ANNUAL REPORT
2019 - 2020
HEALTH JUSTICE FOR ALL
CALLEN-LORENDE
JUSTICIA
RACIAL, ECONÓMICA
Y SALUD
ABOUT US

Callen-Lorde is the global leader in LGBTQ healthcare. Since the days of Stonewall, we have been transforming lives in LGBTQ communities through excellent comprehensive care, provided free of judgment and regardless of ability to pay. In addition, we are continuously pioneering research, advocacy and education to drive positive change around the world, because we believe healthcare is a human right.

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Callen-Lorde’s grassroots heritage dates back over 50 years to the St. Mark’s Community Clinic and Gay Men’s Health Project - two volunteer based clinics that provided free, culturally competent health services to LGBTQ communities, primarily related to sexual health. In response to the AIDS crisis, these two clinics merged in 1983 to form Community Health Project, Inc, which remains our legal name today.
MICHAEL CALLEN (1955–1993)

Michael Callen was born in Rising Sun, Indiana, and began his career as a successful composer and singer. In 1982 he was diagnosed with AIDS (then known as Gay-Related Immune Deficiency) and quickly became a leader in the response to the growing epidemic. In 1985 he became a founding member of the People with AIDS Coalition, the first organization to spring from the AIDS self-empowerment movement. As a leading authority in the community, Michael was called to testify before the President’s Commission on AIDS and both houses of Congress. In 1990 Michael chronicled the stories of long-term survivors in his book Surviving AIDS. With Peter Allen and Marsha Malamet, he co-wrote the song “Love Don’t Need a Reason” and was a founding member of the a capella group The Flirtations. Michael continued his work in the community and in music until his death at age 38. He is survived by his partner, Richard Dworkin.

AUDRE LORDE (1934–1992)

The daughter of Caribbean immigrants, Audre Lorde was born in New York City and wrote her first poem at age twelve. In the 1950s while at Hunter College, Audre worked as a librarian and educator and became a leader in the early lesbian activist community in Greenwich Village. Her poetry was published regularly throughout the 1960s and 70s and gained wide recognition with the publication of her book The Cancer Journals in 1980, which chronicled her experience with breast cancer. In this groundbreaking work, she examined her own fears, anger and ultimately, her strength and hope. Her published writings include nine volumes of poetry and five books of prose. Audre was named New York State’s Poet Laureate in 1991 by Governor Mario Cuomo, a post she retained until her death at age 58 after a 14-year struggle with breast cancer. She is survived by her children, Elizabeth and Jonathan, and her partner, Dr. Gloria Joseph.

THEA SPYER (1931–2009)

Thea Spyer, Ph.D was a brilliant psychologist, avid violinist, golfer and dancer. Born to Elisabeth Ketellapper and Willem Spyer in Amsterdam, Dr. Spyer immigrated to the US States during World War II. In 1963 she met Edie Windsor, who soon became her partner for the remainder of her life. Dr. Spyer earned her Ph.D. in Clinical Psychology from Adelphi University. She interned at St. Vincent’s Hospital and the NYC Veterans Administration, and later became Director of the Psychiatric Clinic at the International Center for the Disabled. She was then Clinical Consultant in Rehabilitation at St. Vincent’s Hospital Westchester before concentrating exclusively on her private practice, where she cared for her patients until she passed away from aortic stenosis in 2009 at the age of 77.
Dear Friends, Supporters, and Community Members,

Since our last report, so much has changed in New York, at Callen-Lorde, and across the globe. As a safety net provider, the inequities we have long known were laid bare by the COVID-19 pandemic. In these pages, you will read about our response efforts which were highlighted in a feature in The New York Times.

In spite of the pandemic, we forged ahead with our plans to open our new Brooklyn clinic – a decade-long dream that so many worked to make possible. On May 14th – just 45 days after the anticipated opening – we saw our first patient. Now, just seven months in, operations have quickly ramped up, and we have expanded access to care for thousands of LGBTQ+ Brooklynites.

Our Brooklyn clinic is also home to the Keith Haring Nurse Practitioner Fellowship in LGBTQ+ Health - a first of its kind program to train future leaders in LGBTQ+ health. In September, we welcomed our first cohort of Haring Fellows who will receive on-the-ground training and experience to help close the gap in health disparities for our communities.

