



# HEALTH ON ALL SIDES

2019 ANNUAL REPORT

# OUR LEADERSHIP

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# ***DEAR COMMUNITY MEMBER,***

We're on your side. From our multiple Chicago locations, Howard Brown Health provides holistic care by prioritizing every angle of a person's wellbeing, including their physical, behavioral, and emotional health.

In order to provide affirming care to more people across Chicago and the Midwest, Howard Brown continues to develop new patient-centered services and invest in our existing locations. In April 2019, Howard Brown Health at La Casa Norte opened in Humboldt Park, serving 1,200 West Side patients in its first six months. Two express STI screening locations opened in Hyde Park and Oak Park, offering free sexual health screenings on a drop-in basis.

Providing care from all sides means integrating new services into our core framework. Howard Brown Health Dental continued to offer comprehensive oral healthcare on a sliding scale basis for those who are low-income. Starting primary care early also ensures better health outcomes throughout life. Our annual back-to-school physicals drive provided 62 physicals to children and youth across the city. For anal health, we developed HPV screening guidelines to more accurately screen for signs or risk for cancer.

To raise awareness about trans and gender nonconforming (TGNC) health needs, Howard Brown's Center for Education, Research, and Advocacy (ERA) held the three-part Gender Affirming Learning Series. Additionally, ERA launched an innovative nationwide collaborative research project on TGNC health and helped persuade Illinois officials to improve Medicaid coverage for gender-affirming surgeries.

In 2019 we continued to find new ways to share our message of affirming care for all. Howard Brown sponsored its first-ever Pride Train on Chicago transit, with a vibrant pro bono campaign from ad agency mcgarrybowen that shared Howard Brown's philosophy of care. In order to provide a better digital experience to patients, howardbrown.org was fully redesigned for easy access to the patient portal, location information, and primary care provider details.

Patients, supporters, and donors like you make Howard Brown's consistently high-level of care possible. We are proud to work alongside such a vibrant community for a world where affordable, affirming healthcare is a reality. On behalf of our patients and communities, thank you for being on our side.



A blue ink signature of David Ernesto Munar.

