



2023

Annual Report

SUBMITTED TO: THE CITY OF PHOENIX HUMAN SERVICES DEPARTMENT

SUBMITTED BY: SOUTHWEST CENTER



July 1, 2022 – June 30, 2023

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REPORT SECTIONS

Paragraph 11.6 of the operating agreement requires Southwest Center, as operator of the building, to submit an annual report that provides the following information:

- Description of the services offered
- Number of units of service delivered
- Estimated value of the services delivered
- Programmatic highlights or accomplishments provided.

This information is required of the operator and any sub-operators. The following report is divided into different sections. Each section addresses the items listed above for the following entities:

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The Parsons Center for Health and Wellness

Background

In September 2013, The Parsons Center for Health and Wellness opened its doors in downtown Phoenix. As part of an operating agreement with the City of Phoenix, the Southwest Center completed the renovation of the former Channel 12 building and serves as Operator of the facility.

With a goal of providing a highly coordinated approach to HIV/AIDS prevention and care, Southwest Center has brought quality community healthcare providers together under one roof, along with a vitamin shop, shared community conference, and educational space. Providers include longtime partners, the state's largest HIV primary care clinic, the Valleywise Community Health Center McDowell Clinic, part of the Valleywise Health System, and HIV-specialty pharmacy, Genoa Healthcare.

Introduction

2022 was a year of growth for The Southwest Center. We continued our commitment to ensuring individuals across our community have access to affirming healthcare and wellness, regardless of their ability to pay. We expanded our clinical services to include naturopathic care through our partnership with Sonoran College. With multiple other partnerships, we increased our delivery of services and our impact throughout the Valley.

We were fortunate to participate in two programs that provided support for expansion:

The ATLAS program, provided by the Virginia G. Piper Charitable Trust, and a grant for education and outreach provided by Gilead Sciences, Inc. Through the ATLAS program, we partnered with a consultant and updated our strategic goals and priorities for 2023–2025, focusing on data-driven growth. The Gilead grant provided funding for increased outreach and education to college-aged individuals and supported a curriculum for medical students to address culturally reactive care in healthcare delivery. We are so grateful for the support of The Virginia G. Piper Trust and Gilead, along with the numerous other donors and individuals who continue to support our mission, vision, and values.

In many ways, we are still the same organization as that founded in 1990 with a commitment to HIV prevention, testing, and care; that remains the heart and soul of our work, and we will always be dedicated to eliminating HIV. To meet this goal, the Southwest Center must provide a safe space for those most in need of culturally-reactive care and access to comprehensive health and wellness services.

We are delighted to share a summary of our impact and accomplishments in 2022, and we offer our heartfelt appreciation to the many individuals, businesses, foundations, and agencies who utilized our programs and services, referred clients to us, provided valuable support, and partnered with us to ensure we continue well into the future. Thank you for being a part of the solution.



Jessyca Leach,
Executive Director



Pamela Schembs,
Board Chair

SECTION 1

Southwest Center

Founded by Kirk Baxter in 1990 as The Phoenix Body Positive, the Southwest Center was created by and for people living with and affected by HIV/AIDS, including families and partners.

As we have grown into a comprehensive health and wellness clinic, the Southwest Center can now provide services and support to all. Southwest Center serves 45,000 individuals each year. Nearly half of those who receive direct services live at or below the federal poverty level.

We provide affirming and inclusive services to promote well-being and advance health equity for diverse communities and all those seeking compassionate care – especially people of color, LGBTQIA2S+ and Queer individuals, and those affected by HIV.

Current programs fall into three major categories:

1

Clinical Services

This includes HIV/STI testing and linkage to care, outpatient medical clinic, PrEP and PEP navigation, medical nutrition, and vitamin and herb shop.

2

Mental and Social Wellness

This department includes a behavioral health outpatient clinic, gender-affirming program, and case management.

3

Development and Community Engagement

This department includes education and community outreach, marketing, and development.

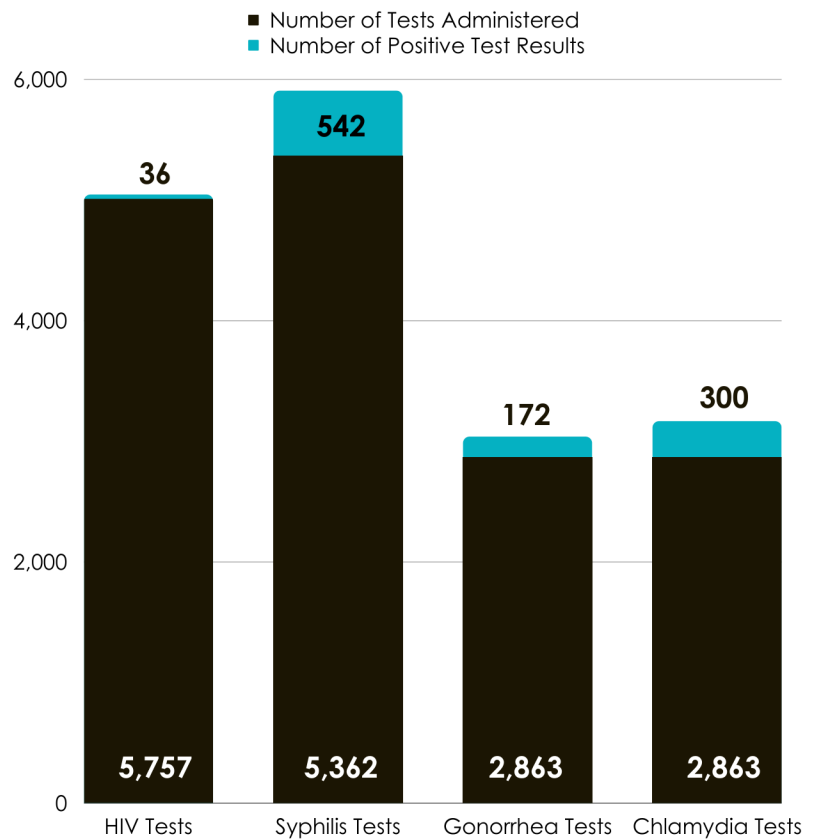
Clinical Services

HIV TESTING AND STI TESTING

Southwest Center's Prevention program provides rapid HIV-antibody testing and lab-run syphilis, chlamydia, and gonorrhea testing, targeting individuals at the highest risk of HIV infection. Annually, we provide about 6,000 HIV tests to the community. Of those, approximately 1% test positive for HIV and are linked to medical care and support services.

