

Nashville CARES



NASHVILLE
CARES

General Information

FIGHTING TO END HIV/AIDS

Nonprofit
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Mission & Impact

Statements

Mission

Nashville CARES' MISSION is to end the HIV/AIDS epidemic in Middle Tennessee. We work to achieve this through education, advocacy and support for those at risk for or living with HIV. Our VISION is a community where HIV infections are rare, and when they do occur, everyone with HIV/AIDS has access to the care, treatment and support to achieve optimal health and self-sufficiency without stigma or discrimination.

Background

Nashville CARES (Community AIDS Resources, Education and Services) has addressed the challenges of HIV/AIDS since it was founded in 1985, expanding and changing its programs to meet the growing and changing configurations of the epidemic in Middle Tennessee and the state as a whole. CARES provides a range of prevention and education services annually to 50,000 Middle Tennesseans. Through group workshops and individual counseling, CARES offers a comprehensive approach to HIV prevention, supporting decisions by giving sexually active individuals the skills to change risky behavior (including decisions to delay or suspend sexual activity). Four programs provide tailored prevention education annually to almost 30,000 African Americans and Hispanics, gay and bisexual men, people dealing with substance abuse issues, and people living with HIV. The agency distributes education and prevention materials at more than 20 sites throughout the community and consults on HIV issues. In 2020 CARES opened the My House Clinic a "one-stop" clinic that provides testing and linkage to PrEP treatment for at-risk uninfected individuals that can prevent their infection with HIV. CARES provides HIV counseling, testing and screening to help 10,000 individuals each year learn their status. Early Intervention Services (EIS) links those who test positive to medical care and social services. EIS also helps those who started but subsequently dropped out of care re-engage with treatment and remain consistently adherent. Support Services include individual and group counseling, case management, emergency rent/utility assistance, a food pantry and home-delivered meals, emergency housing, transportation, practical support with daily tasks, outpatient substance abuse treatment, social activities and assistance with health insurance, medical care and prescriptions. The 3,400 clients (or 6,500 clients when statewide insurance assistance recipients are included) include African Americans, Caucasians and Hispanics; gay and heterosexual men and women; and

children, adolescents and adults ranging into their seventies. Staff are deployed throughout the region to bring services to increase access to services, build regional community awareness and reduce HIV-related stigma. Satellite offices are located in Clarksville and Murfreesboro. The My House LGBTQ wellness center opened in Nashville in 2017 in partnership with Street Works.

