

2024 ANNUAL REPORT

Whole Care For The Whole Community.



Choice
Health Network
a Positively Living company

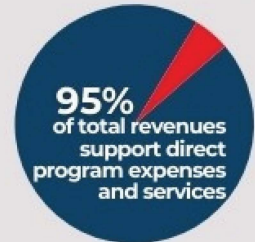
Our mission is to provide compassionate care that promotes and inspires wellness across Tennessee.

Four locations plus two mobile units
serving multiple communities

Over **6,300** individuals and families
served



CHN Annual Budget



HIV Transmission has changed in East Tennessee.

Choice Health Network is uniquely positioned to provide services and on-site navigation through the continuum of care with people entering through harm reduction and transitioning to medical and social services.





Dear Friends and Supporters,

As we mark our 27th year in service, Positively Living reflects with pride, resilience, and renewed commitment to the community we serve. Since our founding, we have worked tirelessly to adapt our vision and mission in the face of an ever-changing landscape – both in the treatment of HIV and in the funding environment that makes our work possible.

We stand today at a pivotal moment. Advances in HIV treatment have made it possible for many to live long, healthy, and fulfilling lives. But access to this care is not a given – it is secured through the continued support of our federal, state, and local partners. And while we celebrate the medical progress that has transformed lives, we also face unprecedented uncertainty in the broader public health funding climate.

In the face of this instability, one thing has remained steadfast: our belief that every person deserves the best care we can provide. At Positively Living, health, equity, and hope are not just ideals—they are promises. We remain committed to ensuring our services are not only available but accessible, personalized, and grounded in the dignity and worth of every individual. And more than 6,300 individuals and families across Tennessee relied on our Choice Health Network clinics, case management, and outreach for those critical services in the last year alone.

Despite the challenges, 2024 was a year of incredible progress and achievement:

- We opened our first entity-owned, in-house pharmacy, marking a transformative step in our service delivery model. Since 2016, we've partnered with contract pharmacies to administer our 340B program, the federal program that allows us to purchase outpatient medications at discounted prices. With the new in-house pharmacy, we now have greater autonomy over patient care decisions and increased capacity to reinvest 340B-generated funds directly into client services.
- Our Memphis location continued to thrive and expand, now offering a full range of prevention and testing services in addition to a growing medical team. This expansion strengthens our regional presence and impact.
- We broadened services at our Knoxville headquarters, including the expansion of our 1925 Ailor Avenue site, enhancing our capacity to meet increasing demand and better serve our community.
- Our harm reduction efforts deepened, offering life-saving support to those at highest risk with dignity, respect, and compassion.
- We launched "Rapid Start" and at-home testing initiatives, ensuring timely diagnosis and swift connection to care – meeting clients where they are, both literally and figuratively.
- We strengthened partnerships across the region, supporting community-based organizations and amplifying shared goals for health equity.

As always, our commitment to standing for health, equity, and hope guides every decision we make. And we are so grateful for you – our donors, partners, volunteers, and allies – for making this journey possible.

As we look ahead to the next chapter, we remain focused, energized, and determined. There is still much to do, and we cannot do it without you.

With deep appreciation and hope,

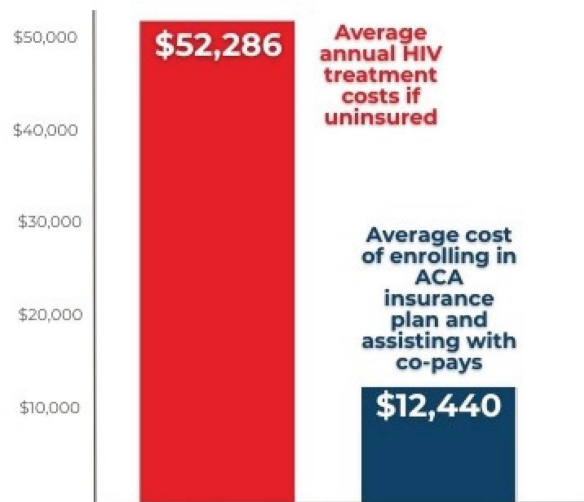
A handwritten signature in blue ink, appearing to read "Steve Jenkins", is written over a light blue horizontal line.