Individuals testing positive for HIV at Southwest Center are directly linked to HIV medical and support services, including behavioral health counseling and medical or supportive case management services.

FIGURE 1
Number of People Tested For HIV and Sexually Transmitted Infections



The average cost per visit is \$87.64, for an estimated value of services at \$496,042.40.

Some highlights of the HIV/STI Testing program are:

Southwest Center is the largest testing facility in the state of Arizona.

- The department has identified 36 new HIV infections in this time frame.
- We introduced a hybrid scheduling initiative to reduce wait times and decrease turnaway rates. The department is designed to see 156 patients per week for testing, 60% of which are available for scheduled time slots and the remaining 40% on a walk-in basis. Turnaways have been reduced significantly to only five per week.
- We restructured the time spent with each patient to ensure that each patient receives a thorough and informative encounter, correct services, and referrals and that evidence-based risk assessments are carefully completed and educated on.

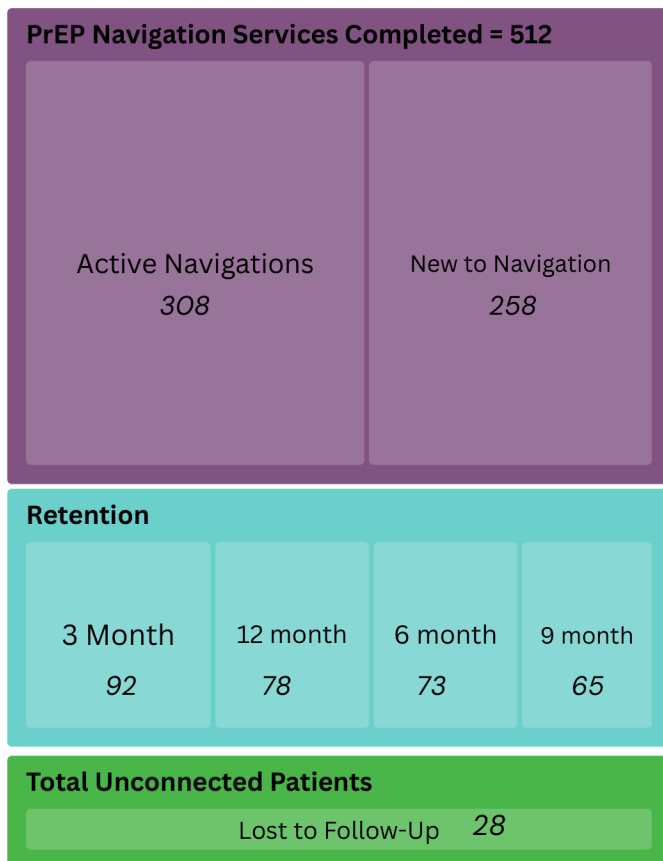
PrEP Navigation

Launched in February 2017, the PrEP Navigation program has sought to identify and engage those at risk of HIV infection and connect them with the preventative HIV medication PrEP (Pre-exposure Prophylaxis). In the PrEP navigation sessions, risk behaviors are discussed, education and harm reduction services are offered, and connection to preventative care is conducted with a warm handoff.

Since its genesis, the PrEP Navigation program has become one of the most successful PrEP Navigation programs in the Southwestern United States.

The average cost per visit is \$56.14 for an estimated value of services at \$28,743.68.

FIGURE 2
PrEP Navigation Services Rendered and Retention per Client



Some highlights of the PrEP Navigation program are:

- Southwest Center makes up one-thirteenth (1/13) of Maricopa County's PrEP Demographic. More than 75% of SWC PrEP Patients are enrolled in Navigation.
- The Program has introduced and revised several Patient Assistance Programs to ensure that all PrEP patients can receive equitable care.
- Patients are more likely to fall off PrEP Services within the first 90 days of their journey. Our PrEP Navigators work closely with each patient to ensure retention and medication adherence.
- Each patient working with PrEP Navigation receives their PrEP Care at a fraction of the cost; Navigation Services can save an uninsured patient up to \$25,000.00 in annual medical expenses.
- The Navigation Team has expanded by almost 200%, opening more opportunities for patients to receive PrEP Navigation services.

MEDICAL NUTRITION SERVICE

Our nutritional service includes a one-on-one comprehensive nutritional assessment with a registered dietitian, body composition testing (BIA test), education on healthy food choices, and recommendations for nutritional supplements through our on-site Vitamin & Herb Shop. Our nutritional counseling focuses on the following:

- Early intervention to improve nutritional status, enhance tolerance to medication and reduce opportunistic infections.
- Strategies to achieve and maintain healthy body weight and preserve lean body mass, which lessens nutritional risk associated with HIV.

- Improving immune function.
- Providing education on how to eat a healthy diet to improve overall health.

The average cost per visit is \$209.21, with an estimated service value of \$1,061,531.34.

Some highlights of the Nutrition program are:

- The \$50 monthly gift card was increased to \$200 for four months during the holiday months.
- The Program has grown monthly by 5-10 clients from 236 cards per month to now 280 cards per month one year later.



- The Nutrition program has 75% (or better) retention in care and sees 20-25 new clients monthly.
- Southwest Center has the ONLY nutrition program for HIV care in Phoenix, AZ.

- Clinical nutrition sees more than 1,600 clients each year.
- The Program handed out 3,114 Fry's cards for food supplementation, with an estimated value of \$311,250 spent to help clients with HIV meet nutritional needs.

VITAMIN SHOP/NUTRITIONAL SUPPLEMENT DISTRIBUTION

The Vitamin Shop at Southwest Center offers top-quality products to HIV-positive clients and the public. This service gives HIV-positive clients access to quality vitamins, herbs, botanicals, and other dietary and wellness products for free through Federal Ryan White A funds.

Natural vitamins can help decrease uncomfortable side effects of HIV/AIDS and medicines necessary to live long and well. With the consultation of our knowledgeable nurse practitioners and registered dietitians (RDs), our clients can be assured that the vitamins and supplements dispensed at our Vitamin & Herb Shop are safe and effective. Products are available on a sliding scale, based on income for those not eligible for Ryan White funding. A service unit is a supplement provided to a client.

The average cost per visit is \$40.66, with an estimated service value of \$304,340.

Some highlights of the Vitamin Shop program are:

- Continue to ship supplements to clients.
- We increased the number of supplements provided by 1,138 from the previous year. The increased amount is \$46,271.08 in additional supplements provided.
- The vitamin shop got a fresh look.

- We continue to provide free supplements for Ryan White clients and discounted supplements for SWC employees and non-Ryan White-covered clients.

