



Submitted To:
The City of Phoenix Human
Services Department

Submitted By:
Southwest Center

JULY 1, 2023 - JUNE 30, 2024

ANNUAL REPORT

2024



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:

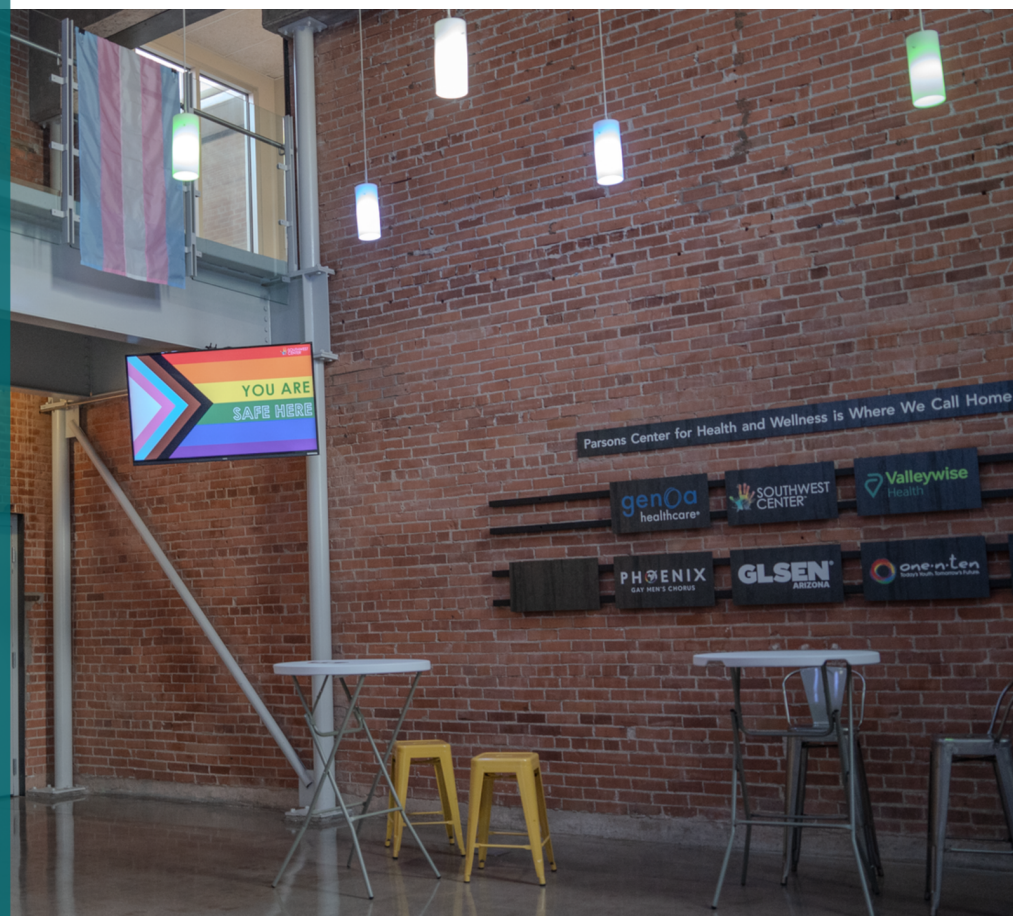
- Description of the services offered.
- Number of units of service delivered.
- Estimated value of the services delivered.
- Programmatic highlights or accomplishments provided.

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 listed entities.

Table of Contents

Southwest Center (Operator)	3
Valleywise Community Health Center (Sub-Operator)	14
Genoa Healthcare (Sub-Operator)	15
one-n-ten	16
GLSEN Arizona	18
Maintenance and Repair Report	19



Introduction

As we reflect on the past year, we are reminded of the enduring legacy of the Southwest Center. Since our inception in 1990, our commitment to HIV prevention, testing, and care has remained unwavering. This mission continues to be the heart and soul of our work, driving us to provide culturally-responsive care and access to comprehensive health and wellness services for those most in need.

The Parsons Center for Health and Wellness, nestled in the heart of downtown Phoenix, embodies our vision of a coordinated approach to 2SLGBTQ+ healthcare and support. Since opening its doors in 2013, in partnership with the City of Phoenix, the Center has become a beacon of hope and healing, bringing together 2SLGBTQ+ partners under one roof. Our longtime partners, including the Valleywise Community Health Center McDowell Clinic, one-n-ten, GLSEN and Genoa Pharmacy, work alongside us to create a space where every individual can access the services they need to thrive.

2023: A Year of Growth and Impact

This year, Southwest Center made significant strides in expanding our capacity and impact:

- **Expanded Clinic Capacity:** We increased our clinical capacity by adding skilled nurse practitioners to our team. Notably, four of our five nurse practitioners earned the prestigious HIV Specialist™ (AAHIVS) certification, further enhancing the quality of care we provide.
- **Mental Health Services Expansion:** Recognizing the importance of mental health in an integrated care model, we expanded our mental health clinic to include eight full-time therapists, ensuring more individuals have access to critical mental health support.
- **Broadened Community Reach:** Our efforts to provide healthcare education and testing across Phoenix have intensified, reaching more people in diverse communities with the resources they need to stay healthy.
- **Capacity Building Grant:** We are honored to have received a capacity-building grant from The Virginia G. Piper Trust, which will bolster our development department and support our ongoing efforts to sustain and grow our impact.

