When Jude Swift lost her job she also lost her health insurance. After being diagnosed with Rheumatoid Arthritis, her monthly prescriptions came to $2,000. Without the health insurance she found through Assistant Director of Support Services and Navigator Program Director Steve Wood, Ms. Swift would not have been able to afford medication.

“I am so grateful; I had no idea where to turn. ACR Health Navigators gave me my life back!”

This Annual Report marks a year of significant change for us. It was our first full year doing business as ACR Health, and our first full year of expanding our Care Management services to those living with chronic diseases beyond just those with HIV. This report also marks our expanded capability to offer health insurance navigation services, courtesy of the Affordable Health Care Act, throughout our Central, Northern, and Mohawk Valley region. In nine months of this past fiscal year we saw over 6100 individuals and completed enrollments for over 4200. The response was, and continues to be, overwhelmingly positive.

This past year we initiated plans to expand our Syracuse-based syringe exchange service, and submitted an application to NYS to run a similar service out of our Utica office, which is now up and running.

Building upon our Syringe Exchange experiences, we began to offer opiate overdose protection trainings along with kits designed to reverse the effects of an opiate overdose. The community response was immediate and enthusiastic, with requests for instruction training our limited staff resources.

In recognition of our exponential growth, the Syracuse-based, Gifford Foundation, included ACR Health in their ADV ANS initiative: a two year guided capacity building enterprise designed to foster planning, balance, and best practices, on every level, along with a monetary component to support program outcomes.

It’s been a challenging and gratifying year, and we’re pleased and excited to provide you with this report. Please visit our newly designed Web page, ACRHealth.org, for further information. Thank you to all of our volunteers and supporters who are such a big part of our growing competency and service capacity: you make all the difference.

New Lines of Business

ACR Health added a team of 14 highly-trained “Navigators” to steer New Yorkers to the best and most affordable health insurance coverage available from the state insurance exchange under auspices of the Affordable Care Act (ACA). Honored by the Community Service Society for having the Most Innovative Enrollment Strategy statewide, ACR Navigators:

• served 6,134 consumers
• completed 4,219 applications

Navigator Success Story

When Jude Swift lost her job she also lost her health insurance. After being diagnosed with Rheumatoid Arthritis, her monthly prescriptions came to $2,000. Without the health insurance she found through Assistant Director of Support Services and Navigator Program Director Steve Wood, Ms. Swift would not have been able to afford medication. “I am so grateful; I had no idea where to turn. ACR Health Navigators gave me my life back!”

Our Mission...

The Mission of ACR Health is three-fold:
• To provide support services to those who are living with chronic diseases, including HIV/AIDS.
• To prevent the spread of sexually transmitted diseases, including HIV.
• To promote sexual literacy and improved medical outcomes.
Fiscal Summary

July 1, 2013 - June 30, 2014

Total Revenue: $6,918,388

Revenue
- Other Government Grants: 34%
- Medicaid: 33%
- United Way and Community Grants: 8%
- Special Events and Donations: 7%

Total Expense: $6,918,388

Expense
- Volunteer Services: 51%
- Client Support Services: 25%
- Administration: 14%
- Special Events: 8%

$.78 of every dollar at ACR Health goes to client’s program and prevention services.*

*for the fiscal year 7/1/13 – 6/30/14. Our financial statements have been audited by Buffington & Hootland CPAs, PLLC. A completed audit is available upon request at AIDS Community Resources, Inc., doing business as ACR Health.

ACR Health named 2013 Recycler of the Year

ACR Health was recognized by the Onondaga County Resource Recovery Agency as Recycler of the Year due to its stellar recycling and waste reduction practices.

“ACR Health has a first rate recycling program in place; their employees do the utmost good for the environment in their Syracuse main office,” said Dave Nettle, OCRRA recycling specialist. “Every business has a recycling champion or two. At ACR Health, Lisa Mulcahey, executive administrative assistant, and office manager Ekrem Berbatovci exemplify how passion for the environment can also result in significant achievements in the workplace.”

