



VISION STATEMENT

Howard Brown Health envisions a future where the health and wellness of LGBTQ people is affirmed with healthcare as a human right; where progressive social policy and enlightened societal norms uplift the lives of LGBTQ people and their families; and where affordable, accessible, and culturally competent care from non-judgmental healthcare professionals is available and provided to all who seek it.

DOWNLOAD PURSUING EXCELLENCE: 2017-2020 STRATEGIC PLAN AT HOWARDBROWN.ORG/PUBLICATIONS

The Strategic Plan includes goals to help Howard Brown Health:

Improve access to high-quality care for patients, including students and those who work in the service industry

Expand patient education and engagement and community health outreach

Increase access to social services and other resources that patients need

Generate and disseminate knowledge to address systemic barriers to care and health disparities in our communities

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DEAR FRIENDS,

Under a new three-year strategic plan, Howard Brown Health made enormous strides in 2017 expanding the depth and reach of our services citywide.

We opened clinics in the Edgewater, Hyde Park, Back of the Yards, and Lakeview neighborhoods and relocated the Broadway Youth Center, a healing community for LGBTQ and homeless youth, to a new and more expansive facility.

We increased access to psychiatry services across the network; began offering walk-in sexual health screening services in Rogers Park; expanded GED tutoring, family planning, and on-site legal assistance citywide; and redoubled HIV prevention and care efforts with the new Same Day Start protocol, citywide outreach screening programs, and comprehensive PrEP and PEP assistance. In the year ahead, we plan to expand our services for women, invest in behavioral health services, and begin offering dental care at our 63rd Street clinic.

These efforts aim to make LGBTQ-affirming healthcare more convenient and affordable for everyone.

With 10 clinic locations from Rogers Park on the far north side to Englewood on the south side, Howard Brown now spans nearly 20 miles and serves more than 30,000 individuals each year. In addition, our three Brown Elephant resale stores connect supporters to the mission with their donations and purchases of gently used furniture, clothing, and household goods.

The need for nonjudgmental and culturally competent care has never been greater. Each month, on average, 300 or more individuals schedule first-time appointments at Howard Brown. Many first-time patients seek insurance enrollment counseling, which has successfully connected thousands of Howard Brown patients to Medicaid, marketplace coverage, or other medical benefits. Without adequate coverage, many people would be forced to ration food, transportation, or money for rent or forgo lifesaving healthcare treatments; these are choices no one should have to make.

In order to amplify LGBTQ-affirming policy and practice, Howard Brown launched this year the Center for Education, Research and Advocacy, or ERA. ERA mines





our programs and research studies for best practices that may be replicated elsewhere or used to inform enlightened social policy. Everyone at Howard Brown from our loyal patients, dedicated staff, and generous donors have a role to play in championing better, healthier futures.

With your assistance, we can continue to press for a world that values and uplifts the lives of LGBTQ people and allies.

Sincerely,

David Ernesto Munar

President and CEO

Mario Treto, Jr., JD

Board Chair

SOUTH SIDE



Howard Brown Health at Thresholds South 734 W. 47th Street, Chicago, IL 60609

64 CLIENTS SERVED IN 2017 (OPENED IN NOVEMBER)

Howard Brown Health 55th St. 1525 E. 55th Street, Chicago, IL 60615

1,173 CLIENTS SERVED IN 2017





Howard Brown deepened its commitment to the south side in 2017. Each of our three south side clinics has a different focus to best respond to the need of LGBTQ people and others needing affordable, affirming care.



Howard Brown Health 63rd St. 641 W. 63rd Street, Chicago, IL 60621

4,848 CLIENTS SERVED IN 2017

Utilization for each clinic in 2017 is noted on pages 4, 6, and 8. Individuals may access services at more than one site.