As we share this summary of our 2023 accomplishments, we extend our deepest gratitude to the individuals, businesses, foundations, and agencies that have partnered with us. Your support is not just a contribution; it is a commitment to being part of the solution, and for that, we thank you. Together, we continue to make strides toward a future where HIV is eliminated, and everyone in our community has access to the care and services they need. Thank you for standing with us on this journey.

Jessyca Leach,
Executive Director



Abran Villegas,
Board Chair

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 30,000 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:

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.

Mental and Social Wellness

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

Development and Community Engagement

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

Clinical Services

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. Last year we served over 30,000 people through treatment, prevention, and testing. We are proud to offer an Integrated Medical approach to the services offered.

We have helped 7,761 people totaling 17,904 visits through primary care services, PrEP and PEP visits, GAHT, and HIV care. **The average cost per visit is \$244.01, with an estimated service value of \$4,368,755.04.**

Our services currently reach all demographics, but we see the need to further our reach into the Black, Indigenous, and 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 number of Caucasian patients but will continue to make strides to reach all demographics equally.

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 4,000 HIV tests to the community. Of those, just under 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. **The average cost per visit is \$92.02, for an estimated value of services at \$368,080.**

Highlights of the HIV/STI Testing program are:

- Southwest Center is the largest testing facility in the state of Arizona.
- The department has identified 29 new HIV infections in this time frame as well as 199 positive Syphilis cases, 299 positive Gonorrhea cases, and 372 positive Chlamydia cases.
- We introduced a hybrid scheduling initiative to reduce wait times and decrease turn-away rates. The department can see 156 patients per week for testing, with 60% available for scheduled appointments and 40% for walk-ins, resulting in just five turn-aways per week.
- We restructured the time spent with each patient to ensure thorough, informative encounters, correct services, referrals, and to ensure evidence-based risk assessments are carefully completed and everyone involved is educated about them.

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 \$58.95 for an estimated value of services at \$44,743.05.**

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 Services

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 \$230.60, with an estimated service value of \$366,423.40.

Highlights of the Nutrition program are:

- The only Ryan White Part A-funded Nutrition program in Maricopa County.
- 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 3,447 \$50.00 Fry's cards for food supplementation, with an estimated value of \$172,350 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 \$42.69, with an estimated service value of \$344,422.92.

Highlights of the Vitamin Shop program are:

- Continue to ship supplements to clients.
- We distributed over 8,000 supplements on the program.
- We continue to provide free supplements for Ryan White clients and discounted supplements for Southwest Center employees and non-Ryan White-covered clients.

Vitamin Shop
Service Units*

8,068

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

Nutrition
Service Visits*

1,589

*A nutrition service visit includes an assessment or follow-up visit.

