

PROCO

*Annual
Report
2021*



**Palmetto
Community
Care**



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palmetto-communitycare.org

Avita
LABORATORY



Palmetto
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FREE

HIV Test

#KnowYourStatus

PALMETTO
COMMUNITY CARE

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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

In March 2020, the World Health Organization declared the global outbreak of the novel coronavirus (COVID-19) as a pandemic. Subsequently, South Carolina ordered the closing of all non-essential businesses. Determined to provide essential services to the many clients that depend on the agency, I quickly and strategically led the agency in a way that was more comprehensive, proactive, and adaptable than at any time during my 20 years with Palmetto Community Care.

It was determined that people living with HIV were at increased risk of severe outcomes from COVID than those living without HIV. PCC quickly developed a COVID plan and moved staff to remote work, whenever and wherever possible. At the same time, I worked with Truesdale Medical Center to pivot in-person medical and mental health services to telemedicine. We at no point as an organization shut down or discontinued services. Despite the pandemic, we sustained and grew as an organization by servicing more individuals in our community.

According to Charity Navigator, the typical non-profit spends approximately 25% on administrative expenses each year. Yet Palmetto Community Care spends 95 cents of every dollar on programs and services. With consistent leadership and oversight, the agency continues to maintain administrative expenses of less than 5% annually. Numbers do not mean everything but they do serve as the vital signs of an agency, painting a larger picture of health. Here are some comparative statistics to not only paint that picture, but illustrate the incredible growth of PCC over the years:

- The organization's cash position increased from 2017 to 2020 by approximately \$1,334,000. Our current cash position \$1,838,000, a 27% increase.
- Our total net assets at the end of the year in 2019 were \$2,729,000 compared to \$3,573,000 at the end of 2020. In other words, even during a challenging year, the agency increased assets by 31% in one year.
- Over the last two years, the agency's total revenue increased 35%, or \$2,327,000, despite the reduction in events and fundraising of 82% due to the pandemic.
- In 2020-2021 the revenues from the 340B program increased by 50% or \$1,846,000 over 2019 revenues. The substantial revenue growth allows the agency to provide more direct client assistance.
- Between 2020-2021, Truesdale Medical Center saw a 177% increase in revenues. In 2021 the number of patients served has increased by 109% from 2020, and total patient visits increased 64%. (2019 data is not available due to a change in our EMR provider)

- In 2019-2021 the prevention program performed over 12,200 STI tests. More than 500 persons tested positive for STIs and were referred to medical care. A total of 106 new PrEP patients were enrolled in the 340B program.
- Medical Case Management provided over 42,000 direct services for clients over the three-year period. These services include medication assistance, nutritional support, legal services, housing assistance, insurance co-pays, deductibles, etc.
- Housing and utility assistance increased by 45% from 2019 to 2021. These vital services prevent homelessness and offer stable housing so our clients can focus on their medical needs and remain medically compliant.
- In 2019, the agency paid \$692,758.00 for medical insurance coverage compared to \$1,099,939.00 paid in 2021. By focusing on a vital need, we enrolled more clients in the program, increasing premium payments by 59%. Access to health care ensures a better quality of life for our clients and reaches the ultimate goal of viral suppression.
- From 2019 through 2021, we received and provided services to 325 new HIV-positive referrals.
- PCC was selected to participate in the Federal Ending HIV Epidemic (EHE) Grant Pilot project through DHEC for prevention services. We received funding to implement the programs for \$149,000 through a competitive grant award. These additional funds are a 56% increase to the agency's prevention budget.
- The agency was awarded a new Emerging Community Ryan White grant and received the Federal EHE Grant Linkage to Care for \$138,000 for the next three years. These funds are designed to link newly diagnosed individuals into case management services, medical care, and mental health services.

It's a new day, and we are no longer the small non-profit around the corner. Our communities need us, and we must plan accordingly.

Sincerely,



BRADLEY CHILDS
CHIEF EXECUTIVE OFFICER

MEET THE TEAM



BRADLEY CHILDS

CHIEF EXECUTIVE OFFICER

Responsible for establishing relationships and good will with clients, donors, and other key stakeholders, building capacity and staff, the Chief Executive Officer cultivates, supports, and grows the leadership team to meet the mission of the organization while looking for creative solutions to generate new revenue to support operations.



JILL BARNES

CHIEF FINANCIAL
OFFICER

Responsible for administering a variety of financial planning policies and practices within DHEC guidelines, the Chief Financial Officer oversees compliance and policies for contracts and grants, as well as human resources functions and managing the administrative staff.



