

SunServe - We Help People

2018 Report



These are the heroes of SunServe, the ones who hold hands and find housing, who listen to all the woes of the world, who support a youth when their parents won't, who smile, congratulate and facilitate a new name, who will explain and train others so society begins to understand why LGBTQ folks are just as good as everyone else, who take a busload of seniors out to lunch or to the movies and have a ball doing so! We are SunServe, We Help People.



Leadership

SunServe provides critical life assistance and professional mental health services to economically disadvantaged and marginalized LGBTQ youth, adults and seniors

Our Board of Directors

Top left: Megan Whidmeyer, Lisa Colon, James Hipps, Emery Grant, Cassandra Evans

Bottom Left: Rev. Durrell Watkins, Victor Warren & Mark Ketcham (*Ex-Officio*)

Not in this photo: Nicole Saltzburg, Joe Sansone, Dr. Sasha Davidson & Ken Keechl



From Victor Warren, Board Chair

As the current Board Chair of SunServe there are two things I am most proud of. The first being the diversity of our board and staff. This diversity is key to us accomplishing our mission in multicultural South Florida. The second is how we truly impact people's lives. The story below is just one of the ways we continue to touch people's lives.

At a recent board meeting, one of our board members shared this story. Not too long ago, a local woman reached out to him for help. She had just been diagnosed as HIV+ and felt she had nowhere to turn. She had contacted some local agencies but no one was providing her with the information she needed. Our board member put her in touch with Mark. Two days later, this woman called our board member in tears--within 48 hours, a SunServe staff member had been in touch and had connected her to a whole range of services. Over the next few weeks, the SunServe staff member called periodically to check in and make sure the woman was receiving the help she needed.

If you want to understand why we anyone would serve on SunServe's Board it is to hear stories like this. These stories are fairly common. All of us--the staff and board--want you to know that SunServe will always be here to provide help to all community members in need, regardless of their background or their ability to pay. Thank you, Victor Warren

From Mark Ketcham, Executive Director

As new employees join SunServe, they quickly learn that our motto "We Help People" is actually how we live. The only reason we exist is to help the LGBTQ and HIV+ community of South Florida. Each year as we grow, we are able to reach out and help more people, more than 5,000 last year--all through the innovative ideas of the staff. Our Women's Services Department has tripled in size, a new Broward County grant is allowing us to help so many more youth, mental health continues to grow, case management is solid, our seniors are going on field trips(!) and our transgender services have grown by leaps and bounds.

SunServe itself has grown stronger as an agency. Not only are our finances strong (very important when trying to raise funds and negotiate contracts) but our infrastructure has "grown up." We now have a Director of Quality Assurance (make sure we are doing it right), Director of Human Resources (we have reached 40+ employees--it is time) and finally, a real live Director of Development who is helping us to reach out to the entire community to provide support for our mission. And to be honest, by my having help in these areas, I am able to work with staff and the community in developing even more quality programs.

Nothing could be done here without the strong efforts of the incredibly smart and caring staff, our dedicated and visionary board and of course, you, the community. Without you supporting what we do by referring your friends, utilizing our services and supporting us with your resources--we would not be the community organization that we are. And for that, I am deeply grateful. Thanks, Mark



SunServe - Social Services
2312 Wilton Dr - Wilton Manors
(954) 764-5150
info@SunServe.org
www.SunServe.org

How We Help...

When someone comes to us for help, SunServe believes in person-centered planning. This process is directed by the person, so we can understand how they want to live and describes what supports are needed to help them move toward a life they consider meaningful and productive. The planning process empowers the person by building on their individual abilities and skills, building a quality lifestyle that supports the person in finding ways to live successfully and contribute to their community.



Kevin, Deborah & Don are the first smiling faces you will see when you arrive at SunServe's Main Office.

Housing Case Management



HOPWA (Housing Opportunities for People with HIV) is an intensive case management program, where SunServe staff work with clients to secure long term and stable housing, while assisting clients to access support services like mental health and/or substance abuse counseling, job skill training, job placement and budgeting assistance.

Mental Health Services

SunServe offers a full range of outpatient mental health services including individual, couples, family, group and substance abuse treatment. Services are provided on a sliding payment scale, with no one turned away due to lack of funds.



SunServe Youth

SunServe's programs for youth include a youth lounge, school and community based-youth groups, mental health counseling, life coaching, family groups, social events and leadership programs.