Impact

Strategic goal for five-year period ending in 2020: By 2020, the number of HIV infections reported annually for the Nashville MSA will be reduced by 50% (from 200 to 100) and the agency's average client viral load will be decreased by 60% (from 13,500 to 5,300) with 92% of clients achieving optimal viral suppression (i.e., control of the amount of virus in the blood that contributes to long-term survival). Each agency EDUCATION program improves the knowledge, skills, motivation and self-efficacy of adults and young people to avoid or change behaviors that put them at risk for HIV infection and to sustain those changes over time. The long-term result of such behavioral change is a reduction in new HIV infections and a slowing of the spread of HIV in our community. Education also provides info about and support for newer 'biomedical' prevention strategies like PrEP (pre-exposure prophylaxis) which reduces risk of infection by more than 95%. HIV TESTING (CTS) helps identify those HIV-infected individuals who do not know their status (estimated to be 14% of the total HIV population). EARLY INTERVENTION (EIS) links these individuals to HIV primary care and provides intensive support to those with risk factors for relapse to promote treatment adherence. Each SERVICE helps clients meet basic needs, alleviate identified barriers to consistent engagement in care and treatment, improve their management of HIV disease and achieve HIV 'viral suppression'. The long-term results are improved health and longevity for the individual with HIV/AIDS and more cost-effective care for the community. Viral suppression also makes transmission of HIV to others almost impossible (according to four+ years of research). Accomplishments in 2017-18: 1. Implementation of Year 3 objectives in agency strategic plan 2. Complete integration of IAMSTRONG treatment adherence as 'standard of care and develop protocol for introducing trauma-informed care throughout service delivery. 3. First full year of operation for the My House health and wellness center with Neighborhood Health and Street Works. 4. First full year of statewide operation of dental assistance program. 5. Full implementation of program for education, referral and ongoing adherence support for PrEP (treatment that prevents HIV infection) to at-risk HIV-negative individuals. 6. Mobilization of Nashville political and public health leadership to create a community plan to 'End the HIV/AIDS Epidemic.' Goals for 2019: 1. Realignment of services delivery and agency culture along the principles of trauma-informed care and racial/cultural equity. 2. Continued operation/expansion of My House center to address HIV and other health disparities among gay/bisexual men and especially African American gay/bisexual men. 3. Dissemination of the Nashville 'End the Epidemic' plan and planning process to sister cities in Tennessee. 4. Realignment and strengthening of our statewide advocacy network through creation of local chapters. 2019 will also see a transition in agency leadership with the retirement of CEO Joseph Interrante and selection of a new CEO through an extensive process of stakeholder engagement begun in the second half of 2018. Consistent with our strategic plan, CARES is integrating the newest developments in HIV prevention and treatment into its programs: adding PrEP, which reduces risk of infection by more than 95%, as a central part of HIV prevention programming; and making HIV viral suppression a centerpiece of services delivery for people living with HIV. Together these contribute to our strategic goal of reducing new HIV infections by 50% over 5 years.

Needs

1. Increased and diversified resources to meet increased needs for education and services, to strengthen fiscal stability and to support new initiatives. 2. Building staffing and infrastructure to manage increasing complex agency finances, especially with regard to direct and indirect government funding. 3. Expanded agency marketing for improved community awareness about the continuing challenges of HIV/AIDS and agency visibility. 4. Partnerships to address cost-effectively the disproportionate impact of HIV on African Americans, Hispanics and gay/bisexual men and improve health equity with regard to HIV/AIDS.

Statement from CEO/Executive Director

Dramatic advances in prevention and treatment related to HIV/AIDS have provided us with the tools to end the AIDS epidemic in Middle Tennessee, our state and nation. Most important, research in the past two years has shown that in addition to helping people with HIV live longer and healthier lives, anti-retroviral HIV treatment that produces an undetectable viral load can

reduce HIV transmission nearly to zero. Combined with proven prevention strategies for HIV-negative people at high risk for infection, we can begin to reverse the epidemic and produce the conditions for an AIDS-free generation. For over 35 years, Nashville CARES has pursued this vision, elaborating on the strategies needed to end HIV/AIDS. Our experience has shown us that we cannot simply treat our way out of this epidemic; advances in clinical care must be married to community-based support so that the promises of HIV treatment are available to all those most vulnerable to HIV infection regardless of race, ethnicity, gender, age, or sexual orientation. It also requires us to help those no longer dying from AIDS to optimize their health and (re)build productive lives by managing their medical and treatment needs successfully without interference from basic survival concerns. To that end, the agency created a strategic plan that lays out the path toward realization of this vision of an AIDS-free generation. The plan was the culmination of almost eighteen months of dialogue and thought about why and how CARES does its work. It is both a product of and agent for a new culture of service at Nashville CARES that seeks to change the paradigm for our community response to HIV/AIDS in Middle Tennessee. The paradigm shift is captured in our recast mission to end the HIV/AIDS epidemic in Middle Tennessee, wherein the development of a coordinated community response to HIV/AIDS (our previous mission) is now viewed as means toward that greater end.

Statement from Board Chair

Service Categories

Primary Category
Secondary Category
Tertiary Category

Diseases, Disorders & Medical Disciplines - AIDS
 Human Services - Human Services NEC
 Health Care - Public Health

Areas Served

Two programs serve individuals living with HIV/AIDS throughout Tennessee: a dental assistance program that pays for dental and other oral health needs; and a health insurance program that pays for insurance premiums and medical and prescription deductibles and co-pays.

