

2013 Impact Report



the
Montrose
Center





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Dear Friends,

You may have already noticed on the previous pages that this has been an exciting year!

We started Fiscal Year 2013 with a huge splash: Montrose Counseling Center was evolving into “the Montrose Center.”

This was not an easy decision. For more than three decades, we built a reputation around our counseling services. We’ve tried to balance the confidentiality needs of our consumers with the uphill battle of reducing the stigma associated with behavioral health care. I think one of our board members, Dr. Michael Kauth, put it best when he said, “We are still counseling, but we are so much more.”

The community feedback we received made it clear that we had made the right decision. Some people shared with us that the new name, along with our vibrant new logo, made them feel better about coming for services. And that’s what we’ve always been about, removing barriers to care.

In the following pages, you’ll see the impact we’ve made in this last year as we celebrated 35 years of providing services to Houston’s lesbian, gay, bisexual and transgender communities. Yes, in counseling, and so much more.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann J. Robison", followed by a horizontal line.

Ann J. Robison, PhD
Executive Director

Montrose Counseling Center, Inc. dba
the Montrose Center

Mission

The Montrose Center empowers our community – primarily lesbian, gay, bisexual and transgender individuals and their families – to live healthier, more fulfilling lives.

Vision

We envision a healthier society marked by permanent, positive changes in attitudes and behaviors toward the LGBT community, and the ability of all LGBT individuals to realize their fullest potential.

Our bold new entrance mural, painted by volunteers.



A little more than five years ago we moved into 401 Branard Street thinking about all of the new opportunities the space would afford. Looking at our growth within that time span, it became clear that we had evolved above and beyond the title that had been synonymous with improving the mental and behavioral health needs of Houston's Lesbian, Gay, Bisexual and Transgender communities. We were doing the job of a community center, bringing people from all facets of our population and celebrating our diversity.

With a new name and a broader commitment to LGBT wellness, we unveiled a new brand that tips its hat to the traditional colors of LGBT pride, but with bold and fresh hues that we have made our own.

Beginning in September with LGBT Community Center Awareness Day, we set our sights on beautification -- flowers in the ground, color on the exterior, a gorgeous new sign, and an artful bike rack designed by Houston's illustrious Gertrude Barnstone. One of our volunteers summed it up with this message that is forever preserved under the "Q-cons" (see previous page) that greet our visitors.





One of the chief concerns raised by older adults is the isolation and disconnection they feel from our youth-centered community. Some have a hard time on a fixed income making ends meet. The **Montrose Diner** opened in December, primarily as place for LGBT seniors to connect, but also to serve a nutritional need. Every Monday, Wednesday and Friday, Diner guests arrive early for coffee, conversation and maybe a jigsaw puzzle, and stay for a freshly prepared lunch. Often, activities carry over into the afternoon with movies, games and potlucks. We even offer day outings to museums and other local points of interest.

One Diner participant shared with us that for the first time in a long time, she felt full. She didn't have to figure out what time of day she would eat in order to keep up her strength because she could only afford one meal a day. The nutritional boost it gave her made her feel like she had enough energy to walk her dog again.

There are lots stories, mostly fond and fun memories and some surprises – today one of the participants had us all in tears and most of them were hers. The food isn't the main attraction, but we're grateful for it!

Judy Woods, SPRY Outreach Worker

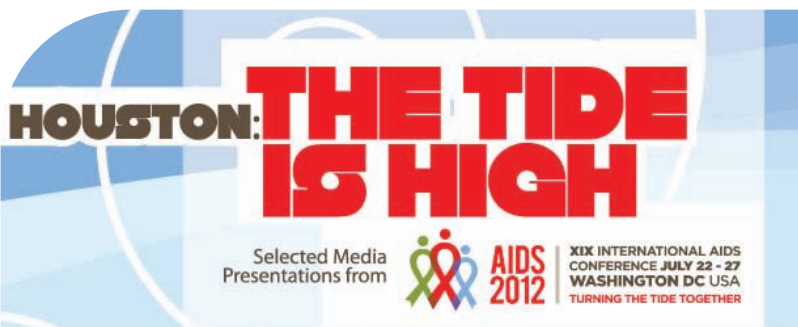
*Panelists at our
In a World Without DOMA
community forum, L to R:
John Nechman, Ann Robison,
Kathy Hubbard, Christopher Kerr
and Mitchell Katine.*



This year our staff started showing its true colors, whether it was purple for anti-bullying, or red for marriage equality. One day, our staff dressed in bowties to show support of LGBT equality.

Without a doubt, the U.S. Supreme Court's decision to overturn the Defense of Marriage Act was the most significant news that impacted our community in 2013, prompting us to hold a forum to talk about how the decision would affect us here in Texas, from tax advice to immigration concerns.

Events like this are now being scheduled regularly to provide information, education and even entertainment for our community. Other events held during the year included three sessions on **HIV and Aging** presented by AIDS Community Research Initiative of America, several programs about the Affordable Health Care Act, free legal clinics, a **Self-Care for LGBT Service Providers** workshop, a One-Stop Health Resource Fair, "**A Place at the Table**: The Jung Center Lecture Series on LGBT Equality," a daylong youth **GSA Workshop**, Medicare Open Enrollment: Navigating Your Healthcare, **AIDS Mastery** weekends, a Whole Health Action Management wellness series and our serving as one of official hubs for the **XIX International AIDS Conference**.



