

annual report

2020





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Mission + Vision

Mission

The Montrose Center empowers our community—primarily lesbian, gay, bisexual, transgender, and queer (LGBTQ) 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 LGBTQ communities, and the ability of all LGBTQ individuals to realize their fullest potential.



VISTAs working COVID sanitizing of the community center

From the Executive Director

Dear Friends,

Thank you for your partnership! Of the 32 years I have served as Executive Director of the Montrose Center, this year certainly stands out as one of the most memorable. As difficult as it has been, we have persevered, and I daresay triumphed, **because of your continued support**. Your generosity has kept us open and thriving throughout the pandemic, and I can't thank you enough.



At the Montrose Center, we are committed to meeting our community's evolving needs, and I am proud of how we accomplished that this year. We **distributed \$1.5 million in direct financial assistance** to those struggling in the face of COVID-19. At the onset of the pandemic, we made a complete transition to teleservices in order to keep our community safe. Therapy and addiction recovery services became teletherapy, allowing us to expand our reach and serve clients throughout Texas. LGBTQ seniors were unable to gather for congregate meals, so we began making weekly food deliveries directly to their homes. The number of clients served by our domestic violence program increased by 87%, and in order to serve more homeless youth, we added a third case manager to provide rapid rehousing services. Fundraising events had to be cancelled, so we launched online campaigns, and you, our amazing supporters, exceeded our fundraising expectations every step of the way.

Through it all, we continued construction on the nation's largest, LGBTQ-affirming, affordable, senior living center. The program is a dream late Clinical Director **Chris Kerr** and I shared for 15 years. Because of your support, the **Law Harrington Senior Living Center** will open in March 2021. It is a home for 130 LGBTQ and low-income seniors.

We are proud to be one of the **largest and most comprehensive LGBTQ centers** in the nation. Throughout the pandemic, we continued services uninterrupted, avoided layoffs and offered raises to our dedicated staff. Thank you for being a part of this challenging, but remarkable year with us.

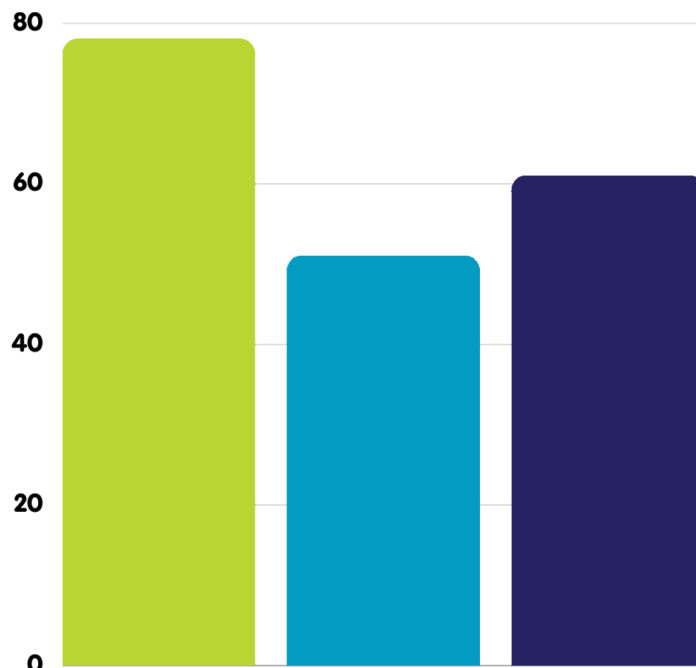
Sincerely,

Ann J. Robison, PhD
Executive Director

Client Demographics

The Montrose Center serves over 100,000 clients every year through a variety of programs and services. Here's what our clients looked like this past year:

