

BROOKLYN: EXPANDING ACCESS TO CARE



CALLEN-LORDE

AT A GLANCE

Callen-Lorde is the global leader in LGBTQ healthcare.

Since the days of Stonewall, we have provided a welcoming environment for LGBTQ communities to get quality care, free of judgment and regardless of ability to pay. In addition, Callen-Lorde pioneers research, advocates for social change, and educates the medical community to help transform lives – not just for our patients – but for all LGBTQ people around the world, *because we believe healthcare is a human right.*

Today, we are a health organization with a staff of nearly 350 and a research and technical assistance team that trains and engages representatives from nearly 20 countries each year. We know that discrimination is a major factor in health status and outcomes and in access to healthcare.

In 2018, we served nearly 18,000 patients – 62% of whom were under 40 – who made 114,000 visits. We provided care for over 4,000 people living with HIV and more than 5,451 people of transgender or non-binary experience. Our Health Outreach to Teens (HOTT) program served over 1,300 LGBTQ young people on the streets of New York and in our clinic. We filled over 110,000 prescriptions, conducted over 20,000 HIV tests, and provided over \$5 million in donated care.

With three locations, two in Manhattan and one in the Bronx, we provide:

- Primary Medical Services
- Mental Health Services
- Dental Services
- HIV Specialty Care
- Transgender Care
- Pharmacy Services
- Enabling Services (care coordination & health education)

In 2020, we will open a fourth location, in Brooklyn, which will increase our patients served by 80% and expand our program services, including The Keith Haring Nurse Practitioner Postgraduate Fellowship in LGBTQ+ Health, substance use treatment, and integrated outpatient services.

Callen-Lorde is a New York State Department of Health Article 28 Diagnostic and Treatment Center; a New York State Office of Mental Health Article 31 Outpatient Mental Health Treatment Clinic; and a Federally Qualified Health Center.

Our Patients

38%

Private insurance including subsidized under the ACA

35%

Medicaid and other public coverage

27%

Uninsured



DISPARITIES IN LGBTQ HEALTH & ACCESS

Too often, LGBTQ individuals are reluctant to seek healthcare treatment because of negative previous experiences, fear of judgement, or uninformed healthcare providers.

There are significant consequences of medical providers' lack of training in the health needs of LGBTQ patients, including adverse patient experiences among LGBTQ healthcare consumers and avoidance of healthcare institutions altogether.

In New York, a 2015 LGBTQ Health and Human Services Needs Assessment found that a lack of culturally competent providers is a major barrier to healthcare, with 30% of respondents reporting a lack of adequately trained healthcare professionals.

In 2011, the Institute of Medicine released *The Health of Lesbian, Gay, Bisexual, and Transgender People: Building a Foundation for Better Understanding*, a groundbreaking study that found 56% of lesbian, gay, or bisexual respondents and 70% of transgender respondents had experienced discrimination in healthcare settings.



Barriers to access have a real impact on the health and wellness of LGBTQ patients.

- According to the Institute of Medicine, the following health-related issues have a major impact on LGBTQ individuals: exposure to violence • stigma and discrimination • access and barriers to healthcare, including lack of culturally competent care • depression and suicide • substance use and abuse (alcohol, drugs, tobacco) • HIV/AIDS and other sexually transmitted diseases • certain cancers • obesity • effects of long-term hormone use (transgender individuals).
- A 2014 Kaiser Family Foundation report highlighted the fact that lesbian, gay, and bisexual people are more likely than heterosexuals to rate their health as poor and have more chronic conditions and higher prevalence and earlier onset of disabilities. Overall, LGBTQ people report more asthma diagnoses, headaches, allergies, osteoarthritis, and gastro-intestinal problems than heterosexual individuals.
- The US Office of Disease Prevention and Health Promotion reports the following disparities among the LGBTQ community:
 - LGBTQ youth are 2 to 3 times more likely to attempt suicide.
 - LGBTQ youth are more likely to be homeless.
 - Lesbians are less likely to get preventive services for cancer.
 - MSM are at higher risk of HIV and other STDs, especially among communities of color.
 - Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues, and suicide, and are less likely to have health insurance than heterosexual or LGB individuals.
 - Elderly LGBTQ individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers.
 - LGBTQ populations have the highest rates of tobacco, alcohol, and other drug use.

BROOKLYN IS CALLING

We are building on a 50-year legacy.

In 1969 – the same year as the Stonewall uprising – activists created a free health clinic that became the foundation for Callen-Lorde. Today, we stand on their shoulders as an organization with soon to be four locations that will serve 32,000 patients each year.