March 5, 2014 - ACR Green Team leaders Ekrem Berbatovci and Lisa Mulcahey accept the Blue Ribbon Recycler of the Year award. Deputy Executive Director Wil Murtaugh (holding the plaque made of 100% recycled materials) stands next to OCRRA’s Dave Nettle and Andrew Radin.

“Our mission at ACR Health is about improving the health of those we serve. Our ‘green commitment’ to act more responsibly as an agency, reducing recyclables in landfills and the incinerator, is one way we believe contributes to the broader community’s overall health,” said Michael Crinnin.

Volunteer Services

Whether donating time, money, or both, those who give to ACR Health expand our reach and viability. Our mission would not be accomplished without them.

Volunteers & Interns: 325
Volunteer Hours: 12,324
Monetary Value: $109,603
ACR Health has more than 30 years experience in connecting people with the services they need. From 1983-2011, ACR Care Managers worked exclusively with HIV/AIDS clients. Now, under the state program “Health Homes” Medicaid-eligible individuals with two or more chronic conditions became eligible for care management services, more than doubling the number of people receiving ACR Health Care Management.

**Health Homes**

Care Management keeps Medicaid patients like 58-year-old Eli Johnson out of emergency rooms and reduces the overall cost of healthcare. Eli now meets regularly with his physician to keep his chronic conditions under control.

“Health Homes has made me accountable for my health by providing me with a support network and the courage to get help.”

**July 1, 2013 - June 30, 2014:**

- **800** Individuals received Care Management Services
- **229** were HIV positive
- **571** came to ACR through Health Homes

ACR Health has been able to handle the increased caseload by hiring Care Managers, support staff, and investing in electronic health records technology.

**HIV/AIDS Care Management**

Our 229 legacy clients, HIV positive individuals, continue to receive a comprehensive array of support services: links to Primary Medical Care, Substance Abuse Treatment, Financial Benefits, Housing, Legal Assistance, Nutrition, and Transportation.

**Employment Initiative**

The new Employment Initiative helps prospective employees complete new resumes, practice job interview techniques, master the soft skills that employers are looking for, and focus on the skills needed for employment.

Between November 1, 2013 (program start date) and June 30, 2014, seven clients became gainfully employed and remained employed for at least 30 days. Three of those clients went from part time to full time employment. A total of 22 resumes were written.

**Housing**

Stable housing is a key to maintaining consistent medical adherence and improving overall health outcomes.

- **140** individuals
- **71%** of whom secured and maintained stable housing due to services provided through placement assistance, educational groups, and Supportive Case Management.

Medicaid Redesign Team (MRT) Housing Program served **20** individuals providing case management and rental support. Of those, **16** increased their adherence to medical treatment.
SAFETY FIRST

SYRINGE EXCHANGE PROGRAM

Served 823 clients from its Syracuse office

Distributed 160,406 clean syringes

Disposed of 104,570 dirty syringes returned and picked up by peers and staff

NARCAN

With fatal overdoses caused by heroin and other opioids on the rise, ACR Health was certified to dispense Narcan, a heroin antidote which reverses the effects of a heroin overdose. Between April (start of Narcan program) and the end of the fiscal year,

- 69 people had been trained to administer Narcan in emergencies
- 34 (almost half) were trained as trainers.

Loosening HIV’s stranglehold on Blacks

More than thirty years into the AIDS epidemic, Blacks, just 14% of the U.S. population, account for nearly half of the more than 1.1 million Americans living with HIV, almost half of all new HIV infections in the United States, and nearly half of all those who have died with AIDS in this country.

How can this be turned around? At ACR Health the answer is straightforward: Focused efforts at engaging high-risk populations, including minorities, in our services, building rapport and trust with clients, and fostering dialogue about race and health in our communities.

ACR Health's Communities of Color (COC) MSM Initiative and its companion heterosexual component identify untreated and newly diagnosed individuals and connect them to care and risk reduction services.