Lastly, our small but mighty advocacy and policy team have been hard at work fighting changes on the state and federal level that threaten protections we have worked so hard to achieve. We served as a co-plaintiff in a lawsuit against the federal government that would roll back the Health Care Rights Law (also known as section 1557 of the ACA). We’re also helping to lead a coalition of health care providers across New York state to fight changes to the state budget that will divert funding from essential services that New Yorkers need and rely on.

All of this and so much more would not be possible without the support of donors like you. As you read these pages, please consider a gift to support our work at callen-lorde.org/give.

In gratitude,

Wendy Stark, Executive Director
A LETTER FROM THE CHAIR OF THE BOARD

Dear readers,

Together, we are facing a truly unprecedented time in our nation’s history. The coronavirus pandemic is affecting all of our families, our communities, our businesses, and our way of life. We at Callen-Lorde are committed more than ever to face the on-going challenges the pandemic presents as we prepare for the year ahead. One of many firsts in doing so, is my election as Callen-Lorde’s new Board Chair.

My journey to Callen-Lorde began in 2004 as a patient with no healthcare insurance. Callen-Lorde provided a safe caring environment where I felt valued and heard. Thus, cementing my commitment and desire to give back much of what I was given. From patient, to volunteer for every event possible, to eventually serving on the Board of Directors, and now, humbly Chair.

I want you to know that our hearts go out to anyone who’s been impacted by the virus, either directly or indirectly. For those who have lost loved ones, we extend heartfelt thoughts and prayers. For those who are ill, we wish you a full recovery. And to the frontline healthcare workers, especially those at Callen-Lorde, we are in awe of your dedication and inspired by your selflessness in caring for those in need.

It is no hyperbole to say that Callen-Lorde saves lives. And it is the people at Callen-Lorde, the staff – from the front desk to the facilities team to the medical providers – that make all this possible. When the pandemic descended on the City in March, the staff banded together in the face of danger, even as PPE dwindled, even when morale was low, relying on homemade masks and gowns to keep themselves safe as they cared for our communities. They stayed the course to make sure that the most vulnerable could still receive the quality care they needed. Because that’s who Callen-Lorde is – good people. Good people who care about each other, who care about you, and who care about our community.

I am so deeply honored to serve as Board Chair to help steer this incredible organization that touches so many lives. As you read on, keep in mind the people behind these stories, behind the data, and behind the facts – who work tirelessly to make this all possible.

Thank you for your support and partnership in this journey.

Lanita A. Ward-Jones, Chair of the Board of Directors
COVID-19 IMPACT

In February 2020, as we monitored the novel coronavirus’ path, our medical providers and nursing staff gathered to discuss necessary precautions should the virus come our way. This was not the first time Callen-Lorde had dealt with an epidemic. In 2012, a deadly meningitis outbreak among men who have sex with men descended upon the city. We worked closely with the NYC Department of Health and responded aggressively with education campaigns and vaccines, helping to contain the spread. In 2014, we prepared to meet a potential Ebola outbreak head on, which was narrowly diverted. And of course, Callen-Lorde played (and continues to play) a critical role in the community-based response to the devastating HIV/AIDS epidemic that ravaged the gay community and communities of color in New York and across the country.

On March 1st, the first case of the 2019 novel coronavirus (COVID-19) in New York City was confirmed. By March 11th, Callen-Lorde began providing tests. Supplies of masks, gloves, soap, sanitizer, gowns and other PPE were quickly dwindling and becoming impossible to restock. Our call center was fielding hundreds of calls each day from patients desperate for information. Our pharmacy received over 700 voicemails over a single weekend from patients eager to refill critical medications. Our intrepid staff felt the effects swiftly, and dramatically. At the height of the virus in New York, over 25% of our staff were confirmed ill or sick with symptoms and isolated at home.

At the same time, Callen-Lorde was contacted by Housing Works, under contract with the City, to provide medical care at a temporary shelter at a hotel in Queens. Our staff provided 24/7 care – at the beginning,
using donated and in some cases homemade PPE – to ensure that no one was left alone or without medical assistance. One shelter quickly became two, and by the end of April, we were providing medical care at a second temporary shelter for LGBTQ youth in Manhattan. All of this was concurrent to opening our Brooklyn clinic and moving our patients from in-person care to telehealth and telemedicine in a matter of weeks.

