
HARLEM UNITED

2021 ANNUAL REPORT



MESSAGE FROM OUR CEO

2021 HAS BEEN ANOTHER DIFFICULT YEAR, here in Harlem and around the world. Through the grief and loss of the COVID-19 pandemic and its economic and social repercussions, Harlem United has continued to provide innovative healthcare, safe housing, life-saving prevention, and compassionate supportive services to the people who need it most.

In 2021, we've seen sweeping policy changes in New York that will have lasting impact on our clients and communities for years to come:

VICTORY FOR THE SAFETY NET. The 2020 state budget called for a carve out of the pharmacy benefit from Medicaid managed care to a fee for service model to be effective April 2021. This change would have devastated the 340B drug discount program and diverted funds from essential services provided by New York's safety net providers to the state's most vulnerable populations. Harlem United and many other providers formed the Save NY's Safety Net coalition to fight these changes, and this spring, state legislators agreed to delay the carve-out for two years in a victory for healthcare access for those most in need in New York. Harlem United and the coalition continue to press for a complete reversal of the carve out.

HEPATITIS C ELIMINATION PLAN RELEASED. In November, the state Department of Health released the New York State Hepatitis C (HCV) Elimination Plan. Harlem United was a member of the Task Force charged with creating recommendations that form the basis of this Plan to increase access to medication, expand comprehensive HCV programs, and enhance HCV treatment services for those at risk. HCV is a curable and preventable public health threat that has been fueled by the opioid epidemic. Release of this plan is a critical first step in eliminating HCV as a public health problem in New York.

FIRST OVERDOSE PREVENTION CENTERS IN THE US OPEN. In response to record-breaking opioid overdose fatalities, New York City opened two Overdose Prevention Centers (OPCs) in Washington Heights and East Harlem, two neighborhoods with some of the highest rates of overdose death in the city. OPCs, also called supervised consumption sites or facilities, are safe places where people can use substances under medical supervision from trained staff—and get connected to services. More than 100 OPCs have operated for decades around the world and there has never been a single overdose death at an OPC. New York's OPCs are operated by New York Harm Reduction Educators and Washington Heights Corner Project, which are merging to form OnPoint NYC.

As we continue to rebuild and reshape in the shadow of the COVID-19 pandemic, I know Harlem United will always provide care to those who need us most. Thank you for sharing in our mission.


Jacqui Kilmer
CEO



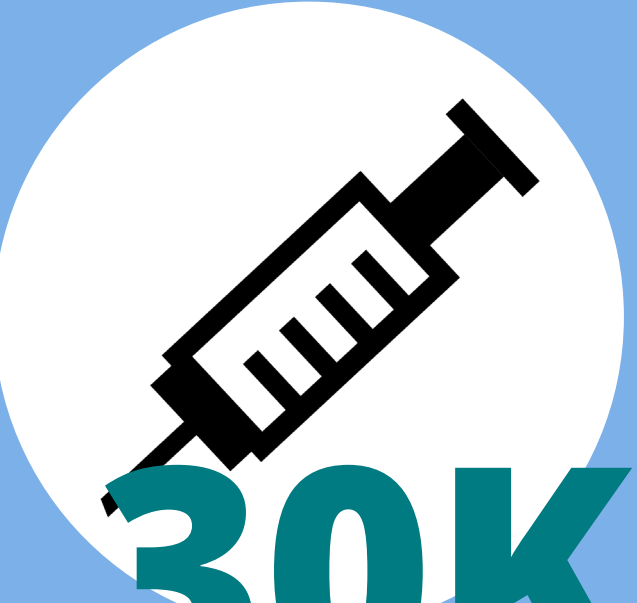
602
PEOPLE LIVING IN HARLEM UNITED PERMANENT HOUSING



21K
HEALTHCARE VISITS TO OUR COMMUNITY HEALTH CENTERS



18K
GRAB-AND-GO MEALS AND PANTRY BAGS DISTRIBUTED



30K
LITTERED SYRINGES PICKED UP IN PUBLIC SPACES

HEALTH SERVICES

AT OUR TWO HEALTH CENTERS, The Nest Community Health Center and The Willis Green Jr. Community Health Center, we offer world-class healthcare to underserved communities living with multiple chronic conditions, such as HIV, serious mental illness, and substance use disorder. Most of our patients are Black or other people of color, and many are experiencing chronic homelessness and have low or no income.