Vitamin Shop Service Units*

7,485

*A service unit is a supplement provided to a client.

Body Positive Kirk D. Baxter Wellness Center

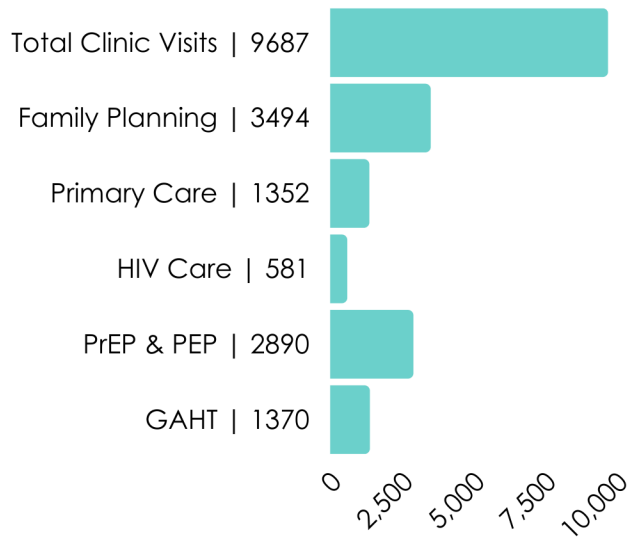
The Body Positive Kirk D. Baxter Wellness Center at Southwest Center offers a variety of services for individuals and families.

Since June 30th, 2022, the Southwest Center has taken it to heart to care for the people of Phoenix. Last year we served 30,000 people through treatment, prevention, and testing. We have since opened up full primary care services and have provided 22,201 encounters through primary care services, PrEP and Pep visits, GAHT, and, last but not least, HIV care.

The average cost per visit is \$232.39, with an estimated service value of \$1,699,003.29.

Our services currently reach all demographics, but we see the need to further our reach into the Black, indigenous, people of color (BIPOC) community. We are at the forefront of the fight to end the health disparities in the BIPOC community and beyond by ensuring that all communities know our services. We currently see a predominant amount of Caucasian patients but will continue to make strides to reach all demographics equally.

FIGURE 3
 Number of Service Units and Type of Service.
 Note: A Service Unit is a wellness visit.



Total Patients Seen

5,574

PATIENT DEMOGRAPHICS

Figure 4 Clients Per Race/Ethnicity

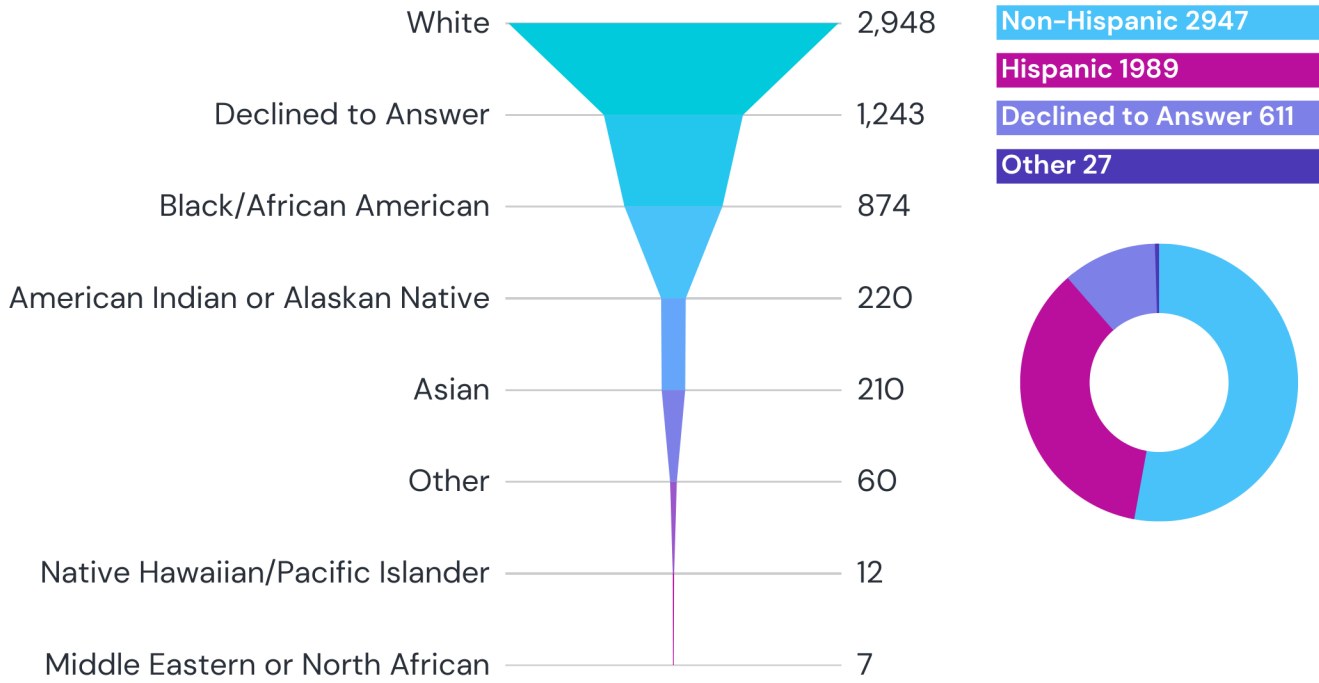


Figure 5 Clients Per Age Range



Mental and Social Wellness

The behavioral health program provides evidence-based therapy services to members of the community through individual, group, couples, and family therapy. Our Program sees ages three and up. We are providing evidence-based group programming through a Dialectical Behavior Therapy (DBT) Skill Group for ages 18+, the Just Be You Support group for ages 13-17 and 18+, and a Dungeons and Dragons self-discovery group for ages 10-13, 14-17, and 18+. We also offer Eye Movement Desensitization and Reprocessing (EMDR) as an evidence-based trauma modality.

The Billable Case Management program provides ongoing support to those in the community needing assistance with financial insecurity, food insecurity, housing insecurity, legal issues, etc. The BCM program oversees the MERCYCARES program, which houses eight individuals identifying as gender expansive.

