



# HEALTH CENTERED



THE QUARTERLY NEWSLETTER OF HOWARD BROWN HEALTH

Spring 2020

## New Members Join Executive Leadership

By David Ernesto Munar, President and CEO of Howard Brown Health

Howard Brown Health recently announced some exciting additions to our Executive Leadership Team. We're proud of continuously building the diversity that we aim to foster and the impact it will make across all of our clinics.

Dental Director Dr. Robin Gay, Director of Practice Operations Shaun'ta Whitehead-Ade, and Channyn Parker, who was newly promoted to the position of Director of Strategic Partnerships, joined executive leadership in February.

In 2017, Dr. Robin Gay launched Howard Brown's dental practice at our clinic in Englewood, initially serving as the organization's sole dental provider. Today the dental practice delivers a comprehensive array of oral healthcare services on a sliding scale to more than 1,000 patients a year with a team of four dentists, two dental hygienists, and support staff.

Shaun'ta Whitehead-Ade, MHA, is strategic leader with over thirteen years of experience in the healthcare sector. As Director of Practice Operations at Howard Brown, she played a central role in opening seven new clinic sites in four years, implemented the AIDET customer service framework (see page 2), and launched a patient satisfaction survey tool. An expert in various medical regulations, Shaun'ta directs all aspects of federally qualified health center operations, overseeing 120+ employees across 11 clinic sites.

Channyn Parker joined Howard Brown in 2017 to lead the youth development drop-in program at Broadway Youth Center. She assumed new duties as Manager of Strategic Partnerships in 2019 to leverage volunteerism, donor cultivation, and elected official engagement. In her new role as Director of Strategic Partnerships, Channyn works closely with the more than two dozen organizations affiliated with Howard Brown as delegate agencies, co-located service providers, and institutional collaborators. Parker's advocacy for transgender rights has received accolades from Equality Illinois, Victory Fund, and other civil rights organizations.

The new leadership team will better represent the diverse service lines, locations, and patient populations that comprise Howard Brown's citywide network. We seek to reflect the diverse City of Chicago and serve all of the neighborhoods continuously and consistently.



Dr. Robin Gay, DMD



Channyn Parker



Shaun'ta Whitehead-Ade, MHA

## Upcoming Events

4/9

### Trans Media and Fashion

A fashion show at the Water Tower Place at 6 p.m. will showcase exclusively all trans and gender nonconforming models to help elevate lives and celebrate identity during Chicago Fashion Week.

4/25

### ChiQ - [howardbrown.org/ChiQ2020](http://howardbrown.org/ChiQ2020)

Join us at 7 p.m. for ChiQ on April 25, 2020 at the Mae District. Howard Brown Health invites the LGBTQ community and allies to support services for lesbians, bisexual women, and transgender and gender nonconforming people.

5/27

### Senior Health and Fitness Day

National Senior Health and Fitness Day, the nation's largest older adult health promotion event. There will be various activities included. Stay tuned!



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## AIDET Spotlight

At Howard Brown Health, we serve our patients with the utmost care and respect using AIDET. AIDET stands for Acknowledge, Introduction, Duration, Explanation, and Thank you. It's a model for helping people and setting expectations. Our staff practice AIDET to help people feel comfortable and affirmed. Healthcare can be daunting, and AIDET is one tool we use to help you navigate it.