Our wellness program expanded with exciting new offerings such as **Dating 101, Coming Out Support Group, How to Save a Life: Suicide Prevention, Mission *Slimpossible!*, Hear 4U: HIV+ Men of Color, Bisexuality Support Group, Reiki, Walk It Out!, Mindfulness Meditation, The Last Drag: Stop Smoking, Start Living!** and our very successful **Introduction to Yoga.**

We were a cornerstone for the LGBT community to come together as one, at Pride Houston festivities, the Born This Way Bus Tour, and candlelight observances for crime victims and those we've lost to HIV/AIDS.

To top off our tremendous year and to thank the Community for 35 years of support, the Montrose Center threw a fabulous **Big Gay Block Party** one evening in late September. Despite it easily being the wettest day of the year, more than 200 revelers came out to celebrate with us. Making memories, building community, and creating healthier futures—that's just how we do things. Come see what's in it for you at the Montrose Center!

*Mayor Annise D. Parker with members
of the Houston Bears at the Big Gay Block Party*



28 LGBT domestic violence survivors

received safe shelter and support services

188 LGBT seniors

received peer support and advocacy through SPRY

267 LGBTQ youth ages 13-20

received social support & mentoring through Hatch Youth

80 LGBTQ high school students

received peer support through Safe Zones Project

146 adults with chemical dependency

received outpatient treatment through Way Out Recovery

606 callers

received help through the LGBT Switchboard

2,530 low-income consumers

received case management assistance

1,014 at-risk individuals

received free HIV tests

12,454 at-risk individuals

were contacted through street outreach

1,383 LGBT and HIV+ adults

received professional counseling

23,601 community members

took an education class

40,000+ community members

attended an event or meeting in our cultural center

COUNSELING & CASE MANAGEMENT CLIENTS

RACE/ETHNICITY



Anglo	39%
African-American	37%
Latino/a	19%
Asian/Pac. Islander	2%
Native American	<1%
Mixed Race/Unknown	3%

GENDER



Female	25%
Male	72%
Transgender	3%

Incomes less than \$15,000 per year - 71%
Uninsured - 72%



REVENUE

(Audited)

Government Grants & Contracts*	\$4,072,402
Foundations & Corporations	\$ 96,711
United Way of Greater Houston	\$ 101,833
Client/Participant fees	\$ 967,637
Donations	\$ 119,985
Special Events (net)	\$ 77,955
In-kind Donations	\$ 134,623
Other income incl. space rental	\$ 41,532
TOTAL	\$5,612,678

*Detail

Texas Department of State Health Services - \$1,509,759
 City of Houston - \$972,020
 U. S. Department of Health and Human Services - \$885,277
 Harris County – Ryan White Care Act, Part A - \$276,500
 U. S. Department of Housing and Urban Development – \$94,314
 Texas Office of the Governor, Criminal Justice Division - \$90,490
 Texas Office of the Attorney General - \$78,336
 Texas Department of Housing and Community Affairs - \$57,077
 Health and Human Services Commission - \$57,018
 Other - \$108,688

EXPENSES (Audited)

Personnel	\$3,061,080
Fringe Benefits (Health & Other Insurance, Retirement Plans)	\$ 446,706
Payroll Taxes	\$ 254,068
Professional & Contract (Audit, Evaluator, Staff Support Group, Legacy)	\$ 237,086
Direct Client Assistance	\$ 613,287
Depreciation	\$ 111,133
Supplies	\$ 112,302
In-kind Professional Services	\$ 50,052
Telephone	\$ 24,651
Postage	\$ 2,255
Occupancy	\$ 573,135
Write-off Uncollectible Accounts	\$ 9,826
Equipment	\$ 12,631
Printing	\$ 7,620
Local Travel	\$ 46,233
Professional Development	\$ 15,452
Miscellaneous (Bank Charges, Interest, Board Expenses, Volunteers and Board Recognition)	\$ 51,770

TOTAL	\$5,629,287
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6.3%
Management / General

2.6%
Fundraising



91.1%
Direct Services

BY PROGRAM (Audited)

Case Management & Outreach	\$2,466,996
Education	\$ 531,929
Life Program (General Counseling)	\$ 432,064
Anti-Violence Program	\$ 467,629
Way Out Recovery Program	\$ 422,645
HIV/AIDS Counseling	\$ 448,692
SPRY Seniors	\$ 257,738
Fundraising	\$ 145,674
Management/General	\$ 355,920
TOTAL	\$5,629,287

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Montrose Counseling Center Permanent Endowment

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www.hatchyouth.org

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713.529.3211 LGBT Switchboard 24hr Helpline
713.526.4367 Fax

BUSINESS HOURS

Monday – Friday, 8am–7pm except holidays

BUILDING HOURS

Open 7 days / week during scheduled events



United Way of Greater Houston



Proud and active member of



