

District of Columbia **Performance Report**

Capital Projects Fund 2024 Report

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2024 Performance Report

CPF ANNUAL PERFORMANCE REPORT
Whitman-Walker Saint Elizabeths Expansion
 Program Plan: CPF_GP-000242
 Performance Period: July 1, 2023 – June 30, 2024

Executive Summary

ARPA Capital Projects Fund (CPF) funds were awarded to Whitman-Walker Health System (EIN: 82-3842638) as a subrecipient of the District of Columbia to support the expansion of Whitman-Walker’s Max Robinson Center (MRC) located at 1201 Sycamore Drive SE at St. Elizabeths East Campus (The Project). The goal of the new, 118,000+ square foot, multi-purpose, community health and research facility, which is less than a block from the Congress Heights Metro Station, is to increase access to health care and monitoring services for historically underserved residents of DC Wards 7 and 8 through telehealth and in-person medical visits. Whitman-Walker is also advancing health equity and workforce development through its research, education, and training activities. The new site will allow for an estimated 10,000 new patients to receive health care services by 2025; more than triple the System’s research operations and education and training portfolio capacity; and function as an accessible point of entry for the community to engage in cutting-edge scientific and medical breakthroughs.

The total capital investment of the Project is over \$35 million, \$22.5 million funded through CPF, enabling the construction of the Max Robinson Center. It is this CPF-funded Project that allows the Whitman-Walker Health System (WWHS), its subsidiaries Whitman-Walker Institute (WWI) and Whitman-Walker Foundation (WWF), and its affiliated subrecipient Whitman-Walker Clinic (WWC) to increase community engagement, advance health equity, support education and training, and improve health monitoring for Ward 7 and 8 residents. MRC opened on August 14, 2023.

Key outcomes from July 1, 2023, through June 30, 2024

Work and Education

- WWC is in the implementation phase of a training program with the University of the District of Columbia (UDC) for Medical Assistants. The goal is to establish a program that routinely supports 3-4 trainees per academic term.
- WWC has expanded its partnerships with local universities to provide workforce training programs, education, and skills for DC residents interested in administrative and health care roles.
- WWI has been expanding its applied public health experiences for students through a university internship program. WWI has hosted 3 master’s-level interns in the past year to complete research practicum experiences and collaborative research projects.

Health Monitoring

- WWC has more than doubled the number of clients seen as compared to the original MRC site.
- WWC has provided over 6,168 telehealth encounters to 2,413 patients since opening the MRC clinic space in August 2023. This is 4,521 more visits provided and 1,332 more patients served by WWC in Ward 8 than the previous year.

- In March 2024, WWC established a new immediate care clinic at MRC, known as the SMART clinic, which allows patients to walk in and connect to care for a variety of reasons. Since its opening, SMART has served over 500 patients at MRC, 73 of whom were brand new to care at WWC.
- At MRC, WWC has expanded health monitoring activities, including blood pressure, A1c screenings, and glucose monitoring with the use of remote patient monitoring tools, as well as onsite via appointments and at community outreach events. WWC currently has 234 patients enrolled in a remote patient monitoring program for hypertension.

Use of Funds

Construction of the Max Robinson Center Facility

Between July 1, 2023, and June 30, 2024, WWHS used CPF funds to cover the costs of construction and build-out of the MRC facility. Over the next year, WWHS will utilize remaining CPF funds to build out the state-of-the-art, community-centered, biomedical research laboratory for WWI, to operationalize the entire Project within MRC and put it to full use, and to support the implementation of the Project.

Construction of MRC was completed in 2023, with the Project's build-out substantially completed during the reporting period. Whitman-Walker commenced operations at MRC in August 2023. Key completion dates are:

- WWHS substantial completion: July 14, 2023
- WWC substantial completion: August 11, 2023
- WWC commenced patient care at MRC: August 14, 2023
- WWHS (including WWI and WWF) commenced operations at MRC: September 7, 2023
- WWC's pharmacy at MRC opened: September 18, 2023

The new Max Robinson Center includes: (i) Two new multipurpose community spaces that will support community health, work, and education initiatives; (ii) 40 exam/consult rooms; (iii) 8 dental suites; and (iv) 23 group and psychotherapy rooms that will enable expanded telemedicine services. Whitman-Walker also partnered with WeLink to provide stable broadband infrastructure throughout the Congress Heights neighborhood.