**Acknowledge:** Greeting someone by their correct name makes them feel welcome and seen.

**Introduction:** Introducing ourselves is important so that people know who we care, and what our role is.

**Duration:** The time people can expect to wait gives an expectation to how long their visit will be.

**Explanation:** A step-by-step explanation will help guide the patient.

**Thank you:** An appreciation for the patient being there and expressing gratitude for choosing Howard Brown Health.



## Site Information

### Howard Brown Health Clark

6500 N. Clark St.  
Chicago, IL 60626

### Howard Brown Health 55<sup>th</sup> St.

1525 E. 55<sup>th</sup> St.  
Chicago, IL 60615

### Howard Brown Health Counseling Center

3948 N. Sheridan Rd.  
Chicago, IL 60613

### Broadway Youth Center BYC

4009 N. Broadway  
Chicago, IL 60613

### Howard Brown Health Halsted

3245 N. Halsted St.  
Chicago, IL 60657

### Howard Brown Health 63<sup>rd</sup> St.

641 W. 63<sup>rd</sup> St.  
Chicago, IL 60621

### Howard Brown Health at Thresholds South

734 W. 47<sup>th</sup> St.  
Chicago, IL 60609

### Howard Brown Health Diversey

2800 N. Sheridan Rd., Suite 211  
Chicago, IL 60657

### Howard Brown Health Sheridan

4025 N. Sheridan Rd.  
Chicago, IL 60613

### Howard Brown Health at La Casa Norte

3533 W. North Avenue  
Chicago, IL 60647

### Howard Brown Health at TPAN

5537 N. Broadway  
Chicago, IL 60640

### Howard Brown Health Dental at 63<sup>rd</sup> St.

641 W. 63<sup>rd</sup> St.  
Chicago, IL 60621

For more information, visit [howardbrown.org/health-centers](http://howardbrown.org/health-centers) or call us at 773.388.1600

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## Howard Brown Health Adds Youth Hormone Program

Howard Brown Health employs an informed consent model for hormones for people that are over the age of 18, but if you're under 18 there are additional steps required to access to hormone therapy. The Youth Hormone Program at Howard Brown can help coordinate all of the things that are needed for this process. These may be documentation, guardianship information, or mental health information that is required. We help make sure that all of the correct information is obtained so that we can properly coordinate with the medical providers to get clients started. Here are some answers to common questions about hormones for youth under the age of 18.

### How does this program benefit our patients?

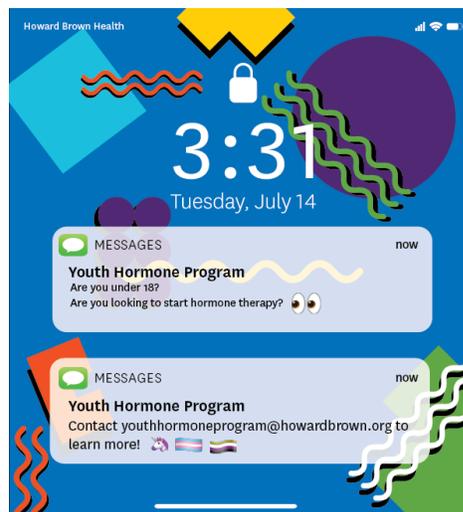
People under 18 need access to care just like anyone else. Our goal is to make this process as easy as possible for families and for youth and holistically support the patient. This was created to give youths access to hormone therapy, but it also helps parents participate in the process of name change, integration in schools, and other barriers to transition and care access.

### What qualifications does my child/dependent need to receive treatment?

Patients will generally need parent or guardian consent and a mental health evaluation, but this depends on each patient's circumstances. To get a better understanding of what qualifications your child needs, contact us and we can walk you through the process.

### How do I get started?

To get started contact us at [YouthHormoneProgramhowardbrown.org](http://YouthHormoneProgramhowardbrown.org).



## YOUR ChiQ HOROSCOPE

Read your horoscope below to see what's in-store for your sign this spring!

Join us at ChiQ on April 25, 2020 at the Mae District! Howard Brown Health invites the LGBTQ community and allies to support services for lesbian, bisexual women, transgender, and gender nonconforming people with an evening of entertainment, dancing, full bar, light bites, photo booth, silent auction, raffle, community, and other wonderful surprises! Continue the legacy of the Lesbian Community Care Project by celebrating with us.

Get tickets at: [howardbrown.org/chiq2020](http://howardbrown.org/chiq2020)

### Aries ♈

**March 21 – April 19:** Feeling fiery and flirty per usual? Test out some pickup lines at a special spring gala! You'll be sure to wow and impress everyone you meet.