Southwest Center's licensed counselors have expertise in addressing:

- Adjustment Issues
- Anxiety Disorders
- Depression
- Grief and Loss
- LGBTQIA+ Issues (Gay, lesbian, transgender, queer/questioning, intersex, asexual, etc.)
- Relationship Issues
- Sexual Identity
- Substance Abuse
- Trauma (Including Eye Movement Desensitization and Reprocessing (EMDR) Therapy)

The goals of our behavioral health practice are to:

- Provide emotional support
- Increase the quality of mental health
- Improve the quality of relationships and disclosure
- Improve feelings of self-worth
- Decrease high-risk behavior and decrease secondary infection rates

Southwest Center provides behavioral health services through private insurers, including Aetna, Blue Cross/Blue Shield, Cigna, UnitedHealth, AHCCCS, and Medicare. Southwest Center is contracted with Ryan White Part A to provide behavioral health services to HIV-positive individuals free of charge.

Service units* for our Behavioral Health practice include:

- Individual therapy sessions, with each session equaling approximately one hour, 45 minutes, or 30 minutes
- Case management sessions for clients who may have missed an appointment or have a quick question for their therapist; sessions last 15 minutes or less.

The average cost per visit is \$202.47, with an estimated service value of \$1,108,928.19.

Two independently licensed individuals lead our Intern Program. We provide education, training, session observation, and session participation. Interns can stay on as staff members post-graduation.

Behavioral Health Service Units*

6,194

HIV Medical Case Management

In March 2014, Southwest Center was awarded a five-year contract from Maricopa County Ryan White Part A program to implement HIV Medical Case Management. In May 2014, Southwest Center hired one full-time case manager responsible for the following activities:

- Conducting the initial assessment of client service needs.
- Developing a comprehensive, individualized care plan.

- Coordinating services required to implement the care plan. and
- Client monitoring to assess the efficacy of the care plan.
- Periodic reevaluation and adaptation of the care plan as needed.

In 2014, Southwest Center requested additional funding from the RWPA office for one additional full-time case manager. Approval was granted, and Southwest Center hired an additional Case Manager in January 2015. In 2018 Southwest Center was awarded funding by the RWPA office for the addition of a Non-Medical Case manager.

Southwest Center began enrolling clients in Medical Case Management on June 1, 2014.

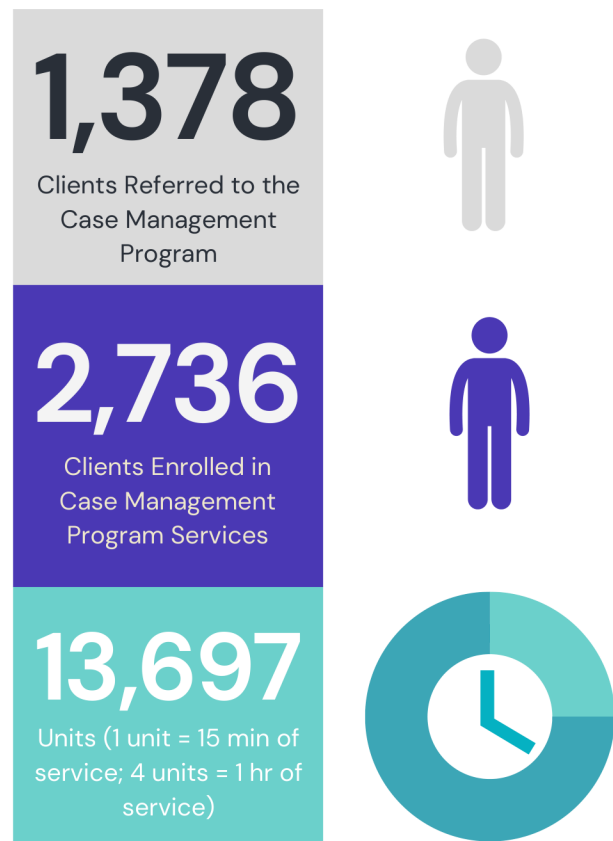
The average cost per visit is \$58.11, with an estimated service value of \$306,358.02.

Some highlights of HIV Medical Case Management are:

- Added a Supportive Case Management Coordinator.
- Increased productivity percentage.
- The highest number of referrals compared to the area's other RWPA Case Management providers.

The supportive case management team facilitates a Bridges over Barriers (BOB) group, which supports any person identifying as a woman to learn self-love and expression.

Figure 6 Case Management Program Client Enrollment and Service Units Provided



Gender Affirming Program (GAP)

The Gender-Affirming Program is responsible for providing resources and navigation of services to gender-expansive individuals by conducting a harm reduction assessment with the client; developing a comprehensive, individualized transition plan; coordinating services required to implement the transition and harm reduction plan; monitoring the client to assess the efficacy of the transition plan and evaluating and adapting the plan as needed.

The average cost per visit is \$37.71, with an estimated service value of \$19,360.88.

Some highlights of the Gender-Affirming Program are:

- Hired one Case Manager.
- We were awarded \$156,000 through the Mercy C.A.R.E.S. Community Reinvestment Grant Program to support our Gender-Expansive Housing Support Program. This three-year partnership with Mercy Care and Arizona Housing Inc. has provided housing for eight Gender Affirming Program clients for one year and Case Management Support.
- Clinical integration of the Gender Affirming Program.
- Launched the Gender-Affirming Care Questionnaire on the website to streamline scheduling efforts.
- Awarded multiple grants for the Name Change Fund.
- New partnerships developed with Maricopa County, Broening Oberg Woods + Wilson, Arizona Trans Youth, and Parent Organization, and the YWCA.
- Awarded 44 clients with the Name Change Fund with a value of over \$8,000 in cost for legal name changes.
- Issued 126 UBER gift cards to clients.
- Issued a value of \$1720 in VISA gift cards to clients.
- Issued \$375 in Fry's gift cards to housed participants.
- Issued \$150 in Amazon gift cards distributed to housed participants

- Legal Name Change Support
- Workforce Development
- Access to Financial resources - One client received electrolysis funding.
- Five clients have obtained employment.
- Two clients are starting on their recovery journey.
- Four clients acquired top surgery.
- One client successfully helped with moving into a safer situation out of state.

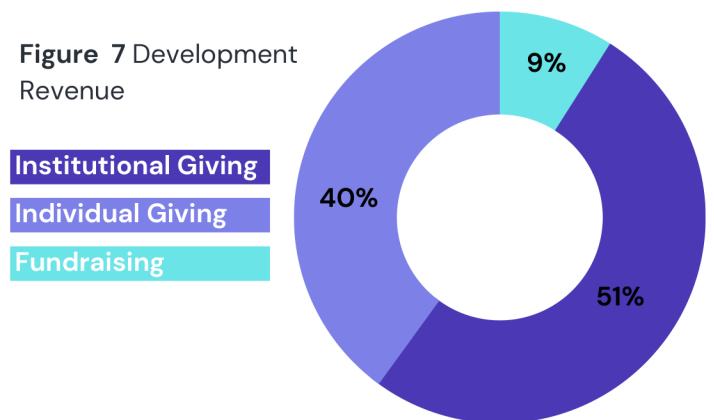
Development and Community Engagement

Development

At the Southwest Center, we work daily to create a healthier, more vibrant Arizona. Every gift has an impact, no matter the size. Whether we receive a one-time donation or a recurring gift, it makes a difference in our clients' lives.