Key Demographics



Racial/Ethnic Minority - 78%

Uninsured - 51%

Income < \$20,000 - 61%

Gender Identity

Men - 60.2%

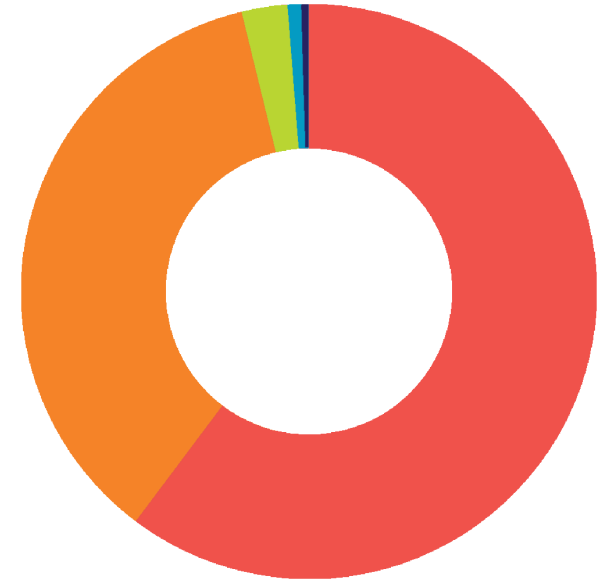
Women - 36%

Trans - 2.6%

Gender

Nonconforming - 0.8%

Other - 0.4%



Race/Ethnicity

White - 16.8%

Black - 60.4%

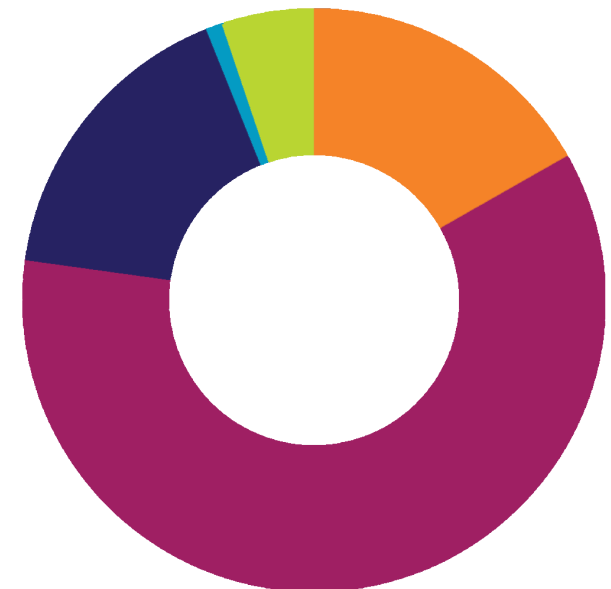
Latinx - 16.7%

AAPI - 0.9%

Native American - 0.1%

(Not visible)

Mixed/Other - 5.1%



Seniors



9,948

free meals for LGBTQ seniors & caregivers



767

seniors served through SPRY programming



1,070

wellness check-ins during the pandemic

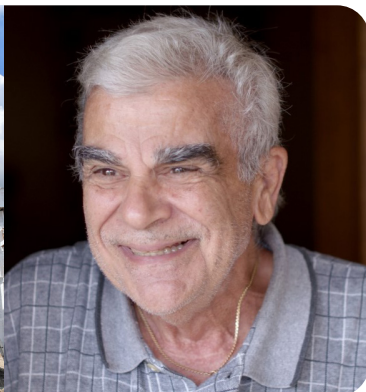
LGBTQ seniors are more than twice as likely to live alone, and more than half of our senior participants live on less than \$1,250 a month. SPRY services ensure that LGBTQ seniors—heroes that paved the way and fought for the rights we now enjoy—stay healthy, connected, and active in their retirement.

Counseling, case management, activities, peer and grief support groups, and meals are all available at no out-of-pocket cost to participants.

SPRY participant, Tony



Progress of the Law Harrington Senior Living Center, May 2020



Hatch Youth



1,079

youth served through Hatch Youth services



306

youth served through drop-in services



365

interventions with at-risk & homeless youth



Hatch Youth and parents at a book event with Adam Rippon



Hatch Youth started as a small meeting of LGBTQ youth in the basement of a church in 1987. Today, we serve over 600 youth each year, and services have expanded far beyond the drop-in services that have always been at the heart of Hatch.

We also provide rapid rehousing services for homeless LGBTQ+ youth. Since the program began, we have set up 72 youth in their own apartments, with staff providing guidance and support to help them enter adulthood with independence and success.

The pandemic greatly affected our youth, causing them to need four times as many check-in calls and one in four needing increased case management.



Mental Health



1,575

people received individual counseling



187

violence survivors received support & advocacy



98

clients served in substance use recovery



Scenes from a drive-thru distribution event for clients at the Center

Everyone deserves a safe place to explore behavioral and emotional issues, problems, and conditions without the fear of encountering prejudice, fear, ignorance, homophobia, transphobia, or heterosexism.