Medical Director Dr. Antonios shared information about the COVID-19 vaccine in a video PSA



6580

DOSES OF COVID-19 VACCINE ADMINISTERED

COVID-19 HIT OUR PATIENTS HARD. The people we serve have been disproportionately impacted by COVID-19: Black communities and other communities of color, people with chronic conditions, and people experiencing homelessness have been hit hard by the pandemic. In January 2021, we partnered with NYC Department of Health and Mental Hygiene to educate the public and provide COVID-19 vaccination to communities at increased risk of exposure and serious illness

“When I came to Harlem United, I felt that I was home.”

Elodie
Patient Office Assistant



HOUSING



541

UNITS OF SUPPORTIVE AND EMERGENCY SHELTER

SAFE, SECURE HOUSING

is foundational to building long-term health — Housing is Healthcare. That’s why we take a Housing First approach, meeting clients’ immediate need for housing as an essential part of treatment and care.

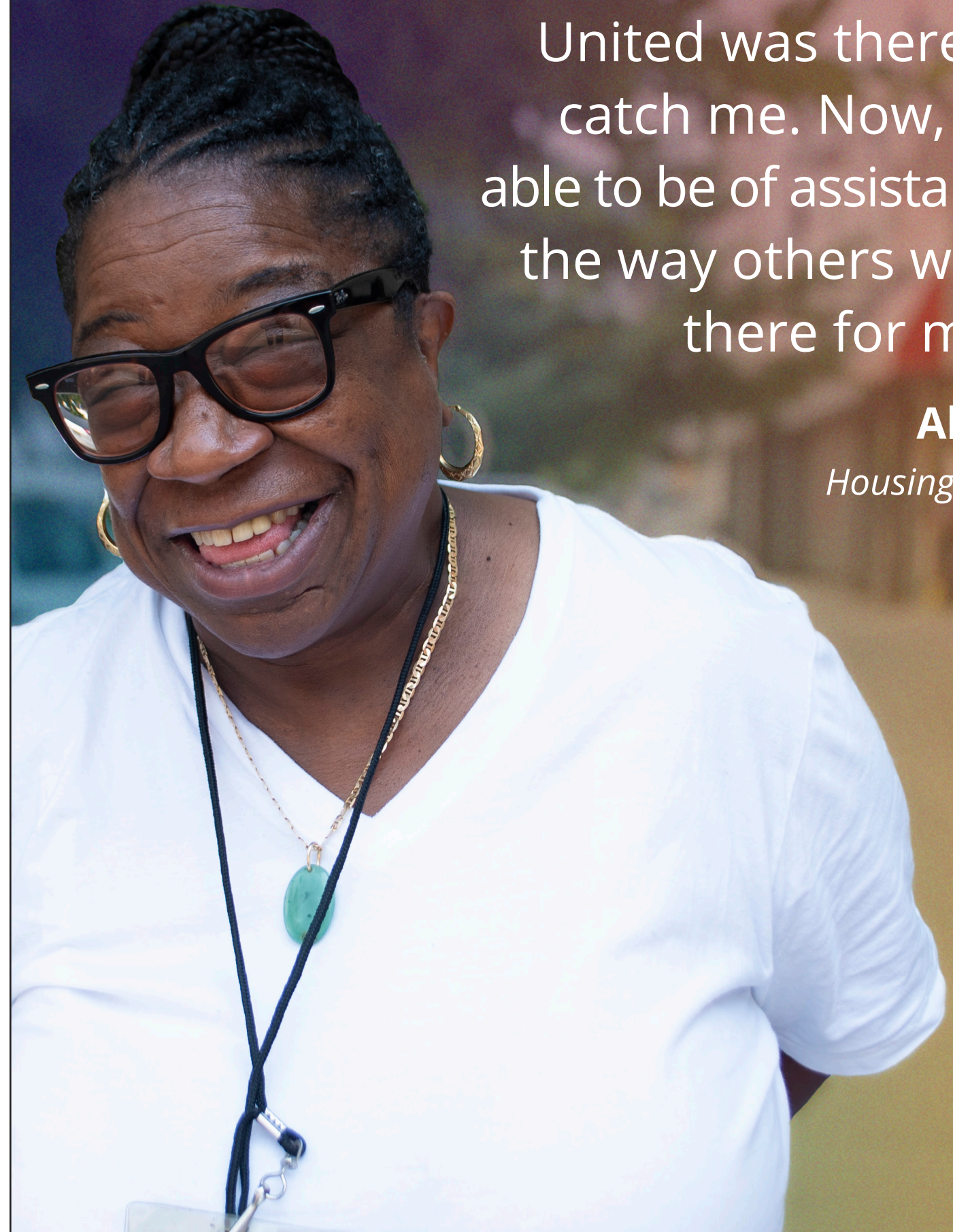
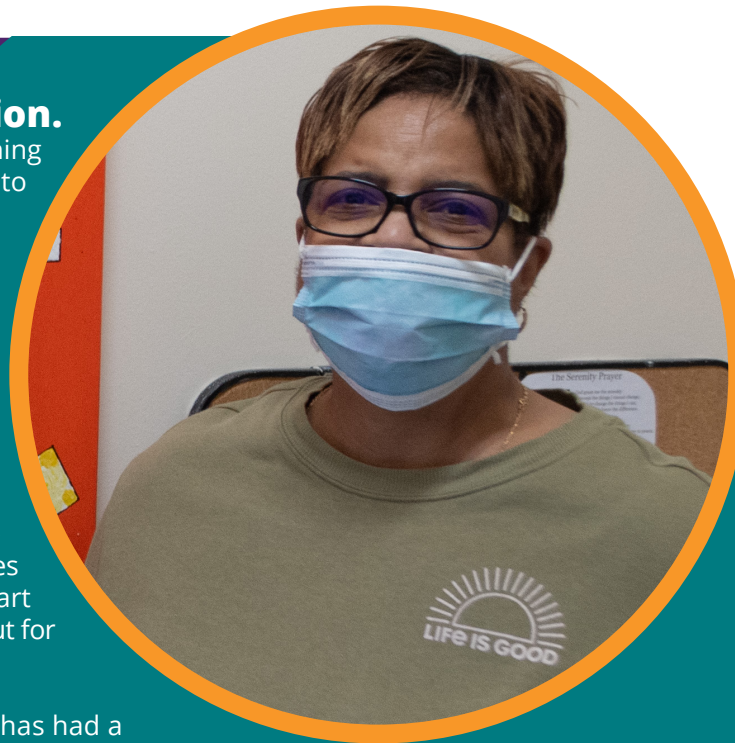
Since 1991, Harlem United has provided homes to people in need. Today, we provide transitional, permanent, and emergency shelter housing to formerly homeless populations, including US Veterans and people living with HIV/AIDS and/or other chronic conditions.

