

EMPOWERING WELLNESS EMPOWERING WELLNESS EMPOWERING WELLNESS



CAN COMMUNITY
HEALTH

FY24/25 Annual Report

July 1, 2024 - June 30, 2025

About CAN Community Health

For more than 30 years, CAN Community Health has been a national leader in health care, prevention, and integrated public health services. In FY24/25, CAN Community Health advanced its mission of empowering wellness through compassionate health care, expanding access across the United States.

Operating health centers and pharmacies in key metropolitan areas, CAN Community Health provides comprehensive medical, behavioral, and supportive services to people living with or at-risk for Human Immunodeficiency Virus (HIV), Hepatitis C (HCV), Sexually Transmitted Infections (STIs), and other chronic conditions.

Our model centers on delivering quality health care, and reinvesting resources into programs that strengthen local health systems.



Mission
Empowering Wellness

Vision
The Nation's Premier Resource
in Ending Epidemics.

Values

At CAN Community Health, we believe that ending epidemics starts with breaking barriers to care. We are committed to providing health care, ensuring that all individuals have access to life saving treatment and support.

Leadership

Board of Directors

Jacqueline Rogers

Chair (until January 2025)

Stephen Covert, PhD

Chair (effective January 2025)

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Vice Chair

Robert D. Nosal

Secretary

John Devlin

Treasurer

Gerald Janis, Jr.

Assistant Treasurer

Meadow Walker

Assistant Secretary (until February 2025)

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Thomas Laughery

Joshua Rogers, JD

Nicole Ennis, PhD

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Executive Vice President, Chief Financial Officer

Marlon Pittman, MBA

Executive Vice President, Chief Operating Officer

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Executive Vice President, Chief Legal Officer

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Senior Vice President, Chief Marketing Officer

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Senior Vice President, Chief Strategy Officer

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Senior Vice President, Chief Pharmacy Officer

M. Maximillion Wilson, PhD

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Vice President of Government & Civic Affairs

Shannon DiPalmo, MSW

Vice President of Community Engagement

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Vice President of Care Delivery Innovation

Seth Shipman

Vice President of Finance

Clark Woodruff, MBA

Vice President of Information Technology

Nancy Dulisso

Executive Director, Midland Medical

Ray Carson

Executive Director, Susan Terry Foundation

Board of Directors

To Our Partners and Supporters,

On behalf of the Board of Directors of CAN Community Health, I am honored to present the FY24/25 Annual Report. This fiscal year has been marked by purposeful progress, strong financial stewardship, and an unwavering commitment to the patients we are privileged to serve.

As healthcare continues to evolve, so to does our responsibility to ensure that CAN remains a trusted source of compassionate, accessible, and high-quality care. The Board's role, grounded in oversight, strategy, and accountability, is to safeguard this mission and ensure every decision strengthens our ability to respond to the needs of all individuals living with and affected by HIV, Hepatitis C, STIs, and other chronic conditions.

Looking ahead, the Board is focused on supporting CAN's strategic initiatives: enhancing patient experience, expanding clinical capacity, and strengthening access to health services.

Together, we are building a future where access to health and wellness are not aspirations, they are guaranteed.

With appreciation,



Stephen Covert, PhD
Chair, Board of Directors
CAN Community Health



Chief Executive Officer

To Our Patients and Stakeholders,

This fiscal year has been a period of meaningful progress, reflection, and renewed commitment at CAN Community Health. As we look ahead, our mission remains strong, to empower wellness through compassion, innovation, and care.

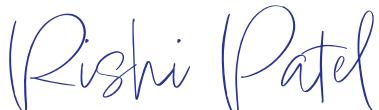
FY24/25 reminded us that healthcare is not merely a system, it is a promise we make to each other. It is a promise that everyone deserves access to exceptional care. This year, that promise was made real through the dedication of our providers, the trust of our patients, and the unwavering partnership of our supporters.

Our teams served more than 31,000+ patients across our health centers network, expanded access to HIV, STI, and Hepatitis C testing, strengthened our behavioral health services, and dental program, clinical research trials, and mobile health.

The fiscal year financial performance reflects not only responsible stewardship but a clear alignment between our mission and our resources. We invested in modernizing our facilities, strengthening patient-centered technologies, and advancing training for our workforce, laying the foundation for sustainable growth, stronger partnerships, and better outcomes for those we serve.