Our mission is to inspire LGBTQIA youth to identify their strengths, overcome their challenges and recognize the unique gifts they have to offer the world.



PARENT AND FAMILY SUPPORT GROUPS

SunServe offers monthly groups for families with transgender, gender variant, and gender non-conforming children to connect, share experiences and provide mutual support.

Groups include: PFLAG (Parents, Friends, Families of Lesbians and Gays -and bisexual, transgender, intersex & everyone else in between); SOFFA (Significant Others, Family, Friends and Allies of Trans); and Different Drummer Family Group for families with young children who are transgender, gender variant, and gender non-conforming.

Transgender Services

The Transgender Services department offers assistance to clients whether someone is just beginning to ask personal questions about gender or has transitioned years ago and needs help dealing with the challenges of day to day life.

Staff help with name and gender marker change assistance, medical referrals, HIV testing and PrEP provider referrals, paperwork assistance to apply for SSI and food stamps, and sponsor Trans-focused support groups.

A LETTER FROM A MOTHER & SON IN CARE

SunServe Transgender Services have been a life saver for me and my son. When Myles came out to me as transgender last year, I wasn't sure where to turn. I found out about SunServe and all of its services. We started going to the Different Drummer support group for families and it's been amazing. I've also been so impressed by Santi, Director of Transgender Services, who has been a role model for Myles and a support for me. Santi helped fill out the paper work for Myles' name change and he calls all the time to check up on us. I love SunServe!
- Jessica and Myles



Noble A. McArtor Senior Center & Services

SunServe reaches hundreds of LGBTQ seniors annually through programs such as The Noble A. McArtor Senior Day Center, SilverServe Luncheon, LGBTQ In-home Senior Care Management Program, day trips and counseling services.

A LETTER FROM A SENIOR IN CARE FOR 10 YEARS

I'm so grateful to The Noble A. McArtor Center. When I started coming here 10 years ago, I was lost. But now, I have a purpose and I have friends. The staff are always warm and welcoming. The Noble A. McArtor Center has saved my life! - Joyce W.



Women's Services

The Women's Services department improves the well-being of local LBT women through dedicated health and wellness services, connection to community resources, social engagement, and networking. SunServe provides a safe and equitable space for women to feel loved, respected, and affirmed in their intersectional identities.

Training & Education Programs

SunServe provides fee-for-service training to businesses and agencies to help them improve their cultural proficiency to more successfully interact with LGBTQ and Transgender clients.

To find out more about educational programs at SunServe please visit: www.SunServe.org/Education



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The SunServe Guardian Circle: 2017-2018

Diamond Level \$100,000+



Platinum Level \$50,000+

Howard Greenfield Charitable Foundation ♦ Health Foundation of South Florida ♦ Community Foundation of Broward Funds- Richard Frisby and Edward Burkhardt Fund; Gay and Lesbian Broward Community Fund; Loren R. Lyons Fund; Fred and Mary Ruffner Fund and Mary N. Porter Community Impact Fund; Alvin and Gloria Ross Community Care Fund; The Celia and Victor W. Farris Foundation Home Community Fund; Bank of America Unrestricted Fund; Frederick W. Jaqua Fund ♦ Our Fund

Gold Level \$20,000+

AIDS United ♦ Anonymous ♦ Drial Foundation ♦ The 10% Lifeline of SMART Ride – Glen Weinzimer ♦ D.C. Allen & Ken Flick No Gay Hate Fund/Our Fund ♦ The Kenneth S. Hollander Charitable Foundation ♦ Joe Sansone

Emerald Level \$10,000+

Jim Stepp & Peter Zimmer Fund/Our Fund ♦ Tuesday's Angels ♦ Dick Schwarz & Tom Massey ♦ Dr. Jay Roberts & Ray Bennett ♦ The Harcourt M. and Virginia W. Sylvester Foundation

Silver Level \$5,000+

Carlos Aleman ♦ The Campbell Foundation ♦ Citrix ♦ Michael Czop ♦ Lynn McLaughlin & David Webb ♦ Ken Keechl & Ted Adcock ♦ Coleman Prewitt & Mark Conaghan ♦ Mark Ketcham & Werner Lutz ♦ Paul Smith & Gerald Kennedy ♦ Dick Schwarz & Tom Massey ♦ Paul Fasana ♦ South Florida Tennis Club



Please Consider Supporting Our Mission by Providing a Life Changing Gift

www.SunServe.org/Donate

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The SunServe Guardian Circle: 2017-2018

