

2021

ANNUAL REPORT

June 30, 2020 - July 1, 2021

Alder
 Health
Services

Our Mission 2021

Alder Health Services improves the health and well-being of individuals living with HIV/AIDS and members of the LGBTQ+ communities in South Central Pennsylvania by providing an inclusive and affirming environment that empowers the people we serve.

”

Inclusive, supportive, and empowering. These are qualities I believe Alder Health prioritizes while working to meet the needs of our clients. As a social worker I am proud to work for an agency that values the importance of human relationships and service. Alder Health truly has a heart for people.



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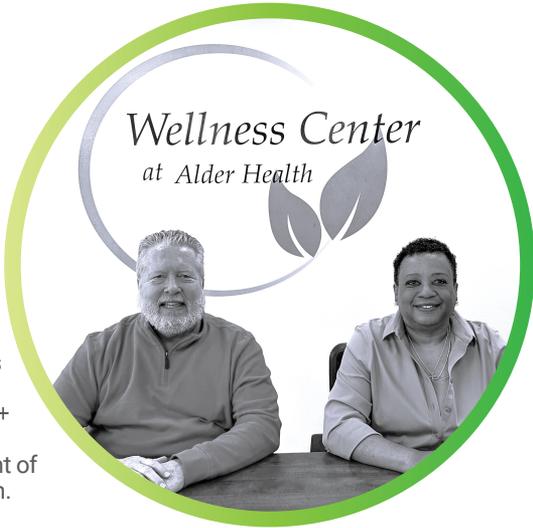
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Message from the Board Chair and CEO



Greetings, Community Partners, Donors, and Friends!

Notwithstanding the many challenges and changing landscape the past couple of years, I am happy to report that Alder Health Services continues to be successful in providing high quality health and wellness services to LGBTQ+ communities across the region. Our success speaks to the strength, vision, and commitment of our incredible Alder staff and Leadership Team.

After serving as the Agency's Treasurer and Finance Committee Chair since early 2019, I was elected as Board Chair in June 2021. On a personal note, I appreciate the tremendous support from fellow Board members and the ongoing guidance they provide. I am immensely proud of this esteemed group of volunteers. My tenure as Board Chair has been professionally and personally rewarding in so many ways.

While not exhaustive, I would like to highlight just a few of our accomplishments and the initiatives we have embarked upon over the past year. A major area of focus was to create and implement a new three-year Strategic Plan to serve as the road-map for how we will achieve our mission by focusing on four strategic priorities for the agency. Senior leadership was a partner with the Board to share a common vision in the development of the Plan's goals and objectives. You can read more about the agency's strategic priorities later in this Annual Report.

We also began the intensive task of working toward achieving Basic Standards for Excellence through the Pennsylvania Association of Nonprofit Organizations (PANO), signifying that our organization practices the highest level of ethics, accountability, and transparency. Finally, we established a Diversity, Equity & Inclusion (DEI) Ad-Hoc Committee of the Board to ensure that Alder Health incorporates policies and practices of inclusion that become part of the fabric of all that we do. Members of the Committee include representatives from a diverse cross-section of community leaders who have experience in this space.

The Board and CEO also appreciate the importance of prioritizing that our staff is working at a prominent level of performance and accountability in a positive and supportive work environment. We are fortunate to employ an experienced, capable, and committed staff led by our widely respected President & CEO, Rosemary Browne. In June 2021, the CEO and her Leadership Team assessed the agency's organizational structure and department level functions to identify the skills, talents and interests of our staff that were best suited for the positions they currently held. The CEO has already begun to see the positive impact of this approach and a level of greater satisfaction by staff in their roles as well as in overall job performance. We also found ways to better engage our staff in understanding the operations of the agency overall and how each staff member, program and service plays an integral part in our collective success.

Alder Health Services thanks you for your support over the years and looks forward to your continued partnership as we continue this journey together!