Steve Jenkins
Chief Executive Officer

Impact of Ryan White Insurance Assistance Program Funding

The Ryan White Insurance Assistance Program allowed us to help **206 individuals** (who otherwise would be uninsured) to enroll in an ACA insurance plan during 2024. This represented a **90% enrollment rate** among ACA eligible clients.

HIV Treatment Cost Comparison



206
ACA-enrolled
CHN clients

\$39,846
in annual average
HIV treatment
savings

\$8,208,276 saved
in HIV treatment costs for
CHN clients during 2024

Prevention & Harm Reduction

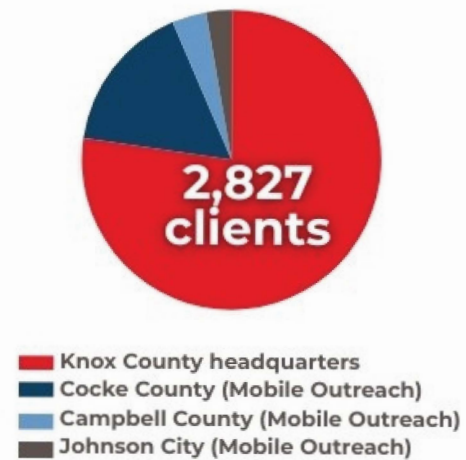
CHN Outreach Initiatives



Harm Reduction Clients

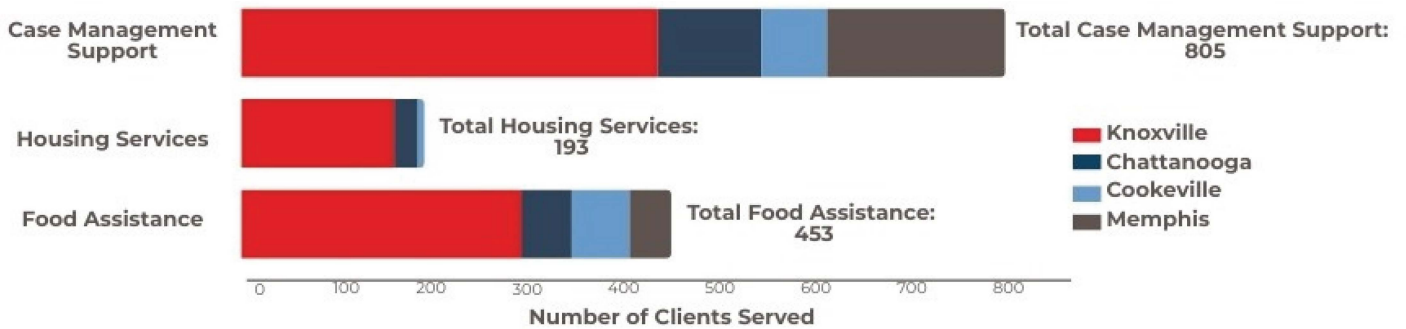


Harm Reduction Clients (Knoxville location and Mobile Outreach)



Mental Health, Case Management & Supportive Services

Client Services by Location



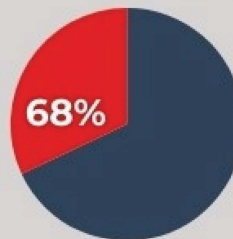
41 clients received mental health counseling

32 clients were equipped with rental and/or utility deposits to secure stable housing

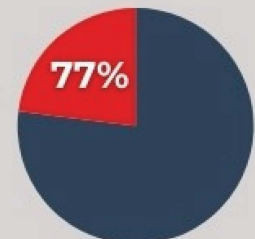
81,437 miles of individual client transportation assistance were provided

61% of clients who received motel assistance through Housing Opportunities for Persons With AIDS (HOPWA) transitioned to permanent housing.

