




Howard Brown
Health



2020 COMMUNITY
IMPACT REPORT

Essential Impact





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Dear Healthcare Advocates,

In response to the events of 2020, Howard Brown Health made the bold and necessary decision to radically re-envision our presence across the City of Chicago. Through COVID-19 screening, we collaborated with diverse neighborhoods and communities, bringing greater awareness to our mission of advancing LGBTQ health equity. Our expedited launch of telehealth in March 2020 brought providers into patients' homes, while slowing the spread of COVID-19. Through intentional partnerships, targeted outreach, and nimble redirection of our resources, the impact of our work improved outcomes for thousands of patients across Chicago.

As COVID-19 shined a light on health equity, Howard Brown continued to align services like behavioral health and dental care with our primary care offerings to better address our patients' comprehensive needs. As we continue to integrate our health and community services, we will continue to improve health outcomes for everyone.

The city and nation's social safety net experienced extraordinary stress in 2020. Across the agency, we responded by expanding emergency financial assistance to help patients in crisis cover the cost of rent, bills, and basic needs. The Broadway Youth Center, ever on the forefront of care for LGBTQ youth, opened a third temporary location to address growing need.

Despite the technical challenges of remote engagement, Howard Brown's Center for Education, Research and Advocacy (ERA) continued to advance LGBTQ health equity through research studies, training sessions, and advocacy campaigns around voter registration and the U.S. Census.

This report presents the scale of our efforts in 2020 and provides a detailed snapshot of the people who come to us for care.

On behalf of our staff and patients, thank you for making our work possible.





David Ernesto Munar
President and CEO




Magda Houlberg, MD
Chief Clinical Officer



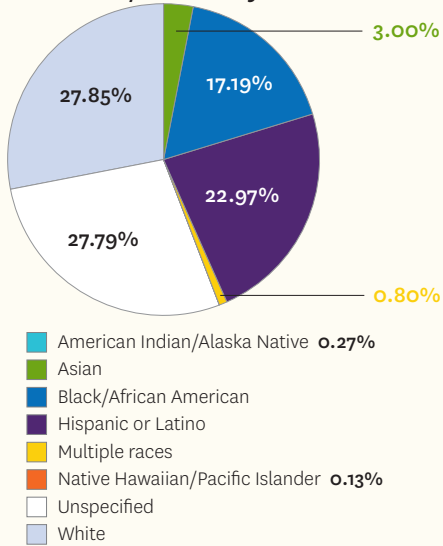

Chef Fresh Roberson
Board Chair

Affordable and Affirming Care in Our Communities

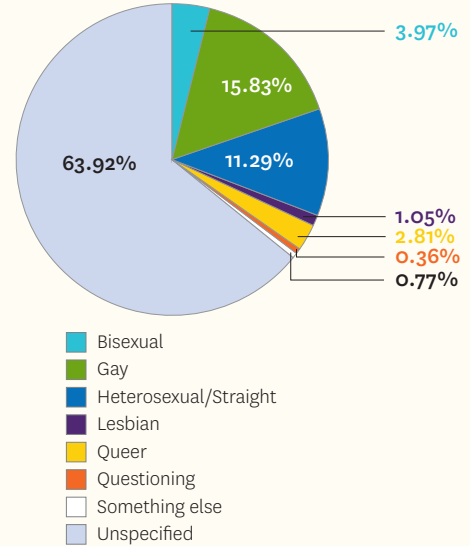
Throughout the pandemic, Howard Brown continued to provide comprehensive, affordable, and affirming healthcare. We launched robust telehealth services in March 2020 to keep patients engaged in care safely. Over the course of 2020, Howard Brown completed 138,360 patient visits, with 37,996 visits conducted via telehealth. In addition to comprehensive medical, behavioral, and social service programming, we provided critical COVID-19 contact tracing, testing, treatment, and social services to the communities hardest hit by the pandemic. Howard Brown served patients from 1,408 ZIP codes and, in keeping with our commitment to providing free and low-cost care, 67% of our patients were at or below 200% of the federal poverty line.