HOWARD BROWN HEALTH 63RD STREET 641 W. 63RD STREET, CHICAGO, IL 60621

Services offered:

- Behavioral health
- · Case management
- · Diabetes care
- · GED tutoring classes
- · HIV prevention, care, and social services
- · Healthy weight management
- · Hepatitis screening, immunization, and care
- Infectious disease
- · Insurance navigation
- · Legal clinic
- PrEP/PEP navigation
- Primary care
- Services for survivors of sexual assault
- Sexual health education and services.
- · Social services and support groups
- Travel clinic

Our dynamic 63rd Street clinic is working to become a resource for all community members. Through its

outreach and engagement staff, we have collaborated with individuals, religious congregations, and other agencies to identify service gaps. This activity has led to the addition of services such as GED tutoring classes, youth programming, nutrition and diabetes programming, and more. In 2018, Howard Brown will open its first dental clinic at 63rd Street and will open a Howard Brown pharmacy on site.

HOWARD BROWN HEALTH 55TH ST. 1525 E. 55TH STREET, CHICAGO, IL 60615

Services offered:

- · Behavioral health
- · Case management
- · HIV prevention, care, and social services
- · Insurance navigation
- PrEP/PEP navigation
- Primary care
- · Services for survivors of sexual assault
- Sexual health education and services.

Howard Brown Health 55th Street opened full time six days a week including Saturdays - in June 2017, after a year of limited service hours. Specializing in providing high-quality care to LGBTQ populations at high risk for HIV, the clinic now has three medical providers to offer full-service care in Hyde Park.

HOWARD BROWN HEALTH AT THRESHOLDS SOUTH 734 W. 47TH STREET, CHICAGO, IL 60609

Services offered:

- · Behavioral health and psychiatry
- · Case management
- · HIV prevention, care, and social services
- Primary care

Opened in November 2017, our clinic at Thresholds South has a heavy emphasis on integrated physical and behavioral health services including group and individualized therapy, psychiatry, and psychology. The clinic serves community members at large as well as Thresholds clients, who are living with chronic/persistent mental illnesses and substance use disorders.



OF PRIMARY CARE PATIENTS ARE SCREENED FOR DEPRESSION





NORTH SIDE



Howard Brown Health Sheridan 4025 N. Sheridan Road, Chicago, IL 60613

13,235 CLIENTS SERVED IN 2017



Broadway Youth Center 4009 N. Broadway Street, Chicago, IL 60613

1,367 CLIENTS SERVED IN 2017



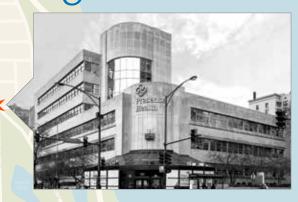
Howard Brown Health Halsted 3245 N. Halsted Street, Chicago, IL 60657

10,546 CLIENTS SERVED IN 2017

Howard Brown serves the LGBTQ community from four welcoming and affirming sites along the north side lakefront.

Howard Brown Health Diversey 2800 N. Sheridan Road, Suite 211, Chicago, IL 60657

CLIENTS SERVED IN 2017 (OPENED IN SEPTEMBER)



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HOWARD BROWN HEALTH SHERIDAN 4025 N. SHERIDAN ROAD, CHICAGO, IL 60613

Services offered:

- · Behavioral health and psychiatry
- · Case management
- · Clinical research
- · Drop-in after-hours women's and trans health clinics
- · Hepatitis screening, immunization, and care
- · HIV prevention, care, and social services
- · Insurance navigation
- · Legal clinic
- Pharmacy
- · PrEP/PEP navigation
- · Primary care
- · Services for survivors of sexual assault
- · Social services and support groups
- · Walk-in sexual health clinic

As our longest operating clinic, Howard Brown Health Sheridan offers comprehensive medical care and is home to much of our behavioral health and research teams. In 2018, we will open a counseling center at Sheridan and Irving Park, just around the corner from the Sheridan clinic, making room for expansion of medical and research services at Sheridan.

BROADWAY YOUTH CENTER 4009 N. BROADWAY STREET, CHICAGO, IL 60613

Services offered:

- \cdot Behavioral health and psychiatry
- · Case management
- · Computer lab

- · Drop-in services, workshops, and meals
- · GED tutoring classes and employment support
- · Insurance navigation
- · Laundry, shower, and locker facilities
- PrEP/PEP navigation
- Primary care
- · Reproductive healthcare
- Services for survivors of sexual assault
- · Sexual health education and services
- · Social services and support groups
- · Violence prevention



In 2017, Broadway Youth Center moved into its new home on Broadway in Uptown, allowing us to run more services than ever, including enhanced clinical care. Our GED program is back full time and we have added more support groups and a program to help prevent HIV among transwomen and their partners. New violence prevention programming is designed to help young people reduce their chances of being caught in dangerous situations and resolve conflict peacefully. In 2018, we plan to add weekend hours just for younger LGBTQ youth.