JENNIFER BENVENUTO

DIRECTOR OF
PROGRAMS

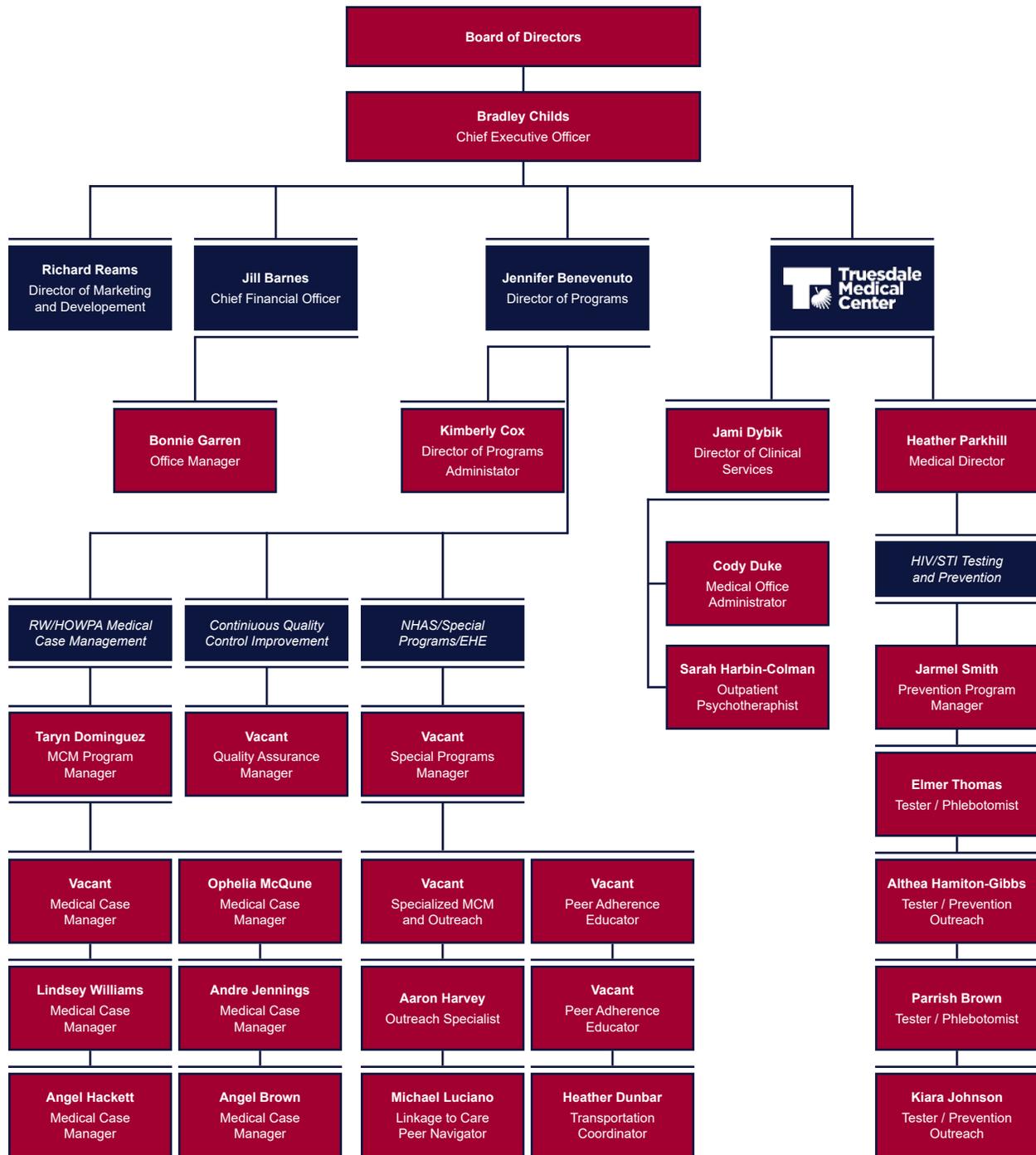
Responsible for assessing needs and coordinating services for all programs, The Director of Programs assist with the development of appropriate, effective programming to assist with client needs needs while working within South Carolina Department of Health and Environmental Control and other funder guidelines.. The DOP is responsible for compliance with the 340B Pharmacy Program and ACA programs for clients.



RICHARD REAMS

DIRECTOR OF MARKETING
AND DEVELOPEMT

Responsible for the development and implementation of a fundraising plan, the Director of Marketing and Development researchs and submits RFPs to grant opportunities, ensuring necessary funding for successful function and growth of PCC. Responsibilities include the development and implementation of marketing techniques including social media, public relations, and community outreach.



2021 was a banner year for hiring at the agency. Between PCC and TMC, 11 employees became a part of the team, including new case managers, peers, a mental health practitioner and a Director of Development & Marketing.

This organizational chart represents the staff team at the time this report went to print.

VISION AND MISSION

RICHARD REAMS

MISSION STATEMENT

Palmetto Community Care is a nonprofit organization dedicated to enhancing the quality of life for persons living with HIV and AIDS and to providing HIV prevention resources and programs for schools, churches, community organizations, and the workplace in Charleston, Berkeley, and Dorchester counties.

We believe that providing a robust array of services, client treatment adherence education and referrals to additional needed services is key to keeping clients retained in care and focused on achieving optimal health outcomes. Our ultimate goal at PCC is to assist our clients to live a life of health and dignity, and achieve self-sufficiency for themselves and their families.

PCC is committed to addressing HIV-related health disparities and increasing the number of HIV-positive individuals who know their status, are linked to and retained in medical care, and who achieve viral load suppression. Our service model is closely aligned with the steps along the HIV Care Continuum and the goals of the National HIV/AIDS Strategy. By offering a full range of testing, linkage, medical case management and referrals to medical care and supportive services, we have been extremely successful in achieving these goals. achieving optimal health outcomes.

VISION AND VALUES

In carrying out our mission, PCC strives to:

- Provide practical and emotional support to people with HIV/AIDS, their families, friends, and loved ones.
- Educate the public about HIV/AIDS and its prevention, actively confronting discrimination when it interferes with compassionate care for clients
- Act as an advocacy, resource, and referral agency for people affected by HIV/AIDS
- Work cooperatively with and provide assistance to the healthcare community and social service organizations
- Represent the needs of people affected by HIV/AIDS on a local, state, and national level; ensure their fair and equitable treatment; secure sufficient resources.

CORE VALUES

Compassionate Care

We're there for people when they're at their most vulnerable. It's our goal to always meet them with compassionate care – care that's warm and professional, knowledgeable and easily relatable, truthful and hopeful.



Continuous Evolution

We've always been at the forefront of advances in HIV/AIDS as they relate to medical, cultural, societal, and psychological impacts. That's why we're continually evolving our programs and services to meet the changing needs of our clients and communities.

Education and Empowerment

Without education, HIV/AIDS continue to spread, especially here in South Carolina. Without

education, people with HIV/AIDS feel helpless and hopeless. We see education as an opportunity to inform, inspire, and engage people with HIV/AIDS and their greater communities.

Community Focused

As a longstanding, well respected tri-county non-profit organization, we understand that HIV is still an epidemic in the South. That's why we're committed to being an integral part of the long-term health, education, and well-being of our region.



WHAT HAPPENED IN 2021?

