



OUR STORY IS YOUR STORY 2019 ANNUAL REPORT

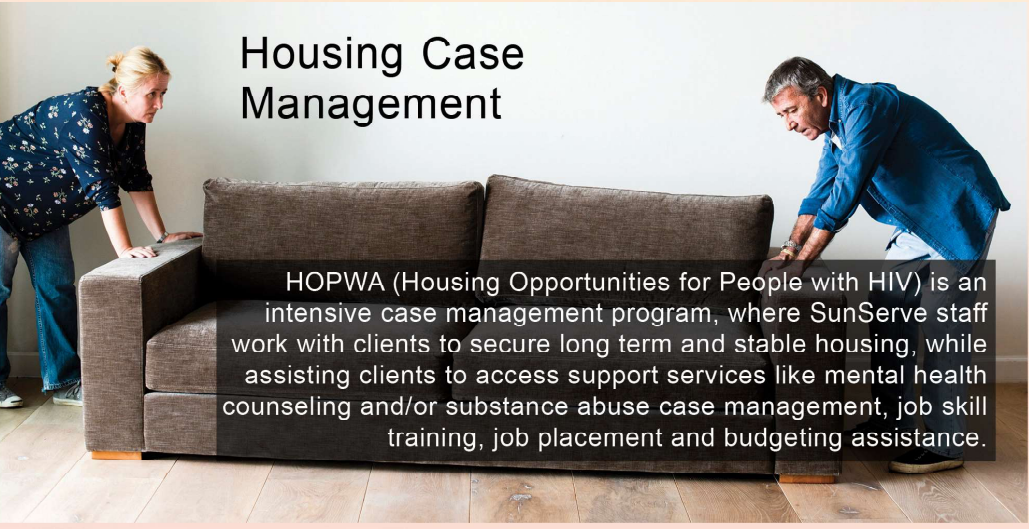




Our Story: Founded in 2002, SunServe has been a pioneer and innovator in proactively developing cutting edge programs to improve the health, well-being and quality of life of those members of the LGBTQ+ community who are brave enough to reach out to us for services and support. Our mission is to help those who are disenfranchised, disadvantaged and marginalized, with a focus on serving children, youth, families, women, seniors, transgender clients and clients with HIV, regardless of their ability to pay. We work tirelessly to ensure that LGBTQ+ individuals have access to quality health care and health resources, affordable housing, HIV case management and mental health services.

On an annual basis, SunServe's highly regarded staff assist more than 5,000 community members in Broward County, Florida.

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 counseling and/or substance abuse case management, job skill training, job placement and budgeting assistance.

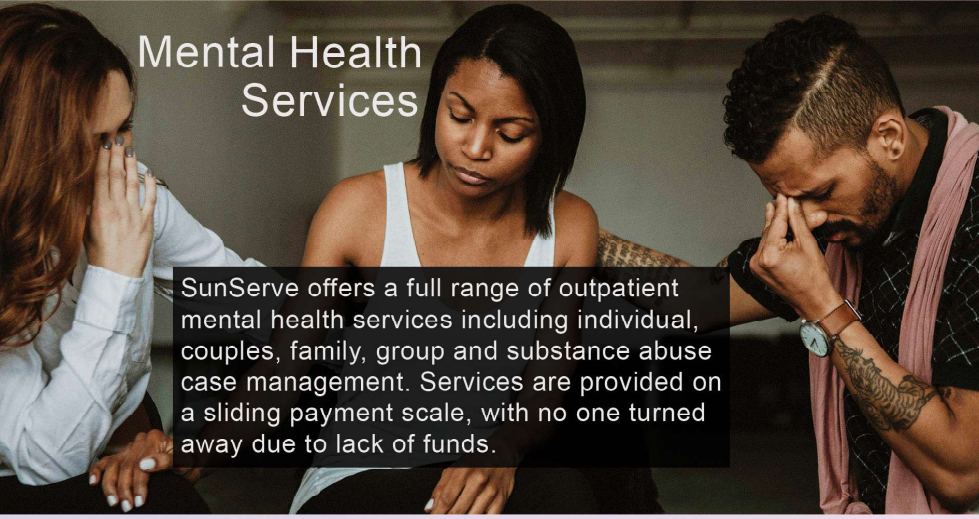
'I do not know what I would have done without Lisette's help. She's helped with paperwork, linking me to healthcare, and helped me find a roommate to reduce housing costs.'

Jose - HOPWA Client

'I used to bottle-up my feelings. Lisa, my therapist was able to help me talk about my trauma and work through my feelings. She taught me how to recognize areas of opportunity for self-improvement. Thank you so much SunServe and especially to my therapist, Lisa!'