Also in 2017, BYC unveiled a new logo!

HOWARD BROWN HEALTH HALSTED 3245 N. HALSTED STREET, CHICAGO, IL 60657

Services offered:

- · Behavioral health
- · Case management
- · Hepatitis screening, immunization, and care
- · HIV prevention, care, and social services
- · Insurance navigation
- Pharmacy
- · PrEP/PEP navigation
- Primary care
- · Services for survivors of sexual assault
- · Social services

Howard Brown Health Halsted, in the heart of Boystown, underwent a makeover in 2017, expanding the waiting area and adding an additional exam room. This smaller clinic has been an engine for our primary and specialty care services since 2013.

HOWARD BROWN HEALTH DIVERSEY 2800 N. SHERIDAN ROAD, SUITE 211, CHICAGO, IL 60657

Services offered:

- · Case management
- · Hepatitis screening, immunization, and care
- · HIV prevention, care, and social services
- Primary care

Opened in September 2017 when Dr. Todd Hargan brought his practice to Howard Brown Health, our Diversey clinic serves Dr. Hargan's loyal patient base, providing health and wellness services geared toward gay and bisexual cisgender men.

FAR NORTH SIDE



Howard Brown Health Clark 6500 N. Clark Street, Chicago, IL 60626

10,362 CLIENTS SERVED IN 2017

WEAT

NIDEDCONIVIL I E

Our far north clinics expand our services into Edgewater and Rogers Park, two neighborhoods with large LGBTQ populations.



Howard Brown Health at TPAN 5537 N. Broadway Street, Chicago, IL 60640

450 CLIENTS SERVED IN 2017 (OPENED IN JUNE)



HOWARD BROWN HEALTH CLARK 6500 N. CLARK STREET, CHICAGO, IL 60626

Services offered:

- · Behavioral health and psychiatry
- · Case management
- · Hepatitis screening, immunization, and care
- · HIV prevention, care, and social services
- · Insurance navigation
- · Legal clinic
- Pharmacy
- PrEP/PEP navigation
- Primary care
- · Services for survivors of sexual assault
- Social services
- · Walk-in sexual health clinic

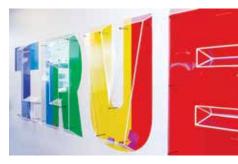
Since opening in late 2015, Howard Brown Health Clark has quickly become an anchor in the Rogers Park LGBTQ community. The clinic is co-located with Gerber/Hart Library and Archives and has space available for community meetings and events.

HOWARD BROWN HEALTH AT TPAN 5537 N. BROADWAY STREET, CHICAGO, IL 60640

Services offered:

- · Case management
- · HIV prevention, care, and social services
- Primary care

The dream of opening a Howard Brown clinic in conjunction with our partner TPAN was realized in June 2017. Howard Brown Health at TPAN, in Edgewater, serves community members at large as well as TPAN clients, who access HIV/AIDS services.



In 2017, artist Bob Faust created True Love, an interactive installation, at Howard Brown Health Clark to celebrate the many manifestations of love in our community.

Visitors are invited to fill out cards about what love means to them and drop them into one of the letter-shaped vitrines. Stop by the clinic to be part of the art!



OF PATIENTS HAVE INCOME AT OR BELOW 200% OF THE FEDERAL POVERTY LEVEL





HOWARD BROWN ON THE MOVE

In 2017, we expanded services, increased care access with new sites and extended hours, and improved internal infrastructure to better attend to patient needs citywide. Some recent accomplishments include:

EXPANSION OF PSYCHIATRY SERVICES

Howard Brown has made a significant commitment to psychiatry, bolstering our already robust behavioral health programs. While we have long offered limited access to psychiatry, we now have multiple psychiatry professionals stationed across the network to expand access for those whose complex needs require a higher level of care. Psychiatry is now offered at seven of our nine clinics, with special emphasis on services for vulnerable young people and south side residents via our Broadway Youth Center, 63rd Street, and Thresholds South locations. The collaboration with Thresholds, Illinois' largest behavioral health organization, integrates services from both organizations to better meet the needs of patients affected by severe mental illnesses.