Thank you for standing with us. Together, we will continue to expand access, champion health care access for all, and shape a healthier future for everyone across the nation.

With gratitude and determination,

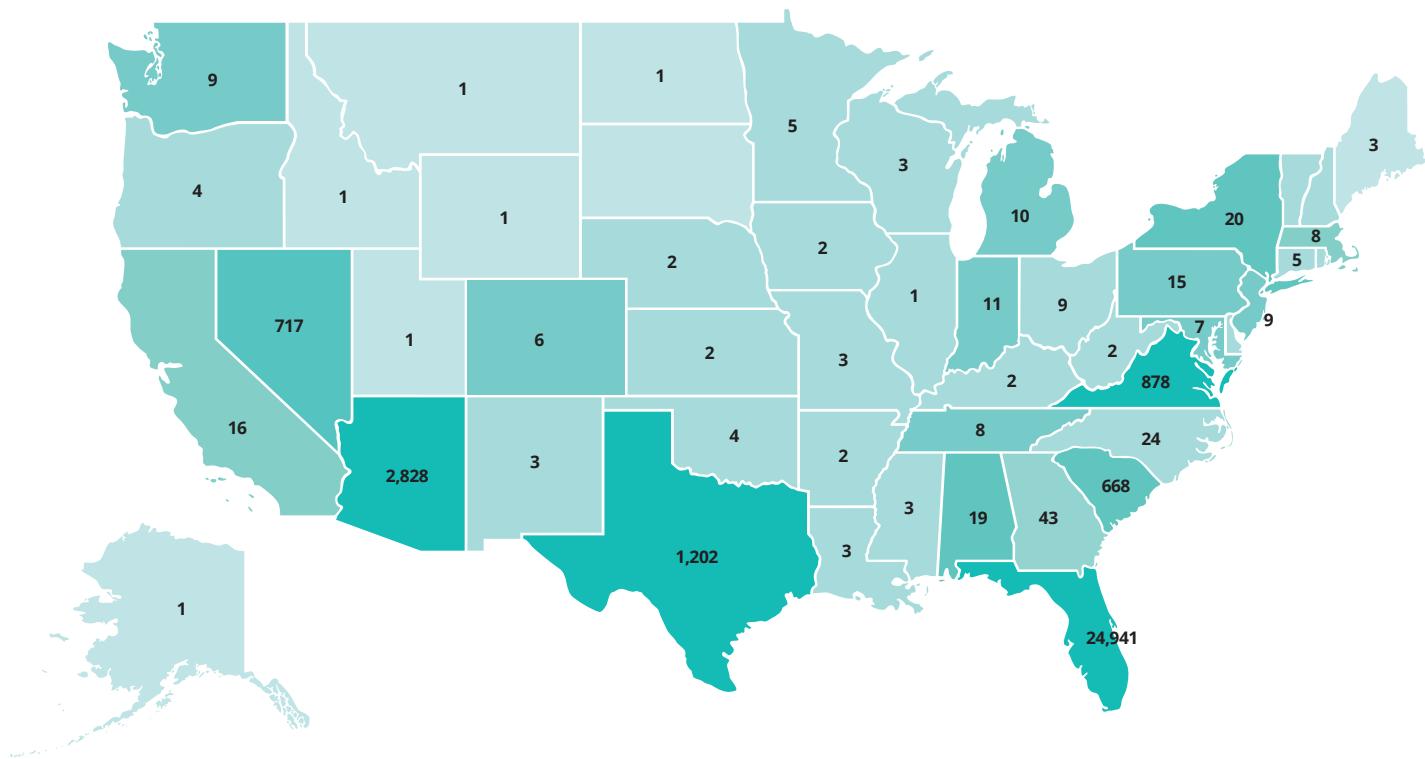
A handwritten signature in blue ink that reads "Rishi Patel".

Rishi Patel, PharmD, MBA
President & Chief Executive Officer
CAN Community Health



National Impact

31,811
Individual Patients



Stewardship and Sustainability

CAN Community Health remains committed to transparent financial stewardship and responsible growth. Revenue generated through the 340B Drug Pricing Program, grants, insurance reimbursements, and philanthropic partnerships is reinvested directly into **patient care, outreach programs, and service expansion**. These reinvestments strengthen our long-term sustainability and ensure we maintain high-quality, accessible care for everyone.