Our Community in 2020*

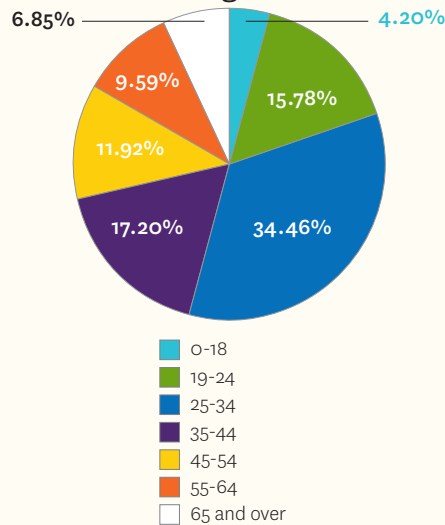
Race/Ethnicity



Sexual Orientation



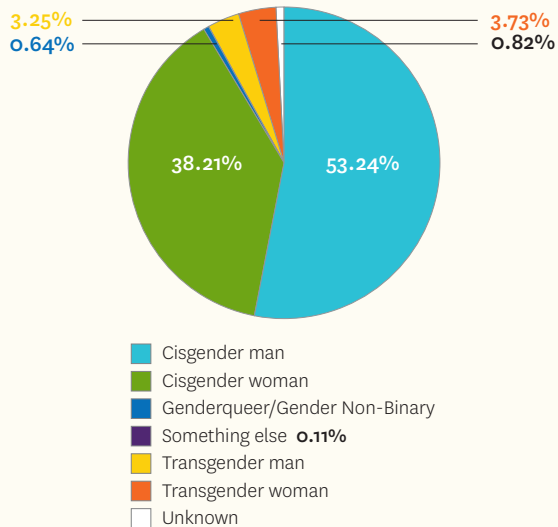
Age



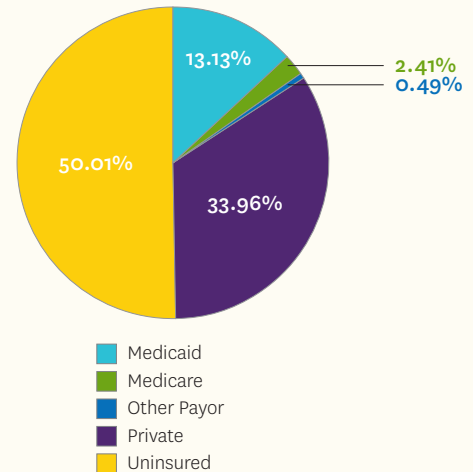
★ ★ ★ ★
HOWARD BROWN SERVED
PATIENTS FROM
1,408
ZIP CODES


37,996
VISITS CONDUCTED
VIA TELEHEALTH

Gender



Insurance

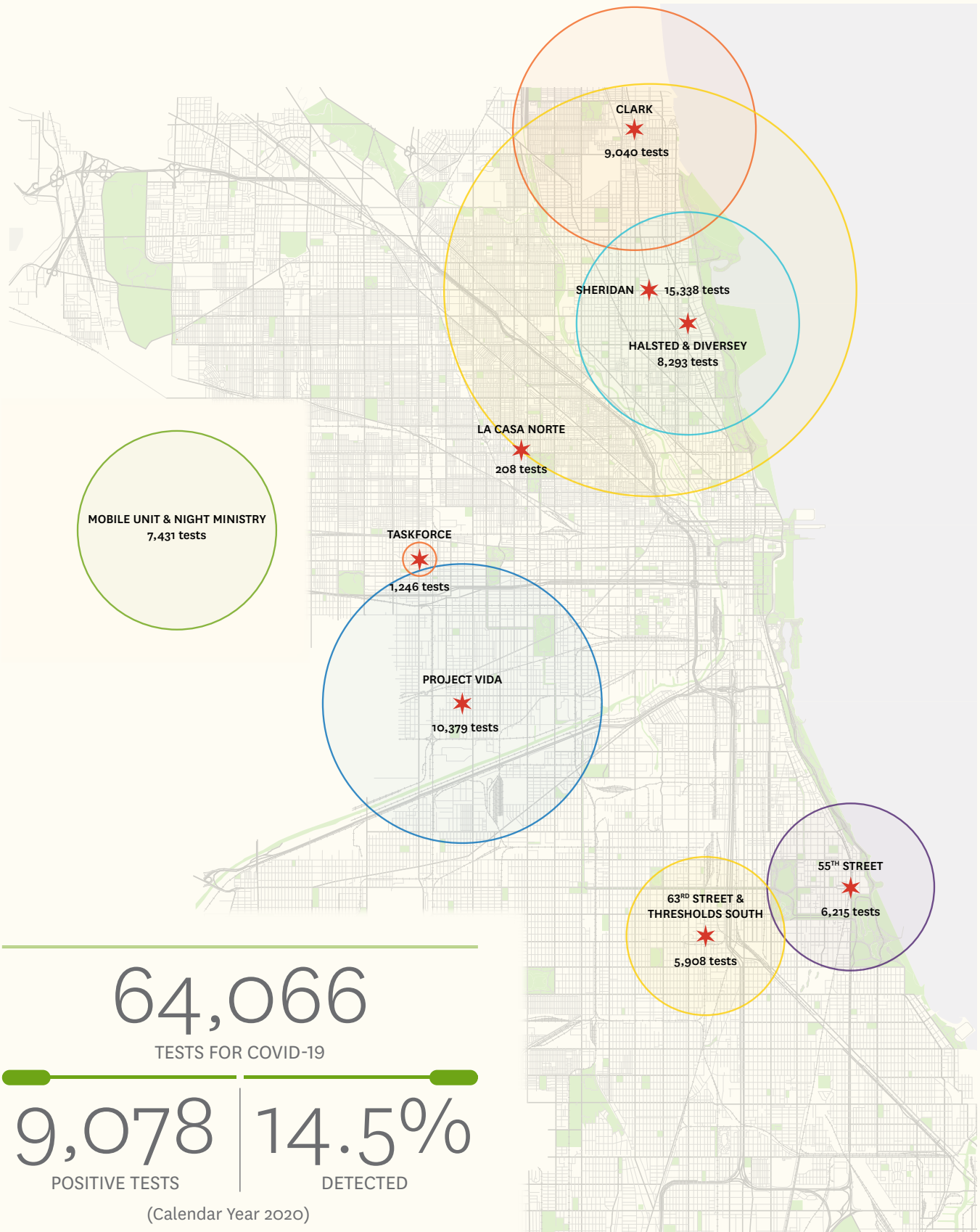


*Some demographic data impacted by COVID-19 pandemic

On the Frontlines of COVID-19

Howard Brown took the lessons learned from its history in public health and applied them to the COVID-19 pandemic. Working with community partners, the agency became a leader in the city's efforts to provide equitable testing services across Chicago. We quickly adapted to new information around safety and screening protocols, adding five community care stations to our clinic locations. Recognizing the need to go beyond our clinics' immediate neighborhoods, Howard Brown partnered with South and West Side organizations to provide no-cost screening services to under-resourced communities, including a mobile unit to reach as many people as possible across the city.