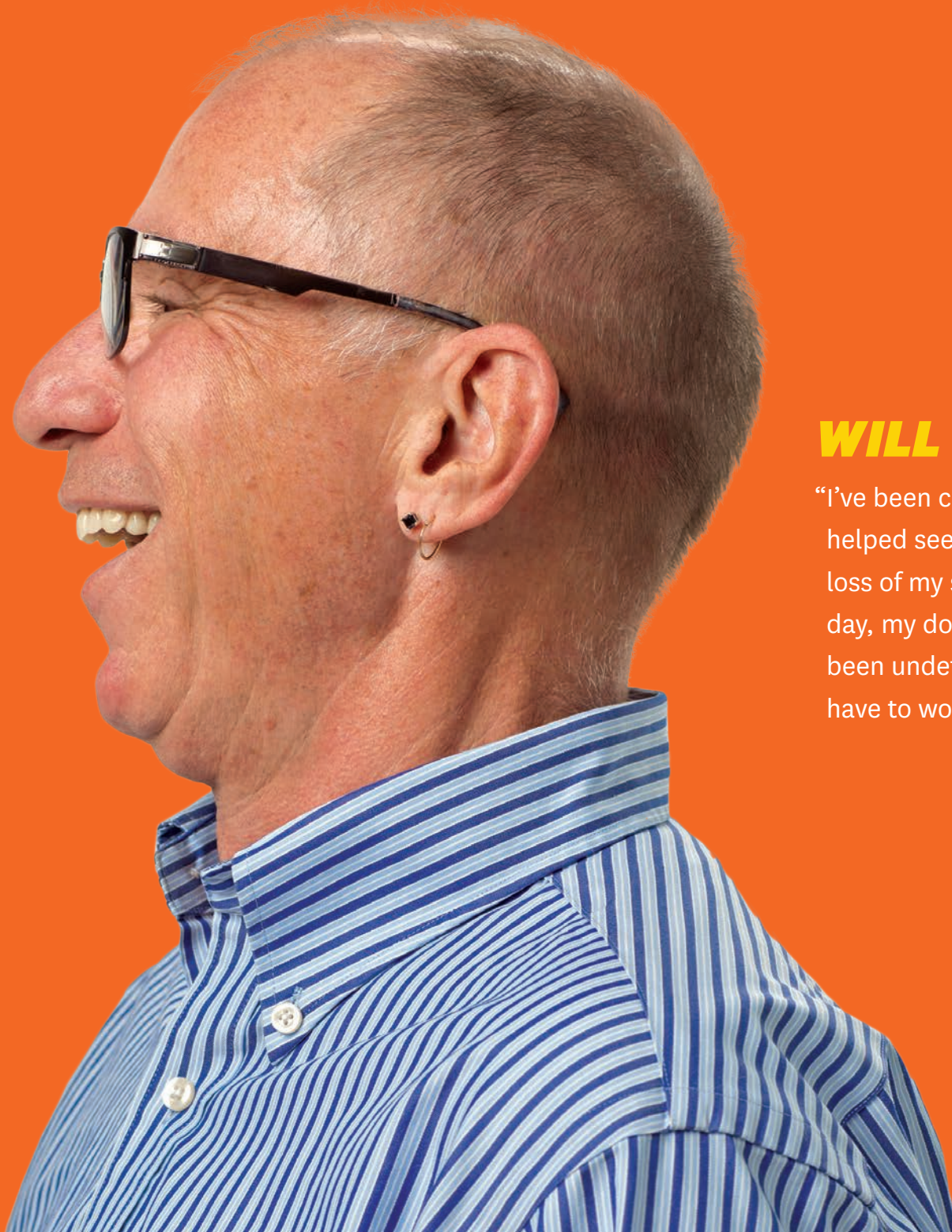
David Ernesto Munar  
President and CEO



A blue ink signature of Mario Treto, Jr.

Mario Treto, Jr., JD  
Board Chair





## **WILL**

“I’ve been coming to Howard Brown for 15 years. They’ve helped see me through being diagnosed with HIV, the loss of my sister, and getting throat cancer. The other day, my doctor looked back on my records. My HIV has been undetectable for almost 10 years. Now I don’t have to worry.”

# DEVELOPMENT ACROSS THE NETWORK

**EXPRESS SCREENING.** In 2019, Howard Brown Health launched a new model of care that provides free walk-in sexual health services out of two locations. The free service opened in Hyde Park on the first floor of the existing Howard Brown Health 55th Street clinic in May. The service at the Brown Elephant store in Oak Park opened in the fall 2019. Both locations function as accessible entry points to primary care by offering fast and free STI and HIV screening, pregnancy testing and options counseling, and linkage to treatment and care.

**NEW CLINIC IN HUMBOLDT PARK.** Howard Brown Health at La Casa Norte opened in early 2019, quickly moving to a five-day-a-week schedule in May. This full-service health clinic in Humboldt Park features bilingual English-Spanish staff and works closely with La Casa Norte on housing and social services, expanding Howard Brown's footprint to the West Side of Chicago.

**REVITALIZING OUR INFRASTRUCTURE.** The agency took steps to reinvest in our existing spaces in 2019. Improvements include a new cooling system at Howard Brown Health 63rd St., refreshed landscaping in Lakeview and Rogers Park, and a new community space in Hyde Park. In order to improve the patient experience at our longest-running clinic, during the summer of 2019 we overhauled Howard Brown Health Sheridan, upgrading the facility and expanding from 16 to 18 exam rooms. In addition, a new welcome area for visitors, and more efficient work areas for medical teams were created.

75

Express Screenings

75

Unique Patients

37,077

HIV Screenings Agency Wide

21,573

Unique Patients Screened

95,915

Clinic Visits Agency Wide

28,738

Unique Patients in Primary Care





## **HERMAN**

“Howard Brown Health Dental gave me my confidence back. Now I can eat around other people and I don’t have to hide my mouth when I chew. I can smile in pictures with my family. Howard Brown gave me a reason to smile.”