AGENCY ACTIVITIES AND EVENTS



STRONGER THAN EVER

Mobile Testing Pilot

June 2021 brought the beginning of a new prevention pilot program that led to partnerships with 7 area Walgreens and over 50 mobile testing sites across the Tri-county area.

In-person Return

After months of rotating shifts and virtual offerings, all of our operations resumed in-person functionality in July. We are grateful for everyone's adaptability but excited to resume normal programming experiences!

Charleston Beer Fest on Location

COVID struck again but it couldn't stop Beerfest! Instead of 1 large festival, we partnered with 14 breweries, distributed over 200 shirts, and celebrated 9 Beerfest's On-Location over 3 months!

SAME ADDRESS, ALL NEW WEBSITE

If you've visited palmettocare.org recently, you may have noticed our website received quite the facelift!

Well, our new Director of Development and Marketing wasted no time and hit the ground running, embarking on a complete audit of the entire marketing, communication, and online presence of the Agency and Clinic. Not only has our website been completely rebuilt, the new content management system, site structure, and interconnectivity with Google's suite of analytic tools resulted in a better looking and even better performing online presence for Palmetto Community Care.

Website traffic and impressions continue to increase exponentially which will only help us in our pursuit of ending this epidemic, busting myths, breaking down barriers and inspiring hope along the way!





PREPARING TO MOVE INTO OUR NEW HOME

This past October, we announced the purchase of the old T&T Sportsman's Building located at 5064 Rivers avenue. Since that day, work has continued as we prepare the building for an exceptional transformation.

"The future is brighter than ever when I think about all the possibilities this new location will provide. This newly remodeled facility will house an all-in-one location for administration, medical case management, testing, prevention, medical care, mental health services, and an on-site pharmacy!"

Bradley Childs, Chief Executive Officer at Palmetto Community Care

After architects, designers and PCC representatives finalize themes, aesthetics and blueprints, the fun part starts! Construction begins, walls go up, exteriors painted, and dreams turn into realities! In the meantime, we can imagine together how the final product will look! Can you see it?

Ok, so maybe not everyone can imagine how an empty 23,000 square foot space transforms into a pharmacy, medical clinic, and AIDS service organization. Don't worry! We will be providing periodic updates, pictures and virtual tours.

"It's always exciting to see buildings like this being repurposed. Even more so when you think about the services that are going to be offered, not just for those living with HIV/AIDS, but having a medical clinic offering primary care and mental health services to the public is going to be an exceptional addition to this community."

Keith Summey, North Charleston Mayor

PALMETTO COMMUNITY CARE 2021 AT A GLANCE

ADAPTING TO LIVE AFTER COVID

Even the title of this article is a misnomer. Yes, we are most assuredly adapting to life but, as much as we wish this were not the case, it is not after COVID, only after the first year of it. Nonetheless, Palmetto Community Care has re-emerged and continued to adapt so that we can offer the wide variety of services our clients deserve and the community needs.

Over the course of the last 12 months, both the clinic and agency returned to full, in-person activities. We added 75 new clients, bringing the total to 669. This is technically a decrease over 2020, but that is due to how outreach services were reported and not reflective of our overall impact.

Our medical case managers had increased contacts in Medical Transportation, Outpatient Ambulatory Medical Care, Referrals for Health Care Supportive Services, and Housing. There were over 6,000 Medical Case Management contacts last year alone.

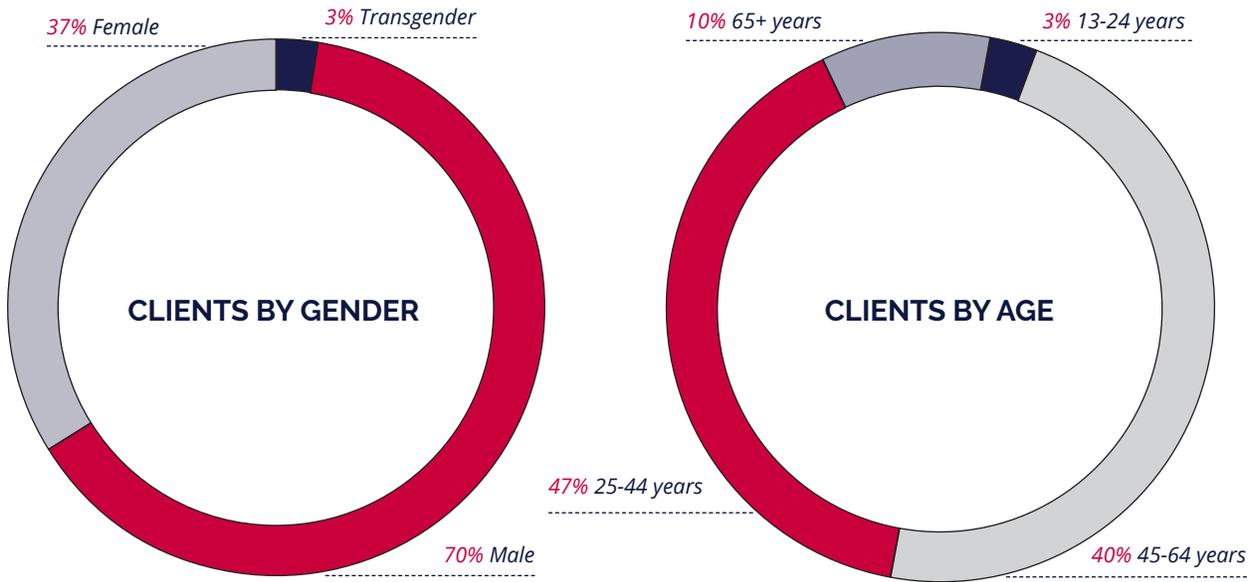
PCC has continuously served PLWHA in the Tri-County area. Due to the continued growth of individuals newly diagnosed with HIV and those already HIV-positive but moving into the Tri-County region, the demand for PCC's services is increasing.

