



2024

IMPACT REPORT



transhealth

FROM OUR CEO



“As the only non-profit, independent health care organization in the U.S. devoted solely to serving the trans and gender-diverse community, the stakes for Transhealth’s survival could not be higher.”

This past year was marked by extraordinary impact, change, and growth for Transhealth. In 2024, we served 2,433 patients, reached over 3,000 community members, launched new programs, hired a new pediatrician, and moved forward through a major leadership transition.

In May I became the CEO of Transhealth. Being at the helm of this groundbreaking organization at such a pivotal time in history is the third greatest honor of my life, the first two being my kids and my wife.

I get to work alongside over 50 staff members who everyday dedicate their lives to providing compassionate healthcare, community support, education, and advocacy for the trans and gender-diverse community.

To be clear: we are the only independent, nonprofit health care organization in the United States devoted solely to serving the trans and gender-diverse community. The stakes for Transhealth’s survival could not be higher.

The reality is that we are struggling to survive. It’s a rough landscape for healthcare providers and non-profits these days, and Transhealth is no different. We face serious financial barriers due in part to low insurance reimbursement rates, federal actions that threaten the very fabric of our societal safety net, and our unwavering commitment to providing the best care and support that our patients deserve.

It is only through the generosity of donors and foundations, big and small, that we are able to continue this critical work. And make no mistake, the work we do is critical, necessary, life-affirming, and often life-saving.

The trans and gender-diverse community is in the fight for their lives and the fundamental human right to access medically necessary healthcare is at risk. We are facing a presidential administration hellbent on destroying our families, friends, neighbors, and colleagues instead of addressing the needs and concerns of everyday Americans.

This is not a drill. These attacks are dangerous for trans and gender-diverse people and have grave implications for the rights of all Americans. If the rights of any group can be abridged, the rights of all Americans are at risk. We are committed to the ideals America has always aspired to; that each of us is free to live as our authentic selves, free from state-sanctioned repression and government overreach.

We encourage you to keep all of this in mind as you read through our 2024 Impact Report that summarizes our achievements over the past year. We hope you will be as inspired as I am and will join the fight by making a donation to support our vital work. Thank you for your kindness and support. Transhealth can’t do this without you.

In Solidarity,

A handwritten signature in dark ink, appearing to read 'Jo Erwin'.

Jo Erwin (any pronouns), RN, BSN
Chief Executive Officer

WHO WE ARE



OUR MISSION

Transhealth is an independent and comprehensive healthcare center that supports and empowers trans and gender-diverse individuals and families.

Throughout our history as a community, trans and gender-diverse people have looked to each other for healing, support, and affirmation. Transhealth honors that by serving as a source of hope and showing what good gender-affirming healthcare looks like.

As a trans and gender-diverse led organization rooted in Western Massachusetts, we are expanding the healthcare possibilities for our community. Through expert care, community support, education, and advocacy, we work to secure a healthy, affirming future for all of us.

OUR VISION

We are transforming the world so that trans and gender-diverse individuals are empowered and celebrated as they work with an affirming team to own their healthcare journey.

OUR IMPORTANCE

Transhealth is the only independent, non-profit healthcare organization in the United States devoted solely to serving the trans and gender-diverse community.

OUR SERVICES



CLINICAL

We provide high-quality, gender-affirming primary care, pediatric care, mental healthcare, gender-affirming hormone therapy (GAHT), surgical letters, and an STI Walk-in Clinic.

COMMUNITY

Our life-saving community outreach programs include a drop-in community space, community closet, groups and events, resources, transportation, insurance enrollment counseling, HIV/STI prevention, and harm reduction supplies.

EDUCATION

We offer comprehensive education for patients, families, members of the community, and clinicians.

ADVOCACY

We advocate for laws and policies to transform healthcare and improve the lives of the trans and gender-diverse community.

SOME HIGHLIGHTS



WINTER/SPRING

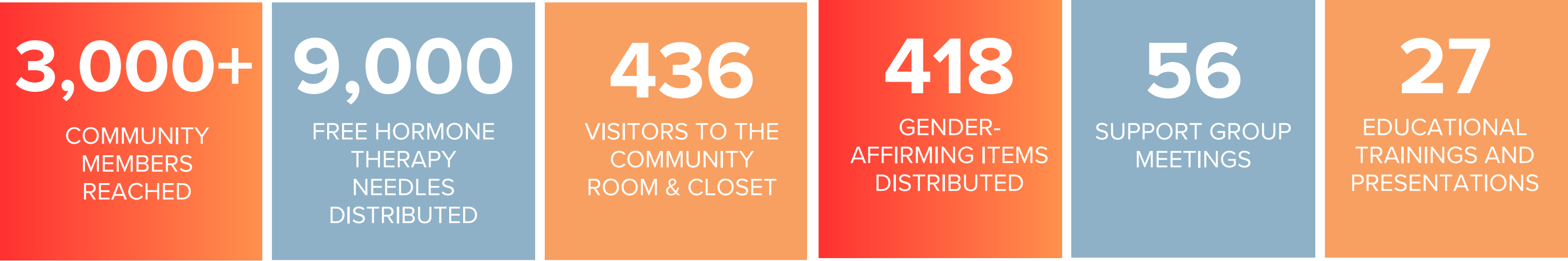
- STI Prevention and Outreach Specialist hired
- Community Closet launched major expansion to include distribution of Hygiene Kits, Safer Sex Kits, Flow kits, Glove Kits, and Bleach Kits
- Jo Erwin became CEO