# ***AFFIRMING CARE AT EVERY ANGLE***

**ORAL HEALTH.** Howard Brown has continued to expand dental services since the launch in December 2017. Howard Brown Health Dental began a partnership with Chicago Public Schools in August 2019 to provide free dental screenings and sealants to more than 2,000 students, registering patients to receive follow-up x-rays and restorative care. We have also partnered with Mobile Care Chicago to offer cleanings and screenings to families across Englewood and the surrounding communities, expanding access to people who need affirming and affordable dental care the most.

**STUDENT HEALTH.** In August, Howard Brown hosted a citywide back-to-school physicals drive for the second year. Medical providers from clinics in Englewood, Uptown, Rogers Park, and Lakeview performed 62 physicals for Chicago families. In addition to helping families with a prerequisite for the school year, the physicals are also an entry point into care for children and youth.

**MOBILE CARE.** In April, Howard Brown launched its south side mobile health program, increasing primary care services and access to HIV treatment for patients on Chicago's South Side who are unable to attend appointments or feel unsafe doing so. The mobile health initiative allows clinicians to serve patients at home, including cisgender, transgender, and gender nonconforming individuals living with HIV/AIDS. Operating within a harm-reducing, patient-centered model, the mobile health program allows for collaborative care that prioritizes patients' self-determined needs.

**ANAL HEALTH.** In response to growing public health concern about anal cancers associated with human papillomavirus (HPV), Howard Brown developed screening guidelines to identify who is more likely to benefit from anal dysplasia screening, using the most up-to-date research. With clear criteria for the screening and prevention of anal cancer, Howard Brown's Anal Health Clinic has seen an influx of new, eligible patients for the screening and treatment of precancerous lesions.

6,497

Dental Procedures

1,013

Unique Dental Patients

62

Back-to-School Physicals  
Provided to Children and Youth

800

Screenings for Anal Cancer





**LÍLÍ**

“One of the things I noticed at Howard Brown was an informational screen that said “Welcome Immigrants.” It really got my attention because it felt like a refuge, or like a hug. Inside a medical clinic, to be able to feel that way, is priceless. I said to myself ‘Wow, this is for us, for Latinos.’”



# ON THE SIDE OF THE MOST VULNERABLE

**GENDER-AFFIRMING CARE.** To generate discussion around gender-affirming care, Howard Brown's Center for Education, Research and Advocacy (ERA) launched the Gender Affirming Learning Series, consisting of two webinars and a half-day seminar. The half-day seminar convened at Malcolm X College on September 13, drawing more than 330 health professionals and community members to explore trauma and gender-affirming surgical options for trans and gender nonconforming (TGNC) people. The series was a precursor to the 2020 Midwest LGBTQ Health Symposium to be held September 16-17, 2020.

**PROMOTING IMMIGRANT RIGHTS.** As part of Howard Brown's commitment to undocumented people's right to healthcare, the agency gathered information and resources to better serve immigrants and undocumented clients. In partnership with the Legal Council for Health Justice, staff across the agency discussed the new public charge rule and its possible impact on patients. Staff also prepared for possible visits by Immigration and Customs Enforcement and discussed plans to safeguard all patients (and their confidential medical information) without regard to immigration status.

**FORMATIVE RESEARCH IN TRANS HEALTHCARE.** In 2018, ERA launched Four Corners, an innovative nationwide collaborative research project on TGNC health in collaboration with three other LGBTQ-oriented health centers, Whitman-Walker Health in Washington, DC; LA LGBT Center in Los Angeles; and Legacy Community Health Services in Houston. As the nation's first-ever TGNC health research advisory network, Four Corners facilitates meaningful and equitable participation of all members in order to expand community-led health research by and for TGNC people.