EVOLVING THE MODEL OF CARE FOR TRANSGENDER AND GENDER NONCONFORMING PATIENTS

In 2017, we established an interdisciplinary transgender and gender nonconforming (TGNC) health team to address the wrap-around service needs of this vulnerable population. The team completed a patient survey administered to TGNC patients to determine ways to better serve them, created a TGNC patient rights document that is visible at all of our locations, and made recommendations that were incorporated into the agency strategic plan. We hired a TGNC health manager and will also begin offering navigation to TGNC patients who require additional assistance with surgery, legal issues, housing, employment, and other basic needs. In the coming years, we will continue to invest in broadening supports to our 3,500+ TGNC patients.

SURVEY SHOWS HIGH PATIENT SATISFACTION

Howard Brown recently completed a patient satisfaction survey to help us better serve our community. With questions about customer service, medical staff, and overall experience, we had high rates of satisfaction in all areas. Findings from this survey have led to changes to improve timely access to care, reduce call time waits, and increase overall accessibility to services. Specific changes include increasing same-day appointments and evening and weekend hours at all sites; nurse availability for real-time triage via phone through the call center; improved staffing for prescription authorizations, referrals, and medical records access; and more. We will complete a follow-up survey in 2018 and continue to monitor patient satisfaction measures in order to ensure high-quality and affirming care to all people.

PEOPLE SCREENING POSITIVE FOR HIV GET SAME DAY START

In 2017, Howard Brown introduced Same Day Start, allowing people to start treatment the same day they are diagnosed with HIV. Same Day Start puts patients in control of their health and reduces the impacts of stigma by normalizing treatment. It helps to ensure long-term health and supports patients in achieving a suppressed viral load sooner. Helping people living with HIV achieve a suppressed viral load sooner also helps to reduce the risk for transmission. Throughout the process of engaging in care, our team supports patients by helping them navigate care and treatment and assisting them with resources to support their health.

SUPPORT THE MISSION BY SHOPPING AT BROWN ELEPHANT

Our Brown Elephant stores in Lakeview, Andersonville, and Oak Park continue to be an engine of support for our mission, contributing \$800,000 to support LGBTQ health in fiscal year 2017. Looking for fine jewelry, real collectors' items, or other special stuff? Check out our eBay for Charity store at hoawrdbrown.org/ebay.

LAUNCH OF THE CENTER FOR EDUCATION, RESEARCH, AND ADVOCACY



Howard Brown launched its Center for Education, Research, and Advocacy (ERA) in April 2017. ERA conducts rigorous community-based medical and behavioral research, cultivates responsive healthcare professionals, and advances policies that affirm the lives of LGBTQ people and their families. ERA identifies and shares community-driven best practices in LGBTQ health with other healthcare providers and the world at large.

Examples include ERA's Midwest LGBTQ Health Symposium, yielding hundreds of hours of provider continuing education. ERA also amplified the results of our practice by annually publishing a Community Impact Report and periodic special reports, such as the recently released Epidemiology Report.

Want to learn more about Howard Brown's clinical and programmatic outcomes? Check out our 2017 Community Impact Report and Epidemiology Report here:

howardbrown.org/2017CommunityImpact howardbrown.org/2017EpidemiologyReport

SAVE THE DATE FOR THE 2018 MIDWEST LGBTQ HEALTH SYMPOSIUM, SEPTEMBER 14-15, 2018.



Save the date for the Big Orange Ball, Saturday, October 20, 2018 at Park West!



Save the date for **ChiQ**, supporting women's health at Howard Brown, Saturday, April 28, 2018 at South Shore Cultural Center!

OUR PATIENTS



BROADWAY YOUTH CENTER GIVES ABDUL HIS LIFE BACK

Abdul graduated from
high school when he
was just 13 years old –
"I've always loved to write...
I've been published in some
magazines and I'm currently
working on a book," he
states. But the day he got

off the bus in Chicago, Abdul was robbed before he left the station.