SUMMER

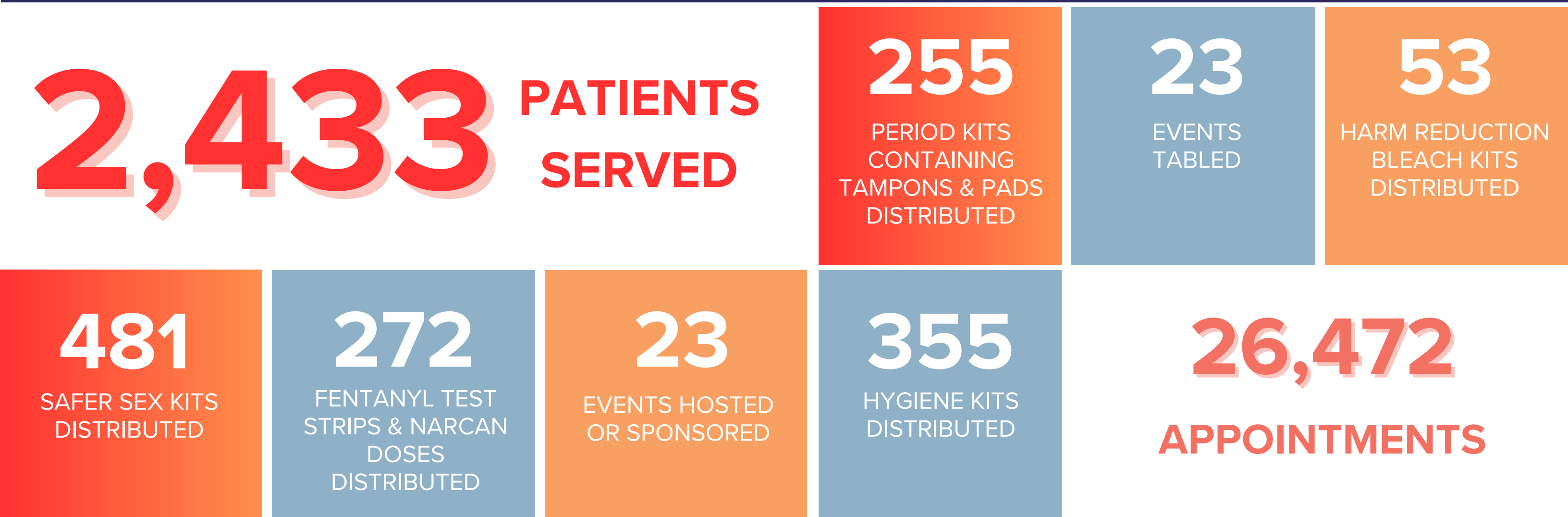
- Transhealth participated in seven community Pride events
- One-on-one health insurance counseling began
- Transhealth successfully advocated for passage of MA Gender X law
- DEI Manager position created

FALL/WINTER

- New pediatrician hired
- Post-Op Supply Exchange (POSE) Program began
- In-house legal document changes and notary services expanded
- First strategic plan completed
- STI walk-in clinic launched



IMPACT BY THE NUMBERS





PROVIDER SPOTLIGHT: DR. ASHLEY BROWN

“It is clear that you take great pride in providing both excellent medical care and emotional support, and I am grateful to have you as my son’s new doctor.”

*~ The parents of
Dr. Brown’s first
Transhealth patient*

Transhealth is proud to have in our corner one of the only transgender pediatricians in the nation. Dr. Ashley Brown (she/her) is Transhealth’s Pediatrician and Co-Director of Primary Care.

As a Trans woman, parent, and Army veteran who deployed to Iraq, Dr. Brown left Iowa for the safety of Massachusetts in the fall of 2024. She brought with her an unyielding commitment to providing best practice, evidence-based, medically necessary healthcare for trans youth.

We are honored to have her on our team and by our side during this challenging time in the history of our community and our nation.



2024 PROGRAM HIGHLIGHT: POSE

In fall of 2024, Transhealth launched its Post-Op Supply Exchange (POSE) program. Through POSE individuals with upcoming gender-affirming surgical procedures are able to take and borrow items needed for post-op recovery. Reusable items are washed and returned for future community care.

Items available through our POSE program include everything from reusable hot/cold packs and pillows to over-the-counter medication.

The POSE program is part of Transhealth's free Community Room and Community Closet which uplift and support the trans and gender-diverse community by making it possible for so many to access free, essential gender-affirming supplies and apparel which would otherwise be out of reach due to significant financial barriers, unsafe home environments, or housing instability.

*You've made a huge impact on my life
and health, and I appreciate everything
you do for our community.*

~ Community Member

JOIN THE FIGHT

As the only independent, non-profit healthcare organization in the United States devoted solely to serving the trans and gender-diverse community, we need you.

Every act of support, whether big or small, helps us keep our doors open, the lights on, and makes it possible for us to deliver and defend the essential healthcare and community support that trans and gender-diverse people need and deserve.

Through contributing to Transhealth, you are directly impacting lives, enabling us to maintain and expand our services, advocate for inclusive healthcare policies, and educate the broader community on the importance of trans health and trans rights.

With your Help, We Can Continue to Provide:

- High-quality, gender-affirming primary care, pediatric care, mental healthcare, gender-affirming hormone therapy (GAHT), surgical letters, and walk-in STI testing;
- Life-saving community outreach programs, including a drop-in community space, community closet, groups and events, resources, transportation, insurance enrollment counseling, HIV/STI prevention, and harm reduction supplies;
- Comprehensive education for patients, families, members of the community, and clinicians;
- Advocacy for laws and policies to protect trans healthcare and improve the lives of the trans and gender-diverse community.

DONATE TODAY

Help us protect and expand
gender-affirming care

transhealth.org/donate

