



**WE ARE
EVERYWHERE**

2025 Impact Report



Our Mission

Texas Health Action is a community informed non-profit organization dedicated to providing access to culturally affirming, quality health services in a safe and supportive environment with an expertise in serving LGBTQIA+ people and people impacted by HIV.



Scan the QR code
to learn more
about our mission!

Our Programs

kindCLINIC™

Kind Clinic is a national leader in delivering culturally affirming sexual healthcare. Services include PrEP and PEP for HIV prevention, HIV care, STI testing and treatment, and gender-affirming care for adults. Care is provided through clinics in Austin, San Antonio, and Dallas, as well as statewide virtual care.



Waterloo Counseling Center provides affordable, high-quality mental healthcare statewide. With a focus on affirming, trauma-informed care, Waterloo ensures compassionate mental health services are accessible to all.

Letter From Our CEO

2025 marked the 10-year anniversary of Texas Health Action—from its genesis as a program providing PrEP to its present day offering multiple sexual and mental health services. Over our first decade, we experienced significant growth of the Kind Clinic program, completed a merger with Waterloo Counseling Center, and navigated potentially devastating challenges such as COVID and funding reductions. These experiences set us on a multi-year path toward financial sustainability to meet the growing demand for the services we provide.

We have much to be proud of over the last year, including a milestone of **more than 10,000 people receiving PrEP** through Kind Clinic and its partnerships. Our theme, "We Are Everywhere," was a nod to the presence and endurance of the LGBTQIA+ community, as well as to our work delivering sexual health and mental health services to people across every part of Texas.

What follows is a celebration of our work and the people that make it possible—our staff, our volunteers, and our donors. I also extend my deepest gratitude to the patients who trust us with their care; without them, we would not be here.



Christopher Hamilton
Chief Executive Officer

Kindness In Numbers

Across all Texas Health Action programs in 2025:



25,708
Patients
Served



3,793
Counseling
Sessions

delivered through Waterloo
Counseling Center



Across 154
Texas Counties

Location breakdown:

Austin: 56%

Dallas: 8.7%

San Antonio: 19.8%

Virtual: 15.5%



30,106
Walk-in HIV
& STI Tests

were provided statewide including
9,889 HIV tests, along with hepatitis C,
syphilis, chlamydia and gonorrhea.

Clinical Impact

HIV Care



**overall viral
suppression rate
among all patients**

Significantly exceeds the national average of 67.2%, per the CDC's National HIV Surveillance System (NHSS, 2023)



808

total new patients
linked to HIV care, either
newly diagnosed or who
transferred their care
to Kind Clinic

PrEP for HIV Prevention



3,363 unique
patients

started PrEP in 2025
through Kind Clinic

Excellence in Care

Kind Clinic delivers care centered on patient experience and trust:



Culturally affirming
and stigma-free care
environments



Designed **specifically**
for **LGBTQIA+ communities**
and people impacted
by HIV



Net Promoter Score
(NPS): **93**, reflecting
strong patient
satisfaction



Patients consistently
report feeling
respected, safe, and
affirmed in their care

Kind Patient Assistance Program (KPAP)

The **Kind Patient Assistance Program (KPAP)** provides financial support for patients who are uninsured or unable to afford care, covering medications, lab work, co-pays, insurance premiums, counseling sessions, and other essential services.

2025 KPAP Impact:

\$1.7 million

in assistance
provided

507

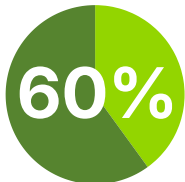
PrEP prescriptions
filled through KPAP

175

HIV prescriptions
filled through KPAP

\$266

Average assistance
per patient



OF KIND CLINIC
PATIENTS ARE
UNINSURED—



HIGHER
THAN THE
STATEWIDE AVERAGE

Kindness In Action

For many LGBTQIA+ college students in Texas, accessing sexual healthcare for the first time can feel intimidating or out of reach. Through partnerships with organizations like Always Texas, Kind Clinic shows up on campuses and in communities—helping students navigate insurance, understand their options, and access affirming care without fear or judgment.

KPAP helps students overcome financial and systemic barriers, making preventive care accessible at a pivotal moment in their lives. By meeting students where they are, we build trust, confidence, and lifelong connections to healthcare.



Scan the QR code to hear directly from students about what it means to be supported, seen, and cared for.



10 Years of Kindness Gala

10 YEARS of KINDNESS

In 2025, Texas Health Action gathered with our community to celebrate **10 Years of Kindness**, honoring Dr. Cynthia Brinson and Mark Erwin, co-founders of Texas Health Action and Kind Clinic. Their vision helped build a movement grounded in dignity, access, and affirming care for LGBTQIA+ Texans and people impacted by HIV.

This milestone celebration was made possible by our Kind Partners, sponsors, and donors, whose generosity powers our work year-round.



Scan the QR code to watch the honorees' story in our gala video here.

WHERE YOU FILL MATTERS

Why should you fill your Rx with Avita Pharmacy?

Expert CARE

- ▶ Culturally competent, gender-affirming care
- ▶ HIV, PrEP, LGBTQ+, and sexual wellness expertise

Accessible CARE

- ▶ 24/7 pharmacist access
- ▶ Home delivery of HIV and PrEP meds
- ▶ OneClick Refill text program
- ▶ Financial assistance support

Community CARE

- ▶ Filling with Avita helps your care team provide critical services, affordable health programs, and expanded access to care for you and your community.



 **Avita** PHARMACY

Fast & Easy Online Rx Transfers

[avitapharmacy.com](https://www.avitapharmacy.com)



A group of people, including a man and two women, are smiling and talking in a room. The image is overlaid with a blue tint. The text is centered over the image.

THANK YOU TO OUR PATIENTS

FOR TRUSTING US WITH YOUR CARE AND
ALLOWING US TO SHOW UP FOR YOU
WITH COMPASSION, DIGNITY,
AND RESPECT ACROSS TEXAS.

Thank You to Our Kind Partners

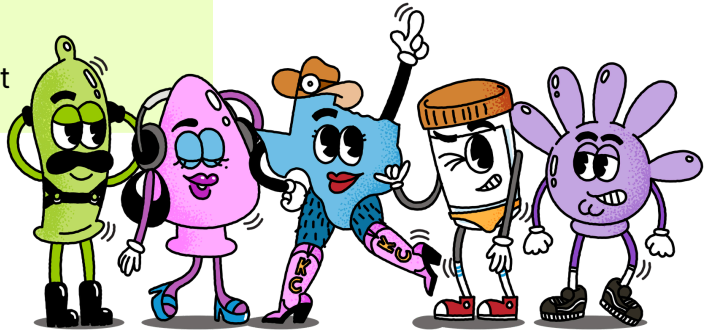
Kind Partners—named in honor of key individuals in Texas Health Action's history—is a new way to give that ensures LGBTQIA+ communities and people impacted by HIV receive the high-quality care they deserve.

Kind Partners & Endowments

- Dr. Cynthia Brinson
- Melanie Pokluda
- Douglas Plummer
- Paul Clover
- Mark Erwin Endowment



**DONATE
TODAY!**





TEXAS HEALTH ACTION

kind CLINIC

WATERLOO counseling center

kindclinic.org