Resource Page

Data for Clinical Services Programs

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

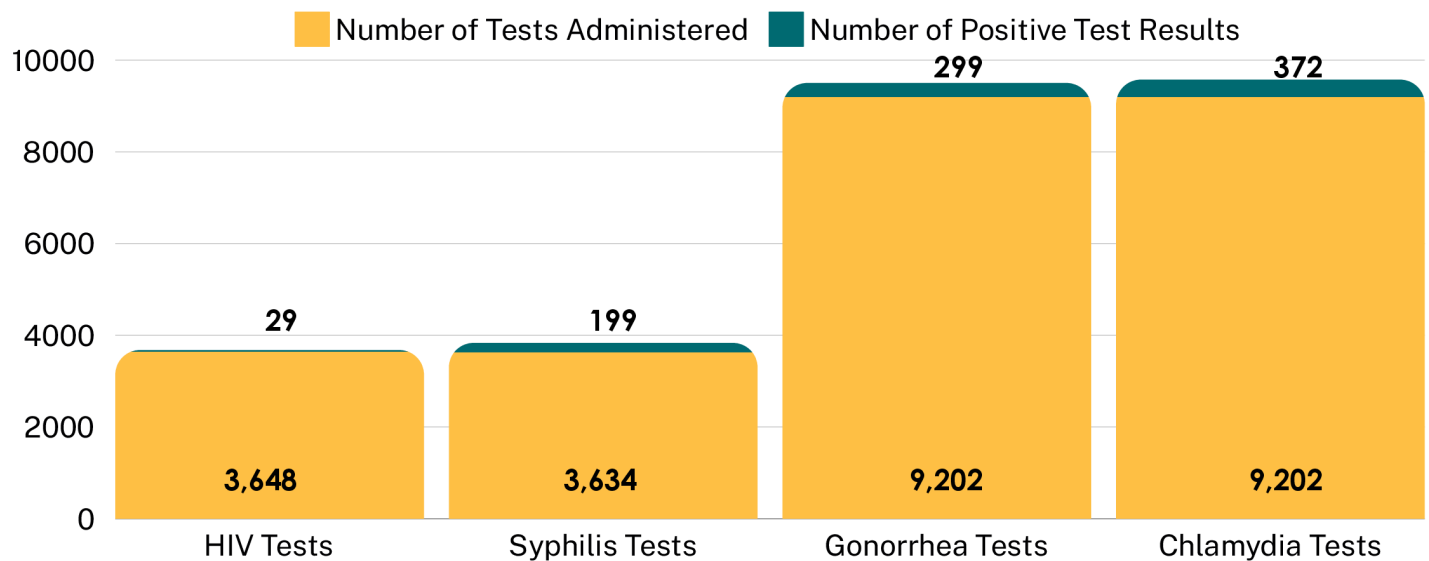
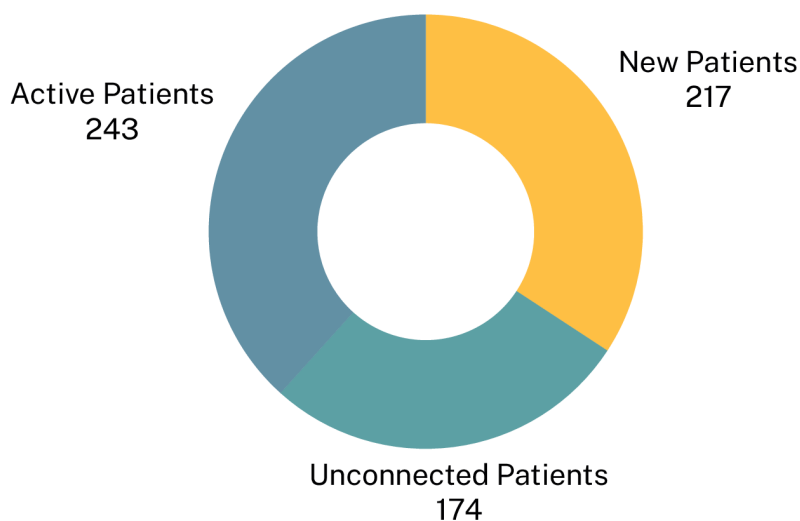
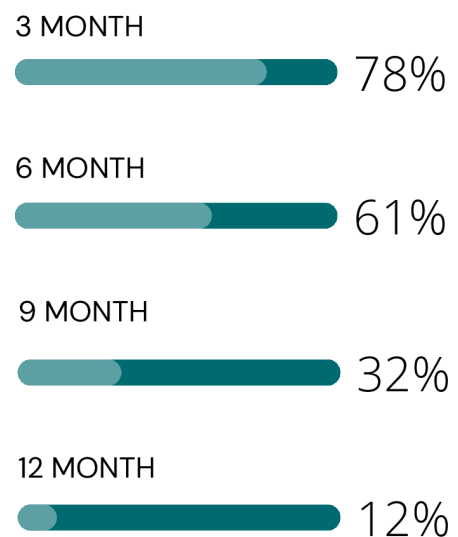


Figure 2 A - B PrEP Navigation Services Rendered and Retention Per Client

A. TOTAL SERVICES COMPLETED = 759



B. Retention Percentages Per Quarter



Resource Page

Data for Clinical Services Programs

Figure 3 Number of Service Units and Type of Service. Note: A service unit is a wellness visit.