The HIV/AIDS epidemic continues to be one that disproportionately affects people of color and impoverished people. For instance, in 2021, 51% of our clients live below the federal poverty line. But, according to a recent news report from News2, the necessary pre-tax income a single person with no children needs to live in Charleston is approximately \$34,000, or 250% of the federal poverty level; 84% of our clients do not meet that minimum.

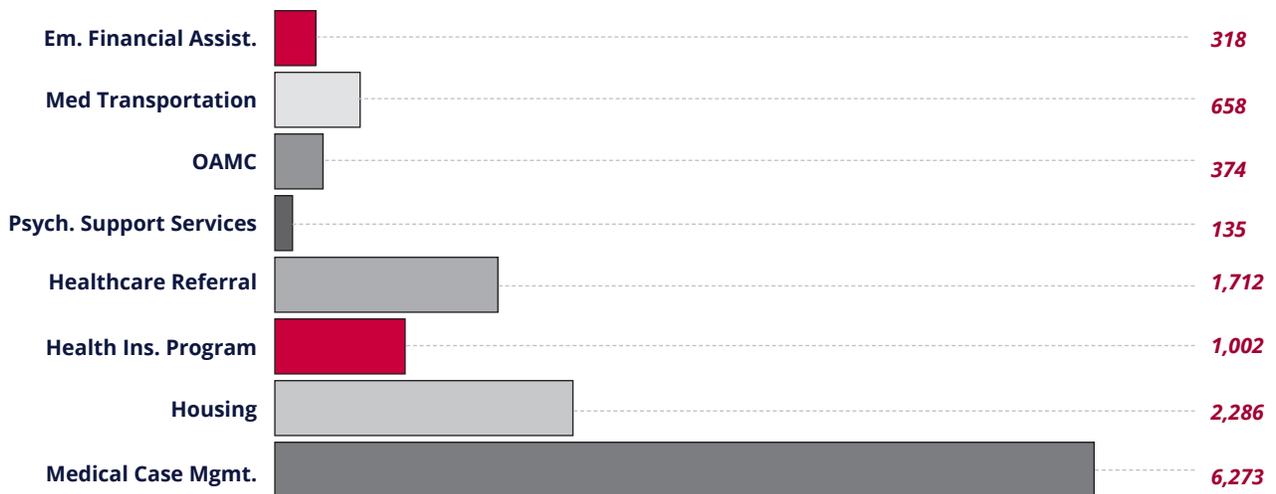
Thus, the supportive services we provide are more essential than ever and we are grateful for support that make them possible. Last year we provided the following services:

- Outpatient Ambulatory Medical Care
- Oral Health Care
- Mental Health Care
- Medical Case Management (Including Treatment Adherence)
- Emergency Financial Assistance
- Food Bank/Home Delivered Meals
- Health Education/Risk Reduction
- Housing
- Legal
- Medical Transportation
- Outreach
- Psychosocial Support
- Referral for Health Care/Supportive Services

CLIENTS BY AGE AND GENDER



EXAMPLES OF CLIENT SERVICES PROVIDED BY CATEGORY



Top figure showcases the demographics of our clientele, specifically age and gender, which mirror the national demographics of this epidemic

Bottom figure showcases the deliverables from our Testing and Prevention Department

PALMETTO COMMUNITY CARE 2021 AT A GLANCE

TESTING AND PREVENTION SERVICES

Additionally, PCC provides prevention services including:

- PrEP and PEP
- Prevention Education Programs
- Outreach Programs specifically targeted to at-risk men, women, and youth.
- HIV/STI testing
- Pretest-counseling and posttest-counseling
- Mobile Testing and Educational Events and Dorchester Counties

We partnered with DHEC to pilot a rural testing and prevention initiative as well. This new partnership included over 50 mobile testing sites including 7 area Walgreens.

Our Testing and Prevention Department offered 1,526 free and confidential HIV/AIDS tests and an additional 1,097 Gonorrhea/Chlamydia tests, and 376 Syphilis tests.

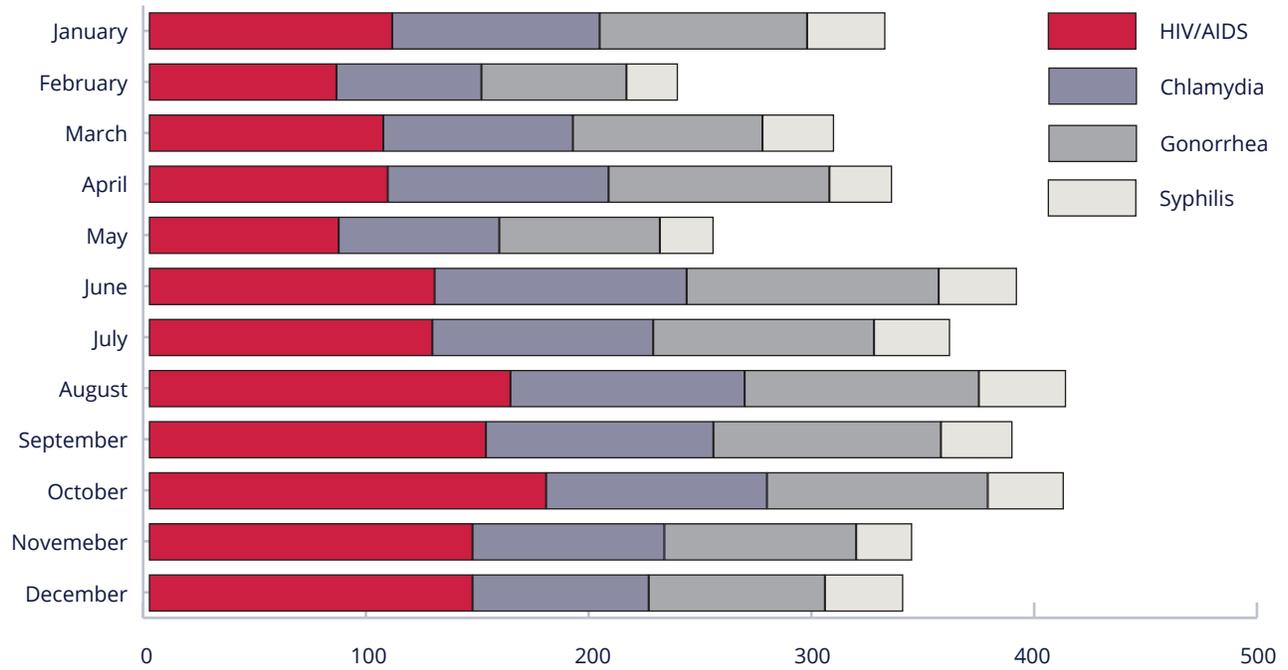
An additional portion of this pilot included a dedicated marketing campaign which was immensely successful. Over the course of 4 months (September - December), our marketing campaign registered almost 450,000 impressions! Perhaps the most exiting aspect of this campaign were the 474 ad clicks and the 147 individuals who viewed one of our ads and subsequently visited a testing location!