TN - Cannon,TN - Cheatham,TN - Davidson,TN - Dickson,TN - Hickman,TN - Houston,TN - Humphreys,TN - Macon,TN - Montgomery,TN - Robertson,TN - Rutherford,TN - Smith,TN - Stewart,TN - Sumner,TN - Trousdale,TN - Williamson,TN - Wilson

Programs

Prevention Education & Testing

Description

Prevents new HIV infections by providing adults and youth with knowledge, skills, motivation and support to avoid/change risky behaviors and sustain changes over time, and helps HIV-infected individuals avoid HIV transmission and address issues related to HIV disease progression. Four programs address specific needs of African Americans, gay/bisexual men (MSM), MSM of color and young MSM, and HIV-infected people. Over 10,000 individuals were tested for HIV through targeted community initiatives and broad-based screening in ERs and clinics, identifying previously undiagnosed individuals with HIV . The My House LGBTQ wellness center opened in Nashville in 2017 in partnership with Street Works, and in 2020 CARES opened the My House Clinic a "one-stop" clinic that provides testing and linkage to PrEP treatment for at-risk uninfected individuals that can prevent their infection with HIV

Budget \$1,469,210.00

Behavioral Health and Practical Support

Description

Provides individual/family/group counseling and outpatient alcohol and drug abuse treatment services to improve skills for managing challenges of HIV disease. In FY 2020, mental health services counseled over 1,800 HIV-infected individuals and family members. CARES' innovative HealthyU program provides HIV-positive peer-based health education and treatment adherence support to improve health management skills. The HEARTLine provides resource referrals and other problem-solving assistance via a toll-free hotline. HEARTLine responds to nearly 10,000 calls annually. CARES also provides material assistance for transportation via bus passes or gas vouchers and nutrition via monthly food bags, prepared frozen meals and fresh produce delivered biweekly, along with 'Wellness Wednesday' which promotes nutrition education.

Budget \$1,228,820.00

Case Management Services

Description

Provides individually tailored case management assistance in 17 counties of middle-TN, helping HIV-positive individuals find, access and effectively use medical, social services and community-based resources to meet health and practical needs and thereby reach and sustain optimal levels of health and self-sufficiency. Case management is augmented by peer-based advocacy assistance. Served more than 2,400 individuals and their families in FY 2020.

Budget \$2,664,650.00

Insurance Assistance

Description

Administers the HIV Insurance Assistance Program of the Tennessee Department of Health which provides assistance to pay for health insurance premiums and medical and prescription deductibles/co-payments. Serves over 6,200 clients that meet the eligibility requirements of the program, in order to alleviate barriers to care and support clients to gain access and be retained in healthcare across the state of Tennessee.

Budget \$19,745,020.00

Housing & Financial Assistance

Description

Provides direct assistance to meet material needs for housing in the form of rent/utility bill assistance and/or emergency lodging as well as case management to provide housing stability for nearly 700 HIV-positive individuals.

Budget \$862,010.00

My House

Description

To bring love, compassion and support for the Same Gender Loving (SGL) male community to become self-sufficient by prioritizing health, wellness and a sense of individual value.

Budget

Population Served Black/African American
LGBTQI+ people
Adults

The Nashville CARES Clinic at My House

Description

The My House Clinic supports patients in navigating the full continuum of care under one roof. This "one-stop center" whole-person care approach provides medical and supportive services to all patients and is delivered

with dignity and respect. Culturally competent care by trained professionals will provide an experience that focuses on each individual and provides client-centered, trauma-informed healthcare. The clinic will feature the moniker of PRIDE: Promotes Respect Inclusion & Dignity for Everyone.