Freya - Empower Me Client

Mental Health Services



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

Youth Program



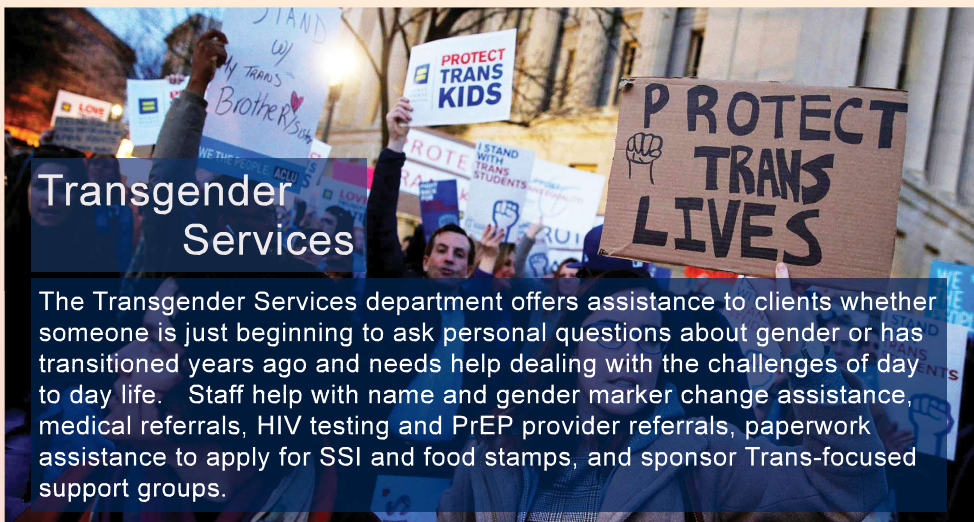
SunServe's Youth Department is at the forefront of providing South Florida youth with opportunities to cope with life's pressures and to grow as individuals and members of a community. SunServe youth supports include mental health counseling, life coaching, community outreach and social and recreational programming. SunServe reaches thousands of local youth through agency and community events and by hosting and providing professional oversight for youth group meetings throughout Broward County.

'I wondered why I was different from my peers? I finally realized I was transgender. I had trouble making social connections with other teenagers. I was referred to SunServe and immediately felt like this was the place for me. The Youth Staff helped me an unbelievable amount. Without them I would not be the person I am right now!'

Graden - Youth Program Client

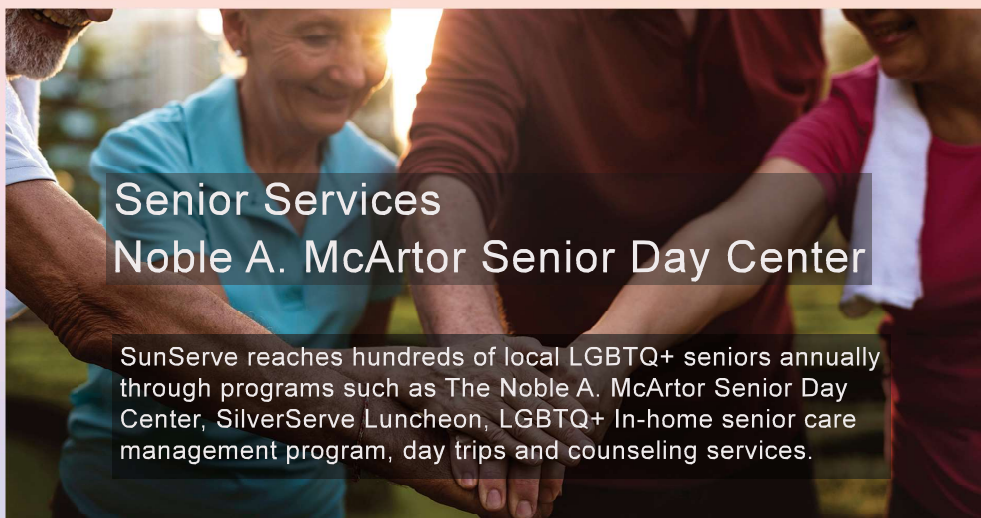
'When our child told us that they were transgender we had no clue how to support her. Thankfully we found SunServe. Our case manager spent hours with us & provided a first-hand account of their own personal transition. Our young-adult child now thrives and that is in large part due to the help we recieved from SunServe. Thank you!'

Tanisha - Parent of Transgender Services Client



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.



Senior Services Noble A. McArtor Senior Day Center

SunServe reaches hundreds of local 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.

'My mother has lived with me for 7 years. In the last couple of years she has needed more attention due to her age. She doesn't require full-time care, just help with meals & some companionship while I work. A friend told me about the Senior Day Center at SunServe. I started taking my mom there about 2 years ago & it has changed our lives! She has made new friends & I feel comfortable knowing she's well taken care of while I am at work. Much love to the staff!'