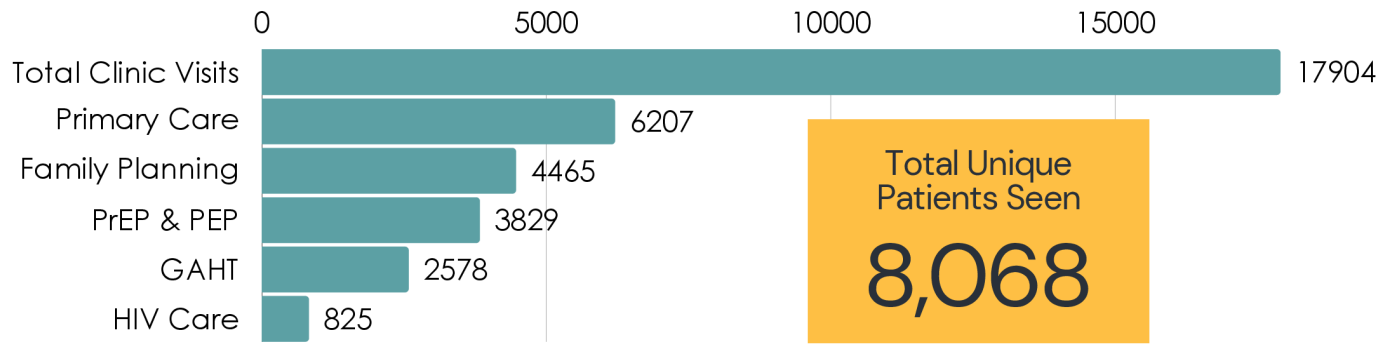
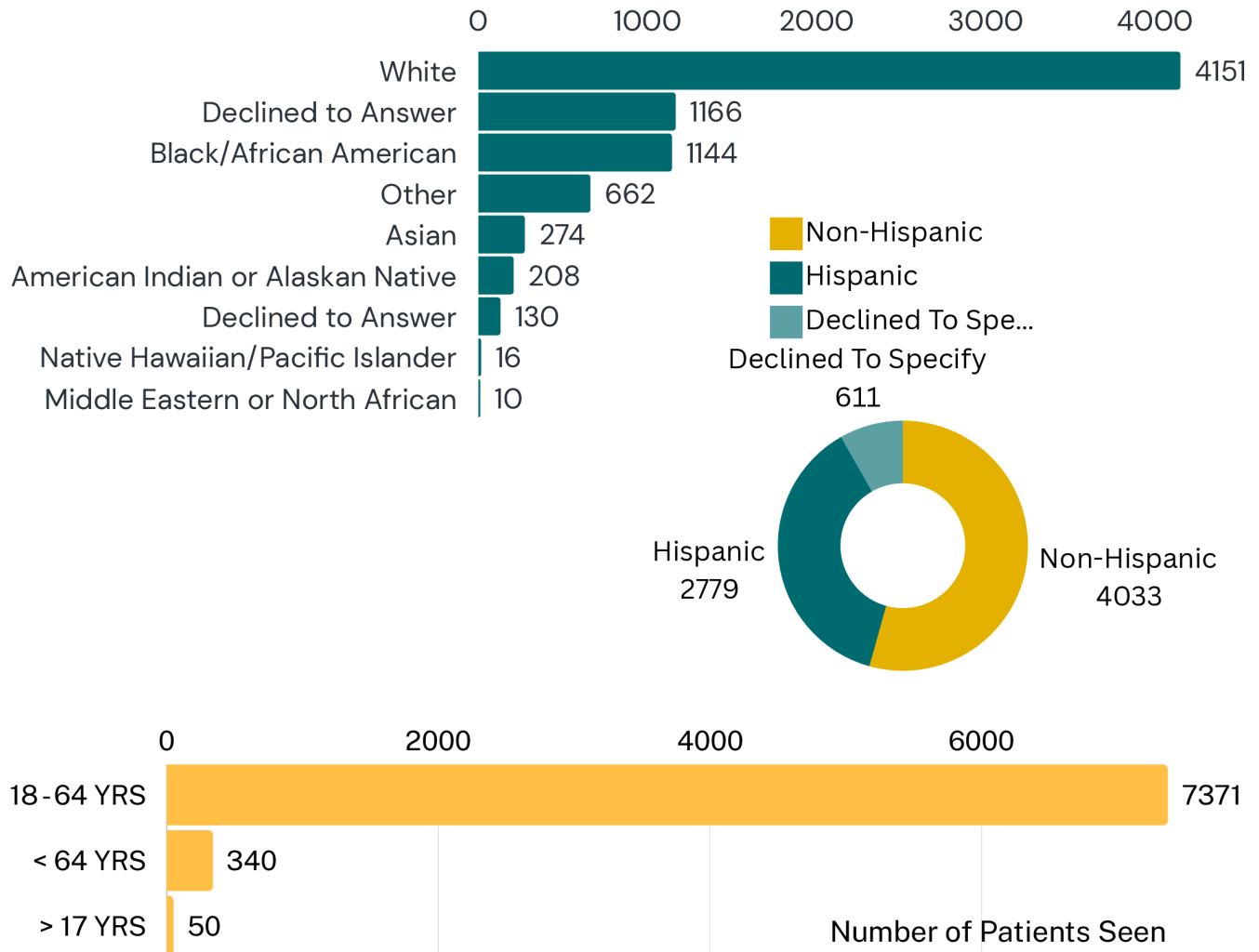


Figure 4 Patient Demographics: Clients Per Race, Ethnicity, and Age



Mental and Social Wellness

Mental 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.

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. A service unit for our Behavioral Health practice includes:

- 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.

Over the last year, we have provided 6,563 Counseling sessions and 2,262 Case Management units to the community.

The average cost per visit is \$212.59, with an estimated service value of \$1,515,554.11.

Our Intern Program is overseen by two fully licensed individuals who provide comprehensive education, training, session observation, and active participation opportunities to interns. Upon graduating, interns are welcomed to continue their journey with us as staff members.

SAMHSA: Intensive Outpatient Program Services

Southwest Center's SAMHSA project provides intensive outpatient program services, HIV/HCV/STI testing, one-on-one addiction counseling, one-on-one therapy with different modalities, group therapy, individual and group peer support, and medication-assisted treatment and inpatient referrals for medically underserved racial and ethnic individuals with substance use disorders (SUDs) and/or co-occurring SUDs and mental health conditions (COD) who are at risk for or living with HIV.

Highlights of the program:

- Major highlight, we have a fully functioning substance use dept!
- In just under a year, we have engaged over 500 clients in our program through collecting quantitative and qualitative data on the levels of substance use/mental health concerns within the community.
- This data allows us to effectively meet these individuals where they are.
- Starting this fall, we will restart our IOP group and two peer support groups which will focus on adolescent and adult services.

HIV Medical Case Management

In March 2014, Southwest Center was awarded the 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.