Enabling work, education, and health monitoring for the community

CPF funds were invested in building state-of-the-art clinical, research, multi-purpose community, and office space from which Whitman-Walker provides the community with opportunities for work, education, and health monitoring.

Work and Education: Utilizing the new, expanded facility and multipurpose spaces within MRC, WWHS, its subsidiaries WWI and WWF, and its affiliated subrecipient WWC, have engaged the community locally and nationally on several education and training projects, as well as work readiness initiatives and equitable hiring practices, described below.

- WWC has initiated a health care workforce academy in partnership with the DC Health Care Workforce Partnership. Trainees have been placed at MRC with emphasis to ensure they develop the requisite skills for employment and career advancement, including earning an industry-recognized credential or certificate. The inaugural program will focus on critical health care occupations, including certified medical assistants, certified nursing assistants, and pharmacy technicians.

- WWC has expanded its current partnerships with local universities to provide workforce training programs, education, and skills for DC residents interested in administrative and health care roles. Additionally, the University of the District of Columbia and WWC partnered to provide training, awareness, and ultimately job placement about the following opportunities: Medical Assistants (MA); Medical Office Administrative Professionals (MOAP); Billing and Coding; Electronic Health Records (EHR); Certified Nursing Assistants (CAN); and Patient Care Technicians (PCT).
- WWC is in the implementation phase of a training program with the University of the District of Columbia (UDC) for Medical Assistants and has had 2 trainees attend the program to date. The goal is a program that routinely supports 3-4 trainees per academic term. The trainees will finish the program with a certification that supports their employment, and clinical experience, which will help their resume building. This will also provide the trainees with support in gaining employment at WWC or at other community health centers in DC.
- WWI has been expanding its applied public health experiences for students through a university internship program. WWI has hosted 3 master's-level interns in the past year to complete research practicum experiences and collaborative research projects.

Health Monitoring: With the creation of two new multipurpose community spaces; 40 exam/consult rooms; 8 dental suites; and 23 group and psychotherapy rooms that enable expanded telemedicine services, WWC has more than doubled the number of clients seen as compared to the original MRC site and clinical services have grown by 150% in the first 11 months of operation.

WWHS, its subsidiaries WWI and WWF, and its affiliated subrecipient WWC, have engaged in multiple approaches to assessing and addressing health barriers and improving outcomes for patients and community members, particularly in Wards 7 and 8, described below:

- WWC has been able to provide over 6,168 telehealth encounters to 2,413 patients since opening the space in August 2023. This is 4,521 more visits and 1,332 more patients by WWC in Ward 8 than the previous year.
- In this new facility, WWC has been able to establish a new immediate care clinic, known as the SMART clinic, which allows patients to walk in and connect to medical care for a variety of reasons. All appointments are scheduled either on the same day or the next day, creating an access point for patients when they are most in need.
- With its expanded footprint, WWC has expanded its health monitoring activities, including blood pressure, A1c screenings, and glucose monitoring with the use of remote patient monitoring tools, as well as onsite via appointments and at community outreach events. WWC currently has 234 patients enrolled in a remote patient monitoring program for hypertension.
- With partial support from NIH and support from CPF through the construction of the MRC facility, WWI is also building a state-of-the-art, community-centered, biomedical research hub at MRC.