We focus on integrated care, offering a whole health approach to wellness and recovery and emphasizing screening and preventative care at affordable rates. In addition to traditional counseling, we are proud to offer a specialized substance use recovery program, as well as the only same-sex domestic violence shelter in Texas.

HIV Services



24,600

safer sex kits distributed



8,012

outreach field conversations



1,459

clients received case management

We incorporate HIV prevention education throughout all our counseling and support services, as well as host educational events and community forums addressing a wide range of HIV-related topics. In addition, outreach workers empower those engaged in high-risk behavior to make healthier decisions, and educators provide thousands with knowledge about the disease and how to reduce risk of infection.

People living with HIV work with experienced clinical and medical case managers who provide access to a variety of services, including on-site primary medical care, crisis intervention, long-term planning, housing, job assistance, and much more.

Center outreach worker distributing PPE bags in the field



Council Member David Robinson donated PPE for Center clients



Community Center

Women's Programming



31,257

visits to our community center



1,124

community events and meetings held



\$21,085

donated in conference center space



340

total referrals provided to clients of Lesbian Health Initiative



6,120

self-identified women received Center services



155

hours spent with LGBTQ women in need by volunteer care teams



Scenes from various Center Community Center drives and events

Thousands of individuals find their way to our community center each month. Leaders organize for change. Those who are struggling find solace in peer support groups. Families celebrate milestones. Community groups hold meetings, fundraisers, and celebrations.

The pandemic shutdown our community center, which for many is their lifeline to the community. We continued to provide virtual meeting space to community support groups in need, pivoted our own groups to be virtual, and distributed \$1.5 million in direct financial assistance to those affected by the pandemic. We also increased the number of food distribution events to ensure our community remained fed.

Volunteer care teams provide support to LGBTQ women living with chronic illness to help them live as independently as possible. They assist with work around the house, pet care, errands, and provide supplemental grocery assistance and transportation vouchers to help clients get to and from doctor appointments.

We work to eliminate barriers to healthcare and promote health and wellness for LGBTQ women. Our services are focused on queer, POC, and trans individuals and include political advocacy for awareness of LGBTQ health disparities.

Donor couple at Decadent Desserts & Dancing, February 2020



Roxanne Collins, Honoree Tommie Ross, and Chloe C. Ross at Out for Good

BOARD

BOARD OF DIRECTORS

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2019-20 FINANCIAL STATEMENTS

Revenue

Government Contracts	\$ 4,650,570
United Way of Greater Houston Client/Participant Fees Donations	\$ 129,537
Special Events (Net)	\$ 1,548,858
Other Income (Inc. Rental)	\$ 5,727,744
Developer Fee Revenue	\$ 324,922
Direct Donor Benefits	\$ 137,143
	\$ 542,707
	\$ (32,527)

TOTAL REVENUE **\$ 13,028,954**

Expenses (by Program)

Case Management & Outreach	\$ 3,600,310
Way Out Recovery	\$ 588,194
LIFE Program (Gen. Counseling)	\$ 1,272,250
HIV/AIDS Counseling	\$ 236,717
Anti-Violence Program	\$ 582,849
Education	\$ 153,153
SPRY (Seniors)	\$ 242,023
Hatch Youth	\$ 242,662
Women's Services	\$ 131,256
Management and General	\$ 479,029
Fundraising	\$ 470,549

TOTAL **\$ 7,998,992**

Expenses (continued)

Personnel	\$ 4,036,382
Fringe Benefits	\$ 512,859
Payroll Taxes	\$ 314,020
Professional & Contract	\$ 530,417
Direct Client Assistance	\$ 1,518,621
Depreciation	\$ 22,774
Supplies	\$ 126,280
Telecommunication	\$ 30,111
Postage	\$ 4,049
Occupancy	\$ 582,092
Equipment Lease	\$ 13,918
Printing	\$ 1,594
Local Travel	\$ 47,058
Professional Development	\$ 12,613
Bad Debt Expense	\$ 8,407
Interest	\$ 32,907
Other	\$ 83,384

TOTAL EXPENSES **\$ 7,998,992**

2019-20 FINANCIAL STATEMENTS



www.montrosecenter.org
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