LGBTQ Health and Wellbeing

Mazzoni Center 2020 Annual Report

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Clockwise From Top — Racquel Assaye, Nancy Brisbon, Alecia Manley





# The Interim Leadership Team

A lot can happen in a year. In 2019 we celebrated Mazzoni Center's 40th year of service to the LGBTQ community. With evolving obstacles facing our community, from the HIV/AIDS epidemic to transphobic public health policies, the past four decades at Mazzoni Center were marked by collective resilience and innovation in pursuit of our mission.

This year was no different. The COVID-19 pandemic presented us with one of our most novel challenges yet, and the national mobil to red We n stead imag comil In re: team inno conti patie COV \* – N thru imm

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> > (IOP) in the city. As importantly, we welcomed the movement for racial justice, both here in Philadelphia and across the country, as an opportunity to reassess and disrupt our internal systems of institutional inequality. While the journey of antiracism is ongoing, we introduced a number of policy changes

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mobilization for racial justice compelled us to reevaluate our own antiracist efforts. We navigated these obstacles together with steadfastness, adaptability, compassion, imagination and an enduring belief in our communal strength.

In response to the global pandemic, our team worked quickly to transition our innovative programs in order to safely continue our services while limiting patient and staff exposure to the COVID-19 virus. These programs include:

\* — MazzoniGo, which provides drivethru and walk-up lab services, including immunizations, oral swabs, specimen dropoff, finger stick tests and COVID-19 testing;

\* – #MTU by Mazzoni Center, which repurposed our Mobile Testing Unit to distribute free, at-home HIV testing kits across the city;

\* – A call center with information to continue to encourage safe and healthy sex during the pandemic; and

\* — The seamless implementation of telemedicine and virtual client services across the medical, behavioral health, prevention and care services teams and the only LGBTQ Intensive Outpatient Program (IOP) in the city. to support our staff and community members of color. We offered staff racially concordant facilitated conversations to help process the emotional trauma of continued police violence against the Black community; closed for all services on Juneteenth (June 19th) to commemorate the end of slavery in the U.S. and provide an opportunity to reflect, recharge, and practice self care; and matched charitable donations made by our staff to organizations fighting racial injustice up to \$5,000 made through June 19, 2020.

We recognize these initiatives are only a small step, and we are committed to rigorous and ongoing self reflection in our steadfast efforts to improve our organization, city, country and world.

Despite the difficulties that 2020 brought, Mazzoni Center's staff members have shown up time and time again for clients, patients, and for one another. We believe what makes Mazzoni Center so special is that we don't just serve the LGBTQ community, we are a part of it. In fact, in a recent employee survey we learned that more than 70 percent of Mazzoni Center staff identify as Lesbian, Gay, or Bisexual (LGB) and almost 30 percent identify as Trans and/or Gender Non-conforming (TGNC).

Finally, we could not have persevered through this year without you — our patients and clients, donors and volunteers, and staff members. Thank you for your continued support in both the good times and the daunting ones. It's because of you that we can look to the future with hope as we continue to provide the quality health and wellness services our LGBTQ community deserves.

#### With gratitude,

The Interim Leadership Team Racquel Assaye, MS, Chief Financial Officer Nancy Brisbon, MD, Chief Medical Officer Alecia Manley, Chief Operating Officer



# The Board of Directors

As I think about the tremendous challenges 2020 presented for the world and Mazzoni Center, I have never been prouder to serve this organization and the diverse community we encompass.

l have come to expect Mazzoni Center and our LGBTQ community at large, from their enduring track records through the years, to be a triumphant group when faced with difficult times; and yet 1 am still in complete awe of the way you — our patients, clients, donors, volunteers and staff — truly rose to the occasion to help us navigate 2020 together. The outpouring of support Mazzoni Center received and the positive impact we made on so many lives, despite all of the obstacles, is a testament to our fortitude.

This year was not only marked by change with current events, but also with the introduction of a new, permanent leadership structure for the organization — an innovative Executive Leadership Team (ELT) model, led by one individual serving as both President and Executive Officer. Additional members of the ELT will consist of an Executive Financial Officer, Executive Operations Officer, Executive Medical Officer and Executive Human Reso alrea will of the F a cor of fro once We a Lead serve this thein past As th prov are a inclu were of a t in-do the I we c with ackn Indig With we c patie

#### Left – Nu'Rodney Prad, President of the Board of Directors

Resources Officer, which are positions that already exist within the agency. The ELT will expand to seven positions in total; and the Board of Directors (BOD) will identify a comprehensive approach and involvement of front-line staff, directors and managers once an executive search firm is secured. We are pleased that our current Interim Leadership Team (ILT) will continue to serve Mazzoni Center as members of this new model, and are grateful for their tremendous leadership over the past two years.