Promoting Equitable Outcomes

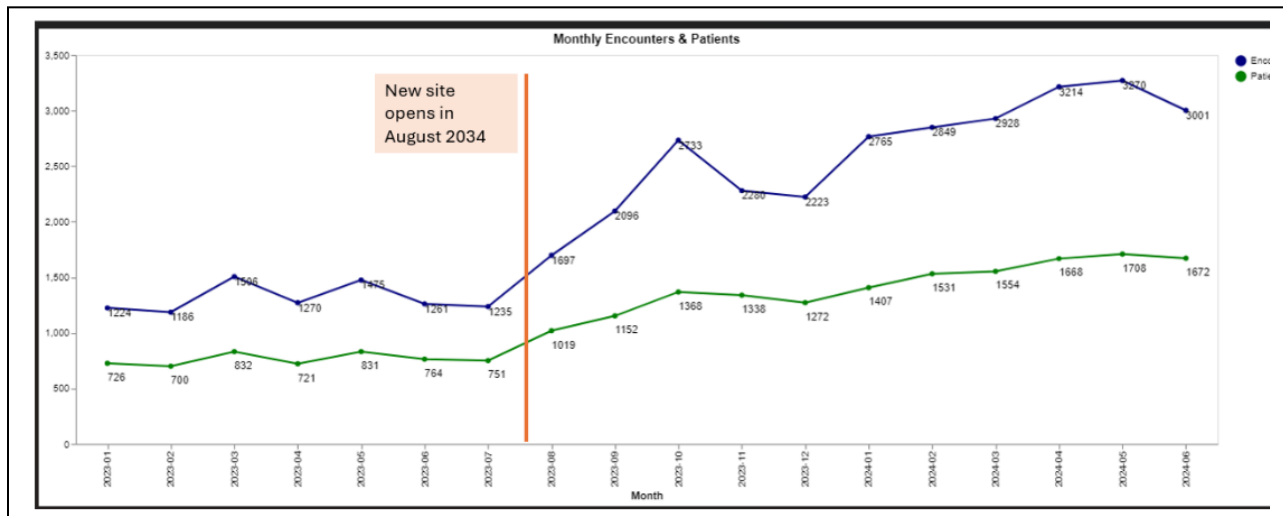
Objectives: Increasing health access and economic opportunity for DC's underserved residents

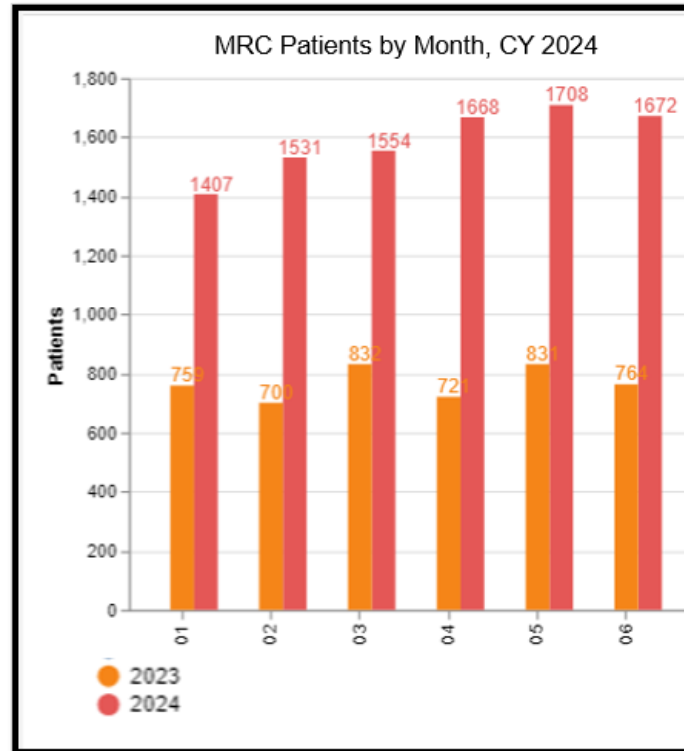
Whitman-Walker's MRC has expanded care and increased community research while centering the health and economic outcomes of the District's residents living in Wards 7 and 8. These groups were most affected by the COVID-19 pandemic, with the highest hospitalization and death rates, with the lowest COVID-19 vaccination

rates, and who face the most substantial barriers to health while experiencing the worst health outcomes in general in the District. Residents in Wards 7 and 8 also face higher burdens of non-communicable diseases, as well as [life expectancy gaps of roughly 15 years](#) when compared to White residents in Northwest D.C. Yet at the same time, Ward 7 and 8 residents have significantly less access to care; [only 5% of physicians in the District](#) work in the two Wards. Residents in these Wards face the highest unemployment rates in DC. In May 2023, the unemployment rate in [Wards 7 and 8 was 7.2 percent and 9.1 percent](#), respectively. By comparison, the unemployment rate in predominantly [white Ward 3 was lowest at 3.6 percent](#).