Our Impact

- **31,100+** patients across CAN Community Health's multi-state health center network, ensuring continuity of care for individuals who often face obstacles accessing traditional healthcare systems.
- Thousands of **HIV, STI, and Viral Hepatitis** tests conducted through health center services, mobile outreach, and partnerships, expanding access to early diagnosis and treatment.
- High viral suppression rates among established patients, underscoring CAN Community Health's leadership in **HIV treatment** and long-term health outcomes.
- Expand **PrEP and PEP services**, helping prevent new HIV infections and supporting national goals to **End the HIV Epidemic**.
- Robust **behavioral health** programs, offering mental-health and substance-use services integrated into primary care.
- Engagement with **200+** outreach events, strengthening partnerships with clinical and non-clinical organizations, health agencies, social-service providers, and academic institutions.
- Culturally competent care provided regardless of ability to pay, supported by Ryan White funding, insurance navigation, and the **340B Drug Pricing Program**.
- Investment in new health centers and facility improvements, enhancing patient experience and **expanding access** in high-need areas.



Advancing National HIV Health Outcomes

According to the Centers for Disease Control and Prevention (CDC), national outcomes reveal persistent gaps: 76% of people with diagnosed HIV received some care, 54% were retained in care, and only 65% achieved viral suppression, despite 80% being linked to care within the first month.

At **CAN Community Health**, we are determined to close these gaps, and the data shows we are succeeding.

92%
Viral Suppression

(a remarkable 42% above the national rate of 65%)

90%
Of Patients Received Some Care

(18% higher than the national rate of 76%)

64%
Retention In Ongoing Care

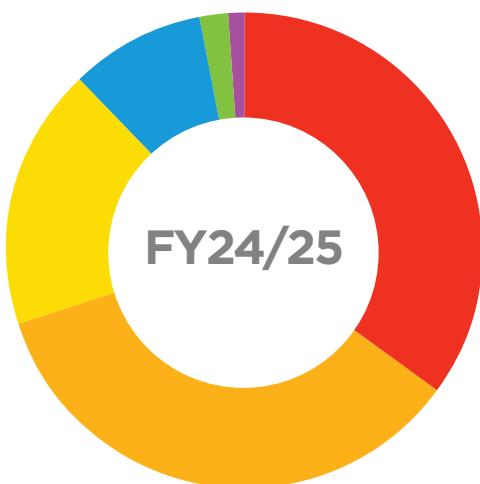
(19% higher than the national rate of 54%)

Testing Demographics

Race & Ethnicity

Black or African American	36%
White	32%
Hispanic or Latino	17%
Choose not to disclose	12%
Asian	2%
Native American	1%

Race and Ethnicity have been combined for this report.



Prevention Efforts

HIV Tests	18,205
STD Tests	74,263
HCV Tests	9,890

We provide convenient HIV, STD and Hepatitis C (HCV) testing in-house, at-home, and via our mobile-health settings. Testing takes 15-20 minutes. We also provide risk reduction; at-home HIV test kits; and full-service STD panels. We are dedicated to expanding access to testing in an innovative manner.

(Source: Centers for Disease Control and Prevention)

HIV Testing, Linkage & PrEP Services

Priority Populations

Our PrEP services achieved exceptional penetration among CDC-designated priority populations, with Black/African American and Latino/a/Hispanic comprising of 67% of all PrEP Screenings.

Increased PrEP Screenings

PrEP screening volume demonstrated substantial growth throughout the fiscal year with a 36% increase, reflecting program expansion and enhanced community engagement.