A gift of \$5 can pay for 25 condoms, and \$10 for a short-distance Uber voucher for a Gender Affirming Program client. Through our Richard P. Stahl Client Care Fund, a gift of \$100 can underwrite one free medical visit for someone in need, and \$1,000 can help provide free healthcare to 10 individuals who cannot pay for services.

Figure 7 Development Revenue



Program highlights include:

- Gross development revenue: \$359,941, which includes:
 - Richard P. Stahl Client Care Fund: raised \$35,000 to support un/underinsured patient care.
 - ACF LGBTQ+ grant: \$10,000 to support workforce development for LGBTQ+ clients.
 - MercyCare: Year 2 of a 3-year grant totaling \$156,000 to house 8 gender-expansive clients a year in transitional housing through a partnership with Arizona Housing, Inc.
 - Phoenix Pride- \$10,000 to support gender-affirming clients. legal/court fees for name changes
 - Aunt Rita's Foundation- \$10,000 to support agency-wide initiatives.

Community Engagement

Southwest Center's Marketing and Community Engagement department increases awareness about Southwest Center and its services. It creates opportunities for access to free HIV testing, conducts education activities about wellness topics, including sexual and reproductive health, distributes free condoms directly to individuals, and through our Nice Package Initiative, supplies free condoms in bulk and mail orders.

The team's approach is centered on eliminating barriers to access to care and bringing our services to the communities most in need. Through outreach efforts that include - outreach events, developing community partnerships, social media, and traditional marketing - they extend their reach to underserved

segments, thereby increasing health equity.

Although the outreach efforts can reach the LGBTQIA2S+ community, men who have sex with men (MSM) population, and people affected by HIV, we recognize a gap in reaching people of color, primarily Hispanic/Latino, black, Indigenous populations, and people experiencing homelessness.

Additionally, the outreach program runs a Condom Bar on the 1st and 2nd floor of The Parsons Center for Health and Wellness, which has become a staple in the community that provides thousands of condoms free of charge to individuals.



Program highlights include:

- Expanded our outreach and community engagement strategy to include resources and education about family planning, health education, health promotion, medication management, and mental health and wellness.

- The outreach team partnered with Native Health to provide rapid HIV testing, condoms and lube, emergency contraceptives, and menstrual hygiene products at the Pride Parade Hualapai Nation in Peach Springs.
- Outreach partnered with Chicanos Por La Causa (CPLC) LUCES and hosted a National HIV testing day event at CASS (Central Arizona Shelter Services), administering over 100 HIV tests jointly.

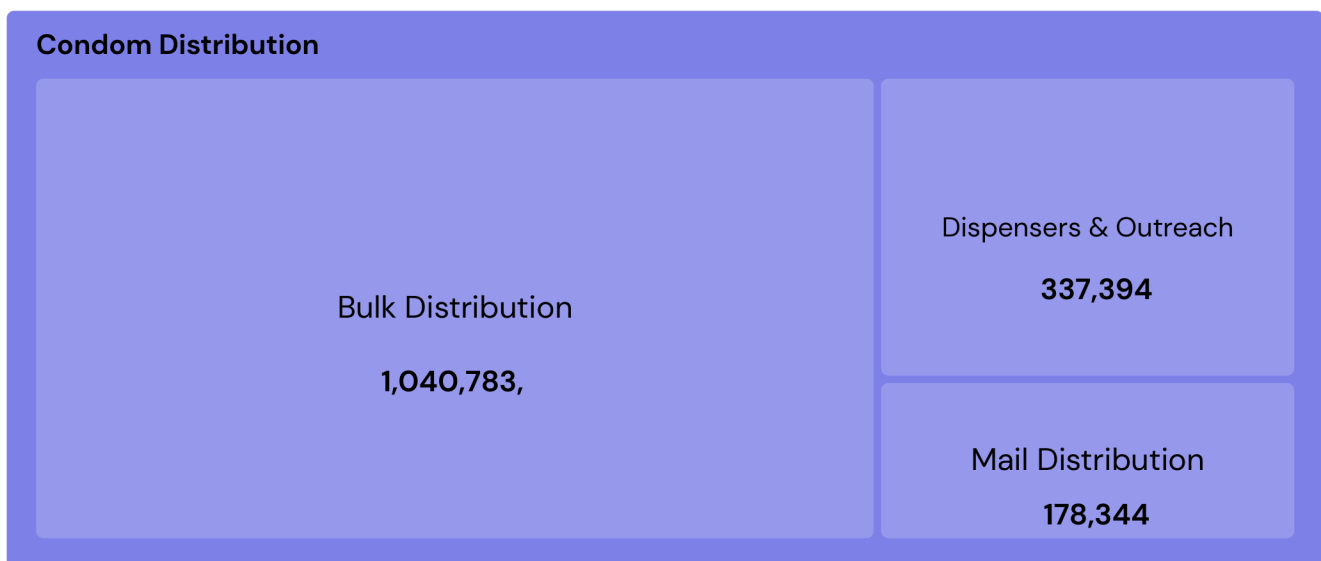
Nice Package

Southwest Center was awarded a five-year contract from the Arizona Department of Health Services to create a state-wide distribution program called Nice Package. Nice Package functions in three main areas; individual mail orders, dispenser sites, and bulk providers.

Individual mail orders can be ordered through NicePackage.org, and condoms will be sent to any address in Arizona and southern Nevada at no cost to the recipient. During the reported time period we received 14,862 unique requests for mail orders.

Dispenser sites include local businesses, health clinics, and community spaces where condoms are accessible to anyone who needs them. The Nice Package program conducts outreach activities that promote the program's mail-order option and allow individuals to take condoms at no cost to them.

Organizations in our bulk distribution network receive condom orders at no cost. The bulk distribution network comprises community-based organizations, health centers, and outreach programs from Arizona and southern Nevada organizations that provide condoms to their clients, patients, and community at no cost to the recipient.