As of today, our RWPA Case Management team now consists of two Medical Case Managers and two Non-Medical Case managers to support the community. **The average cost per unit is \$23.01, with an estimated service value of \$264,476.94.**

Highlights of HIV Medical Case Management are:

- Increased productivity percentage.
- The highest number of referrals compared to the area's other RWPA Case Management providers.
- The non-medical case management team facilitates a Bridges over Barriers (BOB) group, which supports any person identifying as a woman to learn self-love and expression.

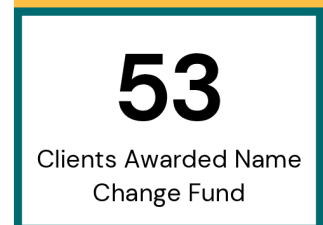
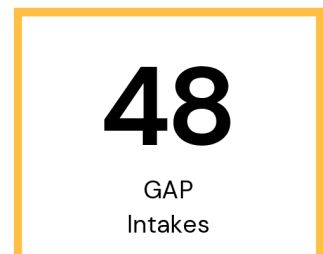


Gender Affirming Care Program

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.

Highlights of the Gender-Affirming Program are:

- Launched the Gender Expansive Housing Project. Eight clients have been housed and are receiving Case Management Support through a grant from MERCYCARES.
- Clinical integration of the Gender Affirming Program.
- Launched the Gender-Affirming Care Questionnaire on the website to streamline scheduling efforts.
- New partnerships developed with Maricopa County, Broening Oberg Woods + Wilson, Arizona Trans Youth, and Parent Organization, and the YWCA.
- Awarded 53 clients with the Name Change Fund with a value of over \$18,550.00 in cost for legal name changes.
- Issued a value of \$1,600 in VISA gift cards to clients.
- Legal Name Change Support
- Workforce Development



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.

Program highlights include:

- Gross development revenue: \$538,185, which includes:
 - \$50k in fundraising revenue (does not include reciprocal sponsorships)
 - \$383k in institutional giving revenue
 - \$105k in individual giving revenue
- \$100k Virginia G. Piper Trust capacity building grant to support our development department.
- \$7k grant from Aunt Rita's
- \$25k grant from Health Care Advocates International to support the Richard P. Stahl Client Care Fund—matching grant of \$25k from the Richard P. Stahl Trust
- \$10k from the Kellenberger Tollefson Fund at ACF for gender-affirming care

\$383,248.55

Institutional Giving

\$105,190.73

Individual Giving

\$50,664.67

Fundraising

Community Engagement

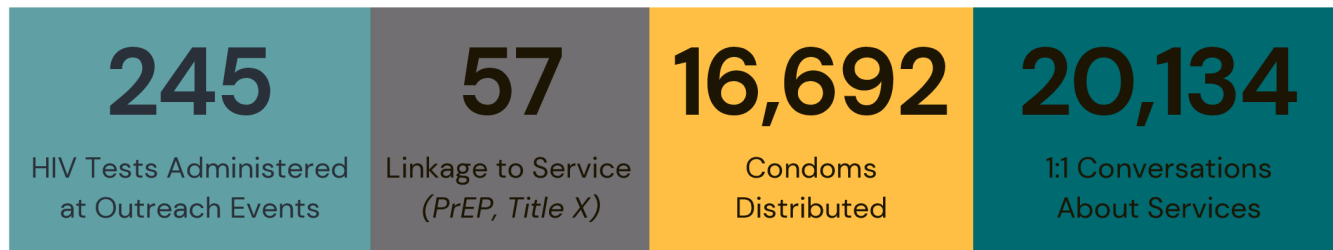
The Southwest Center's Marketing and Community Engagement department raises awareness about its services, health issues, and the benefits of healthy behaviors. It offers free HIV testing, wellness education, and distributes free condoms both directly and through the Nice Package Initiative. The team focuses on eliminating barriers to care and reaching underserved communities through outreach events, partnerships, social media, and traditional marketing, thereby promoting health equity.

Their efforts focus on communities seeking affirming and inclusive care such as the LGBTQIA2S+ community, people affected by HIV, Hispanic/Latino, Black, and Indigenous populations. The outreach program also provides health products like condoms, lube, and menstrual products at the clinic and in the lobby of The Parsons Center for Health and Wellness, which is a community staple offering thousands of needed health products at no cost.

Program highlights include:

- Inspired by our popular Condom Bar, the Flow Bar was launched. This mobile service contains all-inclusive menstrual products and educational materials regarding reproductive health and cervical cancer screenings.
- Awarded a 5-year grant for ADHS to continue offering the Nice Package program. Changes to the program tied to grant parameters included no longer serving Nevada customers and discontinuing bulk distribution services. The program has added pop-up shops. These temporary locations will offer condoms in person, encouraging sign-ups for mail-order deliveries.

Outreach Program Impact In the Community



Nice Package Program Condom Distribution



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 Ending June 30th)

Our fiscal year starts July 1 and ends June 30; during fiscal year 2024 (ending June 30, 2024) we had 33,692 visits not including Dental where there were an additional 3,404 visits.

Estimated Value of Services Delivered

Average cost per visit is \$322.00 for an estimated value of services at \$11,944,912.00.