16.9k
Individual HIV Tests

(Less than 40% of Americans have ever been tested)

189
New HIV Diagnoses

(Averages less than 1% of national new diagnoses)

1%
Positivity Rate

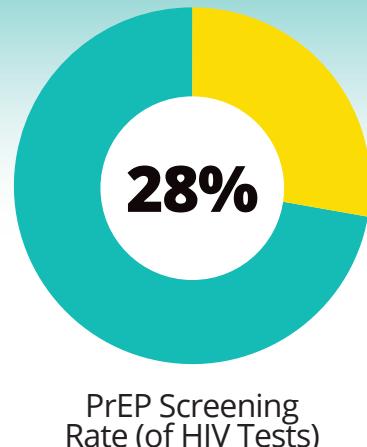
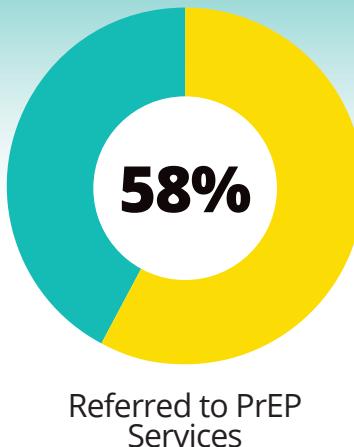
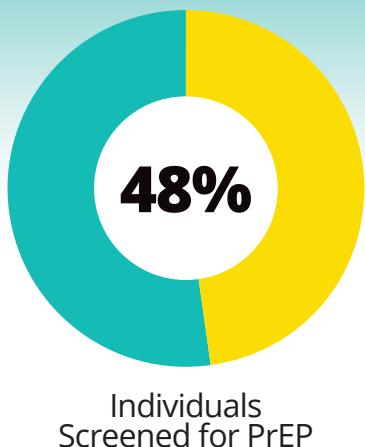
(National average is 1%)

82%
Linked to Medical Provider

80%
Started HIV Treatment

100%
Results Delivered to Clients

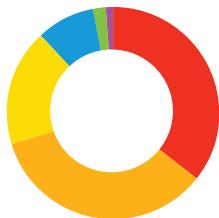
CAN Community Health's HIV testing, prevention, and outreach program delivered substantial impact during Fiscal Year 2024-25.



Patient Demographics

Race & Ethnicity FY24/25

 White	35%
 Black or African American	35%
 Hispanic or Latino	18%
 Choose not to disclose	9%
 Asian	2%
 Native American	1%



Race and Ethnicity have been combined for this report.

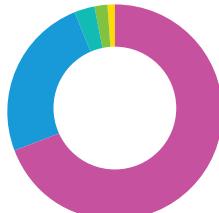
Age FY24/25

 71-80+ yrs	5%
 61-70 yrs	13%
 51-60 yrs	16%
 41-50 yrs	17%
 31-40 yrs	26%
 21-30 yrs	21%
 0-20 yrs	2%



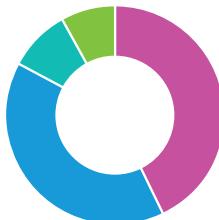
Gender Identity FY24/25

 Male	69%
 Female	25%
 Transgender Female	3%
 Transgender Male	2%
 Choose not to disclose	1%



Sexual Orientation FY24/25

 Lesbian, Gay or Homosexual	41%
 Straight or Heterosexual	40%
 Bisexual	9%
 Choose not to disclose	10%



Insurance/Assistance Composition FY24/25

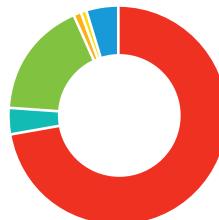
 Commercial	48%
 Ryan White	10%
 Medicaid Direct and Managed	11%
 Medicare Direct and Managed	11%
 Uncompensated Care *	8%
 Flat-Fee	12%



**Includes CANCares Program*

Diagnosis Service Type FY24/25

 HIV	51%
 Hep C	2%
 PrEP	20%
 Behavioral	1%
 Substance Use	0%
 Dental	5%
 Other STI	21%

