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Peter Reis Vice President

Laura Nelson Chief Financial Officer

Charles Farthing, M.D. Chief of Medicine

Jackie Mendelson Chief of Operations

Steve Schulte Chief of Public Affairs

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THRIVE

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Actress-Singer Sheryl Lee Ralph (left), and AHF President, Michael Weinstein (right), lift their voices in support of the Los Angeles Carl Bean House, a hospice for AIDS patients. The county is proposing significant cuts to the facility that could cripple its operation.

FAQs

Why does AHF have a global arm?

AHF is taking the programs it has successfully created in the U.S. and implementing them in countries around the world in desperate need of assistance. These programs are created solely with private funding from these areas. The work we do there does not affect or take away from funding for the work we do here at home.

Who benefits from Out of the Closet donations and sales?

Donations to Out of the Closet® Thrift Stores help our clients — people living with HIV directly benefit lifesaving medical care provided by AHF. There are 21 Out of the Closet locations and several stores also offer free HIV testing in a private area.

Does rapid testing require taking blood?

Not always. Now, you can get a rapid test using oral fluid. The person performing the test will gently swab the testing device completely around your outer gums, both upper and lower. In 20 minutes the test will indicate if HIV antibodies are present. The oral fluid test is 99.3 percent accurate for people infected with HIV and 99.8 percent accurate for those not infected. However, the oral rapid test is not yet widely available.

Out of the Closet

Spotlight on John Nieto

General Manager, Out of the Closet® Thrift Stores



Ten years ago, I walked into the Out of the Closet store on Fairfax to interview for a warehouse supervisor job and got it. I was shortly promoted to assistant manager for the store, and then to manager.

I've gone from working at Laurel Canyon and West Hollywood locations to overseeing 17

store openings. And I'm so proud of how fast we're now able to do these openings. The first opening I did took 30 days. Now, we can open a store in less than a week.

These successes are due to the fact I have a great and dedicated staff to work with. Each grand opening still amazes me — from the support I get from my coworkers, to the support from the City of Los Angeles and its government officials.

It has been an inspiring experience working for AIDS Healthcare Foundation and seeing first hand the kind of help we provide people. I hope to be here for at least another 10 years.

Keeping Carl Bean House Alive

Sometimes, it takes everybody — even a real diva — to keep hope alive.

On March 1, over 100 supporters of AIDS Healthcare Foundation's (AHF) Carl Bean House — including actress, singer, writer, director and producer, Ms. Sheryl Lee Ralph — descended on the LA County Board of Supervisors with one message — SAVE CARL BEAN HOUSE! Sadly, county officials are proposing a devastating \$1 million funding cut to the hospice.

A few weeks earlier, basketball legend Earvin "Magic" Johnson had dedicated a clinic in a portion of Carl Bean House named in his honor, and in doing so, called on local leaders to rally behind Carl Bean House. Ms. Ralph also shared the podium with Johnson that day.

The combined effort resulted in a badly needed contract extension for Carl Bean House — a genuine victory for a beloved community institution.

The March event is hardly the first — or the last — effort by Ms. Ralph to advocate for AIDS care. Once again, Ralph is hosting the "Divas — Simply Singing" event. To be held Saturday, October 8, a portion of this 15th annual installment will benefit AHF.

For more information about the Divas — Simply Singing event, visit www.divassimplysinging.com. For more on Carl Bean House, visit www.aidshealth.org.

About Carl Bean House

Since 1992, over 3,000 residents have passed through the doors of Carl Bean House — many as hospice residents who spent their final days there. Carl Bean House stands as the last dedicated AIDS hospice in Los Angeles County. It also houses Los Angeles' only **AHF Magic Johnson Healthcare Center**, hosts hundreds of patients annually recovering from AIDS-related hospitalization, and offers AHF's model program for treatment adherence, **START — Success Through Anti-Retroviral Treatment**.

guest PHARMACIST

Each month in THRIVE we will be featuring an AHF Pharmacy staff member so customers have an opportunity to get to know the people who provide them service.



The Pharmacy Program at AHF has been in existence since 2000. In addition to our California locations, we have locations in Florida and in the next two years we'll be in several more states.

The last three years have been a learning experience for AHF, its staff and customers as we have weathered some ups and downs in terms of our services, staffing and overall operations. We sincerely thank our customers for their support and understanding during our formative years.

Now, we are at the point in our development where we are expanding our services to meet our customer's ever-changing needs. In 2005, our emphasis is totally on the customer and we have made several immediate changes that we hope will have a very positive impact.

They include:

- Our Downtown Los Angeles location is now open Saturday from 9 a.m. to 1 p.m.
- An 800 number is now available 24 hours a day, 7 days a week for customer refills.
- We have expanded our Southern California delivery service until 7 p.m. in the evening, Monday through Friday.
- We have revamped our "Auto-Refill" system and now include monthly coordination with our customers, pharmacists and physicians to ensure medications are delivered on time and that changes in therapy receive the necessary follow up.
- We now have "Customer Service Representatives" responsible for following up on all customer concerns and to ensure our staff and operational systems continue to provide superior customer service.
- AHF Pharmacies are also currently implementing a "customer service" training program for all existing and new pharmacy employees.



from the PRESIDENT

We are very happy to be renewing our efforts to keep in regular contact with our patients. In the rapidly changing world of HIV medicine, information is power. Part of being a cutting-edge provider is giving our clients the best information on current treatments as well as AHF services.