Number of COVID-19 Tests by Location

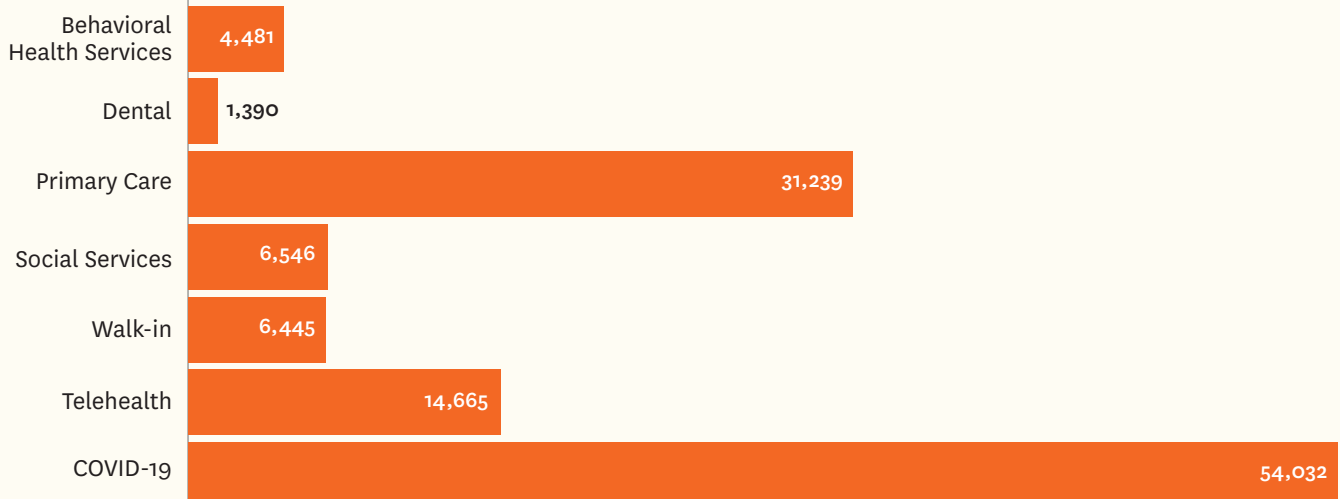




Supporting Healing Through Integrated Behavioral Health

Despite immense challenges in 2020, Howard Brown continued to expand access to opportunities for healing. In 2020, the agency expanded holistic services for survivors of sexual assault, mental health visits, medically assisted therapy for people who use opioids, and substance use counseling. Each expansion prioritized the South Side in service of greater health equity.

People Reached Across All Services (Calendar Year 2020)



8,651

PRIMARY CARE INTEGRATED
MENTAL HEALTH VISITS



388

PATIENTS RECEIVED HOLISTIC
LGBTQ-SPECIFIC SERVICES FOR
SURVIVORS OF SEXUAL ASSAULT



2,899

SUBSTANCE USE VISITS



172

MEDICALLY ASSISTED
THERAPY VISITS



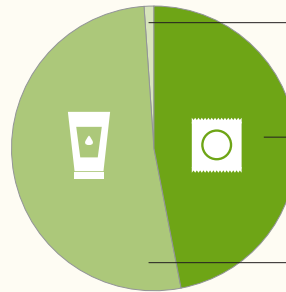
Offering Affordable Restorative Dental Services

Since launching in 2017, Howard Brown Health Dental's Program has endeavored to provide patients with comprehensive and restorative care to meet their oral healthcare needs. In order to continue providing dental care to our patients during the pandemic, the agency upgraded the dental clinic by adding negative pressure exhaust systems, HVAC improvements, and sneeze guards. These improvements allowed us to provide the safest possible dental care to those most in need.

OUR NEW PREVENTION SUPPLY INITIATIVE PROVIDED A SAFE OPTION FOR COMMUNITIES IN NEED OF SEXUAL HEALTH SERVICES DURING THE PANDEMIC WITH OVER

1,750

FREE SAFER-SEX KITS SENT BY MAIL



120
SAFER INJECTION KITS

7,000
CONDOMS

7,650
CONTAINERS OF LUBRICANT

Faster Options for Sexual Health Needs

Howard Brown continues to focus on innovative healthcare delivery models that meet community members where they are. In response to COVID-19 physical distancing requirements, the Sexual and Reproductive Health team launched the Prevention Supply initiative to deliver HIV prevention and safer-sex kits containing condoms, personal lubricant, and an at-home HIV test by mail. One of the first of its kind, this initiative provides low-barrier access to HIV screening while still allowing people to stay safer and isolate during the pandemic.



Building Stronger, Healthier Communities

Many areas of life were negatively impacted by the events of 2020, affecting countless individuals in areas of employment, housing, nutrition, and other basic needs. Howard Brown's Social Services program helped fill in those gaps for patients and clients by expanding emergency financial assistance, legal aide, and employment services. The agency increased access to economic opportunities and resources that support community health and wellbeing including food, rent, and utility assistance; support for youth experiencing homelessness; and more.



\$2.2 million

IN TOTAL FINANCIAL ASSISTANCE FOR RENT AND UTILITY PAYMENTS,
GROCERIES, AND OTHER BASIC NEEDS PROVIDED TO SOCIAL SERVICES CLIENTS



1,069

YOUNG PEOPLE RECEIVED FOOD AND
ESSENTIAL SUPPLIES DURING THE PANDEMIC



845

YOUTH RECEIVED

\$550,607 AND \$113,200

FOR GROCERIES, BILLS, ETC.

IN RENTAL ASSISTANCE



BETWEEN MARCH 2020-MARCH 2021 HOWARD BROWN PARTNERED WITH

35

ORGANIZATIONS TO BROADEN FINANCIAL SUPPORT AND OTHER
SERVICES TO COMMUNITY MEMBERS IN NEED DURING THE PANDEMIC

\$846,000

WAS GRANTED TO ORGANIZATIONS THAT PROVIDE SUPPORT WITH FOOD, HOUSING,
VIOLENCE PREVENTION, CHILDCARE, BEHAVIORAL HEALTH, AND GENERAL SUPPORT



Media Player

00:00/55:33

Speaker Bio

Brandon Wolf
Central Florida Development Officer
Equality Florida

[Return to the Engagement Hub](#)

Slides

MAYA GREEN, MD, MPH
REGIONAL CLINICAL DIRECTOR &
SITE MEDICAL DIRECTOR
HOWARD BROWN HEALTH

Resource List

- Equality Florida
- The Dru Project
- For us: déjà vu by Brandon Wolf

Trigger Warning:
This presentation will discuss gun violence and anti-LGBTQ hate crimes.