As the leading LGBTQ health and wellness provider in the Philadelphia region, we are an organization that prides itself on inclusivity, which is why these changes were made very thoughtfully in conclusion of a ten-month initiative that considered in-depth feedback from all staff, directors, the ILT and Board members. It's also why we chose to retire all former position titles with the word "Chief," with respect and acknowledgement to our siblings within Indigenous and First Nation communities.

With these changes, I am confident that we can further enhance our impact on patients' lives. I would like to extend my deepest gratitude to my fellow Board members, the lLT and all of the staff members for not only helping reach this organizational restructuring decision with their insightful perspectives, but also for all of their hard work this year.

Furthermore, I am extremely grateful to our community of patients, clients and volunteers who continue to support us and serve as inspiration for why our work is so meaningful. Thank you for all that you do.

Sincerely, Nu'Rodney Prad President of the Board of Directors

Left -Mazzoni Center Community Health Services exam room

Right -Mazzoni Center Community Health Services medical station

> Thank you to the following staff, friends, family members and strangers who reached out during the pandemic to provide our staff with much needed PPE. We are stronger together!

When the COVID-19 pandemic hit in mid-March, as an essential business and health care provider, Mazzoni Center team members began working diligently to overcome unimaginable challenges so they could continue delivering quality care and services to patients and clients.

Staff members worked earnestly together to quickly shift to a primarily virtual practice, an unprecedented change, to prevent the need to postpone appointments. Through constant communication with the help of Mazzoni Center's patient portal, numerous phone calls and online updates, patients were accommodated on a case-by-case basis to best fit their individual needs and prevent a disruption in care.

Mazzoni Center staff members also reworked two of their community based resources to ensure the connection between peers was not lost during quarantine. Both the Trip Project and OUR Space by OUR Way, two engagement programs with regularly scheduled in-person activities designed to provide support and educate the community, switched to virtual hangouts via Facebook Live and reached hundreds of people across the country.

To support these efforts, Mazzoni Center's development team quickly applied to receive funding from two grants, eager to remain open and accessible to patients.

After an extremely competitive application process for the PHL COVID-19 Fund, due to the fund rapidly deploying resources to enable organizations to continue business

with minimal interruption, Mazzoni Center was granted \$50,000. The PHL-COVID-19 fund was established between the City of Philadelphia; United Way of Greater Philadelphia and Southern New Jersey; and Philadelphia Foundation, a regular supporter of Mazzoni Center's Philadelphia Trans Wellness Conference, to aid nonprofits throughout the Greater Philadelphia region.

Mazzoni Center also received \$50,000 from the Gilead CARES COVID-19 Acute Relief and Emergency Support Fund, designed to support current grantees facing an imminent closure or termination of vital services due to losses attributable to the pandemic. Gilead, a longstanding partner, already supports Mazzoni Center's prevention services and its team jumped in to provide generous and vital financial assistance.

Mazzoni Center's team members established the following programs to evolve delivery of care during the COVID-19 pandemic.

#### **TELEMEDICINE**

At the start of quarantine, Mazzoni Center's staff members were quick to find an effective solution to continue seeing patients on a regular schedule, going completely virtual for the first two months of the pandemic and eventually reincorporating in-person visits based on patient needs. Virtual appointments via video chat quickly became a new normal for all behavioral health and most medical services. Part of the grant funding Mazzoni Center received was used to provide 200 smart phones to

patients in partnership with T-Mobile, addressing the barriers to patients without internet access and who are thus

unable to take advantage of telemedicine.

#### MAZZONIGO

To continue providing essential lab services while limiting patient and staff exposure, Mazzoni Center's team launched the MazzoniGo initiative. Patients can either use the new drive-thru or walk-up program to receive services such as COVID-19 tests, immunizations, oral swabs, swab drop-off, finger stick tests and medication pick up.

### **#MTU BY MAZZONI CENTER**

Mazzoni Center's Mobile Testing Unit brings free, at-home HIV test kits to neighborhoods across Philadelphia, helping to make HIV testing accessible and convenient to the community while raising awareness about the importance of regular testing.