“Susan takes action.”

I swear to God and everything I love, Susan is the person to go to. She is beautiful.”
- Resident

For nearly 20 years, Susan has provided counseling, support, and advocacy for residents at our East Harlem congregate supportive housing program for people living with HIV. She has always been committed to creating communities that people want to be a part of, where everyone looks out for one another.

Since she was a child, she has had a passion for teaching; she views her role as a Senior Mental Health Specialist as an extension of that passion. She is dedicated to supporting clients in moving forward without judging themselves for their past and helping them learn healthier ways to live their lives.



“When I fell, Harlem United was there to catch me. Now, I’m able to be of assistance the way others were there for me.”

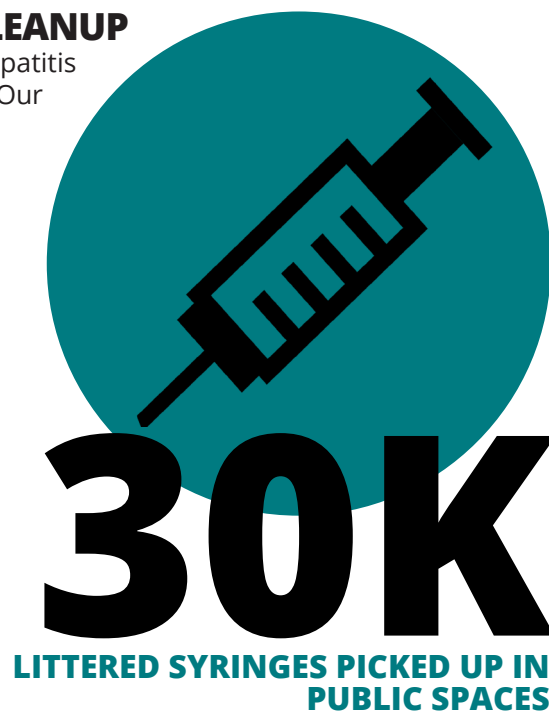
Alicia
Housing Peer

PREVENTION

HARLEM UNITED HAS DECADES OF EXPERIENCE providing life-saving services aimed at reducing infection transmission and overdose. In 2004, we became one of the first organizations to offer rapid HIV testing, and in 2007 we began offering syringe exchange. Through robust, peer-supported community outreach, we provide testing and substance use services to priority populations, including people who use drugs, youth, people experiencing homelessness, and people with multiple chronic conditions.



WE EXPANDED SYRINGE LITTER CLEANUP this year. Used syringes can transmit HIV and Hepatitis C, so syringe litter poses a public health concern. Our staff and peers perform litter cleanup in parks in Harlem and the Bronx. While in the parks, we connect community members to services like syringe exchange, medical care, and food pantry.