Not to be stopped, he went to the library and found the Broadway Youth Center (BYC), where he got help replacing his ID card then accessed medical care and drop-in services.

"For my whole life, I had a mysterious illness – I was sick all the time, and no one could tell me what I had. I experienced photosensitivity, seizures, abdominal pain, weakness, numbness in my arms, legs, and face. Sometimes, I even had hallucinations. Doctors would tell my parents that they were probably psychosomatic, resulting from depression."

At BYC, "my provider did some research and diagnosed me with porphyria, an extremely rare but life-threatening disease that affects the nervous system." After 23 years, Abdul finally had an answer. "Without BYC, I don't think I'd be alive."

Now, Abdul gives back; he facilitates a creative writing group where people share with each other without judgment or criticism. "It can be really revealing about who they are and where they come from.... BYC lets people express who they really are."





KEISHA MARIE ACCESSES THERAPY

"As a young, broke student, I wanted to get counseling but couldn't afford it. The therapists at Howard Brown meet all my needs in ways I was struggling to find in other therapists. I have a lot of intersecting identities – there are many layers to me that I hope a therapist would consider. I feel at Howard Brown, those parts of me are accounted for. I'm a woman, a black woman, Jamaican/Texan, queer, a student, and dealing with trauma.

Going to Howard Brown for behavioral health services has been great. I feel hopeful and I appreciate the therapist's style. He makes me feel safe and acknowledged as a whole person. He makes sure I feel okay to leave at the end of a session. With other therapists in the past, I would open up and didn't realize how much I need to close things back up so I could leave and go about my day - I didn't want to leave feeling like I'm emotionally bleeding everywhere.

If Howard Brown wasn't around I'd probably still be looking for something that fits my needs and is affordable. Here everyone is so friendly. In addition to therapy, I can get STI screenings. If someone is looking for a therapist that notices your intersectionality and sees your whole identity, Howard Brown is a great place. Even if you can't pay, they are still available for you, and can offer group therapy if you can't afford individual therapy."



HOWARD BROWN'S RESEARCH **ARM GIVES RON NEW CHOICES**

Letheron, or Ron, moved to Chicago for a job right out of college, 32 years ago, and has been a patient since the 1980s; he was diagnosed with HIV in 1989. "I chose Howard Brown because they are knowledgeable about my condition and they are compassionate. Everyone is polite, generous with their time, caring, and I don't see myself going anywhere else for care," he says.

About three years ago, he tried an infectious disease specialist at a local hospital, and felt they weren't knowledgeable about HIV. "I had some tests done wrong and they gave me the wrong scripts - there was a lot of back and forth. That's when I decided I'd never go anywhere else." Ron continues, "I come here because the staff here are excellent, they know my name, and they are pleasant people."

When Ron was first diagnosed, he was depressed, but he made staying healthy his "main objective." In addition to HIV, Ron also manages chronic gastrological issues, including hiccups that can last up to two days, which makes it hard to keep medication down.

Because Howard Brown serves more than 4,200 patients living with HIV, we participate in research into innovative treatments. Ron enrolled in a study at Howard Brown for a new injectable HIV medication. Now he gets a shot every week, in addition to the oral medications.

"Getting the shot seems to work better - my viral load is down now. I feel good about that," says Ron. He continued, "My team gives me courage. My provider is great - she's a people person and so compassionate and concerned. Once she said to me, 'I want you to get better,' and she puts a lot of effort into getting me on the right track."