Our Board

Board Strong is a program of Leadership Harrisburg Area that was made possible through a partnership with The Foundation for Enhancing Communities. Board Strong is a video series inclusive of five components. The components address the roles & responsibilities of non-profit board members; the financial oversight, fiduciary and compliance responsibilities of non-profit board members; non-profit board members' role in fundraising; tips for non-profit board member, to effectively tell the organization's story; and tips for engaging high-performing board.



Jamin Gibson
Chair

Executive Committee



Carmen Henry-Harris
Vice Chair



Erin Shirmer
Treasurer



William Krenz
Secretary

Board Members

Russell Boggs



Yolanda Edrington



Christa Nelson



Gail Snyder



Dennis Wenger



Leadership Team



Rosemary Browne
President & CEO



Keisha McToy
Vice President

Vice President of Operations

Keisha oversees all of our health center programs and Alder Health Services administrative operations for our office locations.



Kimberly Snyder
Vice President

Vice President of Community Support Services

Kim oversees all of our community outreach, HIV/STI testing, wellness center and case management programs.



Carmen McKinney
Supervisor

Behavioral Health Clinic Supervisor

Carmen supervises all day to day for our mental health patients, therapists and psychiatrists.



Julie Cruz
Supervisor

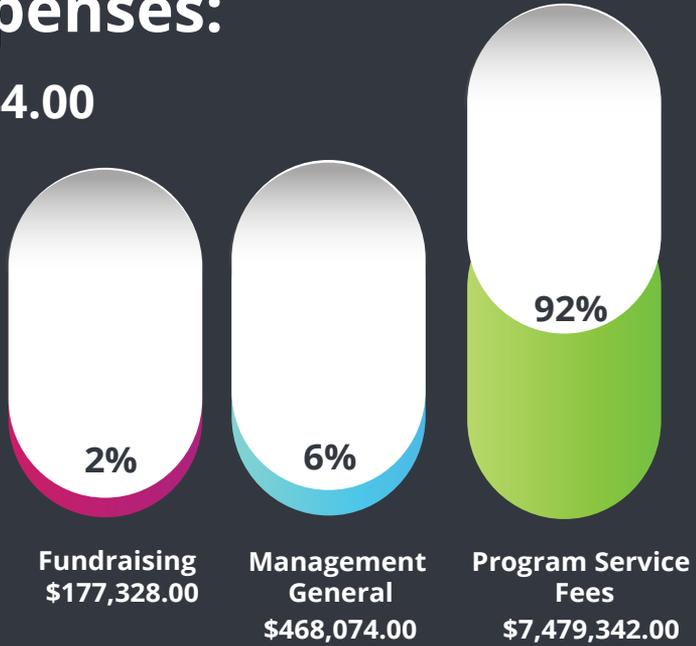
Primary Care Clinic Supervisor

Julie supervises the day to day for all primary care patients, medical assistants, certified nurse practitioner and medical doctors.

Financials

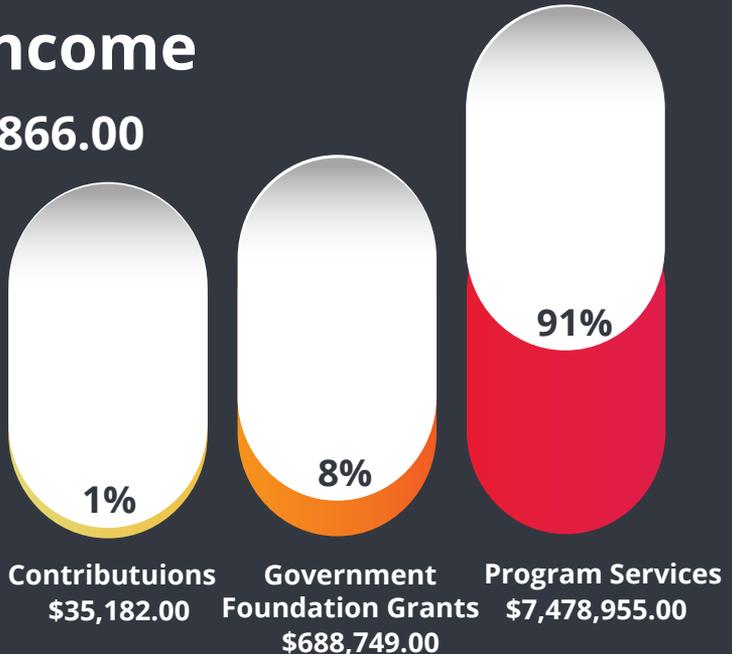
Total Expenses:

\$8,124,744.00



Total Income

\$8,202,866.00



Our Services

Alder Health Services continues to focus on a fully-integrated and holistic system of care. This allows greater access, communication and physical proximity among behavioral health and primary care providers and the health center support team. The benefit of this health center model is to afford our medical patients and behavioral health clients the optimum in collaborative care, treatment, and referrals for specialty services.

Below you will find just a fraction of all that Alder Health Services can provide for those struggling with AIDS/HIV and in the LGBTQ+ community.



Behavioral Health

Therapy services are offered in-person and through telehealth.

Individual, Couples, and Family Therapy is provided by our Masters-level therapists who are trained and experienced in working with stress, trauma, anxiety, intimacy issues, depression, gender identity, sexuality, and much more. They are also skilled in working with those infected and affected by HIV/AIDS.



Case Management

Compassionate medical case management services are provided to individuals living with HIV/AIDS in South Central Pennsylvania.

Our case managers help clients understand and access the many resources available to them including rental/housing assistance, prescription medication, utilities assistance, food, clothing and other basic life necessities. Medical case management is available to HIV+ individuals residing in the counties of Adams, Cumberland, Dauphin, Franklin, Juniata, Lancaster, Lebanon, Mifflin, Perry and York.



Primary Care

Our Primary Care Clinic provides a stigma-free environment with a wide range of services that promote health equity.

Primary Care services are fully integrated with Behavioral Health, Case Management and HIV/STI testing and treatment services in order to provide a holistic approach to patient care. As part of our comprehensive approach, transgender health services are also available.



HIV/STI Testing

Screenings and treatment services are available for Syphilis, Chlamydia, Gonorrhea, and HIV.

These services work to provide individuals with the knowledge, skills and resources they need to reduce their risk of HIV and STI infection, and to protect the health of safety of themselves and others.

Our Services Continued

Wellness Services

*Wellness Center
at Alder Health*

While many of our wellness services were temporarily suspended due to COVID restrictions, we continued to plan and develop programming that could begin once restrictions were lifted.

During our time of limited person-to-person interaction we completed our structure and program design with a special focus on a gender affirming clothing market and the Gibson-Copeland Food Pantry that provides nutritious foods and basic toiletry items. Many of our wellness activities, such as Yoga, took place virtually and we look forward to returning to in-person programs in 2022! .



Alder Health is important to me because of the wonderful services they provide to the community. I am also a Board Member and enjoy being active, participating in various meetings and partnerships. I am very happy to be a part of this organization. Alder makes all participants feel completely comfortable and valued.

2021-2024 Strategic Plan

Vision for the Future – Strategic Priorities for 2021-2024

In 2021, the Alder Health Board of Directors and staff Leadership Team began the collaborative process of creating a Strategic Plan to serve as the roadmap for how we will meet our mission, goals, and objectives for the next three years. Four key priorities were identified along with specific tasks, activities, timeline, and parties responsible for meeting these strategic goals. The organization's commitment to diversity, equity, and inclusion is one of the four focus areas. An important component of our work over the next few years will be to integrate SMARTIE ((Strategic, Measurable, Ambitious, Realistic, Time-Bound, Inclusive & Equitable) goals into all that we do, including staffing, programs, services, and staff professional development.

