



transhealth

2025 IMPACT REPORT

Meeting the Moment

FROM OUR CEO



“The stakes for our survival - and for the people who rely on us - could not be higher.”

This past year was defined by uncertainty, resilience, and impact for Transhealth. Throughout 2025, we served thousands of patients and community members, expanded programs, strengthened our clinical team, and continued to build stability amid an increasingly hostile landscape for trans and gender-diverse people.

As I reflect on my first year as CEO of Transhealth, I am deeply aware of both the honor and the weight of this responsibility. Leading this organization at such a pivotal moment in history has required adaptability, resolve, and trust. There were moments when stability felt elusive - when the ground shifted beneath us and it felt like we needed to buckle our seatbelts and hang on tight. Through it all, we remained grounded in our mission and steadfast in our commitment to the community we serve.

I have the privilege of working alongside a deeply dedicated staff who show up every day to provide compassionate healthcare, community support, education, and advocacy for trans and gender-diverse people. Their commitment is the reason Transhealth has remained a steady presence during a time of profound instability.

To be clear: Transhealth is the only independent, nonprofit healthcare organization in the United States devoted solely to serving trans and gender-diverse communities. The stakes for our survival - and for the people who rely on us - could not be higher.

This is not a drill. The attacks on trans and gender-diverse people are dangerous and far-reaching, with grave implications for the rights of all Americans. When the rights of any group can be abridged, the rights of everyone are at risk. We remain 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.

In the face of uncertainty, Transhealth has focused on what we can control: showing up, staying rooted, and continuing to provide care without compromise. We have worked to strengthen our foundation, support our staff, and remain a reliable presence for our patients and community - even when the future feels unclear. Stability, in this moment, is not passive; it is an act of care and resistance.

We invite you to read through our 2025 Impact Report with this context in mind. We hope you will be inspired to stand with us and support Transhealth's vital, life-affirming, and often life-saving work. Thank you for your generosity and belief in our mission. Transhealth cannot do this without you.

In Solidarity,

A handwritten signature in black 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 trans and gender-diverse communities.

OUR SERVICES



CLINICAL

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

COMMUNITY

Our life-changing community outreach programs include a drop-in community space, community closet, food pantry, groups, events, resources, transportation, insurance enrollment counseling, name change support, 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.

HIGHLIGHTS



WINTER/SPRING

- Started accepting new pediatric primary care and specialty patients
- Started accepting new adult patients for gender-affirming hormone therapy (GAHT)
- Celebrated our fourth anniversary
- Responded to federal attacks on healthcare for trans youth

SUMMER

- Participated in seven community pride events
- Launched free community pantry
- Celebrated the signing of Shield 2.0, a bill we advocated for
- Released impressive results of patient satisfaction survey
- Spearheaded state legislative educational trainings on gender-affirming care

FALL/WINTER

- New family physician and nurse practitioner hired to increase capacity
- Awarded \$75,000 in support from the State for security and infrastructure needs
- Testified in support of legislation crucial to trans and gender-diverse communities
- Welcomed patients from institutions that stopped providing trans healthcare for youth

4,000+

COMMUNITY
MEMBERS
REACHED

14,482

FREE HORMONE
THERAPY
NEEDLES
DISTRIBUTED

655

COMMUNITY
ROOM VISITS

398

BINDERS & GENDER
AFFIRMING
MATERIALS
DISTRIBUTED

300+

SUPPORT GROUP
PARTICIPANTS

53

EDUCATIONAL
TRAININGS AND
PRESENTATIONS

IMPACT

BY THE NUMBERS

2,260

TOTAL PATIENTS SERVED

669

PEDIATRIC
PATIENTS SERVED
(21 & UNDER)

335

PERIOD KITS
CONTAINING
TAMPONS & PADS
DISTRIBUTED

168

ARTICLES OF
WINTER CLOTHING,
UNDERGARMENTS,
& SOCKS
DISTRIBUTED

122

HARM
REDUCTION
BLEACH KITS
DISTRIBUTED

529

SAFER SEX KITS
DISTRIBUTED

798

FENTANYL TEST
STRIPS & NARCAN
DOSES
DISTRIBUTED

3236

EVENT
PARTICIPANTS

560

HYGIENE KITS
DISTRIBUTED

90,820

PATIENT ENCOUNTERS

PROTECTING TRANS YOUTH

When Trans Youth Need Us the Most.

The federal government has been targeting working people and those belonging to marginalized communities, including trans people. Trans and gender-diverse youth in particular are experiencing an unprecedented attack on their right to be themselves.

In June, the Supreme Court delivered a devastating decision in *US v. Skrmetti*, upholding a ban on medically necessary healthcare for trans youth. Within Massachusetts, federal policies have pressured healthcare institutions into pausing care for their pediatric trans and gender-diverse patients.



COMMITTED TO YOUR CARE

We Aren't Backing Down.

In the face of every attack, Transhealth remains open and fully committed to caring for the trans and gender-diverse youth who need us.

With every step, we are advocating for, caring for, and fighting for trans youth. As we continue to support and defend many of the most vulnerable in our community, we stand firm in our dedication to providing medically necessary, life-changing, healthcare.





TRANSHEALTH WELCOMES NEW PROVIDERS

“It is such an honor to have the opportunity to work at Transhealth with the community I’m a part of and which I have dedicated my life and career to serving.”