Our success is a victory for our city and for the LGBTQ movement. We did not become part of the federally-funded infrastructure of safety net community health centers without persistence, vision, expertise, and the commitment of tens of thousands of donors, volunteers, and staff.

When we provide care, conduct research, educate our community, and advocate for change, we are speaking with many voices, from many generations – demanding respect, compassion, and freedom from discrimination.



And ours is a history of inclusion.

Today, we are one of the largest providers of healthcare for both people living with HIV and people of trans experience. People of color make up 47% of our patient population, and we also serve a large number of LGBTQ youth, many of whom are homeless. Twenty-seven percent of our patients have no health insurance. We are not only the provider of much-needed care for our communities, but also hope.

Turns out, if you build it they will come.

Even with three facilities, two in Chelsea and one in the Bronx, expanded night and weekend hours, and locating administrative staff off-site, we turn away 20 patients a day – 100 a week. Embracing growth is our only option for meeting community demand.

And that is exactly what our Board of Directors did in voting to sign a long-term lease on a 25,000-square-foot space in Brooklyn – which promises to increase our clinical capacity by 80% – just 20 days after the 45th President took office. In the face of a shift in the federal administration and threats to the Affordable Care Act, we are placing the health of our communities first.

Callen-Lorde Brooklyn will occupy one entire floor at 40 Flatbush Avenue Extension, at the base of the Manhattan Bridge. Previously a parking garage, the space is currently being repurposed into a bustling, state-of-the-art health clinic, where 14,000 patients will make 62,000 visits each year.

While many travel far from home to receive services in our supportive settings, Brooklyn is already home to a third of our patients.

WE ARE BUILDING A NEW HOME FOR LGBTQ HEALTHCARE

At Callen-Lorde Brooklyn, our core services will include primary medical care, behavioral healthcare, care coordination/case management, and pharmacy services. We will also launch The Keith Haring Nurse Practitioner Postgraduate Fellowship in LGBTQ+ Health to train the next generation of providers, as well as new substance use treatment services that will be integrated into care. And our expanded patient population will provide more data and opportunities for our world-class research.

A chief role of Callen-Lorde is training staff in LGBTQ healthcare, who then take what they learn at Callen-Lorde into more mainstream healthcare settings around the globe. The impact of this cannot be underestimated, in any political climate.

We will also be providing much-needed workforce access, creating jobs for our community members, especially people of transgender experience, who want to learn about healthcare careers. With access to tuition reimbursement, some will go on to become nurses, medical assistants, dental technicians, providers, therapists, or doctors.

They will be joining our current staff of nearly 350 caring professionals.

Help us build our communities a new home in Brooklyn.

We must raise \$20 million to build out and fully operationalize Callen-Lorde Brooklyn. We are projecting \$3.1 million from government sources and \$5.5 million in New Market Tax Credits, which leaves a gap of \$11.4 million to be met through fundraising and financing.

Please consider how you can help open our new home in 2020.

With your support, we will celebrate a prudent and poignant expansion of our services at a time when our community and our healthcare are under attack.

Donors of \$2,500 or more are invited to take advantage of the many named giving opportunities provided in the new space. Please give, and help spread the word to donors large and small.

Providing a safe and welcoming space and cutting edge prevention and treatment is crucial for LGBTQ people, especially those who are marginalized and under-resourced. Many people in our communities have nowhere else to turn for care.

Everyone deserves a place like Callen-Lorde, where health, healing, and hope find a home.



NAMED GIVING & SPONSORSHIP OPPORTUNITIES



Callen-Lorde is delighted to provide the following opportunities to donors who wish to restrict their gifts of \$2,500 or more to a capital project or a particular program or activity that resonates with their philanthropic or marketing goals. Donors will be recognized in signage on site and in our annual report and relevant publications. Sponsorship opportunities can bear your name, your organizations name, or the name of a loved one. Donors may also choose to remain anonymous. Pledges can be paid over a period of several years.

\$2.5 Million
Nurse Practitioner Residency
& Training Program (filled)

\$500,000
Pharmacy
Laboratory

\$1 Million
Brooklyn Center

\$250,000
Brooklyn Mental Health Program
for five years



\$100,000
 Administrative Suite - - - -

\$50,000
 Large Patient Waiting Room

\$25,000
 Sub-Waiting Room
 Conference Room
 Staff Lounge (filled)
 Patient Meeting Room

\$10,000
 Patient Exam Room
 Patient Consultation Room

\$5,000
 Patient Intake Room
 Bathroom
 Health Promotion Room

\$2,500
 Window

All donors of \$1,000 or more will be recognized on signage in the Brooklyn Center.