Viral suppression rate of clients who received motel assistance through Housing Opportunities for Persons with AIDS (HOPWA)



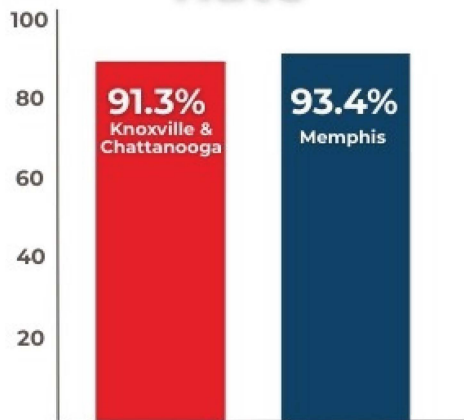
Baseline



Year End

Medical Clinic and Pharmacy Services

CHN Viral Suppression Rate



Of 809 clients living with HIV who chose CHN for medical care, 742 were virally suppressed.

295

CHN clients enrolled in our Pharmacy Services Program

340B Drug Pricing Program

The 340B Drug Pricing Program allows CHN to stretch increasingly scarce federal resources and reinvest in patient care. Through it, we purchase outpatient drugs at significantly reduced costs and invest additional savings to expand access and improve health outcomes for all CHN clients.



CHN's Year 1 Results: 23 of 26 Rapid Start/Restart clients were virally suppressed

CHN Rapid Start/Restart

The goal of the **Choice Health Network Rapid Start/Restart** program is to allow patients to begin taking ART (antiretroviral therapy) as soon as possible after an HIV diagnosis, often the same or next day, when allowable - drastically reducing the traditional 2 to 4 week intake/enrollment window before pharmaceutical intervention usually begins.

Menu of Services

Knoxville (Headquarters)

Medical

Infectious disease and primary care
Mobile medical unit
Pharmacy Telehealth

Prevention

HIV & Hepatitis C testing
PrEP/PEP
Safer sex supplies

Client Services

Food, housing, and transportation emergency aid
Housing Opportunities for Persons living with AIDS (HOPWA) program administration
Medical case management
Mental health counseling and therapy
Resources and referrals

Harm Reduction

Community needle disposal, outreach, and education
Fentanyl/xylazine test strip distribution
Linkage to medical care
Naloxone distribution
Syringe services program (SSP)
Referrals to substance use treatment and support
Wound care

Harm Reduction Mobile Outreach Sites:

Clairfield, Tennessee
Johnson City, Tennessee
Newport, Tennessee

Chattanooga

Medical

Telehealth – infectious disease and primary care

Prevention

HIV & Hepatitis C testing
PrEP/PEP
Safer sex supplies

Client Services

Food, housing, and transportation emergency aid
Medical case management
Mental health counseling and therapy
Resources and referrals

Harm Reduction

Naloxone distribution

Cookeville

Medical

Telehealth – infectious disease and primary care

Client Services

Food, housing, and transportation emergency aid
Housing Opportunities for Persons living with AIDS (HOPWA) program administration
Medical case management
Mental health counseling and therapy
Resources and referrals

Memphis

Medical

Infectious disease and primary care

Client Services

Food, housing, and transportation emergency aid
Housing Opportunities for Persons living with AIDS (HOPWA) program administration
Medical case management
Mental health counseling and therapy
Resources and referrals

Prevention

HIV testing
PrEP navigation

Locations

Knoxville

1925 Ailor Avenue
Knoxville, TN 37921
Hours: M-F, 9 AM-5 PM
Office Phone: (865) 525-1540

Knoxville Mailing Address

317 N. Gay Street
Knoxville, TN 37917

Chattanooga

5721 Marlin Road
6100 Building
Suites 3500 and 3600
Chattanooga, TN 37411
Hours: M-F, 9 AM-5 PM
Office Phone: (423) 803-2580

Memphis

1331 Union Avenue
Suite 750H
Memphis, TN 38104
Hours: M-F, 8 AM-4 PM
Prevention & Testing:
(901) 625-4148
All Other Calls: (901) 846-4993

Upper Cumberland

225 N. Willow Avenue
Suite 9
Cookeville, TN 38501
Hours: M-F, 8 AM-4 PM
Office Phone: (931) 400-2007