# 163

New People Enrolled in Clinical Trials  
or Social/Behavioral Research

# 62

Patients Active in Clinical  
Research in 2019



# ***NORTH SIDE CLINIC LOCATIONS***

***BROADWAY YOUTH CENTER***  
***4009 N. Broadway, Chicago, IL 60613***

***HOWARD BROWN HEALTH CLARK***  
***6500 N. Clark Street, Chicago IL 60626***

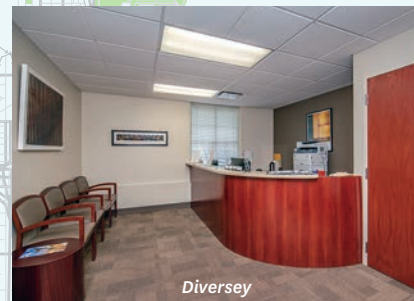
***HOWARD BROWN HEALTH COUNSELING CENTER***  
***3948 N. Sheridan Road, Chicago, IL 60613***

***HOWARD BROWN HEALTH DIVERSEY***  
***2800 N. Sheridan Road, Chicago, IL 60657***

***HOWARD BROWN HEALTH HALSTED***  
***3245 N. Halsted Street, Chicago, IL 60657***

***HOWARD BROWN HEALTH SHERIDAN***  
***4025 N. Sheridan Road, Chicago, IL 60613***

***HOWARD BROWN HEALTH AT TPAN***  
***5537 N. Broadway, Chicago, IL 60640***



# **WEST & SOUTH SIDE CLINIC LOCATIONS**

**HOWARD BROWN HEALTH AT LA CASA NORTE**  
3533 W. North Avenue, Chicago, IL 60647

**HOWARD BROWN HEALTH 55TH ST.**  
1525 E. 55th Street, Chicago, IL 60615

**HOWARD BROWN HEALTH 63RD ST.**  
641 W. 63rd Street, Chicago, IL 60621

**HOWARD BROWN HEALTH DENTAL**  
641 W. 63rd Street, Chicago, IL 60621

**HOWARD BROWN HEALTH AT THRESHOLDS SOUTH**  
734 W. 47th Street, Chicago, IL 60609



at TPAN



at La Casa Norte



55th St.



63rd St.



at Thresholds South





## **OSCAR**

“My previous doctors told me I had three years to live. They told me to prepare myself and that they couldn’t do anything more for me. Everything they diagnosed me with was not correct. Howard Brown has helped me so much to move forward. Little by little, they detoxified my body and now I’m so much better.”

# ***CELEBRATING ALONGSIDE OUR COMMUNITY***

**SUMMER OUTREACH.** As a sponsor of the Silver Room Block Party on July 20 in Hyde Park, our presence included a mobile unit providing expanded sexual health screenings, vaccinations, and linkage to services at our South Side clinics.

**PARADE OUTREACH.** A longstanding Chicago tradition, the Bud Billiken Parade kicks off the school year and celebrates south side youth and community. Howard Brown participated in the parade for the second year in a row, handing out school supplies and promotional items and sharing information about our South Side clinics and services.

**OUR HISTORY.** In 2019, we commemorated the 50th anniversary of Stonewall – the significant moment in time that brought LGBTQ rights out of the darkness and into the light. With a host of live performers and music, Howard Brown shared its mission of affirming healthcare to the crowd of over one million attendees at the 49th annual Chicago Pride Parade. To commemorate the half-century of struggle and progress, Howard Brown Health celebrated with “Let’s Talk About Pride” to encourage every person, family, and supporter to shine bright for themselves and their community.

# 43

Community Outreach Events

# 544

Surgical Navigation Visits  
for TGNC Patients

# 78

People Working with Long-term  
Surgery Case Management

# 29

Completed Gender Affirming Surgery



## **ANDY**

“I just turned 30, and a big part of that for me is taking care of my health. I want to get my teeth checked out, maintain my viral load, and pick up all the loose ends that I let go of these past seven years. I want to go to therapy – that’s on my short term list. I can do that at Howard Brown! I want to continue maintaining my health long term and do all I can for myself.”