The My House Clinic will provide confidential testing, counseling services, and pre-exposure prophylaxis (PrEP), and prescriptions for individuals at high risk for exposure to HIV. The medical clinic will also provide primary care, other disease testing, treatment, and prevention with a focus on STIs, including HCV and HIV care. The clinic will also offer limited COVID-19 testing to our existing patients.

Budget \$592,010.00

Population Served LGBTQI+ people
People with HIV/AIDS
Adults

CEO/Executive Director/Board Comments

CARES services have several unique features. First, CARES uses a system of outwardly deployed staff (and several "satellite" offices) to increase the visibility and accessibility of services throughout 17 counties. Second, HIV-positive staff and volunteers work throughout services with a focus on HIV treatment adherence. Third, multidisciplinary services teams coordinate services delivery for each client, guided by use of Viral Load data to focus assistance on those clients not achieving Optimal Viral Suppression consistently. These services address different stages our community's HIV Care & Treatment Continuum consistent with the goals of the National HIV/AIDS Strategy. Currently, we are introducing trauma-informed care as the guiding principle for services delivery. FY 2017-18 was the first full year of operation for the My House center providing specialized and integrated medical care, education and support to African American gay/bisexual men through partnerships with Street Works. We also expanded our faith-based partnerships for satellite offices in Clarksville and Murfreesboro. Finally, our program to provide education and support around PrEP, a new medical treatment that protects against HIV infection, referred 400 to medical providers, including 190 through the My House clinic.

Governance

Board Chair

Company Affiliation

Term

Email

Beth-Ann Martorello

AllianceBernstein

January 2022 to December 2024

Bethann.Martorello@alliancebernstein.com

Board of Directors

Name

David Andrews
Betsy Bahn ACNP-BC
Richard Bird Jr., CPA
Terrance Bond
Sheri Bucy
Beth-Ann Martorello
Christopher Ott MD, FACEP
Hunter Rost

Affiliation

D'Andrews Bakery & Cafe
Meharry Medical College
Pathway Lending
Parallon
NashTrash Tours
AllianceBernstein
HCA Physicians Services Group
Waller Lansden Dortch & Davis, LLP

Status

Voting
Voting
Voting
Voting
Voting
Voting
Voting
Voting

George Rowe III, J.D.	Compass Real Estate	Voting
Ms. Elizabeth Saxton Inman	Dollar General Corporation	Voting
Gerran Thomas Pharm.D, MA	HealthHIV	Voting
Damon Whiteside	Country Music Association	Voting
Claire Wisely	State of TN, Office of Criminal Justice Programs	Voting

Board Demographics - Ethnicity

African American/Black	4
Asian American/Pacific Islander	0
Caucasian	9
Hispanic/Latino	0
Native American/American Indian	0
Other	0

Board Demographics - Gender

Male	8
Female	5
Unspecified	0

Governance

Board Term Lengths	2.00
Board Term Limits	2
Board Meeting Attendance	85%
Does the Organization have written Board Selection Criteria?	Yes
Does the Organization have a Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%
Percentage Of Board Members Making In Kind Contributions	100%
Does the Board include Client Representation?	Yes
Number of Full Board Meetings Annually	6

Standing Committees

Development / Fund Raising
Executive
Finance
Human Resources / Personnel
Marketing
Strategic Planning / Strategic Direction
Communications / Promotion / Publicity / Public Relations
Other

Risk Provisions

Commercial General Liability
Directors and Officers Policy
General Property Coverage and Professional Liability
Life Insurance
Medical Health Insurance
Umbrella or Excess Insurance
Workers Compensation and Employers' Liability

CEO/Executive Director/Board Comments

Nashville CARES is an organization with a clear vision and a strong, active Board. The Board governs wisely providing the committed CARES leadership team the freedom to develop programs and services in accordance with client needs, input from a team of qualified, dedicated professionals and solid business practices.