PCC continues to see a need within our community for our services and expertise now more than ever. With rising rates of HIV infections, particularly with those under age 30, we are re-doubling our efforts centered on educational initiatives, outreach to under-served and at-risk sub-populations, and expansion of service into rural portions of Charleston, Berkeley and Dorchester Counties.

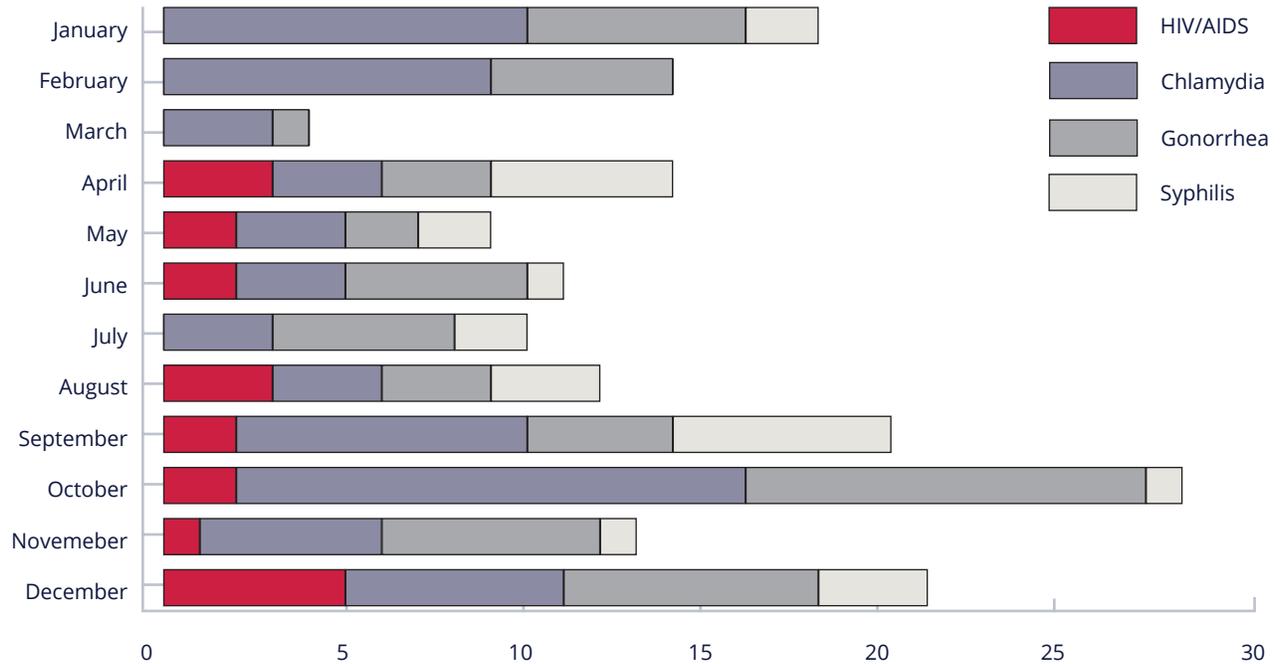
To these ends, our staff is expanding as well as our physical footprint. We will continue to add new staff, focusing on the specialization that will allow us to face the changing demographics and needs of sub-populations within our community with the highest rates of new HIV infections. We will continue our recent efforts to provide assistance and specialization in connecting our clients and community members to sustainable Health Insurance options which help them maintain the highest levels of treatment and medical regimen adherence so they may reach viral suppression.

In short, the future for Palmetto Community Care revolves around meeting the ever-changing dynamics of this epidemic.

TOTAL HIV AND STI TESTS OFFERED



TOTAL POSITIVE HIV AND STI TESTS



Top figure showcases the total number of HIV/AIDS and STI tests offered each month of 2021

Bottom figure showcases the total number of positive HIV/AIDS and/or STI tests for each month of 2021

WHAT'S NEXT FOR TRUESDALE MEDICAL CENTER?



The mission of TMC is to improve the health of those we serve through excellence in patient care and the utilization of evidence-based practices. We exist to provide excellent health care to our clients and focus on complete, compassionate medical care. It is our mission to improve the health of our patients and offer treatment in a caring, convenient, and cost-effective manner.

At the end of 2020 we had 387 active patient and at the end of 2021 we had 797 active patients.

Looking back at 2021 TMC would like to highlight the addition of 410 new patients

to our practice, which is huge growth particularly during such a challenging year through COVID. We would like to highlight our fabulous partnerships with Palmetto Community Care and the Prevention Team with whom we regularly collaborate to provide high quality care to people living with HIV, preventive treatment for those seeking PrEP for HIV prevention, and treatment for STI's in our communities.