Outcomes: Construction of the new Max Robinson Center has enabled a significant expansion of healthcare access for Ward 7 and 8 residents and tripled Whitman-Walker’s footprint for programming that addresses the economic and educational needs of the community.

Most notably, since opening the new MRC clinic in August 2023, WWC has more than doubled the number of clients seen as compared to the original MRC site. In May of 2024, WWC provided the most encounters at the new MRC since opening the original Anacostia site in 1993. Of these new patients served, WWC has increased the number of patients seen from Wards 7 and 8, a gain of 320 patients for a total of 1,635 patients from these Wards and increased the number of Medicaid beneficiaries seen, a gain of 820 patients, for a total of 2,334 Medicaid beneficiaries served in Congress Heights. WWC gained 135 Dental patients and 173 Behavioral Health patients since opening the new site.





One way that the site has increased the number of patients served is through the establishment of a new immediate care clinic, known as the SMART clinic, which allows patients to walk in and connect to medical care for a variety of reasons. Since being established in March 2024, the SMART clinic has served over 500 patients, 73 of whom were brand new to care at WWC. When surveyed, three-quarters of the new patients seen in SMART indicated that they did not have a regular Primary Care Provider. Approximately 60% of those patients went on to be seen in WWC's primary care clinic to establish care. As shown in this example, WWC's role as a patient-centered medical home continues to expand for underserved individuals in Wards 7 and 8. Moreover, as a Federally Qualified Health Center, WWC provides care to all patients who seek services regardless of their ability to pay and offers a Sliding Fee Discount to patients with income at or below 200% Federal Poverty Levels, set forth by the most recently published HHS Federal Poverty Guidelines.

Utilizing the new clinical space, WWC has increased the completion rate for preventive screenings: tobacco use and cessation (320 additional patients screened); depression screening (401 additional patients screened); weight screening (575 additional patients screened); and colorectal cancer screening (9 additional patients screened). WWC improved upon these chronic disease markers for its patients at the Max Robinson Center: blood pressure control for patients with hypertension increased by 3%; hemoglobin A1c control for patients with diabetes increased by 3%.

The new site has also enabled WWC to scale up its HIV treatment and prevention services, providing treatment to 935 people living with HIV, which is an increase of 65 patients as compared to the former site. Since opening the new site, WWC has added 43 more patients residing in Ward 7 and Ward 8 to the HIV Pre-Exposure Prophylaxis (PrEP) program and provided 1,519 walk-in HIV tests to 1,176 patients. Additionally, WWC has detected more cases of HIV in the new location. Compared to the previous 12 months, WWC has diagnosed 2

additional cases for a total of 7 cases since opening. This is a 40% increase in cases detected as compared to the former site.

Finally, with partial support from NIH and support from CPF through the construction of the MRC facility, WWI is also building a state-of-the-art, community-centered, biomedical research hub at MRC. The research hub will provide researchers from WWI and other academic and community organizations the opportunity to engage Wards 7 and 8 community members in cutting-edge research studies, with a focus on the prevention, treatment, and cure of HIV. HIV incidence and prevalence remain high in the eastern wards of DC, particularly among young gay and bisexual men of color and Black heterosexual women, making it essential that residents of these neighborhoods can benefit from medical breakthroughs in HIV science. Additionally, WWI engages in a wide range of preventative medicine research, such as the “GRAIL” study which aims to address cancer-related health disparities.