## Our **COVID-19** Response



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Marisol Roche-Timmons, a teacher and aunt of Mazzoni Center's Medical Assistant Supervisor, Jasmine Santana, donated isolation gowns, N95 masks and surgical masks with shields from her personal collection.

Sukie Desire, a practice manager at a family medicine/cardio practice in Wichita TX, saw our request for PPE in an Athena PPE exchange forum and sent N95 masks.

Terri Heimann Oppenheimer helped facilitate a donation of hundreds of masks through Making Masks, the grassroots Facebook group.

Abra Morgan, a Mazzoni Center therapist, made masks for staff by hand.

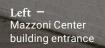
Adam Williams, a former Mazzoni Center employee, and his partner donated 200 masks.

The following people donated their COVID-19 stimulus checks to help support Mazzoni Center:

\* – Ernie Mabry \* - Steve Bohnel

During the COVID-19 pandemic, the dedicated prevention staff has visited different parts of the city twice a week, distributing at-home HIV testing kits. Athome HIV tests also became available for delivery and pick-up.

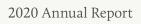
With these programs, Mazzoni Center can continue to make a positive difference for patients and clients.

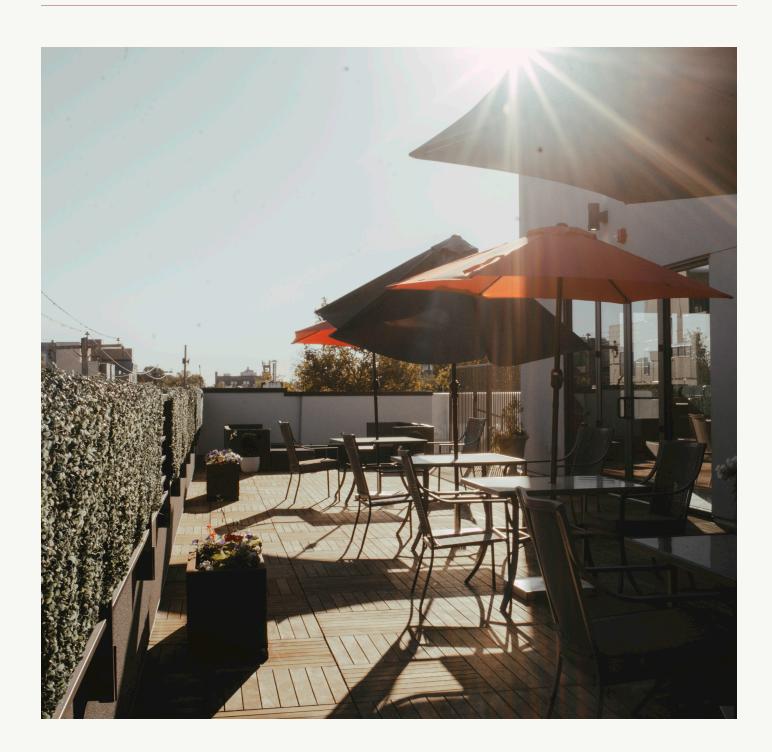


**Right —** Mazzoni Center terrace VAZZONI CEN

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# Our People, Our Community

#### LUIS NOGUERA + DANI MURANO-KINNEY

We caught up with patient-turned-employee Luis Noguera, and Dani Murano-Kinney, our new Logistics Coordinator of the Philadelphia Trans Wellness Conference (PTWC), who both show what it means that "We Are You" — Mazzoni Center and the LGBTQ community are one.

#### LUIS NOGUERA

In last year's annual report, we shared the story of Luis, a lawyer from Colombia, who became a loyal patient of Mazzoni Center and proactively distributed pamphlets about the importance of sexually transmitted infection (STI) testing during his annual visits for testing to help educate his community.

Luis was searching for more ways to give back to the community and help address key cultural inequalities. After five years as a patient, he created a strong network of friends through Mazzoni Center and decided that applying for a position with the organization was a natural next step.

Today, Luis works as a prevention specialist for Mazzoni Center, providing testing for HIV and other STIs for the community. "Our goal is to break the stigma around getting tested for these diseases."

As a patient-turned-employee, Luis says that working for Mazzoni Center has helped him to better connect with the patients.

"I understand their initial fears when needing to be vulnerable in a new environment, and because that was me just a few years ago, l can relate and communicate with them on a deeper level," Luis said.

Throughout the pandemic, Luis has been on the road working with the Mobile Testing Unit, helping to deliver at-home HIV tests. "It is our responsibility to adjust to this new reality in order to reach our patients and continue providing essential community services, especially when many testing facilities are closed," Luis said.