Jeff - Son of Noble A. McArtor Senior Day Center Client

'After losing my job & ending a long-term relationship I started feeling lonely & depressed. I found SunServe online, sent them a message & received a callback the same day. My case manager introduced me to their mental health team & I am now in a 12-month program that has played a big role in me overcoming some anxiety. I've also attended a speed dating event & had a blast. My case manager also helped me with my resume. While I still have work to complete, I'm so grateful to SunServe.'

Pamela - Women's Services & Mental Health Client



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.

LGBTQ+ & Transgender Cultural Competence & Proficiency Training

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.

“We have thoroughly enjoyed our time working with Misty and feel that the LGBTQ & Transgender Cultural Competence & Proficiency Training provided is a necessary training, especially for public sector employees. It is important for employers to create a supportive, respectful, and inclusive environment for employees and for the public. “

Paulina Gainey, Employment Manager, City of Plantation



SunServe is the Florida AIDS Walk Largest Beneficiary

We LOVE all of our donors and partners, but we hold a special place in our hearts for AHF- the AIDS Healthcare Foundation. Each year, AHF sponsors the Florida AIDS Walk, an event that raises over \$1.5 million locally to support and care for Floridians living with HIV/AIDS through funding to beneficiary agencies, including SunServe. For every dollar SunServe raises towards Florida AIDS Walk, AHF provides a dollar for dollar match. Last year, SunServe was the top earning beneficiary agency of Florida AIDS Walk.

Here are some thoughts about Florida AIDS Walk from our Executive Director, Mark Ketcham:

We walk to raise funds to support those living with HIV in Broward County, and for those who we are trying so hard to prevent them from contracting HIV. The AIDS Walk provides close to 20% of SunServe's funding which is used for Transgender Services, Women's Services, youth and Senior Services and very important to this community, Mental Health Services. That AHF provides the framework for the walk, AND then matches what we raise dollar for dollar from our donors, is what a commitment to the community looks like.

See you at the Walk!
Mark Ketcham

CARF Commission on Accreditation of Rehabilitation Facilities

CARF—Say it loud you hear music playing, say it softly it's almost like praying...well, not exactly—though while there were moments of praying that went into getting our CARF accreditation, the real reason was the single minded focus and herculean efforts of our entire staff, led by Director of Quality Assurance, Gary Hensley. CARF stands for the Commission on Accreditation of Rehabilitation Facilities, and earning accreditation is a huge badge of honor that means that SunServe is deeply committed to the health and safety of our clients and that their needs are always at the center of everything we do.





The SunServe Guardian Circle: 2018/2019

DIAMOND LEVEL (\$100,000+)



AIDS HEALTHCARE
FOUNDATION



PLATINUM LEVEL (\$50,000+)

Drial Foundation/ Drial Foundation Fund of the Community Foundation of Broward/ Hamish's Fund at Our Fund ♦ Howard Greenfield Charitable Foundation ♦ Health Foundation of South Florida ♦ Community Foundation of Broward Funds- Richard Frisby and Edward Burkhart 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 ♦ The Celia and Victor W. Farris Foundation Home Community Fund of the Community Foundation of Broward ♦ The 10% Lifeline of SMART Ride – Glen Weinzimmer ♦ D.C. Allen & Ken Flick No Gay Hate Fund/Our Fund ♦ Florida Panthers Foundation ♦ Estate of Edward M. Karlin

EMERALD LEVEL (\$10,000+)

The Batchelor Foundation ♦ The Estate of Arnold J. Guior ♦ The Tuesday's Angels Fund at Our Fund ♦ The Kenneth S. Hollander Charitable Foundation ♦ PNC Foundation ♦ Dr. Jay Roberts & Ray Bennett ♦ Dick Schwarz & Tom Massey ♦ Jim Stepp & Peter Zimmer Fund/Our Fund ♦ The Harcourt M. and Virginia W. Sylvester Foundation

SILVER LEVEL (\$5,000+)

Broadway Cares/ Equity Fights AIDS ♦ Caron Renaissance ♦ Robert Coward & Mark Bradley Jones ♦ Paul Fasana ♦ Mark Ketcham & Werner Lutz ♦ Lynn McLaughlin & David Webb ♦ Midway Specialty Care Center ♦ Rainbow Sports Leagues ♦ SAGE Advocacy & Services for LGBT Elders ♦ Joe Sansone ♦ Steven Schapiro and James Arduino ♦ Sunshine Cathedral- 2019 Florida AIDS Walkers

BRONZE LEVEL (\$3,000+)