“When we do outreach, I think it gives our homeless clients a sense that they have somebody they can turn to.”

Robert

*Harm Reduction
Outreach Specialist*



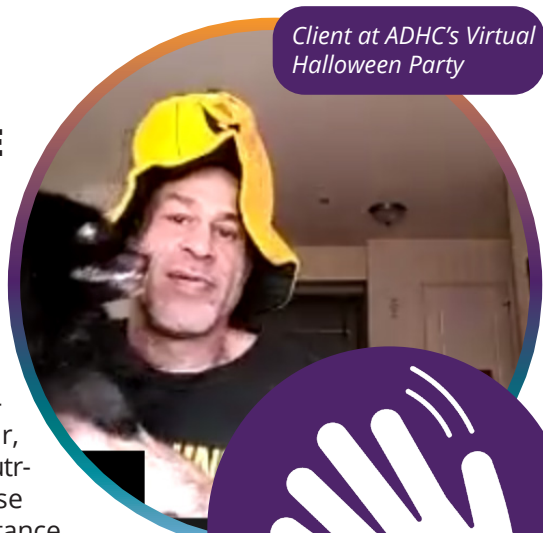
SUPPORTIVE SERVICES

HARLEM UNITED'S SUPPORTIVE SERVICES provide a range of offerings that focus on building community and social resources for those grappling with multiple chronic health conditions, food insecurity, and housing instability. Our Supportive Services help address the social determinants of health, lowering barriers to developing long-term health.



ADULT DAY HEALTH CARE

(ADHC) is one of our longest running programs and provides a range of services in a non-judgemental community-based setting. Care is available 365 days a year, including nursing; nutritional services; case management; substance use, mental health, and rehabilitative services; art and music therapy; pastoral counseling; community recreation; and acupuncture. In 2020, the program began offering hybrid teleservices and events in response to the COVID-19 pandemic.



Client at ADHC's Virtual Halloween Party



16K
CLIENT VISITS TO ADHC

FOOD AND NUTRITION SERVICES has provided hot meals and pantry supplies to clients living with HIV/AIDS since 2005. Though the evening dining program was paused at the start of the COVID-19 pandemic, we have pivoted to provide pantry food kits and grab-and-go style meals.

Food access is a central social determinant of health and an essential part of a comprehensive treatment plan for illnesses like HIV/AIDS or diabetes. Since most of our clients have multiple chronic conditions, regular access to wholesome meals is vital to their healing process.



18K
GRAB-AND-GO MEALS AND PANTRY BAGS PROVIDED



HEALTH HOME & HEALTH HOME PLUS

offer life-changing care management services to ensure that persons have access to the resources they need to stay healthy. Our team provides education and help navigating the complicated healthcare and government benefits systems. These services are doubly necessary for our client populations, who are often dealing with homelessness or limited income. Our Health Home program offers comprehensive care management services, improving health and quality of life through linkage to healthcare, public benefits, and other community programs.

We also offer Health Home Plus, a more intensive care management program for clients who are living with HIV or serious mental illness (SMI).