Criminal Justice Initiative: statewide strategy session

Criminal Justice Initiative (CJI) contractors representing 11 organizations from around NY State convened in Syracuse to discuss best practices and biggest obstacles CJI Contractors face inside correctional facilities - a tremendous turn-out for a first time, summer, Friday meeting.

ACR Health’s Randy André, at far left, conceived, developed, and facilitated the seminar and led a discussion about how to make services available to inmates housed in Special Housing Units, which are a disciplinary segregation form of housing.

Testing (July 1, 2013 - June 30, 2014)

- 714 HIV tests, 6 HIV positive results, 5 of them in young men of color
- 58 Hepatitis C tests, 11 positive results
- 284 Chlamydia and gonorrhea tests; 10 positive for Chlamydia, 4 positive for gonorrhea

As a provider rooted in the harm reduction approach, ACR prevention staff target high risk groups like injection drug users, sex workers, and incarcerated people with services and education. Without judgment, we work with disenfranchised and marginalized populations to tackle public health issues such as HIV and viral hepatitis. ACR Health provides rapid testing for HIV and Hepatitis C (HCV), and testing for chlamydia and gonorrhea. In addition, ACR Health provides behavioral health education about sexually transmitted infections, HIV and viral hepatitis, individual risk counseling, and peer training.
Adolescent Health Initiative

The Adolescent Health Initiative is a targeted prevention program focused on reducing the rates of HIV/AIDS, STDs, substance use/abuse, and teen pregnancy among our youth. The program equips young people with information and skills to make healthy choices throughout their lives by providing evidence-based sexual health education sessions, Peer Education workshops, HIV, STD, and Hepatitis C (HCV) testing, and linkages to local health and human service providers.

- **2,300** young people were reached with HIV, STD, and pregnancy prevention messages.
- **More than 500** youth were trained as Peer Educators throughout our nine-county service area.

Peer Educators (calling themselves the Teen AIDS Task Force - TATF) used the AIDS Quilt to conduct 75 awareness campaigns, reaching more than 5,000 of their peers with positive messages about health and well-being. Peer Educators also taught 100 health classes and hosted assemblies.

Peer Educators fundraised for the Sled for RED and the AIDS Walk/Runs, were Holiday Angels, conducted food and personal care items drives for ACR Health clients, and wrote grants to local foundations to support families in their communities.

Intensive Case Management for LGBTQ youth became available for the first time for LGBTQ Youth in 2013.

“I helped youth retrieve parts of their lives that were lost; helped them reconnect back to the community. Major issues were homelessness, hunger, depression, lack of identification, and the stigma of belonging to the LGBTQ community. The simple gesture of helping and listening to youth during their most vulnerable time, then watching them grow and become giving members of their community should answer any questions as to why Care Managers do their jobs.”

LGBTQ

ACR Health’s LGBTQ youth programs, which include the Q Center in Syracuse, the Q2 in Utica, and bi-weekly support groups in Herkimer County, provide a safe space for LGBTQ youth to gather and receive support from caring adults. The program also provides case management services, HIV, Hepatitis C and STD testing, mental health assessments and referrals for LGBTQ affirming clinical services, and referrals to LGBTQ affirming health and human service providers.

LGBTQ youth from our nine-county service area advocate for LGBTQ New Yorkers at Equality and Justice Day in Albany.

LGBTQ Youth programs also provided:

- **236** support groups for 250 LGBTQ youth
- **22** support groups for 30 parents of transgender or gender nonconforming children
- **35** youth with mental health assessments and referrals to LGBTQ affirming clinical counseling services
- **17** youth with intensive case management services related to homelessness, family instability, nutrition, health concerns, and crisis intervention
- **200** youth with afterschool programming that offered free tutoring, GED/TASC assistance, access to internet-ready computers, and scholarship opportunities

LGBTQ youth programs are supported by the United Way of Central New York, the United Way of the Valley and Greater Utica, On Care, Onondaga County Youth Bureau, and the NYSDOH LGBT Health & Human Service Unit.