~ Kesh, MD

Transhealth is excited to have hired two new healthcare providers at the end of 2025.

Kesh is a Black, Trans family medicine physician whose clinical expertise is in providing compassionate primary and specialty care for youth and adults across the lifespan.

Alyssa is an experienced women’s health nurse practitioner whose scope of practice and expertise is in gender-affirming care for trans and gender-diverse adults.

By hiring more providers we are doubling down on our commitment to maintaining and expanding healthcare services for trans and gender-diverse youth and adults. At a time when many clinics and providers are pulling back on care, we are just getting started.



OUR PATIENT SATISFACTION SURVEY RESULTS

This year, we received glowing results from our annual Patient Satisfaction Survey, putting the care we provide just shy of “Excellent” and squarely in the range of “Great” for healthcare providers by Net Promoter Score (NPS) standards.

Although we strive for further improvement, the overall results could not be more clear: our patients are deeply satisfied with their care. Those we serve feel not just cared for by routine metrics, but seen holistically and with exceptional sensitivity, expertise, and dignity.

“*I appreciate everyone's commitment to maintaining positive, affirming, and accessible care. I do not take these things for granted. I especially love and appreciate my current medical team.*”

~ Transhealth Patient

WHAT OUR PATIENTS SAY:

- My provider addresses me correctly (98.23%)
- My provider affirms my identity (96.4%)
- My provider spends enough time with me (91.15%)
- My messages & phone calls are returned in 72 hours (78%)
- It is easy to get in touch with Transhealth (75%)
- It is easy to get my medication refilled (72%)
- It is easy to book an appointment (72%)



2025 PROGRAM HIGHLIGHT: COMMUNITY PANTRY

This year, our Community Team launched our Community Pantry, a food assistance program providing an immediate short-term supply of food for both Transhealth patients and the wider community. Trans and gender-diverse folks facing food insecurity can simply visit our Community Room, talk with our staff, and leave with 2-3 days worth of shelf-stable pantry items for free, with no barriers to access.

Through a sustained collaboration with the Northampton Survival Center, our Community Pantry offers a consistent variety of food options to meet the diverse dietary needs of individuals and families facing food insecurity. After visitors are supplied with food from our Pantry, our Community Team works with our clients to connect them to long-term food assistance programs and resources for on-going support and services.

Food insecurity and the profound physical and psychological stress it brings is deeply felt within trans and gender-diverse communities. Transgender adults face significantly higher rates of food insecurity, with studies indicating they are over two to three times more likely to experience hunger compared to cisgender adults. In 2023, roughly 27.6% of transgender adults in the U.S. reported not having enough to eat. These needs were amplified this year by cuts to and lapses in SNAP funding, as well as the growing cost of living. This is why our Community Pantry, and our efforts to meet the holistic needs of our entire community are so important.

HOW WE MET



THE MOMENT

Every Step of the Way

SNAP CUTS & INSECURITY

This year, low-income individuals and their families reliant on SNAP benefits were faced with deepening food insecurity and financial stress due to federal cuts and a government shutdown.

HEALTH INSURANCE COSTS

Federal legislation passed in 2025 is expected to bring on drastic cuts to Medicaid plans which will cause serious financial strain on low-income individuals, particularly trans & gender-diverse people in need of coverage for medically necessary care.

FEDERAL ID RESTRICTIONS

Executive Orders issued by the current federal administration have cruelly restricted the rights of trans and gender-diverse people from updating federally issued ID's with the correct gender-marker.

Transhealth is Fighting Back

COMMUNITY PANTRY

2025 saw the launch of our Community Pantry, offering free food and pantry stable items to all in the community. Those who utilize the pantry are connected to local programs for long term food assistance, resources, and support.

INSURANCE NAVIGATION

Our Certified Application Counselors (CAC's) provide free assistance for community members to support with Masshealth applications, insurance enrollment, and finding low cost plans that meet each individual's healthcare needs.

LEGAL NAME CHANGE

Transhealth now offers free name change assistance open to the community, where people can ask questions, get correct information and access support with the legal name change process at all levels.



CHANGING LIVES: A TESTIMONIAL

As the parent of a trans young adult, I cannot express how important Transhealth has been to my child and our entire family.

Several years ago my child came out to me as transgender and through their own online research, found Transhealth. I couldn't believe that an organization like this was right in our backyard. My child has blossomed through the care and support provided by Transhealth.

It's been almost 5 years since my child found Transhealth, and in that time their providers have seen them through everything from illness and injury to gender-affirming hormone therapy and a referral to top surgery.

I couldn't be more proud to say that my kid is planning to go to school to be a gender-affirming care provider. As a proud parent, I've dedicated my life to fighting for trans kids like my own kid. For me, this is the power of Transhealth. Transhealth has changed our lives, strengthened our family, and has ignited my commitment to fight for the right of all people to be themselves.

*Transhealth has changed our lives,
strengthened our family, and has ignited
my commitment to fight for the right of
all people to be themselves.*

JOIN THE FIGHT

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

Every act of support, whether big or small, helps us keep our doors open and 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.

By 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), and surgical letters.
- Life-changing community outreach programs, including a drop-in community space, community closet, community pantry, 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





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