STATEMENTS OF FINANCIAL POSITION June 30, 2017 and 2016

ASSETS	2017	2016
Current assets		
Cash and cash equivalents	\$ 16,782,085	\$ 12,711,639
Patient accounts receivable	7,999,475	5,845,673
Pledges receivable	1,405,608	373,119
Prepaid expenses and other receivables	696,653	756,088
Total current assets	26,883,821	19,686,519
Property and equipment, net	12,956,788	7,300,563
Construction in progress	223,012	255,309
Investment in AllianceChicago and others	1,014,381	846,000
Other assets, primarily works of art	494,362	501,673
Total assets	\$ 41,572,364	\$ 28,590,064
Current maturities of long-term debt	\$ 274 E24	\$ 2,000,815
LIABILITIES AND NET ASSETS		
Current maturities of long-term debt	\$ 374,534	\$ 3,900,815
Accounts payable	1,163,097	2,610,912
Accrued expenses	1,924,183	874,110
Deferred revenue	20,974	9,846
Total current liabilities	3,482,788	7,395,683
Long-term debt, less current maturities	7,066,335	2,655,562
Total liabilities	10,549,123	10,051,245
Net assets		
Unrestricted	29,154,768	17,976,359
Temporarily restricted	1,868,473	562,460
Total net assets	31,023,241	18,538,819
Total liabilities and net assets	\$ 41,572,364	\$ 28,590,064

REVENUES, GAINS, AND OTHER SUPPO	ORT 2017	2016
Net patient service revenue	\$ 67,123,736	\$ 41,571,795
Government contracts	6,627,171	5,031,979
Direct public support	6,632,685	5,945,802
Donated services	617,133	689,933
Other, including AllianceChicago income	447,862	377,909
Total revenues, gains and other support	81,448,587	53,617,418
Expenses		
Medical	52,829,307	31,914,515
Youth services	1,576,533	888,819
Behavioral health	1,466,559	1,083,977
Research	813,640	509,713
Prevention	2,952,377	1,739,617
Total program expenses	59,638,416	36,136,641
Development	649,814	801,959
Public relations	226,832	322,860
Brown Elephant	3,192,143	2,680,345
Total expenses by function	63,707,205	39,941,805
General and administrative	5,256,960	4,044,402
Total expenses	68,964,165	43,986,207
Change in net assets	12,484,422	9,631,211
Net assets at beginning of year	18,538,819	8,907,608
Net assets at end of year	\$ 31,023,241	\$ 18,538,819

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\$500,000+

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YWCA

Melissa Zagorski



CRAIG GIVES BACK

In 2016, Craig Andree found that he wanted to spend time helping others. A friend who knew that Craig had experience mentoring LGBTQ youth recommended the Broadway Youth Center. Craig and his husband Frank Quinn soon visited BYC and

"that was it." Craig and Frank made a generous donation to support Broadway Youth Center. But that's not all.

"Seeing a young person without a support system is heartbreaking. We have to fight for them," Craig says. Craig fights by volunteering four hours a week at BYC, where he assists staff providing HIV prevention services for trans youth of color and their partners.

Craig and Frank love the BYC because it offers accessible resources to young people in a safe, welcoming environment. To learn more about how you can help Broadway Youth Center, visit howardbrown.org/BYC.



4025 N. Sheridan Road, Chicago, IL 60613
Scheduling for all locations: 773.388.1600
For more information on hours and services: howardbrown.org

OUR CLINICS:

Howard Brown Health 63rd St. | 641 W. 63rd Street, Chicago, IL 60621
Howard Brown Health 55th St. | 1525 E. 55th Street, Chicago, IL 60615

Howard Brown Health at Thresholds South | 734 W. 47th Street, Chicago, IL 60609
Howard Brown Health Sheridan | 4025 N. Sheridan Road, Chicago, IL 60613
Broadway Youth Center | 4009 N. Broadway Street, Chicago, IL 60613
Howard Brown Health Halsted | 3245 N. Halsted Street, Chicago, IL 60657
Howard Brown Health Diversey | 2800 N. Sheridan Road, Chicago, IL 60657
Howard Brown Health Clark | 6500 N. Clark Street, Chicago IL 60626
Howard Brown Health at TPAN | 5537 N. Broadway Street, Chicago, IL 60640
Howard Brown Health Counseling Center | 3948 N. Sheridan Road, Chicago, IL 60613

OUR RESALE STORES:

Brown Elephant Lakeview | 3020 N. Lincoln Avenue, Chicago, IL 60657

Brown Elephant Andersonville | 5404 N. Clark Street, Chicago, IL 60640

Brown Elephant Oak Park | 217 Harrison Street, Oak Park, IL 60304

OUR MANAGEMENT:

Administrative Office | 1025 W. Sunnyside Avenue, Chicago, IL 60640