Management

Executive Director

Email

Ms. Amna Osman

aosman@nashvillecares.org

Term Start

April 2019

Amna's Experience: Amna Osman has 22 years of experience as a public health innovator and executive leader with an extensive background in all aspects of leadership and management. Prior to her current role, Amna was President and CEO at HAVEN, a domestic and sexual violence nonprofit in the Greater Detroit Area. She is the founder and president of Osman Consulting, based in Grand Blanc, Michigan, where she provided leadership development in the United States and overseas. Amna served as the Director of the Division of Health, Wellness, and Disease Control for Michigan Department of Community Health, and was responsible for operational oversight of the division which consists of Health Disparities Reduction/Minority Health; Sexually Transmitted Diseases; and HIV/AIDS Prevention Education, Care and Treatment; AIDS Drug Assistance Program and the HIV/AIDS Oral Health Program. Amna was the Executive Director for the Flint, Michigan-based Wellness AIDS Services, Inc., the only AIDS Service Organization providing Prevention, Care, and Treatment to people at risk of or living with HIV/AIDS. Amna worked for the United Nations Industrial Development Organization based in Vienna, Austria as a Senior International Consultant to promote and accelerate inclusive and sustainable industrial development (ISID) in developing countries and economies in transition to eradicate poverty focusing on Asian and African countries. Amna has a Bachelor of Arts Degree in Psychology from the United States International University in San Diego, CA. A diploma of HIV Prevention Leadership from South Carolina State University & the Center for Disease Control and Prevention. A diploma of Leading Change from Macomb's Executive MBA, School of Business in Austin, TX. She has a Master of Public Administration from the University of Michigan. She was recently appointed by Mayor Briley to serve on the Advisory Council to End the HIV/AIDS Epidemic in Nashville.

Staff

Number of Full Time Staff	95
Number of Part Time Staff	5
Volunteers	400
Contractors	2
Staff Retention Rate	75%

Plans & Policies

Fundraising Plan?	Yes
Strategic Plan?	Yes
Years Strategic Plan Considers	3
When Strategic Plan Adopted?	July 2021
Management Succession Plan?	Yes
Policy and Procedures Plan?	Yes
Nondiscrimination Policy?	Yes
Whistle Blower Policy?	Yes
Document Destruction Policy?	Yes

Senior Staff

Name	Title
Jessica Hoke	Chief Operating Officer
Angie Murray	Chief Financial and Administrative Officer

Formal Evaluations

Is there a formal evaluation for...		Frequency
CEO/Executive Director	Yes	Annually
Senior Management	Yes	Annually
Non-Management	Yes	Annually

Affiliations

Affiliation	Year
Alignment Nashville	2005
ANE (Association of Nonprofit Executives)	2007
Center for Nonprofit Management Excellence Network	1996
Hands On Network	1998
Leadership Nashville	2005
Nashville Area Chamber of Commerce	2003
National Association of Social Workers	1995
United Way Member Agency	1988

Awards

Award/Recognition	Organization	Year
Addy Awards (5) for 'Nashville Has AIDS' Awareness Campaign	Nashville Advertising Federation	2008
CEO of the Year	Association of Nonprofit Executives	2005
Collaboration College Winner (w/ Neighborhood Health & Street Works)	HCA, BHT, Lipscomb, CNM	2015
Compassionate Care Award	Baptist Healing Trust	2014
Excellence in Linkage to HIV Care	TN Department of Health-HIV Services Division	2016
Finalist, Erie Chapman Servant's Heart Award	Healing Trust	2017
Finalist, Team Building (Project Embrace for Women with Comprehensive Care Center)	Frist Foundation Awards of Achievement	2005
Staying Alive Award (Survivor Club HIV Prevention Program for Youth)	MTV Foundation	2007
USSTMC Excellence in Communication ('Nashville Has AIDS' Awareness Campaign)	Center for Nonprofit Management/Salute to Excellence	2008
Volunteer Innovators of the Year (Hike For Life)	Mary Catherine Strobel Volunteer Awards	2006
Winner, Team Building (HIV Screening program)	Frist Foundation Awards of Achievement	2011
Youth Volunteer of the Year	Mary Catherine Strobel Volunteer Awards	2011