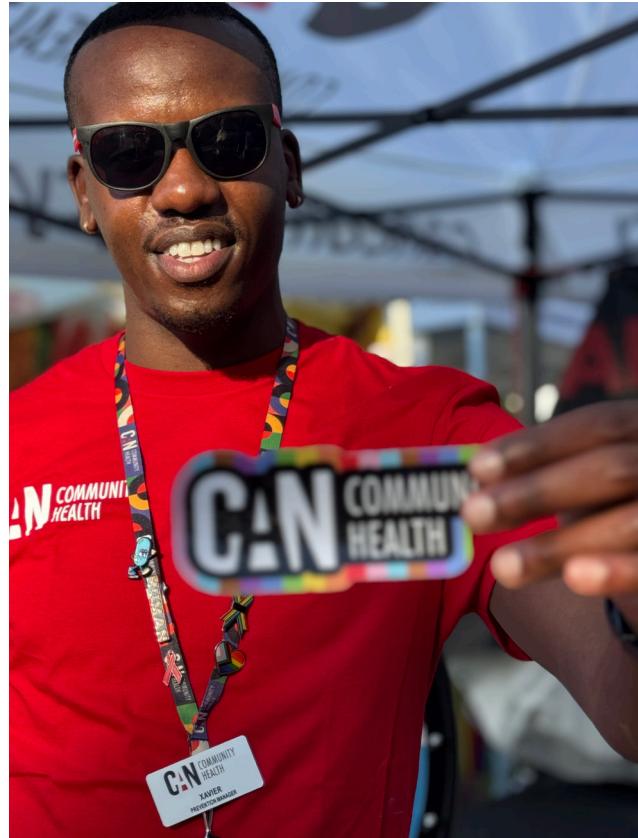


Clinical Research

220

Participants in Research Trials

HIV research is not only important for the advancement of treatment, but also for prevention. Research is necessary to ensure that our patients live longer and in better health.

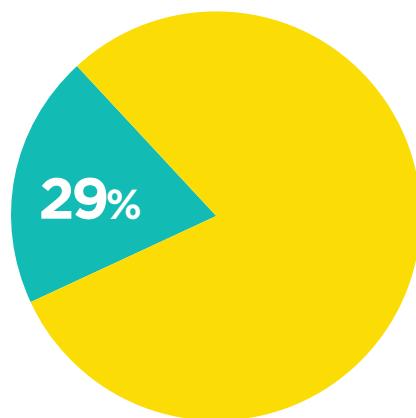


Telehealth Services

Patients can use a computer or mobile device to access health care services remotely and manage health care needs. An online patient portal allows patients to see test results, schedule appointments, request prescription refills or email a doctor.

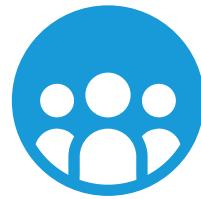
Telehealth makes healthcare accessible to people who live in rural or isolated communities and make services more readily available for people with limited mobility. We can provide a "CAN connect" computer to ensure all individuals have access to care.

Patients Utilized Telehealth



Our **CAN Connect** program is a computer station within our health centers or a partner center that enables clients who have challenges connecting either in person or via telehealth to connect with their medical provider.

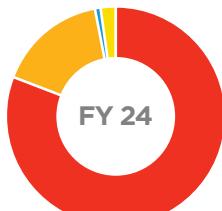
Patient Assistance Fund



	FY 2024	FY 2025
Housing Assistance	\$322,467	\$630,854
Medical Assistance	\$9,771,943	\$11,671,042
Nutrition Assistance	\$840	\$4,146
Utilities Assistance	\$32,090	\$46,138
Transportation	\$425,862	\$371,880
Total Assistance Provided	\$10,553,202	\$12,724,061

The Patient Assistance Fund helps underserved patients with personal or medical expenses. Many times our patients do not have transportation, the ability to pay for utilities or money to buy food. The Patient Assistance Fund is there to help patients who are facing extenuating circumstances that negatively impact their healthcare and other personal needs.

Expenses

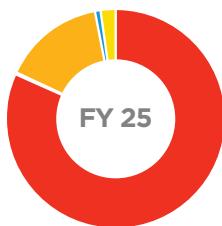


	FY 2024	FY 2025
Client and Patient Care*	\$319,330,081	\$353,213,045
Prevention	\$909,139	\$1,154,810
Administration and Facilities	\$73,464,659	\$80,485,186
Uncompensated Care	\$14,463,885	\$16,679,468
Other	\$5,810,701	\$5,810,701