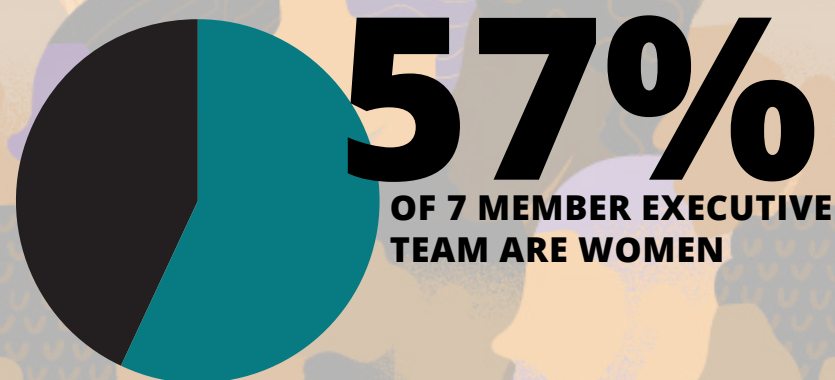
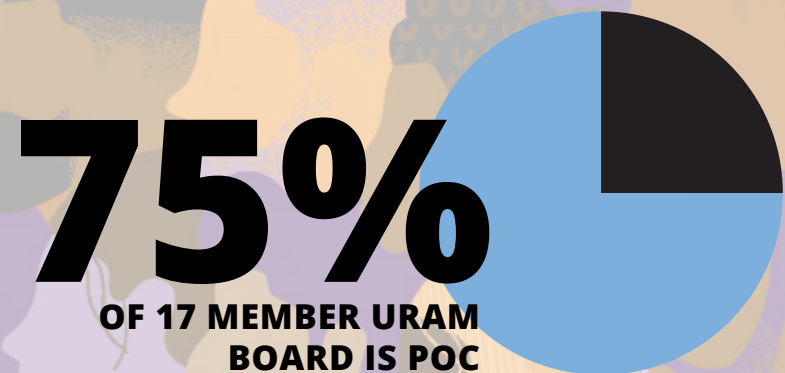
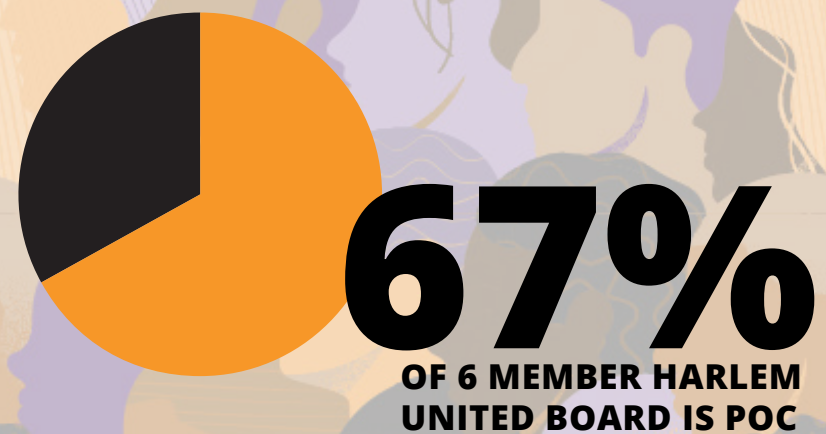


1430
CLIENTS SERVED LAST YEAR

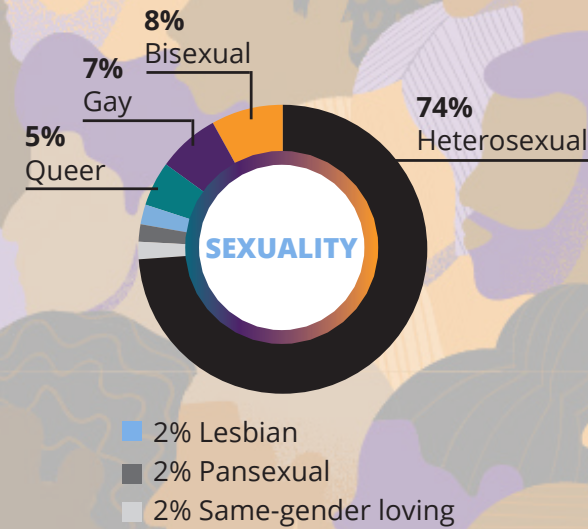
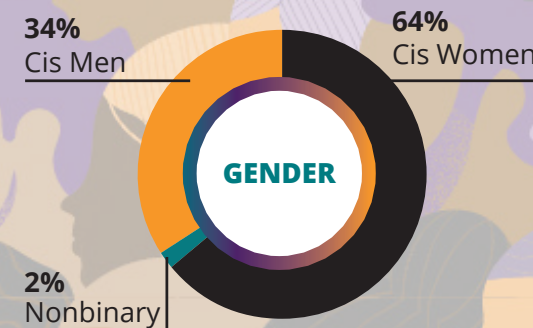
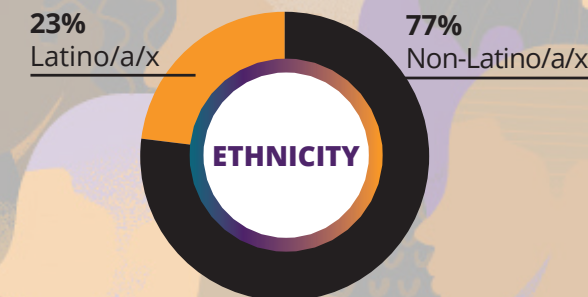
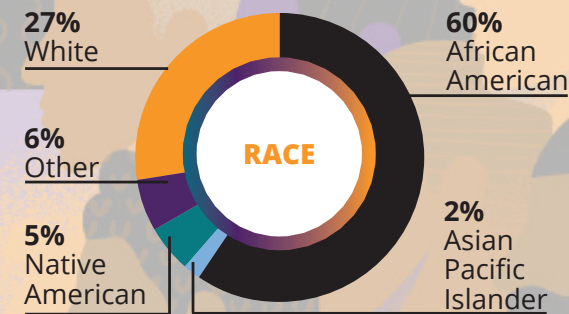
DIVERSITY

OUR STAFF ARE OVERWHELMINGLY PEOPLE OF COLOR (POC), with lived experience and personal understanding of our clients' needs for trauma-informed, culturally affirmative care. Unfortunately, many organizations across the country cannot say the same. 74% of our Leadership Team are people of color, forming a pipeline to executive leadership that is exceptionally diverse. Diversity matters.