Here are some of the key highlights of each of our strategic priorities.

01 Enhance, Refine and/or Expand Core Services

- Identify gaps in services
 - Enhance quality improvement for all agency services
 - Search for program-specific funding sources
-

02 Increase Awareness and Support of Alder Health Services

- Outreach to Black & Indigenous Persons of Color (BIPOC), LGBTQ+ persons of color
 - Create Social Media Policy & Strategy
 - Create new and update existing print, web, video and other media materials
 - Develop a Plan to support, assist and maintain the sustainability of Resource Development activities
-

2021-2024 Strategic Plan

03 Maximize and Diversify Income Growth

- Cultivate Donor Engagement
 - Build board support for fundraising and marketing efforts/special events
 - Maximize revenue generating services
 - Establish an agency cash reserve of 3 months operating capital
-

04 Be an Anti-Racist, Diverse, Equitable, and Inclusive Organization

- Establish Ad-Hoc Committee to create agency-wide DEI Policy and Practices
 - Incorporate PANO DEI guidelines in development of DEI Policy
 - Conduct listening sessions with consumers to provide feedback on their experience coming to Alder for services
 - Implementation and monitoring of DEI Policy & Practices
-

Our Best Stories

Check out some of the stories and testimonials from clients, patients, staff and board members based on the impact of their interactions with Alder Health Services.

2020

Brad's Story

"Alder Health Services provides support for the LGBTQ+ community that is second-to-none. I have had the opportunity to reach out to the community and talk to them in their atmosphere, where they are most comfortable. I teach them about PrEP and STI prevention, and provide them with the resources to get the help they deserve. I am proud to be a member of this staff and the company we represent." -Brad

"I have followed and supported Alder Health Services from it's beginning. My primary care there has been excellent, and the staff has been caring and efficient." -Russ

2021

Anonymous

"Alder is the best. They delivered my meds today. I love you guys. I'm having a really rough day today and that made my day. I have tears in my eyes. You guys have helped me out so much. Early recover is very difficult and you guys have helped me so much. I'm literally sobbing. Have I told you lately how much I love Alder?"

"As a person new to the area I feel case management at Alder was a great guide to the resources in the area. You have helped me so much."
-Billie Jean

2021

Christa's Story

"As a trans person currently living in south central PA, Alder Health Services has provided me local access to top-notch transgender medical care provided in a welcoming, friendly and affirming environment, something I previously had to drive hours to access. Alder Health is an invaluable resource to the mid-state LGBTQ+ community!" -Christa

"Alder provides many programs, support, and resources to individuals at the intersections of multiple communities. I am privileged to be part of the fight against the health disparities those communities regularly face." -Keisha

Donor Recognition

These generous individuals and groups have contributed to Alder Health Services between June 30, 2020 and July 1, 2021. Thank you to all of our loyal donors.

The contributions that we receive have a direct impact on our agency's ability to continue to follow our passion in improving the health and well-being of individuals living with HIV/AIDS and members of the LGBTQ+ communities.

Because of you, Alder Health Services can continue to provide a safe space for our patients and clients throughout South Central PA seeking culturally sensitive and affirming health and wellness services.

If you would like to learn more about how you can support Alder Health Services, please visit our website at www.alderhealth.org.



Working at Alder Health Services has impacted my life in countless ways. As a staff member working behind the scenes, I can assure you how passionate and dedicated our team is to providing an inclusive and affirming environment that empowers the people we serve. As an individual that has experienced non-affirming care in a medical setting, I could not be more proud of the work we do and the services we provide to our community on a daily basis.