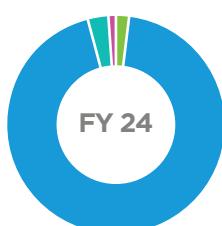
* Includes Medication Expenses

\$413,978,465
TOTAL EXPENSES FY24

\$457,478,792
TOTAL EXPENSES FY25



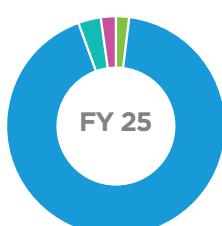
Revenue



	FY 2024	FY 2025
Local, State and Federal Grants	\$8,538,553	\$10,985,569
Donations and Contributions	\$150,223	\$98,445
340B Savings*	\$392,627,738	\$430,151,503
Medical Services	\$20,123,912	\$34,135,618
Dental	\$150,223	\$98,445
Other	\$4,642,288	\$1,696,117

\$426,417,339
TOTAL REVENUE FY24

\$477,279,650
TOTAL REVENUE FY25



Grants by Services

FY24/25

Government Grants	\$5,057,950
Outpatient Ambulatory Health Services (OAHS)	\$781,196
Lab Services	\$74,317
Medical Transport	\$6,176
EHE/MMU	\$576,400
Mental Health Services	\$70,560
Oral Health Care	\$547,952
Medical Case Management (MCM)	\$338,218
Non-Medical Case Management (NMCM)	\$141,428
Clinical Quality Management (CQM)	\$11,793
Housing	\$435,757
Referrals	\$36,994
Early Intervention Services (EIS)-	\$130,294
EHE Initiative	\$20,398
Psychosocial Support Services	\$16,042
Outreach Services	\$221,644
Pharmacy Assistance	\$13,776
AIDS Pharm Assistance (LPAP)	\$12,107
Administration	\$54,143
HIV Prevention	\$156,950
EHE Prevention	\$142,316
EHE PrEP Prevention	\$22,202
SNSN Prevention	\$29,128
PrEP Prevention	\$58,385
STI Prevention Prevention	\$13,007
Research	\$1,730,926
Community Health Initiative (CHI)	\$117,500
PrEP	\$132,000
ETS	\$33,500



Total Grants Awarded

FY24/25 \$10,985,568



Many of the services we provide are funded through federal, state and local grants. All our locations have at least one form of public funding and many have multiple sources. This funding helps shape our programs by identifying priorities and preferred strategies. It also promotes the coordination of services to increase quality and reduce duplicate efforts.

Key Insights

- **Comprehensive Prevention Reach:** Nearly 17,000 HIV tests and 8,040+ PrEP screenings represent significant dual-track prevention impact.
- **Effective Case Finding:** A 1% positivity rate indicates our targeted testing approach is effectively reaching at-risk populations. CDC considers positivity rates of 1% or above as indicative of effective targeting.
- **Strong PrEP Conversion:** 58% of individuals screened for PrEP received referrals, demonstrating highly effective screening-to-referral workflows.
- **Priority Population Focus:** 67% of PrEP screenings reached Black and Latino/a individuals, aligning with communities experiencing disproportionate HIV burden.
- **PrEP Program Growth:** 36% increase in monthly PrEP screenings demonstrates successful program scaling and engagement.
- **Strong Treatment Initiation:** 80% treatment initiation rate reflects our navigation team's commitment to connecting newly diagnosed individuals with care.

Driving Health Access and Ending Epidemics

These outcomes are not just metrics, they represent thousands of individuals achieving stability, dignity, and improved quality of life. Our ability to outperform national averages across all stages of the HIV care continuum reinforces our commitment to:

- ✓ Rapid linkage to care
- ✓ Removing barriers to treatment
- ✓ Providing culturally competent, patient-centered services
- ✓ Ensuring long-term engagement and support
- ✓ Empowering patients to achieve undetectable viral loads

Why This Matters

Viral suppression is the single most important indicator of long-term health and HIV prevention. Individuals with an undetectable viral load live healthier lives and cannot transmit HIV sexually (U=U). CAN's **92% viral suppression rate**, nearly universal among our patients, demonstrates the effectiveness of our model of compassionate care.



Looking Ahead

As CAN Community Health approaches its 35th anniversary in 2026, we continue to expand services, strengthen partnerships, and innovate in health care delivery. Our long-term vision aligns with federal and state public-health goals, including the national aim to **End the HIV Epidemic by 2030**.

CAN Community Health is elevating health outcomes through innovative prevention and comprehensive care.

A Model for National Progress

As the nation strives to end the HIV epidemic, CAN Community Health stands as a proven leader. Our mission remains strong, expanding access to comprehensive health services for patients through innovative prevention, treatment, and support.