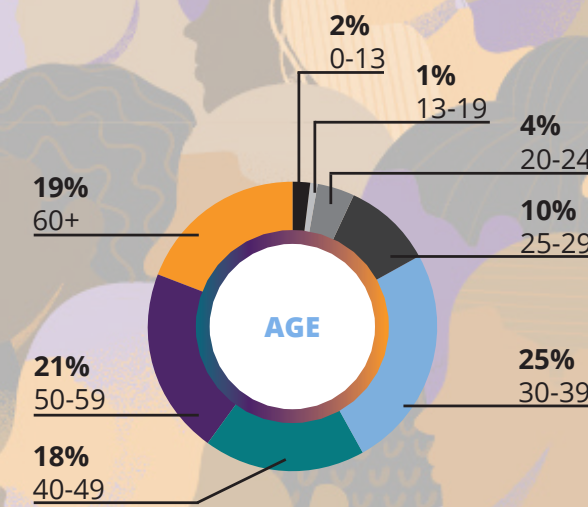
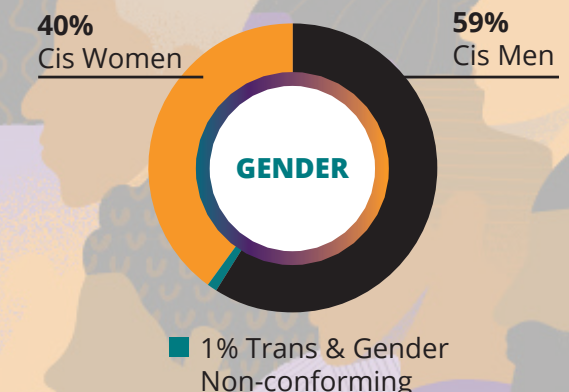
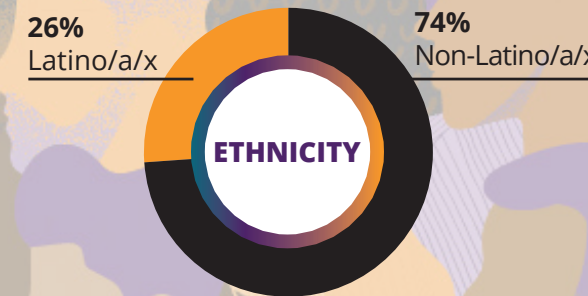
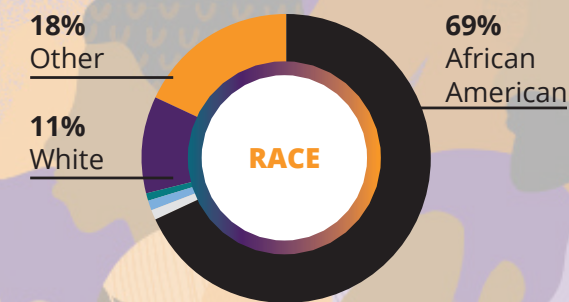
WE ARE PROUD OF OUR GENDER AND SEXUALITY PARITY across the agency and within our executive leadership. In fact, 45% of our staff identify as women of color! And in 2021, we were honored once again to see our CEO, Jacqui Kilmer, named one of the most influential LGBTQ leaders in New York.



STAFF DEMOGRAPHICS



CLIENT DEMOGRAPHICS



OUR HISTORY

At Harlem United, our longevity is one of our key strengths. We've been a leader in our community for more than 30 years and in that time, we have built lasting relationships and lasting change. We have innovated and grown time and again, always remaining true to our mission: access to healing for all.

1988

Harlem United founded in a church basement under the name Upper Room AIDS Ministry



1993

Adult Day Health Care opens



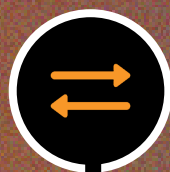
2003

Harlem United begins providing dental services



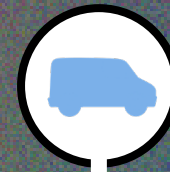
2007

Harlem United begins offering syringe exchange



2010

Harlem United begins mobile health services in neighborhoods in Upper Manhattan and the Bronx



2015

Harlem United opens The Nest Community Health Center, our second FQHC, in Central Harlem