Awareness

- WWC worked to ensure that the community and MRC patients were aware of the upcoming move and that Whitman-Walker would be opening a new facility in Congress Heights. This was achieved through monthly e-blasts and portal messages sent to existing WWC patients to prepare them for the move from the original Max Robinson Center to the new Max Robinson Center, including phone numbers for staff at WWC so that they could reach out to a singular person and get questions answered.
- To ensure holistic and equitable community engagement, WWHS established a committee of staff from all levels of the organization was created to help coordinate and provide feedback on language and planning both internally and externally. The committee helped create key patient messaging; developed a three-tiered mailing campaign to target zip codes around the new Max Robinson Center to alert area residents about the new facility; and aided in creating signage for outside and inside the building to make the client experience inclusive and welcoming. A separate mailer that was senior-specific was mailed in April and May 2024.
- WWHS External Affairs team also developed a year-long marketing campaign that ran on WTOP radio, which helped to illustrate to the community at large that the new MRC is a health care home where all are welcome. The campaign included a schedule of advertisements that ran during popular drive times; video on both the WTOP and Whitman-Walker websites; interviews with WTOP health journalists; display advertisements; and information about the Walk to End HIV. Additionally, WWHS worked with WTOP on a marketing campaign highlighting MRC services for seniors and the clinic’s acceptance of Medicaid and Medicare.
- Furthermore, researchers at Whitman-Walker institute are leading a new demonstration and real-world evidence study focused on implementing multi-cancer early detection (MCED) testing in community settings. This study ensures that patients in community health center settings and those unconnected to primary care can be effectively engaged through outreach to access this scientific breakthrough. Moreover, given the lack of integrated oncology services within community health center settings, WWI partnered with Cancer Support Community to demonstrate the effectiveness of a social worker-led cancer navigation program to connect those with a positive screening result with cancer diagnostic and care services and provide wraparound services (i.e., mental health, insurance support). In less than one year, WWI has enrolled and provided no-cost access to this breakthrough MCED technology to more than 350 diverse community members and patients in DC, more than 70% of Whitman-Walker’s final enrollment goal.

Labor

All vendors/contractors associated with the construction and buildout of the facility utilized Davis-Bacon wages to ensure all labor was paid a prevailing wage. In addition to Davis-Bacon wages, the project achieved 35% DC Certified Business Enterprise hiring by utilizing businesses based in Wards 7 and 8 and those that are minority owned. Additionally, WWHS prioritized purchasing through local businesses to ensure that the project workforce had a direct impact on neighborhood businesses (building supplies, restaurants, etc.).

Community Engagement

Whitman-Walker continues to be an engaged community partner in a variety of forums, including being an integral member of community-based groups such as the Ward 8 Community Economic Development Committee, Ward 8 LGBTQ Community Council, the Congress Heights Partnership Committee, Howard University Department of Psychiatry, the Executive Committee of the Advisory Neighborhood Commission 8C, and the full Advisory Neighborhood Commission 8. The team has also worked closely with the Anacostia Business Improvement District and the Congress Heights Community Training and Development Corporation.

Some specific examples of Whitman-Walker's work during this grant report period include:

Whitman-Walker Health System (WWHS)

- WWHS continued to lead community engagement efforts in Ward 8, including the East of the River Fall Festival (a back to school and health resource fair held at Sycamore & Oak); an official ribbon cutting event with Mayor Muriel Bowser and members of the DC Administration; The Walk to End HIV held at Anacostia Park; participation in the Martin Luther King Parade; National Black HIV Awareness Day Panel Discussion; and Earth Day clean-up in Anacostia Park, as well as tours of the MRC space for community groups, government agencies and officials, supporters and partners.
- WWHS created a communications strategy utilizing all forms of media, including social media, radio and television marketing campaigns, eblasts to WWC patients in collaboration with WWC, newsletters, print advertising, and community online blogs and websites. Many of the materials were created in English and Spanish, and information posted at MRC is also translated into Amharic.