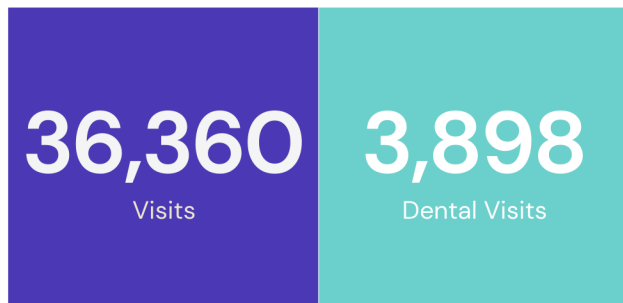
Total Condoms Distributed Through Nice Package: 1,556,521

SECTION 2

Valleywise Community Health Center – McDowell

McDowell Healthcare Center provides primary and specialty medical care, laboratory services, clinical pharmacy consultations, case management, dental, psychiatric, and behavioral health services to people living with HIV/AIDS. Same day walk-in visits are provided for routine urgent care, as well as STI's and same-day rapid HIV treatment initiation. In addition, services are also provided to HIV-negative patients for HIV prevention PrEP therapy, hepatitis C antiviral treatment and transgender hormone therapy. Although our patient population comes from a wide geographic area the vast majority are within the city limits of Phoenix.

*Number of units of service delivered
(Fiscal Year Start: July 1, 2022 – June 30, 2023):*



The average cost per visit is \$322.00 for an estimated value of services at \$11,707,920.00.

Programmatic highlights or accomplishments provided at the facility during the fiscal year being reported include:

- Robust response to Mpox public health emergency
- 2 Psychiatrists
- 2 LCSW to provide MH treatment
- Clinical pharmacist to assist with complicated medication management of diabetes, hypertension, chronic kidney disease, congestive heart failure, hepatitis C and anti-coagulation therapy
- 2 RN nationally certified in HIV/AIDS care
- 5 RNs
- 2 AAHIVM certified medical providers
- 4 Linkage Navigators
- 2 Outreach Coordinators
- 1 Transitional Age Youth Coordinator
- Two co-located/onsite full-time case managers from the Care Directions agency
- 1 PrEP Linkage Navigators
- 1 HCV coordinator
- 1 Grants/Quality Coordinator
- 1 Speakers Bureau with 8 people living with HIV as speakers

SECTION 3

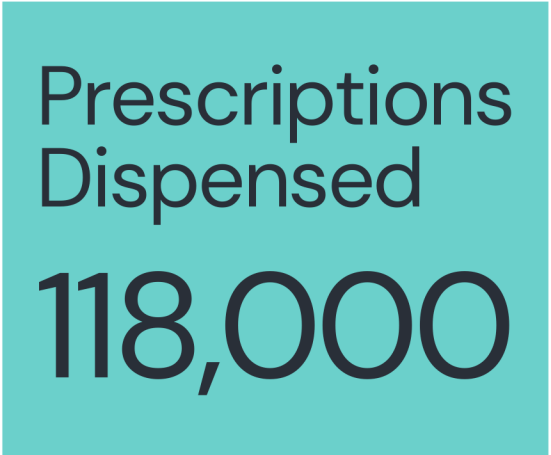
Genoa Healthcare

Genoa Healthcare specializes in providing high-touch, high-quality pharmacy care for people with complex, chronic health conditions. Genoa pharmacists offer services that make it easier for consumers to stay on their medication plan. These services include help with prior authorizations, free delivery, free packaging to organize medications, and filling all consumer medications at the same time for simplicity and convenience. Genoa’s services are grounded in trusting relationships we build with our partners and consumers.

The Genoa pharmacy can fill all medications – even those prescribed by a consumer’s primary care doctor – for convenience and ease of care. Calls to the pharmacy are answered by the on-site pharmacy team and people who use the Genoa pharmacy get personalized care from pharmacy team members who know the consumer and their medication history. The Genoa Healthcare pharmacy, located within the Parson’s Center, provides holistic, patient-centered pharmacy care for persons living with HIV, those at risk for acquiring HIV, transgender persons, as well as persons living with Hepatitis. As a trusted partner of the Arizona Department of Health Services (ADHS), the pharmacy has managed the Arizona AIDS Drug Assistance Program (ADAP) contract since 2006.

Programmatic highlights or accomplishments provided at the facility during the fiscal year being reported include:

Number of units of service delivered (Projected fiscal year ending September 30th.):



Genoa Healthcare provides a high level of patient-covered care, including robust patient support system with individualized refill reminders, order coordination for pick up or home delivery, third party payer coordination support, and high touch patient counseling in person and telephonically. A private patient counseling room that provides a comfortable space for patients to discuss their care with a pharmacist. In coordination with multiple entities, Genoa Healthcare participates in Rapid Start prescription processing that is paired with in person patient-centered counseling in a private environment. As a sponsor for Aunt Rita’s events, Genoa Healthcare and their staff have participated in community events that support persons living with HIV, such as AIDS Walk AZ, Red Brunch, and Red is the Night.

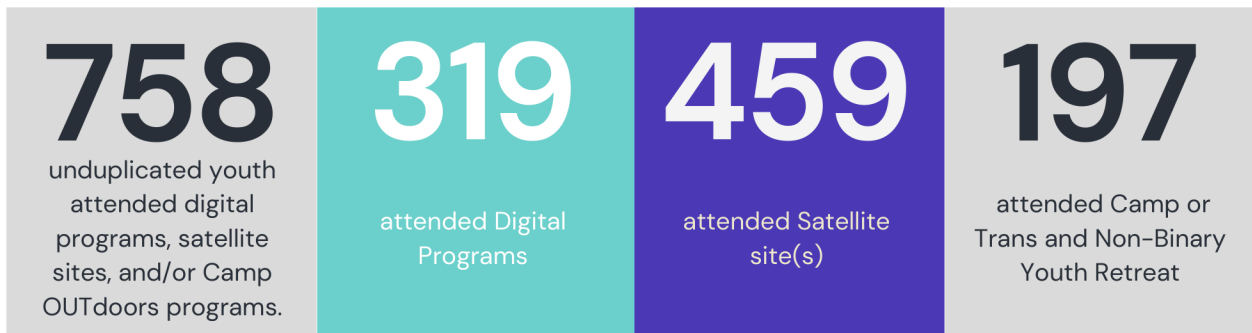
SECTION 4

one-n-ten

one-n-ten is a safe space for LGBTQ+ youth to grow and build leadership skills in an affirming environment. one-n-ten connects LGBTQ+ young people with their peers, healthcare, housing, employment, and the outdoors. In addition, we partner with other organizations to provide culturally competent resources that strengthen opportunity, wellbeing, and self-confidence among LGBTQ+ youth. Our mission is to serve LGBTQ+ youth and young adults ages 11-24. We enhance their lives by providing empowering social and service programs that promote self-expression, self-acceptance, leadership development, and healthy life choices.

