HARLEM UNITED
2021 ANNUAL REPORT
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.

**MESSAGE FROM OUR CEO**

Jacqui Kilmer
CEO
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.

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

Elodie
Patient Office Assistant

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.

DOSES OF COVID-19 VACCINE ADMINISTERED
6580

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

<table>
<thead>
<tr>
<th><strong>88,118</strong></th>
<th>Risk Reduction Counseling Sessions</th>
</tr>
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<tbody>
<tr>
<td><strong>105</strong></td>
<td>Units of Naloxone Distributed</td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>Overdoses Reversed by Harlem United Staff</td>
</tr>
</tbody>
</table>

**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.

<table>
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<tr>
<th><strong>116</strong></th>
<th>Medication Assisted Treatment Clients</th>
</tr>
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<tbody>
<tr>
<td><strong>30K</strong></td>
<td>Littered Syringes Picked Up in Public Spaces</td>
</tr>
</tbody>
</table>

“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.

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.

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).
 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.
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

1991
Harlem United opens our first government-funded housing program for people living with HIV/AIDS

1993
Adult Day Health Care opens

1994
Harlem United begins providing dental services

1999
Harlem United begins providing primary care at the Willis Green Jr. Community Health Center

2000
Harlem United begins providing syringe exchange

2003
Harlem United begins providing dental services

2004
Harlem United is one of the first organizations to offer rapid HIV testing

2007
Harlem United begins offering syringe exchange

2007
We become a Federally Qualified Health Center (FQHC)

2007
Our first permanent supportive housing building, Foundation House West, opens

2007
Harlem United begins offering primary care at the Willis Green Jr. Community Health Center

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2008
Harlem United begins offering mobile health services in neighborhoods in Upper Manhattan and the Bronx

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2009
Harlem United begins offering mental health services in neighborhood in Upper Manhattan and the Bronx

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2010
Our first permanent supportive housing building, Foundation House West, opens

2012
Health Home care coordination launches

2015
Harlem United opens The Nest Community Health Center, our second FQHC, in Central Harlem

2015
We start providing emergency shelter to families with children

2015
We start providing emergency shelter to families with children

2017
Harlem United offers new specialties, gynecology, podiatry, and cardiology

2017
As a community vaccination partner, Harlem United vaccinates thousands of New Yorkers against COVID-19

2019
Harlem United offers new specialties, gynecology, podiatry, and cardiology

2019
As a community vaccination partner, Harlem United vaccinates thousands of New Yorkers against COVID-19

2020
In response to the COVID-19 crisis, Harlem United begins offering telehealth services

2021
Harlem United offers new specialties, gynecology, podiatry, and cardiology

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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
- Jacqueline Kilmer
- Pavan Makhija
- Mahi Malik
- Frank Romano
- Raymond Verrey
- Ibtisam Zaman

**$250+**
- Vincent Bassett
- J. Berger
- Gil Cayabyab
- James Corcoran
- Elizabeth Garrison
- Katherine Granat
- Shella Healy
- Raj Hosein
- Yvonne Kyle
- Paul Levine
- Duncan Logie
- Mari Eva Mendes
- Brendan Meyer
- William Raduchel
- Kevin Rente
- Teresita Rodriguez
- William Ryal
- David Scholer
- Aaron Tveit

**$100+**
- Madeleine Loney
- Trevor Lopes
- John Marcia
- Mark Manay
- Wanda McClain
- Kohler McKenzie
- Bennett Meier
- Hank Meyers
- Elyse Nava
- Maria Nazzoli
- Maxwell Pateman
- Peter and Robin Forbes
- Eddie Phillips
- 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
- Norma Taremba
- Donna Temple
- William Thompson
- Victor VanDoren
- Patric Verrone
- David Vize
- Holly Watson
- Anthony Williams
- Lisandra Ramos
- Cynthia Rosario
- Ryan Qui
- Ashley Powell
- Paul Quin
- Madeleine Loney
- Trevor Lopes
- John Marcia
- Mark Manay
- Wanda McClain
- Kohler McKenzie
- Bennett Meier
- Hank Meyers
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- Donna Temple
- William Thompson
- Victor VanDoren
- Patric Verrone
- David Vize
- Holly Watson
- Anthony Williams
- Lisandra Ramos
- Cynthia Rosario
- Ryan Qui
- Ashley Powell
- Paul Quin

**$50+**
- Dick Damato
- Mike Dausend
- Cody Dolly
- Travis Dobbins
- Frank Falesto
- Sarah Fousse
- Ryan Furlong
- Vincent Hickey
- Mark Hinczynski
- Gilberto A. Hinds
- James Hoberman
- Jane Hoskins
- Lincoln Huston
- Elisa Istueta
- Razan Jafar
- Anna Juan
- John Zavala

**$10+**
- Jonathan Grund
- Laura Grund
- Jonathan Grund
- Breider Guanipa
- Rhoda Hardy
- Jeanne Hardy Sloan
- Jacob Hauser-Ramsey
- Tia Hawkins
- Vincent Hickey
- Mark Hinczynski
- Gilberto A. Hinds
- James Hoberman
- Jane Hoskins
- Lincoln Huston
- Elisa Istueta
- Razan Jafar
- Anna Juan
- Charles King
- Richard Krueger
- Kristina Kyle
- Chris Laughton
- James Leahy

**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 City Council Discretionary Funding
- New York Community Trust
- New York Runners (NYRR)
- New York City Department of Health and Mental Hygiene (DOHMH)
- New York City 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
- Sidcar 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, neighbors, and community members. We wish peace to those we lost and their families.
“Harlem United was there when no one was there.”

Jade
Peer and Client

FINANCIALS

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

$52,063,353
Annual Operating Revenue

Revenue by Source:

- 29% Client Service Revenue
- 10% 340B
- 8% Other
- 52% Grants & Contracted Services
- 1% Donations

Revenue by Program:

- 43% Housing
- 30% Health Services
- 15% Supportive Services
- 7% Prevention
- 6% Admin

EXECUTIVE TEAM

JACQUELYN KILMER
Chief Executive Officer

TAMISHA MCPHERSON
URAM Executive Director

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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- LATRAVIEETE SMITH-WILSON
Director

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Director

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