Adolescent Health Initiative is supported by the United Way of Central New York, the United Way of Northern NY, and the United Way of the Valley and Greater Utica.

Derek Villnave
ACR Health’s Development Department engages all year long in fundraising activities, working hard to supplement government contracts which often cover only bare bones expenses for those we serve. Development also maintains important services grants don’t cover. For example, nearly the entire Youth Services budget: the Adolescent Health Initiative, the Q Center, and LGBTQ activity throughout nine counties, which serves thousands of youth, is financed by fundraising activities.

To highlight just **five** fundraising events that are held in Central New York, the Mohawk Valley, and the North Country every year...

<table>
<thead>
<tr>
<th>Event</th>
<th>Amount</th>
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<tbody>
<tr>
<td>22nd Annual AIDS Walk/Run</td>
<td>$175,000</td>
</tr>
<tr>
<td>14th Annual “First Frost” AIDS Walk/Run</td>
<td>$52,000</td>
</tr>
<tr>
<td>16th Annual AIDS Hike for Life</td>
<td>$48,000</td>
</tr>
<tr>
<td>Sled for Red</td>
<td>$22,000</td>
</tr>
<tr>
<td>Bubble Blast Run</td>
<td>$67,000</td>
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</tbody>
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In addition to high profile events, there are dozens of smaller affairs where ACR Health donors open their homes for a Q Cocktail Party, organize a bowling tournament, or act as a Celebrity Bartender. Over the course of a year, thousands of people give their energy and time to help ACR Health fulfill its mission. They are joined by many businesses throughout our nine-county service area that provided $175,000 in in-kind contributions.

**DONORS: Why they give**

In the Mohawk Valley, supporter Alex Carbone, has at least three good reasons to invest in a healthy future for the Mohawk Valley - his daughters. Alex, owner of Carbone Auto Group supports the AIDS Hike for Life as a Celebrity Bartender and is a Corporate Sponsor of the Bubble Blast Run.

In the North Country, Carmen Sweet has participated in the First Frost AIDS Walk/Run every year since it began in 2000. He has personally raised $72,281 and, along with his Friends of Carmen team, contributed a total of $90,912 to Adolescent Health initiatives and Emergency Client Needs in the North Country.

In Central New York, Kevin and Ludger Viefhues-Bailey support the Q Center because “We are moved by how many of our youth are profoundly pained by a sense of isolation and loneliness and how uplifting and life giving it is for them to have a community.” They honor the memory of Ludger’s mother who dedicated holiday parties to benefit causes she supported. Their annual holiday party benefits the Q Center.
Bubble Blast Run, a family friendly event with many squeaky clean challenges and a bright future, became the first ever “official State Fair race event” in 2014.

May 2, 2014 - In front, Moe Harrington O’Neill, Q Center Associate Development Director; at far left, Joan Kerr/State Fair Sponsorship Department; Todd Dupell/State Fair Sales and Sponsorship Manager; Kim Murray and Janice Saxton from Operation Walk; A.J. from HOT 107.9; Troy Waffner/Acting State Fair Director; Carrie Portzline-Large, ACR Development Director; Michael Crinnin, ACR Executive Director; and Jeff Cercone and Goga Miric’ from Tim Hortons.

2015 Calendar of Events

Sled for RED
Fayetteville
February 7th

BLOWOUT “Vegas”
Syracuse
April 12th

AIDS Hike for Life
Hamilton College
April 25th

AIDS Walk/Run
Beaver Lake Nature Center
June 7th

5K Business Card Run
Downtown Utica
August 5th

Bubble Blast Run
New York State Fair
August 30th

Big Gay Hat Party
Utica
September 24th

First Frost
AIDS Walk/Run
Watertown
October 18th

World AIDS Day
December 1st

To learn more about these events - and many more - events@ACRHealth.org.
ACR Health would like to recognize the individuals, corporations, and organizations that help fund our expanding operations. The donor list below reflects gifts received between July 1, 2013 and June 30, 2014.