

DEAR HARLEM UNITED FAMILY

2020 was a difficult year for Harlem United staff, clients, and community members. COVID-19 dramatically changed our world overnight, taking the lives of too many family and friends, leaving millions without work, and forcing us into isolation to protect our communities. It has been a time of mourning, for those we have lost and for our way of life prior to the global pandemic. During this difficult time, we also had to grapple with increases in gun violence and fatal overdoses in our communities.

Amidst the confusion and fear of the pandemic, police violence against Black communities sparked protests across the country. We experienced pain, anger, and then hope, as millions of voices arose in protest for justice for George Floyd, Breonna Taylor, Ahmaud Arbery, Tony McDade, and countless others whose lives have been stolen by police violence.

Still, throughout this crisis, we continue to fight for equal access to life-saving healthcare. Our mission continues, and through compassionate care we come together, socially distanced and in new ways, to find hope and healing. We never closed our doors, remaining available to clients who needed us, despite complex state health restrictions. We continued to provide in-person care in our clinics, supportive housing programs, prevention programs, and other supportive services.

We redoubled our mission to serve community members most in need. We innovated and quickly pivoted to adopt new care methods, through telehealth services, training our dedicated staff in new strategies for remote work. And our staff responded with integrity and grit. I have been deeply moved by the commitment and resilience that Harlem United's staff has exhibited this year. We rose to the challenge of the pandemic, recognizing that our clients and community need us more than ever. This fight still continues as, together, we move into this next phase of the COVID-19 response.

In addition, we launched voter registration events, helping register first-time voters and informing the community about their right to vote, empowering them to use their voice to advocate for themselves. We intensified our commitment to speak out on behalf of the communities we serve, to demand access to healthcare, housing, and social services without discrimination or racism. We spoke out against institutionalized racism, naming it a public health crisis, and recommitted to an advocacy agenda designed to support the needs and rights of people of color, people with low-income, people who have experienced homelessness, and people with multiple chronic conditions.

As we look to a new year, I'm proud to move forward with Harlem United, knowing now, more than ever, that we can overcome any obstacle.

Jacqui Kilmer
CEO



24K

Healthcare visits to our
Community Health Centers



1077

People living in
Supportive Housing and
Family Shelter Programs



2770

HIV tests conducted in our
Community Health Centers
and Prevention Program



135K

Clean needles distributed
through our Harm Reduction
Syringe Exchange Program



15K

Hot meals and pantry bags
distributed by our Food and
Nutrition Services

COVID-19 RESPONSE

Many of Harlem United's clients are vulnerable to COVID-19 because of homelessness and underlying chronic conditions like HIV/AIDS. A recent NYS DOH study found that people living with HIV/AIDS (PLWHA) were diagnosed with COVID-19 almost one and a half times as often as the general population, and were nearly twice as likely to be hospitalized. Our communities need more care in the face of this pandemic and depend on our extra help.

Harlem United has mobilized rapidly in response to the COVID-19 crisis, adapting most of our programs to rely heavily on telehealth and continuing to treat non-COVID-19 conditions to keep hospitals and other healthcare resources available to fight the pandemic.

21K
More than 21,000 telehealth visits across the agency



Our IT team has worked tirelessly to ensure staff are equipped to work offsite, including setting up more than 150 laptops and servers for remote services and care.



Funder guidance suspended all in-person Adult Day Health Care services. Clients have missed the sense of community the program offers. So our staff has developed recreational group activities for Zoom, including painting parties (pictured), group meals, and community check-ins.



Our Property Management and Facilities teams have worked tirelessly to keep our facilities clean and safe, instituting cleaning and disinfection protocols based on CDC guidance, installing sneeze guards and shields in high traffic areas, and working with our HVAC vendor to ensure that the proper filtration, air flow cycles, and HEPA filters are in place to ensure optimal air quality.

#StayHome and test yourself for HIV!
Free, confidential, & mailed directly to your home

In March, the NYC Department of Health and Mental Hygiene closed all their Sexual Health Clinics, which many New Yorkers depend on for no-cost HIV and STI testing. Harlem United has pivoted quickly to engage in NYC's Community Home Test Giveaway program, providing free, confidential HIV tests that clients can administer from the safety and comfort of their own home.



At the Nest Community Health Center, we have implemented telehealth software for high-quality, secure telehealth services.



Since our Housing staff realized that our residents were experiencing increased food insecurity during the pandemic, we have provided grocery store gift cards, grab-and-go meals, and frozen food to residents in need. --

100K
PPE items (masks, Hand sanitizer, gloves, wipes) distributed to clients and community members

7589
Grab-and-go meals provided by our Adult Day Health Care



From the start of the pandemic through October 31, our Syringe Exchange Program distributed 89,696 safer-use supplies to our community.