Programmatic Highlights

- Responded to increased need of patients due to AHCCCS unwinding and increase of patients seeking care
- Robust response to Mpox, Covid, and aging comorbidities within patient population.
- Obtained mobile health clinic to be used in new fiscal year to extend hours and decrease travel for patients.
- Training of staff & providers for new Medication assisted treatment to begin in new fiscal year.
- 2 Psychiatrists
- 1 LCSW & 1 LPC 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
- 3 RN nationally certified in HIV/AIDS care
- 5 RNs
- 2 AAHIVM certified medical providers
- 10 total medical providers
- 4 Linkage Navigators
- 2 Outreach Coordinators
- 1 Transitional Age Youth Coordinator
- 1 Cultural Health navigator speaking multiple languages to serve people with refugee experience
- One co-located/onsite full-time case managers from the Care Directions agency for most of the period
- Two Central eligibility specialists to ease Ryan White enrollment for last 2 months of the year.
- 2 PrEP Linkage Navigators
- 1 HCV coordinator
- 1 Grants/Quality Coordinator
- 1 Speakers Bureau with 9 people living with HIV as speakers.

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. As a leader in pharmacy for complex, chronic conditions, Genoa strives to incorporate its values in everything it does: we are caring, accountable, results-oriented and ethical. Genoa is a business unit of OptumRx.

Number of Units of Service Delivered (Projected Fiscal Year Ending Sept. 30th)

118,000 prescriptions dispensed

Programmatic Highlights

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.

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 Service Delivered

- 1147 Unique Youth Served
- 919 Attended In-Person Programs
- 411 Attended Digital Programs
- 385 Attended Youth Center
- 531 Attended Satellite site(s)
- 311 Participated in Wellness Program

Programmatic Highlights

- **OUTREACH SPOTLIGHT: AZSCA CONFERENCE:** On February 5th & 6th, we were a sponsor for the 2nd year in a row at the Arizona School Counselor Association Conference. The conference brought together more than 660 school counselors and support staff from across Arizona. As a sponsor, we were able to showcase our programs and sites, and speak to school staff who work directly with youth across the state. Our staff connected with hundreds of folks, and shared outreach cards and information on how school counselors can support LGBTQ+ youth by referring them to one-n-ten. In addition, we distributed outreach cards in 660 goodie bags that went directly to all of the school counselors. This is one of our best outreach opportunities each year. Many youth report hearing about the organization from their school counselor or supportive school staff. Last year, we strategically sponsored the conference for the first time, as we deployed our community needs assessment. The community needs assessment was used to inform the location of the second youth center, and plans for future satellite sites across the state. We plan to continue sponsoring the conference for years to come, and look for more ways to stay engaged throughout the year with the Arizona School Counselors Association.

- **YOUTH CENTER REPORT:** Sandra Foisy, Interim Youth Center & Satellite Director shared “Our Youth Center is continuing to flourish in 2024! The entire Youth Center team hit the ground running. We are already seeing success in The Zone outings, 2gether N Color programs, Wellness Collaborative and the Workout Wednesday programs, supported by staff members Bri Williams and Dyana Dacosta! Recently, staff member Ulises Heredia, took 6 of the Zone members to see Bianca Del Rio with the support of our incredible volunteer Javier. We also got to feature the talents of the young folks that attend one·n·ten, by having them run a program! One example is Baking with Andrea, where youth in the center learned how to prepare a traditional Mexican dessert with the guidance of Andrea. These were delicious! Speaking of food, staff member Dee Latcher also led a program titled Searching for Soul Food, where everyone ate some delicious food and discussed the origin of American soul Food. All in all January saw 58 young folks through the youth center doors with youth coming back an average of 3 times throughout the month. Something else we are taking great pride in is making sure the youth center stays organized and is easy for anyone to use when they come in to work, volunteer, or just enjoy the space. Some new additions in the space are checklists to make sure all projects are being completed, signs explaining how to use the technology, and a calendar where young folks can add their special events to be celebrated. We are looking forward to continued growth in 2024!”
- **SPOTLIGHT: 2GETHER N COLOR RETREAT:** This past weekend, the Camp OUTdoors team and several staff from one·n·ten facilitated the 2gether N Color Retreat at the Girl Scouts camp at the Parsons Leadership Center on South Mountain. The retreat brought together BIPOC LGBTQ+ campers and 20+ staff, volunteers, and workshop presenters to build community, participate in engaging workshops, and enjoy the outdoors. The first 2gether N Color Retreat was facilitated in the Youth Center last year, and in 2024, moved under the camp umbrella. I will provide a more in-depth update from the team in the coming weeks as they receive feedback forms and evaluations from campers and camp staff/volunteers. Thank you to all of the staff who created such a wonderful experience for the youth who attended! Check out a preview of the 2024 photos below!

GLSEN

GLSEN Arizona is the local, statewide chapter of GLSEN, a multi-racial, intergenerational LGBTQIA+ organization working nationally and locally to transform K-12 education 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.