Luis also said while he cannot predict the future, he is confident in the significant positive role that Mazzoni Center continues to play in the lives of people in need, regardless of global challenges beyond our control.

"I am proud to be a member of the team, serving on the front lines and making the world a better place for everyone," Luis said.

#### DANI MURANO-KINNEY

Growing up, Dani struggled to accurately define and construct their identity and spent years trying to figure out how to express what they were feeling. While working through this self-identification, Dani sought a fresh start in Philadelphia, where they came out as trans and nonbinary.

Dani has always been heavily involved in the LGBTQ community while also gaining education, museum event and programming experience; so, it was only natural when they became the new Logistics Coordinator for the PTWC run by Mazzoni Center.

"I had attended the conference for a few years and came across a job posting for Logistics Coordinator which was weirdly specific to my set of skills from previous positions. It was an uncanny fit that I couldn't pass up. So, I applied," said Dani.

Dani hopes to bring a fresh and authentic outlook to the conference as someone who shares similar experiences with others in the LGBTQ community, including both the positive, breakthrough moments and the struggles.

"I see this position as a vehicle to give the community a better sense of agency. My goal is to develop updated practices and a structure that can address feedback from past conferences by connecting with the community."

In preparation for next year's conference, Dani and their team are enthusiastically conducting outreach to companies and people across the country to obtain as many content proposals as possible, striving to make future conferences more inclusive for Black, Indigenous and People of Color (BIPOC) members of the trans community.

"I'm excited for what the future of the [PTWC] holds and to bring everyone together again in 2021, whether virtual or in-person."

**Top –** Luis Noguera, Prevention Specialist at Mazzoni Center

> Bottom – Dani Murano-Kinney, Logistics Coordinator for Mazzoni Center





Current Page – Announcement for the PTWC

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### 2020 Annual Report



# Philadelphia Trans Wellness Conference

In July of 2019, Mazzoni Center hosted its 18th annual PTWC, the largest trans conference in the world. The three-day affair welcomed over 8,000 people along with 34 sponsors, 125 exhibitors and vendors and hundreds of volunteers.

Charlene Arcilia established the conference in 2001 with the goal of educating and empowering trans individuals on issues of health and well-being; informing allies and health service providers; and facilitating networking, community-building and systemic change in the community.

The conference offered workshops; panel discussions; a professional development track for those in the legal, behavioral health and medical fields; kids and youth spaces; a keynote address by transgender stand-up comedian and actor Dina Nina Martinez; and a dance party.

We look forward to expanding the conference, continuing to spread knowledge and uniting the trans community through the PTWC in future years to come as we continue our important mission.

Thank you to all of our sponsors who made this event possible.\*



Current Page – PTWC attendees, photographed by Sabina Pierce

 Sponsor list can be found on page 21

Mazzoni Center

## A Smoother Transition

MACK AND Patty Kelley

Right — Mack (left) and Patty (right) at Mazzoni Center's Health Services

## Every time we go in [to Mazzoni Center], everybody is so friendly, and I really feel like we're at home when we walk in."

Mack, now 17, was in eighth grade when he decided to begin his physical transition. At the time, he found it extremely difficult to be himself around his peers, which led to severe depression and a series of hospital visits.

As his mother, Patty Kelley, connected with Mack's therapist on how to best serve his needs, the name Mazzoni Center rose to the top as a place they could seek help. With services specifically for the transgender community, especially Mazzoni Center's Pediatric and Adolescent Comprehensive Transgender Services (PACTS) program, Mazzoni Center seemed like the perfect fit for Mack.

Despite a long waiting list, Mack was able to see a health care professional at Mazzoni Center in a matter of three weeks, and the life he truly wanted to live became a reality.

"No other doctor can handle what Mazzoni Center is handling," said Patty. "[Mack's] pediatrician he was going to would have never put him on testosterone."

Patty, a single mom, was concerned about the affordability of the testosterone, but the PACTS program staff members let her know they could put her on a payment plan with a sliding scale. "I just started crying. I literally was in tears. I was just so thrilled we were going to be able to do this for Mack,"Patty said as she recalled hearing the positive news.

Additionally, as Mack struggled in public school to fit in, Patty leaned on Mazzoni Center once again. The staff at Mazzoni Center worked with Patty to get her the notes and support she needed to pull Mack out of school and he is now in a therapeutic high school where he is, according to Patty, "thriving."