Patient Stories

"I finally felt seen, not judged."

"When I was first diagnosed, I was terrified to walk into any clinic. I expected shame, questions, and long waits. Instead, CAN Community Health welcomed me with compassion from the moment I stepped through the door. My care team treated me as a whole person, not just a diagnosis. Today, my viral load is undetectable, my health has never been stronger, and for the first time, I feel hopeful about my future. CAN didn't just provide care, they restored my confidence in myself." - *Patient, Miami, FL*

"CAN gave me stability when I had none."

"As a single parent navigating housing insecurity and transportation challenges, staying in care felt impossible. CAN Community Health changed that. They connected me to services, helped me access medication, and checked in when they knew life was overwhelming. Because of their support, I stayed engaged in treatment and reached viral suppression. CAN didn't just help me stay healthy, they helped me stay present for my children. They truly empower wellness in every way." - *Patient, Las Vegas, NV*

"My diagnosis no longer defines me."

"Before coming to CAN, I felt lost and isolated. I had fallen out of care and didn't know where to turn. CAN's team reached out, helped me re-engage in treatment, and made me feel safe every step of the way. Within months, my labs improved, and I was undetectable again. CAN showed me that returning to care is possible, that support is always there, and that my diagnosis does not define my life. I am living proof that compassionate, consistent care changes everything."

- *Patient, Dallas, TX*



Our Services

Behavioral Health

Offers outpatient mental health counseling, psychiatry and medication management directly, or via contracted and/or referral sources, including acute-care behavioral health needs.

Dental Care

Provides routine dental exams/services, oral hygiene education, routine dental services, preventative oral care, emergency care, and restorative dental care.

Education and Outreach for Sexual Health and Harm Reduction

Engages in virtual, group-level, and 1:1 education regarding HIV, Hep C, and STD prevention modalities through various languages and also by partnering with interdisciplinary organizations.

Food/Nutrition Services

Links patients/clients to food banks, resources, and nutrition specialists, as applicable and appropriate, to address food insecurity.

HIV, Hep C, and STD Testing

Provides rapid HIV and Hep C point-of-care testing; low to no-cost STD testing. Available in various clinical, mobile unit, and outreach settings.

HIV, Hep C, and STD Medical Care

Assist patients living with HIV to achieve viral suppression; people living with Hep C to be cured; those positive with STDs to be cleared.

Mobile Units

Brings testing and telehealth services to outreach events and local partners via CAN's fleet of sprinter units and an RV mobile medical unit.

Medical Peer Navigation

Enables those living with HIV to counsel, mentor, and empower patients living with HIV to navigate their medical and support service needs.

On-Site Pharmacy

Enable patients to receive their medications before or after an appointment, as well as mail-order options.

Patient Care Coordination

Links patients to their social determinant of health needs, and associated services, such as Ryan White, pharmacies, financial assistance, housing, mental health, etc.

PrEP (Pre-Exposure Prophylaxis)

Offers PrEP: a daily medication or an injectable for low to no cost pending financial ability. PrEP reduces an individual's risk of acquiring HIV.

Primary Care

Provisions health services that cover a range of prevention, wellness, and treatment for common illnesses for CAN's mission-based patients.

HIV Rapid Start Medical Provider

Encourages HIV medical care within 24 – 72 hours after new diagnosis or once an individual is determined to be lost to care.

nPEP (Non-Occupational Post Exposure Prophylaxis)

Offers nPEP: a medication taken after an exposure of HIV with the intent of preventing infection. Must be taken within 72-hours of exposure

Ryan White Eligibility

Collects information relevant for Ryan White eligibility, where applicable and CAN is funded, to ensure eligible patients' information are reviewed for Ryan White enrollment.

Ryan White Provider

Acts as a Ryan White funded entity in various jurisdictions, provisioning CAN to provide services people living with HIV who are uninsured or underinsured.

Ryan White Case Management

Provides routine social determinants of health support and guidance to Ryan White patients through their care continuum, including oversight on their engagement in care.

Support Groups

Offers virtual and/or in-person support groups for those living with HIV and/or those interested in PrEP, to navigate amongst a group of peers.