Marilynn Abrams
Chris Altman & Steve Risner
Krik Altmanshofer
Amazon Smile
Ashleigh Aviles
Christy Bailey
Baltimore Ravens
Kim and Paul Banister-Heishman
Nancy Bayuk
Albert Blevins
Russell Boggs
Bosco's
Harry Boyer
Vivian Brashears
Gilbert Brown
Rosemary Browne
Brownstone Lounge
Robbie Bryan
Shurondae Butler
Steven A. Byers
Frank Carano DDS
Stephanie Catano
Wendy Cheesman
James Cowden & Keith Edward
Katharine and Samuel Dalke
F. David & Mara
John Davis
Decades
Robert G. Delaney III
Molly DelCollo
Luciano DiCesare & Allan Jespersen
Chris Dietz & Alex Reber
Mike Dubbs
Yolanda Edrington
Leslie Egiziano
Elementary Coffee
Jessica Flynn
Natasha Forbes
Edward Fuhrer
Robert & Deborah Fulham-Winston
Dorothy Fulton
Kiernan Geary
Jamin Gibson & Bobby Copeland
Jenner Gibson
Go N Bananas Family Fun Center
Robin Golberg
Leonard S. Goldberg
Joanna Hadley-Evans
Christopher Hanley
Rev. Dr. Lori E. Hatch-Rivera
Carmen Henry-Harris
Andrew Heuer
Gary Huggens
Lora Hunt
Marcia Hutchinson
Dale Jackson
Brian Johnson
Mason Katzman
Alisha Kellar
Al & Kelly Kinsky
Jenny Kissner
Joseph F Knezic Jr.
Julia Knight
Shirley Keith Knox
Samantha Krause
Bill Krenz and Matthew Meehan
Ryan & Carol Kostukovich
Nishant Kumar
Stephen Lantz
Liz & Andy Leen
Michelle Liberty
SZU HSUAN LIU
Amy Lockett
Julia Mallory
Richard Malmsheimer
Jay and Ruth Martin
Maureen Maxwell
Maureen McCarthy

Aaron McConnell
 Shannon McElroy
 Carmen McKinney
 Jamie McKinney
 Marcia McKinney
 Keisha McToy
 Jason Melcher
 F Joshua Millman
 Elizabeth Mihmet & Sarah Myers
 Reizdan Moore
 Beth Moshier
 Theodore Neal
 Christa M. Nelson
 Rachael & Ari Nepon
 Luke Nerone
 Tina Nixon
 Michael Okeefe
 Olympic Skating Center
 Owl Creek Supply
 Tessa Paige
 Sarah Palmer
 Rachelee Peacock
 The Pennsmen
 Robin Perry-Smith
 Philadelphia Eagles
 Katherine & William Pickering
 Tania Pineo
 Pittsburgh Steelers
 Frank Pizzoli
 Primanti Bros
 MacKensy Rafferty
 Joan Reith
 Dan Renz
 Steven Risner
 Peter Rivera
 Matt B. Roan
 Samuel Rynearson
 Craig Sager
 Steve Schwartz

Faith Sedlak
 Jarrett Sell
 David Shaver
 Ethan Shirer
 Derek Shoenberger
 Pamela Shur
 Jaime Sillers- Beck
 Loretta A. Sillers
 Bruce T. Slaff
 Rebekah Smith
 Snitz Creek Brewing
 Dale A. Snyder
 Gail Snyder
 Kimberly Snyder
 Suzanne Stasiulatis & Jena Klinger
 Megan Swope
 The Foundation for Enhancing Communities (TFEC)
 The Hershey Company
 The MYND Group
 The Rev. & Mrs. William F. Krenz
 The Vineyard at Hershey
 Michael Tschop
 Twisted Bine Beer Company
 United Way of Lancaster County
 United Way of Southwestern PA
 United Way of the Capital Region
 UPMC Pinnacle
 Mindy & Steven Urich
 Jonathan Vipond & Tim Bunner
 Dennis Wenger
 Daize Zeigler
 Ami Zumkhawala-Cook



THANK YOU TEAM

A special thank you to all of Alder Health Services dedicated board, staff and volunteers that make our mission possible.

CONTACT US



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