As GLSEN Arizona, we work to create safer, more inclusive and affirming K-12 learning environments by:

- Advocating for Inclusive Policies at the state and local levels- both directly and by empowering community members to advocate for themselves;
- Supporting Students, Educators and Families as they both navigate and advocate in K-12 schools in Arizona by providing them with training, resources, and opportunities to network and organize;
- Ensuring Access to Inclusive Resources through GLSEN's website and our free local Rainbow Library campaign and reading events;
- Educating the Arizona Community through local events, presentations, panels, communications, campaigns and storytelling;
- Mobilizing the Arizona Community to Rise Up in Support of LGBTQIA2S+ Youth! We design our response based on a biannual School Climate Survey that GLSEN National, our parent organization, undertakes each year. According to the most recent Arizona State Snapshot of the National School Climate Survey, Arizona schools continue to be hostile places for LGBTQ+ students.

Programmatic Highlights

We have been so fortunate to continue to have office space at the Parsons Center for Health and Wellness for our small, but growing hybrid staff team at the Parsons Center. In addition to our ongoing, day-to-day work, over the 2023/2024 year, we hosted the following events:

SHINE Team Summer Intensive

Our incoming SHINE Team of student leaders 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 helped lead GLSEN Arizona's efforts over the next year to engage with students and work to improve support and inclusiveness in their own schools. 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 every other Sunday and as necessary for planned activities until December 2023.

Katie Hobbs Thank you Event

GLSEN Arizona took a leading role in organizing a Thank You Reception for Governor Hobbs on July 8, 2023– in conjunction with HRC, Equality Arizona, the ACLU, one n ten, and the Southwest Center for HIV and AIDS. This event was organized to thank Governor hobbs for the many anti-LGBTQIA2S+ bills that she vetoed in the 2023 Legislative Session. The event was attended by approximately 100 local community members.

Student Pride Prom

We were so proud to sponsor the annual student Pride Prom for Arizona youth (grades 9–12) The event was held at the Parsons Center for Health and Wellness and was hosted by AZTYPO and One NTen! With 72 high school students in attendance it was a night for the books! The DJ played every song the students wanted to hear and cheeks were sore from smiling ear to ear. Wewant to say a special thank you to the youth Pride Prom volunteers as this night could not have happened without you!

Sparkle Glitter GLSEN Adult Prom Fundraiser

Also in May 2024, GLSEN Arizona hosted our annual Sparkle Glitter GLSEN fundraiser at the Parsons Center for Health and Wellness– coming full circle since we hosted our first event there in 2015!

Sparkle Glitter GLSEN kicked off with a warm welcome in the foyer of the Parsons Center for Health and Wellness. Upon entry, prom-goers were greeted by the tunes of DJ Musa Mind, welcoming smiles from GLSEN team members, a free tiara and glow in the dark party jewelry. After a brief but poignant introduction and land acknowledgement, prom was in full swing. With exciting attractions such as the Silent Auction, Costa Rica travel raffle, a 360 photo booth and a buzzing dance floor– our 8th Annual Sparkle Glitter GLSEN Adult Prom fundraiser was everything we could have hoped for and more. Check out our recap reel on Instagram!

Maintenance and Repair Report

\$500,767.67

Total Maintenance & Repair Costs
July 1, 2023 – June 30, 2024

	Vendor / Contractor	Description	Cost
JULY 2023	Accent Plumbing	Plumbing Services	409.00
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	5,953.60
	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	178.00
	SF Roofing	PBR Panels and Electrical Repairs	5,930.00
	Trane	HVAC Maintenance	1,867.49
	Brightview Landscape Services	Landscape Maintenance	1,063.00
	DH Pace Company INC	Security Access and Monthly Monitoring	1,215.50
AUGUST 2023	City of Phoenix Elevator Inspection	Elevator Inspection	370.00
	D.L. Sales Corp	HVAC Maintenance	4,684.94
	GLHN Architects	Electrical Assessment	3,359.88
	Trane	HVAC Maintenance	14,729.24
	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	178.00
	SF Roofing	Electrical Services, Glass Replacement and walkway repair	6,475.00
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	11,353.60
	Accent Plumbing	Plumbing Services	130.00
	DH Pace Company INC	Security Access and Monthly Monitoring	1,977.87
	Brightview Landscape Services	Landscape Maintenance	1,063.00
	Andrews Refrigeration	Ice machine Maintenance	285.00
	Axis Portable Air - Portable AC's	Portable Air Conditioners	1,258.34
Kings III of America, LLC	Elevator Maintenance	549.00	
SEPTEMBER 2023	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	8,116.32
	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	178.00
	Trane	HVAC Maintenance	5,603.50