Whitman-Walker Clinic (WWC)

- WWC worked with patient ambassadors to support staff in the lobbies of the new building to greet and guide patients for the first two weeks of operation. WWC engaged directly with community stakeholders through attendance at health-related community meetings and information sharing with community-based organizations with established and trusted relationships in Ward 8.
- Community members engaged with WWC through patient feedback, such as:
 - *I'm so glad you're here. I live right across the street so it's very convenient for me.*
 - *I am from the old Max. The place is beautiful. We needed this. And the staff's attitude matched the building.*
 - *I am so grateful to the staff. When I was out of medicines, they ensured I got them on time. I want to thank everybody for doing an excellent job.*

- *Truly excellent experience [in SMART Immediate Care Clinic]. From the time I called to make an appointment to my visit to picking up meds took 3 hours or less and I live across town. Very happy with the service I received.*
- WWC provides timely, meaningful access for Limited English Proficient persons (LEP) (including non-Spanish, non-English speaking and/or deaf or hard of hearing community members) to all its programs and services. All staff members facilitate free language access services to LEP individuals or deaf or hard of hearing individuals whom they encounter at all points of contact and whenever language assistance services are requested. Whitman-Walker Clinic ensures that vital documents, including but not limited to consent forms, registration forms, and forms involving notice of fundamental rights, are translated into the language of each frequently encountered LEP group.

Whitman-Walker Institute:

- Throughout 2023 and 2024, WWI's outreach and engagement team conducted a robust campaign to engage local communities, particularly in Southeast DC, in the research opportunities available at Whitman-Walker. In particular, the team went out to numerous community events as well as hosted events at several community organizations, where recruitment information was provided for the INCLUDE cancer screening study—at some events, enrollment visits were also conducted on-site. During this time, WWHS actively participated in a diverse range of outreach events, including Pride, Trans Pride, Black Pride, and Silver Pride, Whitman-Walker Health's East of the River Fall Fest, Senior Fest Games, community outreach with the Community Health team, Youth Advisory Board, and Health Resource Pop-Ups with community partners
- WWI also leads numerous community-oriented research projects. Some highlights include:
 - Project SHINE is a PCORI-funded community engagement award that is developing a community-led research agenda focused on sexual and reproductive health among diverse people assigned female at birth (cisgender women, transgender men, nonbinary people). WWHS has brought on community leaders as contractors to develop a training curriculum, recruited community members, and trained them in community-engaged research principles, and the team is now working on the development of the comprehensive research agenda.
 - WWI's DC CFAR-funded Community Needs Assessment project is working with communities in Southeast DC to develop a research agenda that addresses their highest priorities for HIV treatment and prevention, with an emphasis on four populations: LGBTQ+ adolescents, heterosexual Black women, transgender women of color, and substance users. The team has recruited community leaders to develop focus groups, a needs assessment survey, and community listening sessions to review the results of the needs assessment and work on developing and disseminating a research agenda for HIV science in Southeast DC.
 - In May 2024, Dr. Jon Rendina (Sr. Director of Research) and Dwight Venson (Community Engagement Manager) joined the *Cancer Signal Podcast* to discuss Whitman-Walker Institute's INCLUDE cancer screening study as well as Whitman-Walker's broader efforts to address cancer inequities in Southeast DC.

Please see, as an attachment, photos of the new Max Robinson Center at Saint Elizabeths East Campus in DC, provided by Whitman-Walker.



CPF Annual Performance Report
Whitman-Walker Health System
July 1, 2023 – June 30, 2024

Photographs of our new Max Robinson Center July 1, 2023 – June 30, 2024

New Max Robinson – Spaces & Tours During Construction



New Max Robinson Ribbon Cutting – September 18, 2024



Media – New Max Robinson Center July 1, 2023 – June 30, 2024

Media Links – New Max Robinson Center

Washington Post

[Injectable PrEP for HIV improves prevention. Accessing it can be tough. - The Washington Post](#)

Hill Rag

[New Max Robinson Center Opens | HillRag](#)

Washington Business Journal

[Whitman-Walker readies opening of new Max Robinson health center in Congress Heights - Washington Business Journal \(bizjournals.com\)](#)

WUSA9

[Whitman-Walker clinic opens new facility at St. Elizabeth's in SE | wusa9.com](#)



Media Links (continued)

Metro Weekly

[Whitman-Walker Opens New Southeast D.C. Health Center - Metro Weekly](#)

Washington Blade

[Whitman-Walker celebrates opening of new Max Robinson Center \(washingtonblade.com\)](#)

WTOP

[Medical facility in DC's Ward 8 gets \\$22.5M in federal funding - WTOP News](#)