As a safety net provider, Callen-Lorde is rooted in the community health and civil rights movements to ensure people without means – or those systematically disenfranchised from wealth and access – are able to receive high-quality, culturally responsive health care, regardless of ability to pay. Our existence is both necessary and tenuous. The pandemic has revealed the realities of the American healthcare system we have long known – it is rooted in inequity and steeped in oppression. We exist at the intersections of these systems, while we work to dismantle them – by providing health care, and fighting for health justice. More than ever, we need your partnership and support to help us in this mission.

While we have yet to comprehend the long-term effects of this pandemic, there is one thing we know: this clinic stays open.
After nearly a decade of research, planning, preparing and fundraising, Callen-Lorde Brooklyn opened its doors to our first patient on May 14th, 2020! In spite of our best laid plans, opening a health center amidst a pandemic was not a scenario we had considered – nevertheless, thanks to our dynamic staff and dedicated supporters, we persevered just two months behind our original anticipated opening.

Located at 40 Flatbush Avenue Extension in Downtown Brooklyn, Callen-Lorde Brooklyn offers a full suite of health services including primary care, sexual health services, HIV care, TGNB care, women’s health, behavioral health, case management and an onsite pharmacy – and like all of our locations, all services are provided regardless of ability to pay.

While it has long been a dream to expand into Brooklyn, the opening of this clinic has alleviated pressure on our other locations, as our capacity has long been outweighed by demand. We are welcoming new patients at all locations for both in-person and virtual care. Learn more or become a patient at callen-lorde.org.

In addition to providing high-quality, culturally responsive healthcare services, Callen-Lorde advocates on the local, state, and federal level for policies that affect the health and wellness of our communities. In 2020, we took a stand on behalf of the communities we serve by suing the federal government to protect access to care for trans and gender non-binary Americans.

The lawsuit was filed by the National Women’s Law Center (NWLC), the Transgender Law Center (TLC), the Transgender Legal Defense & Education Fund (TLDEF), the Center for Health Law and Policy Innovation (CHLPI) of Harvard Law School, and law firm Hogan Lovells filed a lawsuit on behalf of Callen-Lorde and our co-plaintiffs (Darren Lazor, Fenway Health, Transgender
Emergency Fund, Equality California, and Campaign for Southern Equality) against the Trump-Pence administration’s rule that would roll back the Health Care Rights Law (also known as section 1557 of the ACA). The Health Care Rights Law protects patients from discrimination in health care and is the first broad prohibition of sex discrimination in health care in federal law. The rule was issued amid a pandemic, unprecedented unemployment enacting a major loss of access to health insurance, an epidemic of police violence against Black people, and a crisis of violence against Black trans people.

Thanks to these lawsuits and others brought by individuals, a federal judge has since temporarily blocked the administration’s new health regulations from going into effect. This is a testament to the grassroots efforts of Callen-Lorde and so many others who have long fought for equal protection under the law.

Most recently, Callen-Lorde has helped to lead a coalition of health care providers across New York State to put a stop to devastating changes to the state budget that will divert critical funding from essential services that New Yorkers need and rely on. The State budget changes will “carve-out” Medicaid prescription drugs that will destroy the 340B drug discount program for the poorest New Yorkers. The effects would be swift, and irreversible. Callen-Lorde alone stands to lose 14% of our annual budget. Health centers across the state will close leading to hundreds of job losses, and thousands more will be left without access to health care, nutrition, housing, and medication. These changes would reverse progress to End the HIV/AIDS Epidemic, and would cripple the ability of health care providers best poised to care for the communities hardest hit by COVID-19. Learn more and sign on to our efforts to stop the carve-out at savenysafetynet.com.
For many years, Callen-Lorde has served as a training and education center for students, educators and other medical and behavioral health professionals seeking to expand their body of knowledge and experience working with LGBTQ+ communities. In 2019, through a $2.5 million grant from the Keith Haring Foundation, we launched the Keith Haring Nurse Practitioner Postgraduate Fellowship in LGBTQ+ Health – a premier LGBTQ+ healthcare training program to enhance knowledge, increase compassion and bring awareness to the healthcare barriers that LGBTQ+ communities face. With this training and experience, the Haring Fellows will be able to apply the skills they learn to help close the gap in health disparities for LGBTQ+ people for generations to come.