"Every time we go in [to Mazzoni Center], everybody is so friendly, and I really feel like we're at home when we walk in," Patty said. She later continued when describing Mack's first visit that, "Everybody made us feel so comfortable and so at ease and answered any questions we had."

Mack has been a Mazzoni Center client for four years and goes twice a year for bloodwork for his testosterone. He recently had top surgery to continue with his transition, and Mazzoni Center's team worked with him to get all the testing he needed before undergoing his procedure. Additionally, the PACTS program team put Mack and Patty in touch with an affordable lawyer that helped change Mack's gender marker and legal name on his birth certificate with ease.



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2020 Annual Report

## Taking the **First Step** JAMES WALKER

Left -James Walker at Mazzoni Center

## "I felt safe sharing my story and was encouraged to participate in my own sobriety journey. Mazzoni provided me with the tools I needed to cope."

Struggling with alcohol, substance abuse and anger management, James Walker would have never guessed that a simple search on the internet would change his life forever. After reaching his breaking point, James began searching for local counseling online. He discovered Mazzoni Center, quickly found comfort in the services provided and has never turned back.

"Mazzoni was affordable and catered to the LGBTQ community. It was a perfect fit for me," said James.

James sought recovery through Mazzoni Center's Intensive Outpatient and stepdown programs, which he completed in just under one year. "I felt safe sharing my story and was encouraged to participate in my own sobriety journey. Mazzoni provided me with the tools I needed to cope," said James.

Thanks in part to his background in human services, James enthusiastically embraced these programs. A devoted advocate for therapy, James encourages those who are fearful to take that first step. "It is worth the risk. You have to be vulnerable and

willing to change in order to succeed. Mazzoni gives you the tools you need and provides a safe environment, but you must make a commitment to yourself. That's the key," James said.

James continues to visit Mazzoni Center for regular therapy sessions, uses the toolkit he was provided in the recovery programs at home and will always cherish the relationships he developed there. Between the support system he has at Mazzoni Center, his family and his faith community, James has never felt stronger.

"This is the most significant thing I've done in my life — Mazzoni helped me to regain my authentic self."

### By The Numbers

#### **HEALTH CENTER**

We saw 6,443 patients, resulting in 14,433 visits at the health center, and across all Mazzoni Center teams we provided care to 2,034 folks living with HIV.

#### **BEHAVIORAL HEALTH**

We saw 619 patients resulting in 11,216 sessions. Of those patients, 362 received teletherapy. From March to end of June, we had 3,125 telebehavioral health sessions.

### GENDER AFFIRMING SERVICES

We worked with 1,136 TGNC patients of all ages in FY20. This resulted in 1,235 hours of follow-up care and short-term counseling to current TGNC patients and clients. Additionally, we saw an intake of 21 new patients through PACTS.

#### LEGAL

We provided free legal services to clients spanning 665 households.

#### SCREENING AND PREVENTION

Through our Prevention program we provided 5,261 HIV tests, distributed 85,393 condoms, and administered 8,017 STI screenings.

#### CASE MANAGEMENT

We gave out over \$3,000 to clients via our emergency needs fund. This covered anything from beds, to state IDs, transportation support and air conditioners, among other items. We gave out over 150 clothing vouchers to clients as well as over 100 hygiene kits, and we supported 25 clients and their 46 children during our annual toy drive.

#### FOOD BANK

112,851.50 pounds of food passed through our food bank to support 872 clients throughout their 6,256 visits. 16% of the clients who accessed the food bank also used other Mazzoni Center services.

### Financials

#### **TOTAL REVENUE**

65%

• Other • Government Contracts

35%

REVENUE AND OTHER SUPPORT		
Government Contracts	\$5,615,980	
Grants	315,475	
General Donations	123,174	
Third Party Billing	9,666,226	
Other Support	253,680	
Special Events	32,455	
Investment Income (Loss)	(41,798)	
In-Kind Contributions	39,380	
Rental Income	81,000	
Total Revenue	16,085,572	

#### **TOTAL EXPENSES**

• Program Services • Support Services

9%	31%

#### EXPENSES

Program Services	
Medical Care	\$3,419,176
Social Care	3,202,793
Prevention Education and Legal	2,359,535
Behavioral Health	1,597,898
Total Program Services	10,579,402
Total Support Services	4,783,397
Total Expenses	15,362,799
Change in Net Assets	722,773

## Philadelphia Trans Wellness Conference Sponsors

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Drexel University Online

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Independence Business Alliance