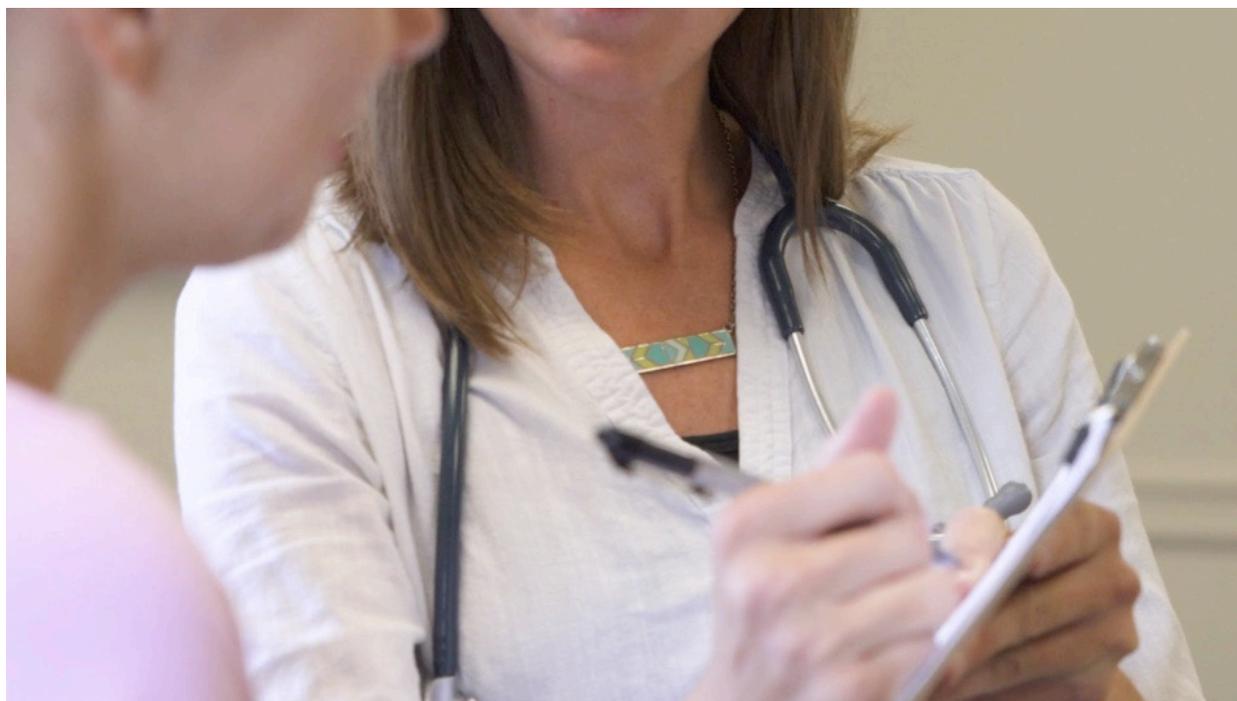
“Looking forward to 2022 we are hoping to continue our growth and we are eager to move into the new space with Palmetto Community Care. As we grow we are hopeful to expand our services to continue to meet the needs of our patients and the community we serve.”

Jami Dybik, Dir. of Clinical Services



We would also like to highlight the addition of our Licensed Counselor, Sarah Harbin Coleman who has been a welcome addition to our team at Truesdale. Her experience in mental health counseling and connections to the LGBTQ+ community have helped expand the services provided here at TMC and build our connections throughout Charleston including collaborations with We Are Family and Two Rivers Church.

We are also excited that both Heather and Sarah were able to attend the 2021 Southern LGBTQ Health Symposium through Vanderbilt University Medical Center which enhanced their knowledge of current standards of care for LGBTQ individuals as this applies to mental health and medical care keeping TMC at the cutting edge of LGBTQ care.



PALMETTO COMMUNITY CARE & TRUESDALE MEDICAL CENTER **ALL-IN-ONE LOCATION**

OUR NEW HOME

Not long ago we announced the purchase of the old T&T Sportsman's Building located at 5064 Rivers avenue. Since that day, work has continued as we prepare the building for an exceptional transformation.

What happens next?

After architects, designers and PCC representatives finalize themes, aesthetics and blueprints, the fun part starts! Construction begins, walls go up, exteriors painted, and dreams turn into realities! In the meantime, we can imagine together how the final product will look! Can you see it?



Avita Pharmacy and Truesdale Medical Center

The front door opens into a main lobby. Just ahead of you lies the Avita pharmacy and their lobby. Next, the door to your right opens to reveal a lobby leading to Truesdale Medical Center and Palmetto Community Care's Testing and Prevention Clinic. Through these doors, clients and community members will find well appointed exam rooms for all their medical needs. TMC and Avita pharmacy will be available not only to those clients of PCC or people living with HIV/AIDS. Anyone looking for a primary care facility can call TMC their medical home. From same day/acute illness visits to infectious diagnosis, gynecological services, HRT and PrEP, TMC provides experienced, knowledgeable, and welcoming medical and mental health care to all people.



Palmetto Community Care

Go back to the main lobby and look to your left. Another lobby gives way to all of the services PCC offers to the community. Medical Case Management offices provide space medical case managers to meet privately with their clients and provide whatever support or resources they need. Peer Adherence Educators and Outreach Specialists each have the space they need to offer their gifts and skills. Each square foot strategically designed to play its part in eradicating HIV/AIDS in this community. Can you see it?

Next Steps

Ok, so maybe not everyone can imagine how an empty 23,000 square foot transforms into a pharmacy, medical clinic, and AIDS service organization. Don't worry! We will be back with periodic updates, pictures and virtual tours.

"The future is brighter than ever when I think about all the possibilities this new location will provide. This newly remodeled facility will house an all-in-one location for administration, medical case management, testing, prevention, medical care, mental health services, and an on-site pharmacy!"

**Bradley Childs,
CEO at Palmetto Community Care**

PALMETTO COMMUNITY CARE 2021 FINANCIALS AT A GLANCE

Palmetto Community Care is dedicated to using a diversified funding approach that encompasses restricted programmatic support, unrestricted general operating support, grants (both governmental and private), individual contributions, event fundraising and recurring giving by both individuals and corporations. We believe this approach provides the most flexibility to help us achieve our mission and help those affected by HIV/AIDS in the most meaningful and sustainable manner possible.