Telehealth Services

Provides modalities for clients/patients to access their healthcare appointments via cell phone or laptop. One can visit your doctor electronically without leaving home.

Transportation Services

Provides linkage to or the provision of transportation services as needed, such as Lyft and access to bus passes, where applicable through grant funding.

Our Locations

ARIZONA

Phoenix

4244 North 19th Ave.
Phoenix, AZ 85015
(602) 661-0666

Phoenix

at Pueblo Family Physicians
4350 N 19th Ave #6
Phoenix, AZ 85016
(602) 264-9191

FLORIDA

Bradenton

at Bach & Godofsky Infectious Diseases
6010 Pointe West Blvd.
Bradenton, FL 34209
(941) 746-2711

Brandon

at Bay Area Infectious Disease Associates
214 Morrison Road, Suite 104
Brandon, FL 33511
(813) 681-6474

Cape Coral

1224 Del Prado Blvd. S., Suite A
Cape Coral, FL 33990
(239) 945-9401

Clearwater

2349 Sunset Point Road #404
Clearwater, FL 33765
(727) 216-6193

Daytona

1125 N. Nova Road
Daytona Beach, FL 32117
(386) 274-7651

Fort Lauderdale

at Infections Managed
3012 E. Commercial Blvd
Ft. Lauderdale, FL 33308
(954) 776-9992

Ft. Lauderdale (Downtown)

315 SE 14th Street
Ft. Lauderdale, FL 33316
(754) 701-6920

Fort Myers

4350 Fowler Street, Unit 2
Ft. Myers, FL 33901
(239) 837-8187

Fort Walton Beach

1825 Hurlburt Road, Suite 14
Ft. Walton Beach, FL 32547
(850) 610-8820

Jacksonville

at Lutheran Social Services
4615 Philips Highway
Jacksonville, FL 32207
(904) 508-0710

Lake Worth

at Compass Community Center
201 N. Dixie Hwy
Lake Worth, FL 33460
(561) 867-9991

Miami Beach

427 Washington Avenue
Miami Beach, FL 33139
(305) 514-0813

Miami Gardens

18360 NW 47th Avenue
Miami Gardens, FL 33055
(786) 800-5631

New Port Richey

4758 Rowan Road
New Port Richey, FL 34653
(727) 312-2040

North Port

14243 Tamiami Trail
North Port, FL 34287
(941) 888-2144

Oakland Park

at Midland Medical
1421 E. Oakland Park Blvd., Suite 101
Oakland Park, FL 33334
(954) 565-0875

Orlando

at Miracle of Love
1301 E. Colonial Dr.
Orlando, FL 32804
(407) 246-1946

Palmetto

408 7th Street West
Palmetto, FL 34221
(941) 803-7939

Pensacola

8390 N. Palafox Street
Pensacola, FL 32534
(850) 988-5245

Sarasota

1231 N. Tuttle Avenue
Sarasota, FL 34237
(941) 366-0134

St. Petersburg

3251 3rd Ave N, #125
St. Petersburg, FL 33717
(727) 498-4969

Tampa (Ybor)

2105 N. Nebraska Ave
Tampa, FL 33602
(813) 769-7207

Tampa

at Infectious Disease Associates of Tampa Bay
4729 N. Habana Avenue
Tampa, FL 33614
(813) 251-8444

Tampa (Wesley Chapel)

at Infectious Disease Associates of Tampa Bay
5504 Gateway Blvd. Suite 102
Wesley Chapel, FL 33544
(813) 251-8444

Tampa (Temple Terrace)

at Ronald L. Barbour, MD
341 East Bullard Parkway, Suites A & B
Tampa, FL 33617
(813) 466-5535

NEVADA**Las Vegas**

1820 E. Sahara Ave, Suite 201
Las Vegas, NV 89104
(702) 979-1111

SOUTH CAROLINA**Columbia**

1911 Hampton St.
Columbia, SC 29201
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TEXAS**Arlington**

601 Matlock Centre Circle
Arlington, TX 76015
(817) 693-1000

Dallas

at Nick Bellos, MD & Steven M. Pounders, MD
4211 Cedar Springs Rd. Suite 200A
Dallas, TX 75219

VIRGINIA**Norfolk**

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Norfolk, VA 23505
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COMMUNITY HEALTH

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