AHF is growing and changing faster than ever. We are now providing services in nine countries around the world, across the entire State of Florida and in Northern California. The growth of programs such as the pharmacy and managed care have allowed us to maintain services at a time when other organizations are cutting back.

We exist to serve you in the very best way we can and are constantly trying to improve. And it seems it's working. The results of our most recent client satisfaction survey were the best ever. Thank you for putting your trust in us.

AHF mission:

Cutting-edge medicine and advocacy, regardless of ability to pay.

events

Listed are recent events AHF has been involved in as well as upcoming events and important dates you'll want to be sure to remember.

recent events:

- **JANUARY 6, 2005**
In the fight against HIV/AIDS, AHF has crossed international borders. In partnership with a social services organization, Agencia Familiar Binacional, A.C. (AFABI, A.C.), AHF opened a healthcare center in Tijuana, Mexico. For more information please call AHF Inmunidad Global at **664.972.9421**.
- **FEBRUARY 15, 2005** (picture above right)
AHF and Magic Johnson celebrated their partnership during a ribbon-cutting ceremony at the state-of-the-art healthcare center (HCC) bearing Johnson's name, located on the campus of AHF's Carl Bean House. AHF President, Michael Weinstein, Johnson, Sheryl Lee Ralph, Magic Johnson HCC Medical Director, Dr. Catherine Chien, and two Carl Bean patients gave powerful and compelling speeches about the importance and necessity of AHF/Magic Johnson HCC/West Adams.

upcoming events:

- **MARCH 31, 2005**
In honor of our special guest Earvin "Magic" Johnson there will be a dedication ceremony at the AHF Magic Johnson Healthcare Center — Jacksonville, Florida. For further details contact Angela Tyler at **323.860.5208**. Check out our website at www.aidshealth.org for the latest information.
- **CLIENT ADVISORY COMMITTEE MEETING**
The purpose of the Client Advisory meeting is to receive comments and suggestions from clients regarding services AHF offers. It is not a public meeting. It is by invitation and RSVP, for clients only. All comments and suggestions are taken seriously and forwarded to the appropriate party for consideration, action, and response. Results/responses are presented at the following meeting, or as soon as an action, response or result has been attained. For more information, and to RSVP, Please call **323.860.5257**.

Los Angeles	March 29	6:00 p.m.
San Francisco	March 18	11:00 a.m.
Oakland	March 24	11:00 a.m.

- **DON'T FORGET**
Your ADAP (AIDS Drug Assistance Program) expires on your birthday. **Don't forget to renew!**
 - **GAY PRIDE**
Mark your calendars for the 2005 Gay Pride parades!
- | | |
|----------------|---------|
| Long Beach | May 22 |
| West Hollywood | June 12 |
| San Francisco | June 26 |

If you'd like to volunteer at any of the Gay Pride events, contact Jason Farmer at **323.860.5237**.



SPOTLIGHT on... George Lewis Marrero, AHF Client

I found out I was HIV positive at 28-years old. I had no idea what would become of me. I started contacting private medical institutions in search of answers. How much time did I have left? Would I suffer? The process exhausted all of my personal assets and left me with no more answers than I started. I began to lose all hope. I did not want to die and I did not want to live. Now what?

Then, one day a dear friend (who knew that money was now an issue) told me about AIDS Healthcare Foundation — a group that could help me whether I was able to pay or not. I figured it would be a waste of time.

I arrived to a welcoming environment and AHF staff started

enrolling me into the program immediately. Then, I was asked if I had insurance. "No," I said, and mentioned I was also homeless. I prepared to leave. But the staff member insisted I stay and said it didn't matter.

Slowly, I became more hopeful. My questions started to be answered and my mind and soul was more at ease. This was something that no other medical group was able to do for me at the time.

I thank God every day I followed my friend's advice. I would be dead now if it wasn't for AHF. I am forever grateful and honored to be associated with this organization. Thank You, AHF — for my quality of life and newly found self-esteem.

contact AHF

Some important AIDS Healthcare Foundation numbers for you to keep close to the phone.

AHF Administration323.560.5200
Client Services323.860.5257
24-hour Nurse Care800.797.1717
Complaints Department323.436.5008
Pharmacies Refill877.844.4243
EmergenciesCALL 911

If you have comments or suggestions, or would like to be a part of the next issue of THRIVE or THRIVE Express, write to: THRIVE Editor, 6255 W. Sunset Blvd, 21st Floor, Los Angeles, CA 90028, call **1.888.AIDS.CARE**, or e-mail us at thrive@aidhealth.org.

The changes we're implementing this year are all about the customer. We want to ensure that a visit or contact with our pharmacies is an efficient and pleasant experience every time.

—K. Scott Carruthers, Pharm.D

National Director of Pharmacy, AIDS Healthcare Foundation