In 2016, agency revenues were \$2.9M; since then, our revenues have grown by over 200%. With revenues of \$8.8M in 2021, we expect \$10M by the end of 2022. We must move the bar to see a clear vision of the next five years as we move forward. Together we can create the roadmap to make the vision a reality.

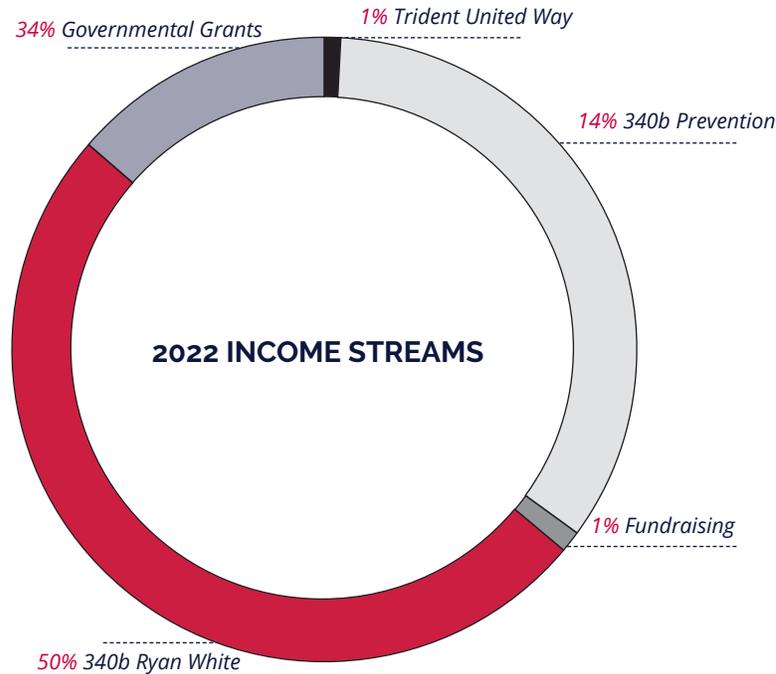
It's a new day, and we are no longer the small non-profit around the corner. Our communities need us, and we must plan accordingly.

We would not be able to do what we do without support from generous donors like you. From our corporate partners to recurring donors, every dollar given makes a lasting impact in this community.

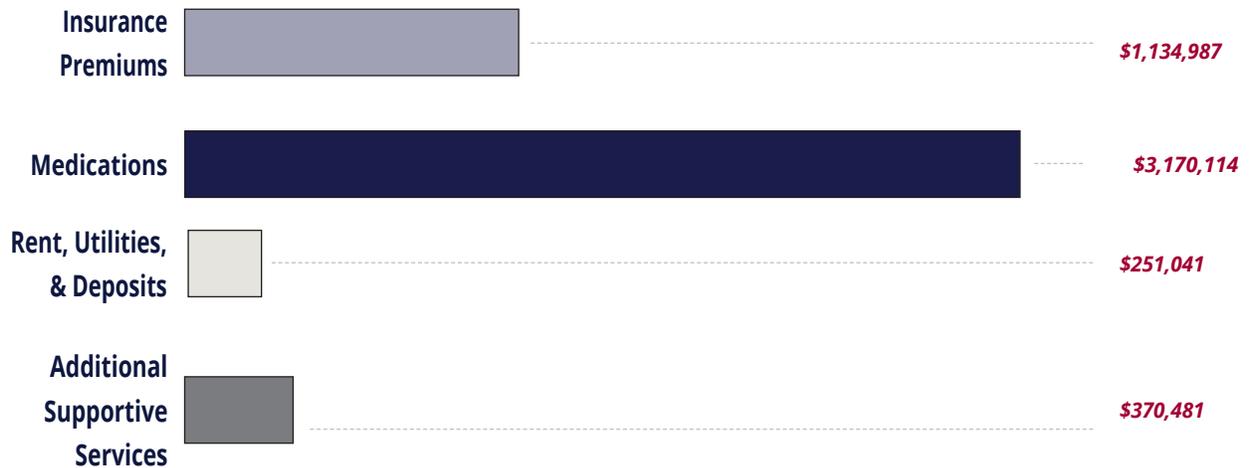
As you can see from the graphs, our 2022 income stream is not as diversified due to COVID-related impacts. Our fundraising events were postponed, many foundations paused or postponed their application process, and yet we were still able to provide almost \$5 million dollars in direct client supportive services. Last year we provided the following services:

- Outpatient Ambulatory Medical Care
- Oral Health Care
- Mental Health Care
- Medical Case Management (Including Treatment Adherence)
- Emergency Financial Assistance
- Food Bank/Home Delivered Meals
- Health Education/Risk Reduction
- Housing
- Legal
- Medical Transportation
- Outreach
- Psychosocial Support
- Referral for Health Care/Supportive Services

2022 FINANCIAL REPORTS



CLIENT ASSISTANCE PROVIDED BY CATEGORY



Top figure showcases the demographics of our clientele, specifically age and gender, which mirror the national demographics of this epidemic

Bottom figure showcases the financial support provided to our clients through the various services offered.

Individual donors and organizations allow PCC to cover a number of operating costs. For more information about corporate giving, event sponsorship opportunities, and recurring giving, please contact Richard Reams at rreams@palmettocare.org or 843-747-2273.

2021 DONOR RECOGNITION

THANKING THOSE WHO SUPPORT US

CORPORATE PARTNERS

Avita

Avita Pharmacy partners with PCC to provide community focused speciality pharmacy care. Working together, both organizations are able to achieve their mission by providing the best possible care to those who are affected by or living with a complex health condition. Avita offers personalized care, allowing patients to focus on wellness instead of illness.