### Taurus ♉

**April 20 – May 20:** A grounded Taurus always has their eyes set on the prize. Make your mark at your favorite queer party.

### Gemini ♊

**May 21 – June 20:** Even though there might be multiple sides to your personality, you always want adventure. You'll find it at this year's most fabulous party, benefiting LGBTQ health in Chicago!

### Cancer ♋

**June 21 – July 22:** There's no need to wallow at home expecting a call! Make your own fun night happen by going to support LGBTQ health at a sparkling party!

### Leo ♌

**July 23 – August 22:** Feisty and dramatic Leo, it's your turn to be the center of attention (again)! Come show off your new style with your favorite queer friends at the party of the quarter!

### Virgo ♍

**August 23 – September 22:** You know what you want and how to get it. Fair Virgo, why not show up with your friends and have a good time at 2020's ChiQ?

### Libra ♎

**September 23 – October 22:** Make up your mind! Treat yourself and go have fun with lesbians, bisexual women, and the TGNC community.

### Scorpio ♏

**October 23 – November 21:** You've been working too hard, Scorpio! Take in some chill vibes and relax at this year's delightful Howard Brown Health spring gala.

### Sagittarius ♐

**November 22 – December 21:** You're the life of the party wherever you go. Why not take that energy to Howard Brown Health's spring gala?

### Capricorn ♑

**December 22 – January 19:** Hey Capricorn! You're determined and you know what you want. Why not bring that energy to the upcoming spring gala this coming April? Your confidence will be sure to delight all.

### Aquarius ♒

**January 20 – February 18:** Even an analytical Aquarius can have fun sometimes! Dance the night away at the spring gala at the Mae District.

### Pisces ♓

**February 19 – March 20:** Dreamy Pisces, are you pondering about what your future will bring? Ponder no more! An effervescent soiree is definitely in your future.



## Health Tips: Cover Your Cough

During flu season, and every season, Howard Brown wants you to stay as healthy as possible. Here are some health tips to stop spreading germs and staying healthy is to cover your cough.

1. Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.
2. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
3. If you are exhibiting cold or flu symptoms, such as coughing, fever, body aches, or congestion, please wear a facemask to protect others.
4. Wash your hands often with soap and warm water for 20 seconds. If soap and water are not available, use an alcohol-based hand rub.



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## Volunteer for the CAB!

Join our Community Advisory Board (CAB) today! Howard Brown is committed to choosing a diverse group of CAB members from different ages, income levels, gender identities, races/ethnicities, sexualities, and HIV status. The CAB includes people who have regularly received healthcare at Howard Brown such as medical, therapy, case management, or screening services within the last two years.

During meetings, the CAB provides feedback, reacts to ideas from staff, and makes suggestions that could improve Howard Brown. The North and South Side CABs are currently accepting applications.

If you have any questions about the North or South Side CAB, please reach out to the CAB Liaison at [QI@howardbrown.org](mailto:QI@howardbrown.org) or [howardbrown.org/cab](http://howardbrown.org/cab)

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## Donor Spotlight

### Vernita Gray Council

The Vernita Gray Council for Philanthropy is a passionate and dynamic auxiliary board made up of influencers and innovators who want to help further the mission and vision of Howard Brown through fundraising, community engagement, and community representation. Named after Vernita Gray, the council honors a longtime champion of the rights of LGBTQ people, African Americans, and women who served as a community volunteer, donor, and advocate.

Launched in July 2019, the council has already raised nearly \$10,000 to support Howard Brown's programs and services. The Vernita Gray Council is driven by members who are passionate about equity and healthcare, many of whom are or have been patients of Howard Brown. Members make a commitment to fundraise or give \$500 a year when they join.



Meeting every other month, this group hosts three committees that expand event outreach and community awareness, as well as grow understanding of the resilience of the LGBTQ+ community.

Want to get involved? Email [KatieM@howardbrown.org](mailto:KatieM@howardbrown.org)