As the largest organization in Arizona providing comprehensive services to LGBTQ+ and allied youth, we deliver on our commitment to this population through daily activities at our youth center and signature programs in housing, education, wellness, and leadership.

Number of Units of Services Delivered



Programmatic highlights and accomplishments:

- We enhanced the lives of LGBTQ+ youth by providing empowering programs that promoted self-expression, self-acceptance, leadership development, and healthy life choices.
- We currently have 21 youth in the POND Housing Program, with 19 living in their own apartments and 3 in the process of moving in. We are well on our way to achieving our annual goal of having 30 young adults housed in our program in 2023.

- Our satellite program provided critical support for youth to have access to safe spaces in their communities. Our satellite programs offered high impact programs across 15 locations that positively impacted LGBTQ+ youth from geographically diverse regions across the state. We built new partnerships, assessed and modified site locations, in addition to training and hiring a diverse and talented satellite staff team.
- Our digital programs provided unique opportunities to engage disconnected youth who were unable to attend in-person. Offering programs in the digital space has increased accessibility for existing and new one-n-ten youth. We exceeded our unduplicated youth goals in digital programs, serving 319 unique youth during this 11-month period.
- Camp OUTdoors offered life-changing experiences for LGBTQ+ youth, helping youth develop a strong sense of self and community in an inclusive camp setting. Through experiential activities and educational workshops, campers built leadership skills and worked in collaborative ways, while connecting with the environment.
- Our Trans and Non-Binary Youth Retreat, a sub-program of Camp OUTdoors, provided an additional opportunity for transgender, nonbinary, and gender expansive youth to connect and build community. In February 2023, we hosted our very first 2gether N Color Retreat, where we intentionally fostered a safe, and celebratory space for BIPOC youth.

SECTION 5

GLSEN Arizona

GLSEN Arizona is the local, statewide chapter of GLSEN, a multi-racial, intergenerational LGBTQIA+ organization working nationally and locally to transform K-12 educational systems in the United States. Each year, GLSEN programs and resources reach millions of students and educators in K-12 schools, via action at the national, state, and local level. Since 1990, GLSEN has improved conditions for LGBTQIA+ students across the United States and helped launch an international movement to address LGBTQIA+ issues in education.

GLSEN's research and experience demonstrates that there are four major ways that schools can cultivate a safer and more affirming learning environment for all of their students, regardless of sexual orientation, gender identity or gender expression. This includes:

- supportive educators,
- comprehensive policies,
- inclusive curriculum, and
- Gender Sexuality Alliance (GSAs) clubs.

At GLSEN Arizona, we work to train, organize and empower school communities by:

- supporting students through GSAs, supporting student-led advocacy efforts, and our SHINE leadership development program;

- providing educators with professional development opportunities and networking opportunities;
- providing inclusive curriculum and library resources;
- and advocating for policies that protect LGBTQIA+ students and, against those policies that would hurt them.

We design our response based on a biannual [School Climate Survey](#) that GLSEN National, our parent organization, undertakes each year. Arizona schools are hostile places for LGBTQ+ students according to the most recent [Arizona State Snapshot](#) of the National School Climate Survey.

Programmatic highlights and accomplishments:

SHINE Team Summer Intensive

Our incoming SHINE Team got together for the first time for our SHINE Summer Intensive over the weekend of July 9 and 10th 2023. As part of the SHINE Team, these 10 high school students will help lead GLSEN Arizona's efforts over the next year to engage with students and work to improve support and inclusiveness in their own schools. The SHINE Team will continue to meet monthly at the GLSEN Arizona office at the Parsons Center. [Please take a moment to watch this great video recap of the weekend!](#)

Monthly SHINE Meetings

Our SHINE Team continued to meet at the Parsons Center each month throughout the school year to plan and coordinate their outreach and activities.

SHINE Pride Prom

One of the activities the SHINE team planned and coordinated was this year's "Pride Prom" for High School students from across the Valley. The Pride Prom took place at the Parsons Center on April 8, 2023. On this night, 120 LGBTQIA+ students and their allies came together and danced the night away in a safe and inclusive environment.

Coalition Meeting at the Parsons Center

In December 2022, representatives from GLSEN Arizona, HRC Arizona, ACLU Arizona, Equality Arizona, AZTYPO, SAGA and other organizations advocating for LGBTQ+ youth in Arizona came together for a weekend meeting at the Parsons Center to strategize around a coordinated response for the 2023 Legislative session. This in anticipation of an onslaught of negative bills.

Board Retreat

In May 2023, the GLSEN Arizona Board convened a meeting with our National organization to strategize around our work in the 2023/2024 year.

Parent Workshop

Also in May 2023, GLSEN Arizona - together with ACLU of Arizona and One N Ten, hosted a workshop for parents of LGBTQ youth. This workshop was intended to provide parents with support on how to interpret new laws affecting their children at school.

SECTION 6

Maintenance and Repair Report

\$538,749.97

Total Maintenance & Repair Costs
July 1, 2022 – June 30, 2023

	Vendor / Contractor	Description	Cost
JULY 2022	Andrews Refrigeration	Water/Ice Machine Maintenance	372.50
	Arizona Elevator Solutions	Elevator Maintenance	207.79
	Arrow Exterminators	Pest Management	125.00
	Brightview Landscape Services	Landscape Maintenance	2,000.00
	DH Pace Company Inc	Security System Access with new wiring and doors and Monthly Monitoring	7,616.86
	Roto Rooter	Plumbing Replacement	916.00
	Star Roofing	Roof Repair (Leaks)	607.38
	Trane	HVAC Maintenance	7,729.12
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	3,753.60
AUGUST 2022	Airpark Signs	Signage Maintenance	4,398.30
	Arizona Elevator Solutions	Elevator Maintenance	207.79
	Arrow Exterminators	Pest Management	125.00
	ASSA Abloy	Keys/Locks	58.74
	Cesar Valdiviezo Painting	Painting	1,034.95
	City of Phoenix Elevator Inspection	Elevator Maintenance	370.00
	DH Pace Company Inc	Security Access and Replacement of door contacts and Monthly Monitoring	894.91
	Downtown Locksmith	Keys/Locks	38.01
	Hawkeye Repairs & Maintenance	HVAC Maintenance	165.60
	Home Depot	Painting Supplies	740.93
	Norcon Industries	Door Expander Repair	1,475.00
	Pick It Up Pro LLC	Furniture Assembly	500.00
	Roto Rooter	Plumbing Replacement	994.44
	RR Painting	Painting	310.00
	SF Contracting LLC	HVAC Maintenance	1,475.00
Trane	HVAC Maintenance	10,420.95	
Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	5,713.60	