2019

Harlem United offers new specialties: gynecology, podiatry, and cardiology



2021

As a community vaccination partner, Harlem United vaccinates thousands of New Yorkers against COVID-19



1991

Harlem United opens our first government-funded housing program for people living with HIV/AIDS



2004

Harlem United is one of the first organizations to offer rapid HIV testing



2000

Harlem United begins providing primary care at the Willis Green Jr. Community Health Center



2007

We become a Federally Qualified Health Center (FQHC)



2007

Our first permanent supportive housing building, Foundation House West, opens



2017

We start providing emergency shelter to families with children



2012

Health Home care coordination launches



2020

In response to the COVID-19 crisis, Harlem United begins offering telehealth services

SUPPORTERS

THANK YOU to the neighbors, family members, clients, staff, and community members who donated to support Harlem United's life-saving mission in 2021.

\$10,000+

H. van Ameringen
T. Galloway
Mark Loughridge

\$1,000+

Sean Carrington
Loftin Dortch
Don Ehman
Marvin Griffith
Thomas Marino
Jesus Patino
Beverly Smith
Keith Soura
Wolfgang Wander
Rebecca Weiss

\$500+

Elizabeth Carrillo
Davis Glenn & Meri Barash
Brian Demboski
Jacquelyn Kilmer
Pavan Makhija
Mahi Malik
Frank Romano
Raymond Verrey
Ibtisam Zaman

\$250+

Vincent Bassett
J. Berger
Gil Cayabyab
James Corcoran
Elizabeth Garrison
Katherine Granat
Sheila Healy
Raj Hosein
Yvonne Kyle
Paul Levine
Duncan Logie
Mari Eva Mendes
Brendan Meyer
William Raduchel
Kevin Rente
Teresita Rodriguez
William Ryall
David Scholer
Aaron Tveit

\$100+

Adam Alaouieh
Shane Allen
Moza Asad
David Ascano
Delma Ascano
Katherine Baldwin
Nancy Banks
Tera Brooms
Chris Campbell
Josephine Carey
Raesha Cartagena
Andrea Casaus
Luke Clavelle
Benjamin Comstock
Jon Comstock
Dick Damato
Mike Dausend
Cody Dolly
Travis Drobbin
Frank Falesto
Sarah Fousse
Ryan Furlong
Mildred Garcia
Armando Garcia
Maria Gonzalez
Alma Granado
Linda Granado
Laura Grund
Jonathan Grund
Bleider Guanipa
Rhoda Hardy
Jeanne Hardy-Sloan
Jacob Hauser-Ramsey
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Vincent Hickey
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Gilberto A. Hinds
James Hoberman
Jane Hoskins
Lincoln Huston
Elisa Istueta
Razan Jafar
Anna Juan
Charles King
Richard Kruegler
Kristina Kyle
Chris Loughton
James Leahy

Madeleine Loney
Trevor Lopes
John Mancia
Mark Mantay
Wanda McClain
Kohler McKenzie
Bennett Meier
Hank Meyers
Elysse Nava
Maria Nazzoli
Maxwell Pateman
Peter and Robin Forbes
Eddie Phillip
Samuel Plowman
Ashley Powell
Paul Qui
Christina Quidone
Marc Ramirez
Lisandra Ramos
Lydia Reyes
Pedro L Rodriguez
Johanah Rogers
Fernando Romero
Nell Rosenberg
Andrew Rouille
Brooke Rowzee
Noah S.
Jose Sanchez
Brett Sheely
Gail Soura
Danielle Strauss
Nomsa Taremba
Donna Temple
William Thompson
Victor VanDoren
Patric Verrone
David Vize
Holly Watson
Anthony Williams
Carter Wilson
Blake Youmans
John Zavala
Hope Zuniga
Nicholas Zuniga

FUNDERS & CORPORATE GIFTS

AmazonSmile Foundation
Amida Care
Atlantic Philanthropies Employee Gift Fund
Blackbaud Giving Fund
Bloomberg Philanthropies
BTQ Financial (Kevin Quist & David Terrio)
Columbia Dental
Community Health Care Association of New York State
Crawford Doyle Charitable Foundation
Fidelity Charitable Donor Advised Fund
FOA & Son
Groundwell
Health Research Incorporated
Hortley G. LeBlang Charitable Foundation
Hyde and Watson Foundation
Ira DeCamp Foundation
Keith Haring Foundation
MAC AIDS Fund
Mathile Family Foundation
National Philanthropic Trust
Network for Good
New York Community Trust
New York Road Runners (NYRR)
NYC City Council Discretionary Funding
NYC Department of Health and Mental Hygiene (DOHMH)
NYC Department of Social Service (HRA/DHS)
NYS Department of Health (DOH)
NYS Department of Health AIDS Institute
Operation Support for AIDS Housing (OSAH)
Public Health Solutions
Ribbon Health
Sidecar Health
Steve & Marjorie Harvey Foundation
Tim Smith Giving Fund
US Department of Housing and Urban Development (HUD)
US Health Resources & Service Administration (HRSA)
Whole Foods Market

IN-KIND DONORS

We have received more than \$150,000 in goods that have helped us achieve our mission this year.