CEO/Executive Director/Board Comments

Since 2011, CARES has been engaged in a process to "reframe" the organizational culture toward greater inclusion, by providing all staff with the opportunity for decision-making around agency operations. Increased staff involvement in such decision-making (we believe) increases staff ownership of and active participation in agency operations, supports cross-departmental collaboration, promotes leadership development among staff (esp. managers), and nurtures a culture characterized by values of reciprocity and respect. To that end, a Leadership Team is given the authority and responsibility for planning and managing daily operations. The LT is diverse in its membership and inclusive of all agency divisions. The LT uses workgroups in which all staff

can participate to develop policies and plan activities. The CEO (or another executive/senior staff) sits in on monthly LT meetings to ensure that operational decisions align with the goals and directives in the agency's strategic plan. An Executive Team of senior management meets monthly and works with the Board in an ongoing way for strategic planning and oversight.

Financials

Financials

Fiscal Year Start

Fiscal Year End

Projected Revenue

Projected Expenses

Detailed Financials

Revenue and Expenses

Fiscal Year	2023	2022	2021
Total Revenue		\$39,079,457.00	\$35,963,086.00
Total Expenses		\$36,279,784.00	\$35,150,819.00
Revenue Less Expense	(\$-0.00)	\$2,799,673.00	\$812,267.00

Revenue Sources

Fiscal Year	2023	2022	2021
Foundation and Corporation Contributions		\$0.00	\$675,250.00
Government - Federal		\$0.00	\$0.00
Government - State		\$0.00	\$0.00
Government - Local		\$0.00	\$0.00
Government - Unspecified		\$36,886,442.00	\$34,284,426.00
Individual Contributions		\$546,528.00	\$261,421.00
Indirect Public Support		\$0.00	\$0.00
Earned Revenue		\$1,645,893.00	\$396,893.00

Investment Income, Net of Losses		\$594.00	\$12,988.00
Membership Dues		\$0.00	\$0.00
Special Events		\$0.00	\$243,229.00
Revenue In-Kind		\$0.00	\$0.00
Other		\$0.00	\$88,879.00

Expense Allocation

Fiscal Year	2023	2022	2021
Program Expense		\$34,625,715.00	\$33,953,127.00
Administrative Expense		\$1,435,446.00	\$940,910.00
Fundraising Expense		\$218,623.00	\$256,782.00
Total Revenue/Total Expenses		108%	102%
Program Expense/Total Expenses		95%	97%
Fundraising Expense/Contributed Revenue		1%	1%

Top Funding Sources

Fiscal Year	2023	2022	2021
Top Funding Source & Dollar Amount	\$0.00	Government Grants - \$36,886,442.00	Government Grants - \$34,284,426.00
Second Highest Funding Source & Dollar Amount	\$0.00	Program Revenue - \$1,645,893.00	Foundation and Corporations - \$675,250.00
Third Highest Funding Source & Dollar Amount	\$0.00	Contributions, Gifts, and Grants - \$546,528.00	Program Revenue - \$396,893.00

Assets and Liabilities

Fiscal Year	2023	2022	2021
Total Assets		\$12,654,133.00	\$11,405,752.00
Current		\$9,142,984.00	\$7,784,541.00

Assets		0	0
Long-Term Liabilities		\$2,052,625.00	\$3,249,820.00
Current Liabilities		\$4,980,826.00	\$5,328,864.00
Total Net Assets		\$5,620,682.00	\$2,827,068.00

Endowment Info

Do you have an endowment?

Yes

Endowment Value

\$42,000.00

Spending Policy

Percentage

Percentage (if selected)

5%

Capital Campaign Info

Currently in a Capital Campaign?

No

Solicitation Permit Info

State Charitable Solicitations

Permit

Under Extension