	Vendor / Contractor	Description	Cost
SEPTEMBER 2022	Andrews Refrigeration	Water/Ice Machine Maintenance	135.00
	Arizona Elevator Solutions	Elevator Maintenance	207.79
	Arrow Exterminators	Pest Management	125.00
	ASSA Abloy	Keys/Locks	100.94
	Brightview Landscape Services	Landscape Maintenance	1,000.00
	DH Pace Company Inc	Safe Space Pocket Door and Monthly Monitoring	1,944.51
	Justin Patrick	Plumbing Maintenance	1,350.00
	Lighting Unlimited	Lighting Maintenance	2,660.10
	SF Contracting LLC	HVAC Maintenance	10,360.00
	Trane	HVAC Maintenance	6,705.75
	Amazon - Supplies	Lighting Maintenance	418.80
OCTOBER 2022	Andrews Refrigeration	Water/Ice Machine Maintenance	316.25
	Arizona Elevator Solutions	Elevator Maintenance	207.79
	Arrow Exterminators	Pest Management	125.00
	DH Pace Company Inc	Parsons Center Door, lobby keypad, and Monthly Monitoring	1,881.00
	Downtown Locksmith	Keys/Locks	61.90
	SF Contracting LLC	Repair Carport	9,380.00
	Sun Country Floors, Inc	Replace Carpet Tile	7,274.50
	The Fireman Co	Fire Inspection Maintenance	7,245.09
	Trane	HVAC Maintenance	1,867.50
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	5,953.60
	Zoro Cleaning Supplies	Janitorial Services	404.44
NOVEMBER 2022	Accent Plumbing	Faucet Replacement	270.00
	Airpark Signs	Signage Maintenance	3,701.70
	Arizona Elevator Solutions	Elevator Maintenance	407.79
	Arrow Exterminators	Pest Management	250.00
	Brightview Landscape Services	Landscape Maintenance	3,000.00
	D.L. Sales Corp Maintenance	HVAC Maintenance	678.90
	DH Pace Company Inc	Security Access Cards and Monthly Monitoring	1,449.97
	Pick It Up Pro LLC	Furniture Assembly	600.00
	SF Contracting LLC	Behavioral Health wall and door in hallway	7,825.00
	Sun Country Floors, Inc	Replace Carpet Tile	7,274.50
	Trane	HVAC Maintenance	2,587.50

	Vendor / Contractor	Description	Cost
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	5,853.60
	Zoro Cleaning Supplies	Janitorial Services	216.76
DECEMBER 2022	Arrow Exterminators	Pest Management	125.00
	Brightview Landscape Services	Landscape Maintenance	1,000.00
	Lighting Unlimited	Lighting Maintenance	310.00
	SF Contracting LLC	Roof Repair (Leaks), Parking Garage Driveway Remodel	46,704.58
	Trane	HVAC Maintenance	3,102.42
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	5,853.60
	Zoro Cleaning Supplies	Janitorial Services	130.24
JANUARY 2023	Arizona Elevator Solutions	Elevator Maintenance	215.06
	D.L. Sales Corp Maintenance	HVAC Maintenance	678.90
	Hawkeye Repairs & Maintenance	HVAC Maintenance	287.50
	Pick It Up Pro LLC	Furniture Assembly	600.00
	SF Contracting LLC	Plumbing Replacement, Parking Garage Driveway Entrance Rebuild	13,641.00
	Trane	HVAC Maintenance	2,533.50
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	5,913.60
FEBRUARY 2023	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	796.00
	ASSA Abloy	Keys/Locks	111.04
	Brightview Landscape Services	Landscape Maintenance	1,000.00
	Trane	HVAC Maintenance	3,804.50
	Zoro Cleaning Supplies	Janitorial Services	712.53
MARCH 2023	Arizona Elevator Solutions	Elevator Maintenance	422.85
	Arrow Exterminators	Pest Management	128.00
	Brightview Landscape Services	Landscape Maintenance	2,126.00
	Buckeye Cleaning Center	Janitorial Services	598.35
	SF Contracting LLC	Roof Repair (Leaks)	32,170.00
	Trane	HVAC Maintenance	1,867.50
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	7,377.64

	Vendor / Contractor	Description	Cost
APRIL 2023	Accent Plumbing	Faucet Replacement and Plumbing Snake	700.00
	Arrow Exterminators	Pest Management	128.00
	DH Pace Company Inc	Security System Access Maintenance and Monthly Monitoring	2,734.52
	Home Depot	Painting Supplies	160.73
	Trane	HVAC Maintenance	7,719.99
	Amazon - Supplies	Building Maintenance	199.99
	Ion Furniture	Lobby Furniture Replacement	10,032.00
MAY 2023	Accent Plumbing	Garbage Disposal - Plumbing	470.00
	Andrews Refrigeration	Water/Ice Machine Maintenance	425.00
	Arrow Exterminators	Pest Management	128.00
	Brightview Landscape Services	Landscape Maintenance	2,126.00
	D.L. Sales Corp Maintenance	HVAC Maintenance	678.90
	DH Pace Company Inc	Security System Access Maintenance and Monthly Monitoring	578.41
	Downtown Locksmith	Keys/Locks	578.00
	EasyKeysCom	Keys/Locks	64.53
	SF Contracting LLC	Replacement of Glass Divider Wall	1,500.00
	Trane	HVAC Maintenance	1,867.50
	UI.com	Security Camera Maintenance	203.30
	Yeyli Cleaning Service	Janitorial Services - Monthly + Parking Lot Cleaning	17,860.80
Amazon - Supplies	Building Maintenance	31.58	
JUNE 2023	Accent Plumbing	Faucet Replacements, Toilet Rebuilds, Plumbing Snake	4,736.00
	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	178.00
	Brightview Landscape Services	Landscape Maintenance	1,063.00
	Downtown Locksmith	Keys/Locks	180.55
	Pick It Up Pro LLC	Furniture Assembly	400.00
	Trane	HVAC Maintenance	203,048.50
	Amazon - Supplies	Vitamin Shop and Behavioral Health Area Furniture/Shelving	2,224.59
TOTAL			538,749.97

We thank you for your
ongoing support of
The Parsons Center
for Health and
Wellness.



2023 Annual Report

July 1, 2022 – June 30, 2023

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