The fellowship program is designed to be rigorous and comprehensive. Haring Fellows commit to a 12-month program that includes a full schedule of training, patient care and didactics. Haring Fellows learn over time and have constant access to expert providers who will help shape their practice, alongside mentorship, networking and professional growth opportunities.
The applications opened on January 15th and closed on March 31st. We received submissions from across the country - 17 different states in total - and on September 1st, we welcomed our first cohort of Haring Fellows – Jamie Fried and Brittany Smith – both ER nurses hailing from NYC and Atlanta, respectively.

Both Haring Fellows have worked independently in their roles to expand LGBTQ+ cultural competence, and they were searching for more formal ways to incorporate education and experience working with LGBTQ+ communities.

“I know what it feels like to be on the other side of the exam table and not wanting to be completely honest with my healthcare provider about my life and lifestyle, due to fear of judgement, bias and outright not being understood,” Brittany said. “I am from the South, and although we have progressed, there is still much work to do. Everyone knows the quote, ‘be the change you want to see,’ so why not take the initiative to do something about it myself. And to come across the Keith Haring Fellowship, it honestly felt like fate.”
CALLEN-LORDE BY THE NUMBERS

PATIENTS BY AREA

- 36% Manhattan
- 28% Brooklyn
- 12% Queens
- 11% Bronx
- 12% Outside NYC
- 1% Staten Island

PATIENTS BY RACE AND ETHNICITY

- 42% White (Non-Latinx)
- 18% Hispanic/Latinx
- 19% Black/African-American
- 5% Asian/Pacific Islander
- 11% Unreported
- 1% More than one race
- 5% American Indian/Native Alaskan

PATIENTS BY AGE

- 47% 25-39
- 18% 40-49
- 17% 50-64
- 14% Under 25
- 4% 65 and over
TOTAL PATIENTS CARED FOR: 16,812

TOTAL VISITS PROVIDED: 109,533

PATIENTS BY GENDER
- Men: 55%
- Transgender/Non-Binary: 13%
- Women: 24%
- Gender Unreported: 8%

FINANCIALS
- FY18 Revenue: $89,534,120
  - 78% on Patient Care
  - 12% on Administrative Costs and Overhead
  - 9% on Invested in Expansion and Construction
  - 1% on Fundraising
SENIOR STAFF

Wendy Stark
Executive Director

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Chief Nursing Officer

Dan Hunt
Senior Director of Finance

Geremy Kawaller, Treasurer
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Kimberleigh Joy Smith
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HOWARD J. BROWN SOCIETY

In 1973 Howard J. Brown, M.D. (1924-75), former New York City Public Health Commissioner, publicly affirmed his homosexuality and helped change the image of our communities in the United States. In the spirit of Dr. Brown and his unwavering courage and dedication to our community’s health, Callen-Lorde established our major giving society in his name – The Howard J. Brown Society – an exclusive group of dedicated donors who provide the core resources needed to care for the most vulnerable members of our community.

Help offset the over $5 million in unreimbursed care we provide every year. Support from society members enables the organization to continue its vital work offering the highest quality healthcare to LGBTQ communities.

JOHN B. MONTANA SOCIETY

John B. Montana, MD, was one of the first physicians in New York City to identify and treat people living with AIDS at the outset of the epidemic in 1981. Dr. Montana saw many of the earliest cases at his Greenwich Village practice, and became a proponent of harm reduction and safer sex, advising GMHC, ACT-UP, and many other AIDS-related organizations. He generously gave his time and money to many community organizations, including Callen-Lorde, and provided care to many uninsured patients in need.

It was in this spirit of generosity that Dr. Montana left nearly $400,000 in his estate to Callen-Lorde to help us provide care to the most vulnerable members of our communities, regardless of ability to pay. To recognize his leadership and commitment to ensuring LGBT people had a place to seek care, we’ve dedicated our planned giving society in his name.

To learn more about how you can follow in Dr. Montana’s footsteps by including Callen-Lorde in your estate plans – or if you have already made arrangements to support us in you estate plans – please contact K. Donovan Stearns, Development Officer, at (212) 937-4879 or kstearns@callen-lorde.org.
THANK YOU
HOWARD J. BROWN SOCIETY

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Ted Ackerman
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* These staff members have gone above and beyond the call of duty, not only in their day-to-day work at Callen-Lorde, but in donating their paid time off to colleagues who were affected by COVID-19.
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