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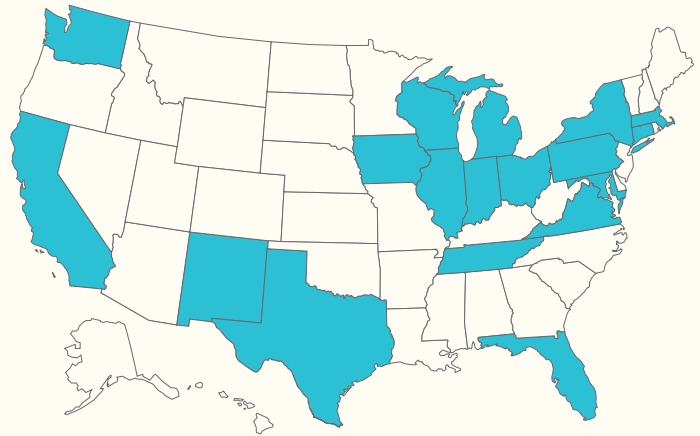
Influencing Policy and Practice for Years to Come

Howard Brown's Center for Education, Research, and Advocacy (ERA) conducts rigorous medical and behavioral research, trains healthcare professionals, and advances LGBTQ-affirming policies. In 2020, ERA launched a technical assistance program to help other health facilities implement contact-tracing programs during the pandemic.



2020 SYMPOSIUM: WENT FULLY VIRTUAL, WITH

522 FROM **18**
ATTENDEES STATES



PARTICIPATED IN

24

RESEARCH STUDIES, INCLUDING

2

FOCUSED ON COMMUNITY-ENGAGED
RESEARCH IN LGBTQ HEALTH



73

CULTURALLY COMPETENT TRAININGS
IN LGBTQ HEALTH, REACHING OVER

2,500

HEALTH PROFESSIONALS



REACHED OVER

20,000

LGBTQ PEOPLE AND OTHER UNDERREPRESENTED POPULATIONS
WITH DELIVER-THE-VOTE AND U.S. CENSUS ADVOCACY CAMPAIGNS

Our Clinics

Howard Brown Health 55th St.

1525 E. 55th St.
Chicago, IL 60637
773.388.1600

Howard Brown Health 63rd St.

641 W. 63rd St.
Chicago, IL 60621
773.388.1600

Broadway Youth Center

1023 W. Irving Park Rd.
Chicago, IL 60613
773.299.7600
(Opening Fall 2021)

Howard Brown Health Clark

6500 N. Clark St.
Chicago, IL 60626
773.388.1600

Howard Brown Health

Counseling Center
3948 N. Sheridan Rd.
Chicago, IL 60613
773.388.1600

Howard Brown Health Dental 63rd St.

641 W. 63rd St., Lower Level
Chicago, IL 60621
872.233.4250

Howard Brown Health Diversey

2800 N. Sheridan Rd., Suite 211
Chicago, IL 60657
773.472.7412

Howard Brown Health Halsted

3245 N. Halsted St.
Chicago, IL 60657
773.388.1600

Howard Brown Health at La Casa Norte

3533 W. North Ave.
Chicago, IL 60647
773.388.1600

Howard Brown Health Sheridan

4025 N. Sheridan Rd.
Chicago, IL 60613
773.388.1600

Howard Brown Health

at Thresholds South
734 W. 47th St.
Chicago, IL 60609
773.388.1600

Howard Brown Health at TPAN

5537 N. Broadway
Chicago, IL 60640
773.388.1600

Our Resale Stores

Brown Elephant Andersonville

5404 N. Clark St.
Chicago, IL 60640

Brown Elephant Lakeview

3020 N. Lincoln Ave.
Chicago, IL 60657

Brown Elephant Oak Park

217 Harrison St.
Oak Park, IL 60304



Howard Brown
Health