Amida Care

Barbara Vesely

Khoros Social Responsibility Program

La'Dreamer & Daisy Helping Hands Foundation Inc.

Foresight Theatrical

This year, we have mourned the loss of loved ones, family members, friends, neighbors, and community members. We wish peace to those we lost and their families.

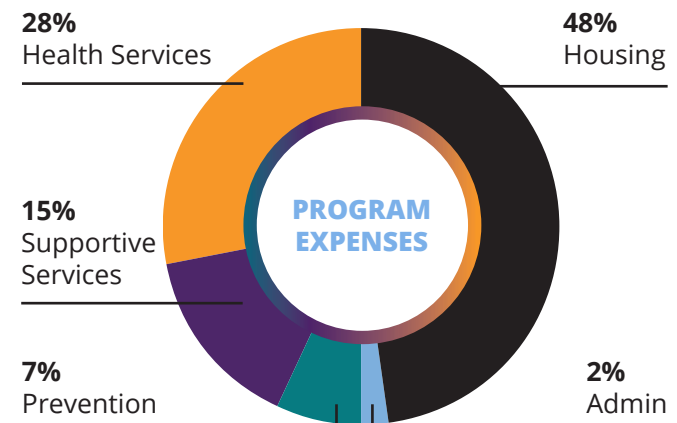
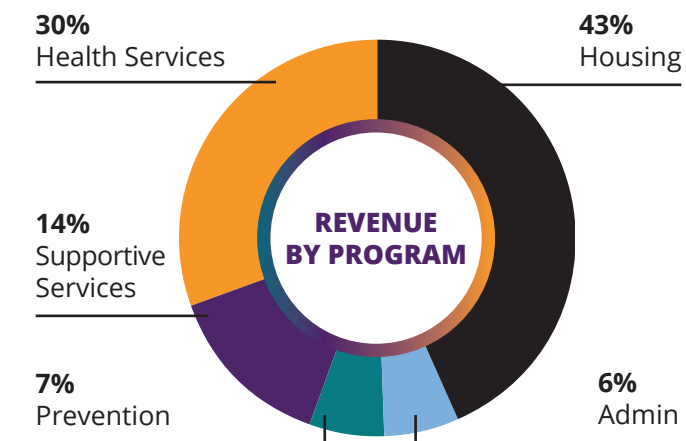
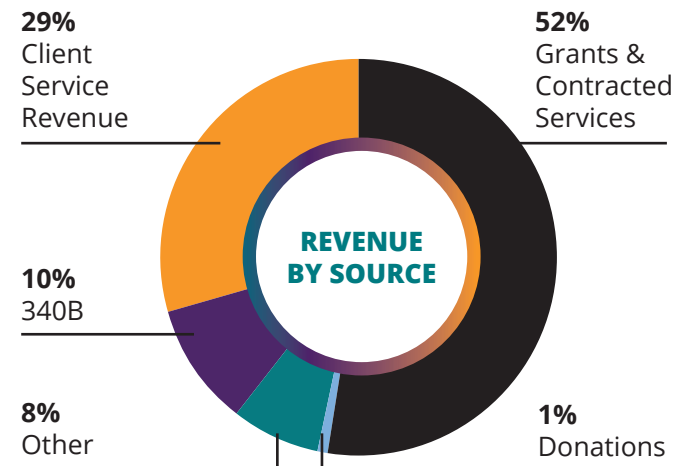


FINANCIALS

FISCAL YEAR 2021 - JULY 1, 2020 TO JUNE 30, 2021

\$52,063,353

Annual Operating Revenue



“Harlem United was there when no one was there.”

Jade
Peer and Client

LEADERSHIP

EXECUTIVE TEAM

- JACQUELYN KILMER
Chief Executive Officer
- TAMISHA MCPHERSON
URAM Executive Director
Chief External Affairs and Development Officer
- THOMAS MARINO
Chief Transformation Officer
- DR. VERA ANTONIOS
Medical Director
- SEAN CARRINGTON
Senior Vice President, Administrative Operations
- LAURA GRUND
Senior Vice President, Programs
- KEVIN RENTÉ
Senior Vice President, Strategic Advancement

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