBT SPECIAL INITIATIVES

Various groups within the LGBT community sometimes face issues specific to that particular group, and requiring a tailor-made response. Mazzoni Center has developed a number of population-specific programs, services and education and outreach, to respond to some of these issues.

For instance:

- Gay men and MSM are at heightened risk for syphilis, and hepatitis types A & B. Our LGBT Health Promotions department helped develop prevention awareness and a treatment response (syphilis screening and hepatitis vaccination programs) specifically targeting these at-risk groups.

- Lesbian and bi-women, may be at heightened risk for breast cancer. In conjunction with Susan G. Komen for the Cure, we developed a monthly series of educational, hands-on seminars called Women’s Wellness Cafes, in which a host of women’s health issues, and healthy lifestyle responses, are discussed.

- Studies show LGBT populations smoke, on average, at more than double the rate of their heterosexual counterparts. We developed an innovative smoking cessation program called FreshOUT. This program provides a mix of individual counseling, a Quit Smoking class series, and a weekly drop-in group. We also conduct Smoking Awareness presentations and workshops, providing resources to over 2,400 LGBT individuals through outreach at health fairs, bars and nightclubs, cafes, and other venues frequented by LGBT populations.

- Transgender communities as a whole suffer a gamut of health and social disparities, due to discrimination and a lack of understanding, sometimes even from others in the gays and lesbian communities. Last year Mazzoni Center brought Philadelphia’s Trans-health Conference under the arm of the agency, securing funding and viability for this important program. Last year’s THC conference hosted more than 600 attendees, including approximately 140 health care providers.

- LGBT and questioning youth are at much greater risk for dropping out of school, being kicked out of their homes, and winding up on the streets. Worse still, LGBTQ youth account for a disproportionately large number of teen suicides. Mazzoni Center’s ALLY Safe Schools program and Out-of-School Time (OST) programs helps train adult allies to create safe spaces for youth, advocate for them when necessary, and provide ongoing support. We also help to implement Gay-Straight Alliances (GSA’s) in schools, which are peer support groups that also provide leadership opportunities, ward off homophobia and the resultant discrimination, and give kids a positive sense of self and accomplishment. We currently are working with 25 Philadelphia public high schools which have GSA’s.
RAISING THE BAR

The word Philanthropy derives from the Greek, meaning, literally, “love of people.” This essence of good will is oftentimes expressed through contributions of money and property, or via the equally valuable resource of people’s time. The majority of money given away to nonprofit organizations comes from individuals, and the majority of people who give are not wealthy.

We have taken these principals of giving into account as we’ve attempted (successfully) to diversify our funding sources. Indeed, this year we raised the bar through increasing our community support.

We realized significant increases in participation and dollars pledged through our United Way Workplace Giving Campaign, as well as through hosting events, such as Mazzoni’s Night of a Thousand Friends, Cabaret at the Cloister, and STRIKE! Against AIDS!! we raised the level of individual support by nearly fifty percent. Perhaps as importantly, we also managed to raise the level of community awareness about our programs and services among a new core group of contributors, as well as re-engaging many long time supporters. Our community stepped to the plate in supporting us with the plan to move the health center to its new, enhanced location. We thank all of our donors, our board and our staff for coming together in an unprecedented effort to make this goal a reality.

Developing resources not only means raising dollars; the time that people volunteer is likewise an invaluable resource. Mazzoni Center has renewed our efforts to cultivate a dedicated volunteer corps, without whom our jobs would be much more difficult, and much more costly. We sincerely thank all of our volunteers who help us throughout the year, by helping us with special events, working in reception at our satellite location at Washington West Project, and helping with clerical and other administrative tasks at Mazzoni Center. We couldn’t do it without you!

DEVELOPMENT

Volunteers like Michael Hamilton support our mission by volunteering that most valuable of assets: their time.

Left photo: ‘Tony’s Lucky Loungers’ raised the bar, and ended up taking home the “Spirit” award at this year’s STRIKE! Against AIDS!!
Right photo: Gene Cavanaugh also raised the bar - as well as some high notes - as he crooned the night away at Cabaret at the Cloister II
STATEMENT OF AUDITED FINANCIAL POSITION
YEAR ENDING JUNE 30, 2007

SUPPORT AND REVENUES:
Government Contracts $ 3,395,312
Fundraising $ 396,251
Third Party Billing $ 570,935
Other Income $ 71,649

Total Support and Revenues $ 4,434,147

EXPENSES:
Direct Services $ 3,937,355
Administration/Fundraising $ 473,540

Total Expenses $ 4,410,895
Change in Net Assets $ 23,252

NET ASSETS THRU JUNE 30, 2007 $883,325
THANK YOU TO OUR DONORS

Mazzoni Center is an affiliate of United Way of Southeastern Pennsylvania and Delaware.
Southeastern PA Donor #2304 / Delaware Donor #7591

$50,000 +
AIDS Activities Coordinating Office (AACO)
Centers for Disease Control and Prevention (CDC)
City of Philadelphia
    Department of Human Services
    Department of Public Health
    Office of Housing and Community Development
Philadelphia Foundation
The William Penn Foundation

$10,000 - $49,999
AIDS Fund
Altria Foundation / Positive Helpings
Broadway Cares / Equity Fights AIDS
Independence Foundation
Lincoln Financial Group Foundation
Philadelphia Corporation for Aging
Susan G. Komen for the Cure – Philadelphia Affiliate
The Golden Rule Foundation
The School District of Philadelphia
United Way of Southeastern PA and Delaware
W. W. Smith Charitable Trust
Space does not permit listing the more than 4,500 names of individual donors to Mazzoni Center this year, but we, and the people we serve, are more grateful than we can say.