Bronze Level \$3,000+

Justin Bullard & Tim Luznar ♦ Lawrence Davanzo & Kenneth Mauldin ♦ Scott D. Kreiger & John McFadden
Quade Fund for Charitable Giving ♦ Touch a Heart Foundation ♦ Victor Warren

Friend Level \$1,200+

Bob Avian & Peter Pileski ♦ Joseph Dimino & Michael Guida ♦ The Daniel Fountaine Fund At Our Fund ♦ Charles V. Loring Charitable Fund/Our Fund ♦ Chuck Dinsmore and Mark Gruber ♦ Arthur Dochterman ♦ Fort Lauderdale Prime Gentlemen ♦ Dino Georgiou ♦ Georgina Goyer ♦ Tim Hart/R3 Accounting ♦ Stephanie J. Halmos Fund
Gary Hensley & Bob Bernhardt ♦ Greg Kabel ♦ William Lewis & Manny Ravelo ♦ Kent McIntyre & John Tambasco
Charitable Fund/Our Fund ♦ Memorial Health Care ♦ Dr. Chris Michaels & Aubrey Williams ♦ Lisa Peters ♦ Don Policastro ♦ Nicole & Mara Saltzburg ♦ Scandals Saloon ♦ Alan Sutcliffe ♦ B. Rodney White & Michael Williams
♦ George Zuber & Anthony Snyder Charitable Fund/Our Fund

Supporter Level \$600+

Ameriprise- Tracey Cramer ♦ Tiffany Arieagus ♦ Bears of South Florida ♦ Scott Bennett ♦ Center for Spiritual Living ♦ Lyle Davis ♦ Philip Dearborn ♦ Joe Falk ♦ Gary Farmer ♦ Flip Flops Dockside Eatery ♦ Stuart Glazer & Barry Marcus ♦ Howard Grossman, MD ♦ Marc Grossman ♦ Hunters Night Club ♦ James A. Johnson Fund for Giving/Our Fund ♦ Tom Jones ♦ Juliana MacDonald ♦ Jim Lopresti & Andrew Fabricant ♦ Nikki Salzburg ♦ Steve Schauder ♦ Thomas Sheaffer ♦ Terry Stone & Mike Bush ♦ Chris Truster & Grant Lassiter

Government & Institutional Partners

Aging and Disability Resource Center ♦ Broward Behavioral Health Coalition ♦ Broward County Ryan White Program ♦ Broward County Children's Services Board ♦ Children's Services Council of Broward County
City of Fort Lauderdale/Housing Opportunities for People with AIDS ♦ School Board of Broward County

SunServe Founder



Dr. James Lopresti

Founded in 2002 as the first agency providing for the social service needs of the LGBTQ community of South Florida, Sunshine Social Services, Inc. (SunServe) has been advocates, allies and champions for countless individuals with little to no access to quality mental health care & social service support.

SunServe Program Directors & Executive Team



Mandi Hawke, Elena "Ele" Naranjo, Santi Aguirre, Tori Bertran, Emily Cohen
Lisa Peters, Mark Ketcham, Steve Schauder, Tiffany Arieagus, Gary Hensley



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Your Investment in SunServe is Changing Lives

www.SunServe.org/2018Report

WHY SHOULD YOU SUPPORT OUR PROGRAMS?

- Because Fort Lauderdale is SECOND IN THE NATION for new HIV infections
- Because too many LGBTQ+ Youth are on the verge of homelessness, having been rejected by their families and communities
- Because LGBTQ+ Seniors need a safe and supportive environment to age with dignity
- Because LGBTQ Women have disproportionate health risks compared to the rest of the community
- Because individuals with HIV need compassionate people to turn to for help
- Because Transgender Children, Youth and Adults face tremendous prejudices in school, in the workplace and in society
- Because LGBTQ+ adults need access to life-saving, high-quality and culturally sensitive mental health care

2017/2018 REVENUE: \$2.6 MILLION

Government Funding	\$1,198,331
Foundation Giving	\$ 586,048
Individual Gifts	\$ 141,617
Fundraising Events	\$ 434,389
Fees for Services	\$ 240,628

OUR IMPACT ON YOUR COMMUNITY NUMBER OF PEOPLE HELPED

Youth & Family Services	650
Mental Health Services	750
Housing Case Management	645
Noble A. McArtor Senior Day	
Center & Senior Services	720
Transgender Services	330
Women's Services	150
Training & Educational Programs	2,750