	Vendor / Contractor	Description	Cost
SEPTEMBER 2023	Brightview Landscape Services	Landscape Maintenance	1,063.00
	GLHN Architects	Electrical Assessment	541.78
	The Fireman Equipment Company LLC	Elevator Maintenance	5,430.45
	Axis Portable Air - Portable AC's	Portable Air Conditioners	882.72
	Locksmith	Lever Cores Repair	864.99
OCTOBER 2023	The Fireman Equipment Company LLC	Elevator Maintenance	1,889.16
	Trane	HVAC Maintenance	5,439.50
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	5,933.60
	Arizona Elevator Solutions	Elevator Maintenance	215.06
	Arrow Exterminators	Pest Management	178.00
	ASSA ABLOY Entrance Systems US Inc.	Key/Locks	100.94
	Accent Plumbing	Plumbing Services	195.00
	DH Pace Company INC	Security Access and Monthly Monitoring	2,770.00
	Brightview Landscape Services	Landscape Maintenance	1,063.00
D.L Sales Corp	HVAC Maintenance	715.16	
NOVEMBER 2023	Trane	HVAC Maintenance	4,915.50
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	12,767.20
	Arrow Exterminators	Pest Management	708.00
	ASSA ABLOY Entrance Systems US Inc.	Key/Locks	111.04
	Locksmith Near Me	Key Replacement	209.99
	The Fireman Equipment Company LLC	Elevator Maintenance	1,187.52
	Kings Ill of America, LLC	Elevator Maintenance	811.30
	Brightview Landscape Services	Landscape Maintenance	1,063.00
	Andrews Refrigeration	Ice machine Maintenance	425.00
DECEMBER 2023	Arrow Exterminators	Pest Management	128.00
	Trane	HVAC Maintenance	5,629.50
	ASSA ABLOY Entrance Systems US Inc.	Key/Locks	111.04
	SF Roofing	Compressor Repair	960.00

	Vendor / Contractor	Description	Cost
JANUARY 2024	Brightview Landscape Services	Landscape Maintenance	2,126.00
	Trane	HVAC Maintenance	2,484.50
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	6,033.60
	DH Pace Company INC	Security Access and Monthly Monitoring	1,241.70
	Arizona Elevator Solutions	Elevator Maintenance	235.04
	Arrow Exterminators	Pest Management	128.00
	Hawkeye Electric Inc	Electrical Maintenance	248.40
	SF Roofing	Roof Repair	600.00
	Asap Door Repair	Door Repair	560.00
	ASSA ABLOY Entrance Systems US Inc.	Key/Locks	111.04
FEBRUARY 2024	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	6,333.60
	D.L Sales Corp	HVAC Maintenance	739.15
	Arizona Elevator Solutions	Elevator Maintenance	235.04
	Hawkeye Electric Inc	Electrical Maintenance	216.00
	Trane	HVAC Maintenance	1,867.50
	Arrow Exterminators	Pest Management	818.00
	Brightview Landscape Services	Landscape Maintenance	31.89
MARCH 2024	Trane	HVAC Maintenance	244,539.50
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	6,013.60
	Arizona Elevator Solutions	Elevator Maintenance	665.16
	SF Roofing, LLC	Clinic Front Desk Remodel	20,000.00
	Accent Plumbing	Plumbing Services	350.00
	Arrow Exterminators	Pest Management	131.00
	Brightview Landscape Services	Landscape Maintenance	1,094.89
	Andrews Refrigeration	Ice machine Maintenance	780.50
	Locksmith	Lever Cores Repair	1,756.10
APRIL 2024	Trane	HVAC Maintenance	4,746.50
	Arizona Elevator Solutions	Elevator Maintenance	665.16
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	5,973.60
	Kings III of America, LLC	Elevator Maintenance	549.00
	DH Pace Company INC	Security Access and Monthly Monitoring	632.38

	Vendor / Contractor	Description	Cost
APRIL 2024	Steven Mitterando	Key Copies	9.68
	Arrow Extermintors	Pest Management	1,002.00
	Axis Portable Air - Portable AC's	Portable Air Conditioners	4,904.86
	Brightview Landscape Services	Landscape Maintenance	1,094.89
MAY 2024	DH Pace Company INC	Security Access and Monthly Monitoring	6,211.07
	Trane	HVAC Maintenance	19,620.91
	Arizona Elevator Solutions	Elevator Maintenance	222.59
	Brightview Landscape Services	Landscape Maintenance	247.17
	D. L. Sales Corp	HVAC Maintenance	739.15
	The Fireman Equipment Company LLC	Elevator Maintenance	251.32
	Arrow Exterminators	Pest Management	181.00
	Kings III of America, LLC	Elevator Maintenance	549.00
	Axis Portable Air - Portable AC's	Portable Air Conditioners	2,421.39
JUNE 2024	Andrews Refrigeration	Ice machine Maintenance	850.00
	Arizona Elevator Solutions	Elevator Maintenance	222.59
	City of Phoenix- Alarm	False Alarm Assessment	288.00
	Trane	HVAC Maintenance	1,867.50
	ASSA ABLOY Entrance Systems US Inc.	Key/Locks	122.14
	Yeyli Cleaning Service LLC	Janitorial Services - Monthly +Parking Lot Cleaning	11,770.40
	Arrow Exterminators	Pest Management	181.00
	Hawkeye Electric Inc	Electrical Maintenance	287.50
	ASG Locksmith	Lock Replacement	1,699.36
	Clear View Glass	Window Replacement	224.08
Walgreens	Pest Spray	10.31	
TOTAL			500,767.67

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



2024 Annual Report

July 1, 2023 – June 30, 2024

Southwest Center for HIV/AIDS
1101 North Central Avenue, Ste. 200,
Phoenix, AZ 85004
Main: 602.307.5330
Fax: 602.307.5021
www.swcenter.org