DONOR Q&A

Why Brooklyn?

Opening a site in Brooklyn, home to a third of our patients, has long been our plan. A 2014 community needs assessment validated our thinking. LGBTQ Brooklynites who were non-patients were more likely than current patients to report their health as “fair” or “poor” (32%), and far more likely to be estranged from systems of care. Nearly half reported trouble getting healthcare and medications in the past year. Nearly a third reported not having a regular source of care, and the number one reason given was a lack of LGBTQ-specific providers in the area. While survey participants lived all over Brooklyn, most preferred to come for care in Downtown Brooklyn. As always, wanting to get care from experts in LGBTQ health was the top motivation for choosing Callen-Lorde.

What services will you provide in Brooklyn?

Core services will include (1) primary medical care; (2) behavioral healthcare; (3) care coordination/case management; and (4) pharmacy services. The site will also allow us to launch new programs, including (1) The Keith Haring Nurse Practitioner Postgraduate Fellowship in LGBTQ+ Health to train the next generation of providers; (2) Integrated Outpatient Services (IOS) licensure, which will encourage collaboration among patient care teams and across disciplines; and (3) substance abuse treatment services that will be integrated into care.

How will the main location change once you move to Brooklyn?

While Callen-Lorde expects to continue to observe overlap of patients among our four sites, Callen-Lorde Brooklyn will allow us to free up additional capacity at our main site for specialized services (e.g. dental and adolescent services).



How will you engage the community?

We will engage the community through existing and new partnerships with LGBTQ-serving organizations, social service organizations, local government officials, and healthcare providers and institutions. A targeted advertising campaign, supported by multi-channel social media, will promote the opening of Callen-Lorde Brooklyn, and ongoing community outreach and education opportunities will spread the word, especially among difficult to reach populations.

Is there public money for this?

Yes, we are projecting \$3.1 million from government sources and \$5.5 million in New Market Tax Credits, which leaves a gap of \$11.4 million that will be met through fundraising and financing.

When will this facility be sustainable?

Our conservative estimates indicate that the site will be financially self-sustaining in the third year of operation, based on nearly 14,000 patients making over 62,000 visits.

HOW YOU CAN HELP

Support Callen-Lorde Brooklyn by visiting www.callen-lorde.org/brooklyn or by sending the enclosed pledge form to:

Callen-Lorde Community Health Center
Development Department
356 West 18th Street
New York, NY 10011

We're here to help! If you have questions or seek assistance please contact our development team by calling 646.965.5467 or by emailing development@callen-lorde.org.

Callen-Lorde Community Health Center is a registered 501(c)3 nonprofit and contributions are tax-deductible to the extent permitted by law. EIN:13-3409680.



**THANK YOU FROM ALL OF US AT
CALLEN-LORDE**

CALLEN-LORDE

callen-lorde.org

Chelsea

356 West 18th Street
New York, NY 10011
212.271.7200

Thea Spyer Center

230 West 17th Street
New York, NY 10011
212.271.7200

Bronx

3144 3rd Avenue
Bronx, NY 10451
718.215.1800

Brooklyn

Coming soon!
40 Flatbush Ave Ext
Brooklyn, NY 11201

BROOKLYN CAMPAIGN PLEDGE FORM

Yes, I/we will join the Brooklyn Campaign Committee, be an ambassador for Callen-Lorde, and make a campaign pledge of \$3,000 or more that can be paid over several years.

CONTACT INFO

Name(s)

Telephone

Address

Email

City State Zip

I/WE WOULD LIKE TO MAKE A GIFT IN THE AMOUNT OF:

- \$25,000 \$10,000 \$5,000 \$1,000
 \$15,000 \$7,500 \$2,500 Other

- My/Our gift will be paid in
 annual installments
 semi-annual installments
over a period of:
 one year two years three years

- My/Our first pledge payment will begin on _____

Callen-Lorde will send timely pledge payment reminders.

- Please charge my credit card

Card Number

Expiration date Security code

Name on card Signature

- I/We grant permission for the Callen-Lorde to list my/our name(s) as a contributor to its capital campaign, and I/we would like my/our gift acknowledged in all publications as follows:

- I/We wish to remain anonymous.

- Please find enclosed my/our completed matching gift form(s) from:

- My/Our gift is in memory of
 in honor of

Please notify _____

This form reflects my commitment to the payment of this pledge to Callen-Lorde.

Donor's Signature

Date