# REFRAMING OUR COMMITMENT TO CARE

**CROSS TOWN PRIDE.** Howard Brown sponsored its first-ever Pride Train. The month-long promotion featured rainbow-wrapped CTA Red Line cars running the length of the city. The colorful trains were paired with an affirming message created pro bono by ad agency mcgarrybowen, sharing the ethos behind Howard Brown's affirming model of care. The "We Won't" campaign touched on many important experiences that Howard Brown's patients have faced, including heterosexism, deadnaming (not using a trans person's preferred name), misgendering, body shaming, bisexual erasure, and HIV discrimination. Where other settings demean LGBTQ people, patients can be assured their care experience will be nothing of the sort at Howard Brown.

**NEW HOME ONLINE.** Howard Brown launched the fully redesigned howardbrown.org in September. Trilogy Interactive rebuilt the entire site to provide a better user experience for existing clients and potential patients. Highlights include a mobile-responsive design, full Spanish-language support, and easier access to the patient portal. Primary care providers are also now easily searchable by name, clinic location, and services provided. These improvements are tailored to increase patient access and usability.

**ARTISTIC EXPRESSION FOR BYC.** In August, Broadway Youth Center (BYC) held its first My Point of View Gallery. The evening invited staff and community members to visit the BYC to appreciate photography and paintings by BYC participants, with the opportunity to purchase original art. All proceeds from the art sales went directly to the BYC clients who created the work.

# 2,586

Young People Reached by BYC

# 5,225

Patients Living with HIV

# 4,228

Have Achieved Viral Suppression (81%)

# STATEMENTS OF FINANCIAL POSITION

FISCAL YEAR 2019 (JULY 1, 2018 – JUNE 30, 2019)

<b>ASSETS</b>	<b>2019</b>	<b>2018</b>
Cash and cash equivalents	\$ 44,174,275	\$ 27,667,202
Other current assets	15,354,429	17,319,116
Property and equipment, net	11,242,632	14,072,902
Other assets	1,904,557	1,657,914
<b>Total assets</b>	<b>\$ 72,675,893</b>	<b>\$ 60,717,134</b>
<b>Liabilities and net assets</b>		
Current liabilities	7,065,068	7,224,679
Long-term debt, less current maturities	5,802,682	6,476,750
<b>Total liabilities</b>	<b>12,867,750</b>	<b>13,701,429</b>
Net assets, unrestricted	57,794,729	45,282,954
Net assets, temporarily restricted	2,013,414	1,732,751
Total net assets	59,808,143	47,015,705
<b>Total liabilities and net assets</b>	<b>\$ 72,675,893</b>	<b>\$ 60,717,134</b>

<b>REVENUE, GAINS AND OTHER SUPPORT</b>	<b>2019</b>	<b>2018</b>
Net patient service revenue	121,219,493	96,061,454
Government contracts	7,042,540	7,485,502
Direct public support	7,628,612	6,999,169
Donated services	359,958	991,984
Other	1,293,969	539,850
Total operating revenue and support	137,544,572	112,077,959
<b>EXPENSES</b>	<b>2019</b>	<b>2018</b>
Medical	96,016,225	75,813,300
Youth services	3,266,500	2,476,534
Behavioral health	3,995,879	2,224,832
Research	1,030,710	924,537
Prevention	2,372,991	2,321,835
Total program expenses	106,682,305	83,761,038
Development	670,149	597,552
Public relations	819,384	485,055
Brown Elephant	2,954,342	2,803,588
General and administrative	11,098,710	8,438,262
Total supporting expenses	15,542,585	12,324,457
Total expenses	122,224,890	96,085,495
Loss on impairment	2,527,244	–
<b>Change in net assets</b>	<b>12,792,438</b>	<b>15,992,464</b>
<b>Net assets at beginning of year</b>	<b>\$ 47,015,705</b>	<b>\$ 31,023,241</b>
<b>Net assets at end of year</b>	<b>\$ 59,808,143</b>	<b>\$ 47,015,705</b>

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## FY19 CASH DONATIONS

### \$500,000+

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