MAC Cosmetics

MAC has been a long-time partner with PCC. From housing assistance funding to standing in the gap during the height of COVID by providing funding for emergency assistance, MAC Cosmetics has played a key role in helping PCC care for our clients and communities.

MAC has been a long-time partner with PCC. From housing assistance funding to standing in the gap during the height of COVID by providing funding for emergency

Trident United Way

Trident United Way is a catalyst for measurable community transformation in education, financial stability and health. PCC has been a proud recipient of TUV's community grant for the last few years. This grant provided medical transportation, utility assistance and emergency housing assistance to many of our clients.



Trident United Way



Palmetto Life Partners

Palmetto Club Life Partner - \$25,000+

- Avita Pharmacy

Platinum Life Partner - \$10,000 - \$24,999

- Hamilton Living Trust
- MAC AIDS Fund

Gold Life Partner - \$5,000 - \$9,999

- J. Musselman Construction

Silver Life Partner - \$2,500 - \$4,999

- PNC Bank
- Erin Pabst
- Lynn Callison

Bronze Life Partner - \$1,000 - \$2,499

- Charities Aid Foundation of America
- Christopher Fuller

Red Ribbon Society Members - Recurring, Monthly Donors

- Pam Kylstra Sprague
- Adrienne Jacobsen
- Ted Keller
- Stanton Adams
- Edward Wigim

The “Palmetto Life Partners” are individuals or businesses that contribute between \$1,000 and \$24,999 in cash or in-kind products/services in any one year and Palmetto Club members are those individuals, businesses or foundations that make a gift of \$25,000 or more in any one year.

Cumulative gifts, one-time gifts, or pledges in amounts of \$100,00 or higher made for any purpose are being celebrated as “Leadership Giving” as Foundational, Collaborative and Pioneering Leaders. Leadership Giving donors will also receive an honorary keepsake and have their names listed on a plaque located on the new campus.

CELEBRATING SMALL VICTORIES

EVERY NUMBER HAS A NAME AND EVERY NAME HAS A STORY.

Palmetto Community Care is humbled and grateful to a part of our clients' stories. The following are 4 success stories that give a glimpse into the work and relationships built here. Names and identifiable details have been changed to protect our clients' privacy rights.

Jane's Success Story

Jane is a transgender client who was alienated by most of her family due to her sexuality and gender identity. Jane has suffered from stints of homelessness and has been living in hotels for over a year. During that time she survived a sexual assault that she was able to navigate through without the support of friends and family.

PCC was informed of her housing concerns and requested help in securing her temporary housing until she could find a permanent residence. PCC was able to provide assistance with temporary housing, allowing the client to find a job, save funds, and create a housing sustainability plan in hopes of securing her own apartment.

MCM met with the client on numerous occasions and presented the client with several resources containing affordable/low-income housing. MCM also worked closely with the client to complete an application to gain admission into one of our housing programs. Our awesome services have allowed this client the opportunity to start a new chapter in her life. A chapter that possibly wouldn't have happened if it weren't for the amazing services offered by PCC!

John's Success Story

John, a young person who had only recently received a positive HIV diagnosis, was able to utilize the housing services provided by Palmetto Community Care when he lost his job. A medical case manager (MCM) was able to inform and guide the client around his rights to confidentiality and the housing assistance process. John then utilized Truesdale Medical Center, his primary care and infectious disease clinic, to manage his symptoms.

John was assisted medically, financially, and emotionally throughout the process. The client expressed a great amount of gratitude for Palmetto Community Care's services. To conclude, John's job was reinstated, his health has improved, and he was able to maintain stable housing throughout his time of crisis.

Linkage to Care from Incarceration

Palmetto Community Care has established a rapport with the local detention centers within the tri-county area and works closely with them to ensure medical and case management services continue during incarceration.

PCC was contacted by one of the detention centers that an individual reported living with HIV and wanted to link into services. PCC's Specialized Case Manager (SMCM) met with the individual; discussed services and what was available to the client while incarcerated but also after release. The client shared they were ready to link to care and was worried about the viral load and CD4. SMCM completed an intake with the client at that time.

The client was linked to medical care with Truesdale Medical Center via telehealth. However, by the appointment time the client had been transferred to another local detention center. SMCM had to contact the other detention center to notify that the client had an appointment with Truesdale Medical Center. SMCM was notified that the client had been released that morning.

SMCM called the phone number the client had provided at the time of the intake; before SMCM could complete dialing the number the client was calling the SMCM. The client was reaching out to see when the medical appointment was scheduled because they did not want to miss it. SMCM worked with the client to reschedule the client for a different time since the original appointment was telehealth and the client needed an in-person appointment. The client was scheduled and has attended the medical appointment. The client continues to stay in contact with SMCM and with the Provider at TMC as needed.

Tonya's Success Story

After being sexually assaulted, Tonya later received a positive HIV diagnosis, a result of the assault. Tonya experienced significant trauma as a result.

She wanted to be self-sufficient and get her own apartment but her mental health was making it difficult for her to work. She filed for disability, thinking that she would not be able to handle a job again.

With the help of her case manager at Palmetto Community Care, Tonya was able to get a referral to a therapist at Truesdale Medical Center. In therapy Tonya learned new ways to be more assertive and cope with her mental health symptoms. She was then able to return to work as a preschool teacher, a job she loves.

Through one of PCC's housing programs, she has found a one-bedroom apartment and plans to move in next month. Tonya hopes to eventually become self-sufficient enough to afford her rent on her own.



**Palmetto
Community
Care**

No one living with HIV or AIDS should go without medical care, everyday resources and emotional support.

3547 Meeting Street Rd
North Charleston, SC 29405

Phone
843-747-2273

www.palmettocare.org
info@palmettocare.org



**Truesdale
Medical
Center**

**Your Parnters in
*Healthcare.***

6296 Rivers Ave Ste 310
North Charleston, SC 29405

Phone
843-266-3870

www.truesdalemedical.org
cody@truesdalemedical.org