Washington Informer

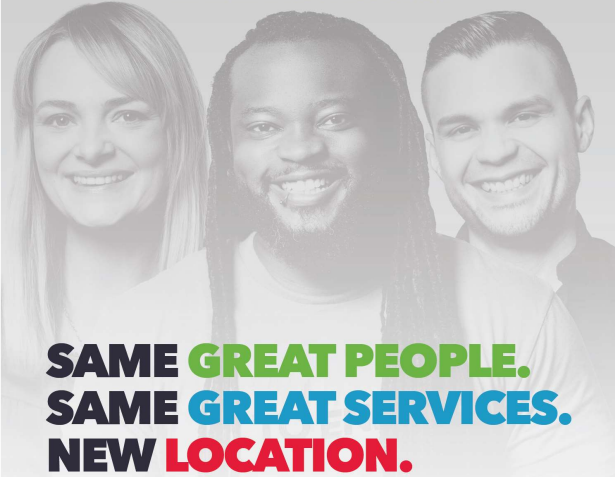
[D.C. leads in youth mental health care with new policy reforms - The Washington Informer](#)



Marketing – New Max Robinson Center

July 1, 2023 – June 30, 2024

COMING IN FALL 2023



SAME GREAT PEOPLE.
SAME GREAT SERVICES.
NEW LOCATION.

- LGBTQ+ Care
- Primary Care & Check-ups
- Mental Health & Support Groups
- Gender Affirming Care
- Legal Services
- Insurance Assistance
- Dental Care
- Substance Use & Recovery Care
- HIV & STI Testing and PrEP & Prevention
- Pharmacy & Prescriptions
- X-ray & Mammography
- And More!



We've Moved!

The Max Robinson Center
has a new location

HIV & STI Testing, PrEP & Prevention

- LGBTQ+ Care
- Primary Care & Check-ups
- Mental Health & Support Groups
- Insurance Assistance
- Dental Care
- Substance Use & Recovery Care
- Pharmacy & Prescriptions



2006

2023



1201 Sycamore Drive,
SE Washington, DC 20032

Metro Station: Congress Heights





become a patient!

Whitman-Walker Health is excited to announce our new Max Robinson Center in Congress Heights DC is open for business. Our providers are here for your health care needs including primary care check-ups, dental health and more!



Become a patient at a health care home where you feel like family. Take advantage of so many great services at one great location.

Scan the QR code to learn more learn more about to get started!



OUR SERVICES

- Primary Care & Check-ups
- Dental
- Mental Health & Support Groups
- Gender Affirming Care
- Women's Health Care
- Substance Use & Recovery Care
- HIV & STI Testing & Prevention including PrEP
- Insurance Assistance
- Pharmacy and more...

get in touch

📞 202.745.7000
 📍 202.978.6123

whitman-walker.org

WALK TO END HIV
DECEMBER 2
ANACOSTIA PARK
9AM-12PM

WHITMAN-WALKER
 Foundation
we need you.

THE MAX ROBINSON CENTER HAS A NEW LOCATION

WHEN
 AUGUST 14th, 2023

WHERE
 1201 SYCAMORE DR. SE,
 WASHINGTON, DC 20032

DIRECTIONS

DRIVING TRANSIT WALKING

whitman-walker.org

become a patient

Become a patient at a health care home where you feel like family.

our services

- Primary Care & Check-ups
- Dental Health
- SMART Immediate Care - Walk-Ins Available
- Mental Health & Support Groups
- Gender Affirming Care
- Women's Health Care
- Care for Young People - Pediatrics 10 and up!
- Substance Use & Recovery Care
- HIV & STI Testing & Prevention including PEP & PrEP
- Insurance Assistance
- Pharmacy
- and more...



Scan the QR code to get started!



🌐 www.whitman-walker.org
 📞 202-747-7000
 📍 202-978-6123

Whitman-Walker – Community Events

July 1, 2023 – June 30, 2024



Capitol Pride 2024



Whitman-Walker at Trans Pride Workshop



NIH Visit to Whitman-Walker



Walk to End HIV 2023



GALA 2023



Health Resource Pop-ups



Going the Extra Mile 2024