Current Page – PTWC attendees, photographed by Sabina Pierce



### LGBTQ Health and Wellbeing

#### 2020 Annual Report

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Bread & Roses Community Fund John R. Alchin and Hal Marryatt New Century Trust

Philadelphia Bar

Foundation Vanguard

<u> \$5,000 - \$9,999</u>

Anonymous (2) Boeing Employees Community Fund Delaware Valley Legacy Fund

Greenfield Foundation

\$2,500 - \$4,999 Mark Watkins Network for Good PECO Energy Company Vincent Tseng and Geoffrey Mainland Wells Fargo Philanthropic Services \$1,500 - \$2,499 Align Surgical Associates Charities Aid Foundation of America Nancy Chockley The Morris, Max, and Sarah Altman Memorial Trust United Way of Greater Philadelphia and SNJ \$1.000 - \$1.499 Blair Clinger Bryan Plevelich Philadelphia Zoning Russell P. and Elizabeth Crimian Heuer Foundation Security Risk Advisors The Benevity Community Impact Fund United Way of Greater Atlanta Wilmington Trust \$750 - \$999 Paypal Giving Fund

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Maura Buri

Andrew Baschoff by Sue Andrew Baschoff by Liz Anonymous by Linda *Christopher Myers* by Erin Myers Dominique Fells by George Sawn *Dominique Fells* by Anonymous Dominiaue Fells & *Riah Milton* by Taylor Heffernan Dominique Fells & Riah *Milton* by Anonymous *Elliot "Ka" Morton* by Valerie Johnson Mansour Al-Hawasy by Lisa Burns Mansour Al-Hawasy by Sami Sauma Mansour Al-Hawasy by Sophia Waldstein Mansour Al-Hawasy by Ashley Friedman Mansour Al-Hawasy by Jenna Cantarella Mansour Al-Hawasy by Temple Law Faculty Mansour Al-Hawasy by Andrew Taggart Mansour Al-Hawasy by April Francia Mansour Al-Hawasy by Bridget Murphy

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*Elliott Bolger* by Miriam Bolger *Elly Wagner* by Samuel

Bass

*Reese* by Casey & Mary Ann B. Weisdock Wagner *Shaun Coleman* by Gabriela Sarriera by Sophia Seidenberg *Greg Lovejoy* by Maya Zove *Heather Raquel Phillips* by Rami George *Henry Jeanneret* by Anonymous Itzela and Elio by Christine Santoro Jami Dansingburg by Katharine Beutner *Julia Tully* by Danielle Demisay Harris Iulian Domanico by Allison Chang *Karen Gibson* by Karen Gibson Katarina Rose Game

by Deborah Game *KC Benchimol* by Christina Hoffman *Lily Black* by Sarah Fisher *Love* by Anna McCart Melinda Forest by Decibel Insight Michael Munson

by Anonymous *Morgan Haven-Tietze* by Eli Anders

Jamie Donovan *Steve Hatch* by Mary Wil McCall & Sarah *Joyce* by Lori Burns

*Peter Amadeo* by

Hanna Roenfanz

Wil McCall & Sarah *Joyce* by Jodie Brown Wil McCall & Sarah *Joyce* by Barbara Small Wil McCall & Sarah Joyce by Jenn Constantino

Wil McCall & Sarah *Joyce* by Mary Ellen

MAZZONI CENTER COMMUNITY **CHAMPIONS** (THIRD-PARTY

**FUNDRAISERS**) 2019 Boys in the City - Michael Sweeney, Steve Betts and friends 2020 Mettathon Fundraiser - Jack and Jessica Cooper and friends Anonymous (2) Anthony Zalis BPM Fitness

Casey Weisdock

Code Red 2019 -Cherry Pop, John Burd and MAC Cosmetics staff Dance for Independence, Inc. Mainline MISSFITS One Village Coffee Revel Ride Stonewall Sports Philadelphia

Stonewall Sports Philadelphia (Kickball)

Tony Zacchei and Jacob Anthony



### **MISSION STATEMENT:**

To provide quality comprehensive health and wellness services in an LGBTQ-focused environment, while preserving the dignity and improving the quality of life of the individuals we serve.

Special thanks to our photographer for this year's annual report, John Dionisio, who is a patient and member of our wonderful community.

#### **LOCATIONS:**

Mazzoni Center 1348 Bainbridge Street Philadelphia, PA 19147 215.563.0652

Washington West Project 1201 Locust Street Philadelphia, PA 19107 215.985.9206