The Campbell Foundation ♦ Scott D. Kreiger & John McFadden ♦ Quick Tricks Duplicate Bridge Club, Inc. ♦ Tito's Handmade Vodka ♦ Touch a Heart Foundation ♦ Victor Warren

FRIEND LEVEL (\$1,000+)

Bob Avian & Peter Pileski ♦ Scott L. Bennett Charitable Fund At Our Fund ♦ Angel Burgos & David Jobin ♦ Centennial Bank ♦ Kane Cuenant ♦ Michael Dager and Harvey Shapiro Stronger Together Fund at Our Fund ♦ Lawrence Davanzo & Kenneth Mauldin ♦ Nick Dehnert ♦ Different Drummer Family Group ♦ Chuck Dinsmore and Mark Gruber ♦ Arthur Dochterman ♦ Flip Flops ♦ The Daniel Fontaine Fund At Our Fund ♦ Gay Men's Empowerment Group ♦ Dino Georgiou ♦ Timothy Hart -R3 Accounting ♦ Stanley "Bowie" Jacobson ♦ Johnsons ♦ Paul Lemire ♦ Charles V. Loring Charitable Fund/Our Fund ♦ Michael Alexander-Luz ♦ Ken Keechl and Tad Adcock Charitable Fund At Our Fund ♦ Scott D. Kreiger & John McFadden ♦ Lucky's Market of Oakland Park ♦ Lisa Peters ♦ Pride Fort Lauderdale ♦ Fort Lauderdale Prime Gentlemen, Inc ♦ Coleman Prewitt & Mark Conaghan ♦ Joe M. Pumphrey & Carl R. Whitley Charitable Fund at Our Fund ♦ Quade Fund for Charitable Giving ♦ Manuel Ravelo and William Lewis ♦ Frank Saltzburg ♦ Dr. Nikki Saltzburg ♦ Steve Schauder ♦ Safe "T" Transgender/ Gender Non-Conforming Support Group ♦ Club Silver ♦ Center for Spiritual Living ♦ Perry Street South ♦ South Florida Tennis Club ♦ B. Rodney White & Michael Williams ♦ George Zuber Charitable Fund At Our Fund

Supporter (\$500+)

Anonymous ♦ Ameriprise - Tracey Cramer ♦ Tiffany Arieagus ♦ Lyle Davis ♦ Phillip Dearborn ♦ Gary Farmer ♦ Furniture Installation Solution ♦ The Grand Resort And Spa ♦ Dr. Howard Grossman ♦ Marc Grossman ♦ Marlon Gutierrez & David Esterley ♦ Joseph Heimmermann ♦ Gary Hensley & Bob Bernhardt ♦ James Hipps ♦ Greg Kabel ♦ Jim Lopresti & Andrew Fabricant ♦ Ele Naranjo & Katharine Campbell ♦ Pallant Insurance Agency, Inc. ♦ Ride Element –Ana Gajardo ♦ SCP Health ♦ Thomas Sheaffer ♦ Stonewall Community Foundation- Bee's Fund ♦ John Swan ♦ Chris Truster & Grant Lassiter ♦ Amanda Uliasz ♦ Richard Waer and David LeDezma ♦ Robert Zwicky

GOVERNMENT AND 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

*Information is current as of October 15, 2019



When you invest in SunServe, You Change Lives!

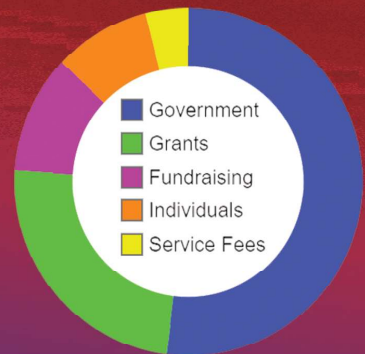
Our Hope: SunServe strives to be a model human and social service agency serving the LGBTQ community with compassionate and progressive care. We want to build a stronger, healthier community one person at a time, seeing beyond race, ageism, ethnic differences, sexual orientation and socio-economic classes. We want to do this by collaborating with individuals, agencies and businesses who choose to be our passionate partners in creating a world built on diversity and inclusion, social justice and racial and gender equity.

SunServe Board Members: Victor Warren-President, Dr. Nicole Saltzburg-Vice President, Chad Scott-Treasurer, Joe Sansone-Secretary, Lisa Colon, Dr. Sasha Davidson, Cassandra Evans, Emery Grant, James Hipps, Ken Keechl, Wayne Knaub, Rev. Durrell Watkins & Megan Widmeyer.

2019 Revenue: \$2.5 Million

• Government Funding	\$1,318,571
• Foundation Grants	\$386,048
• Individual Gifts	\$233,063
• Fundraising Events	\$271,000
• The United Way	\$220,000
• Fees for Service	\$ 90,230

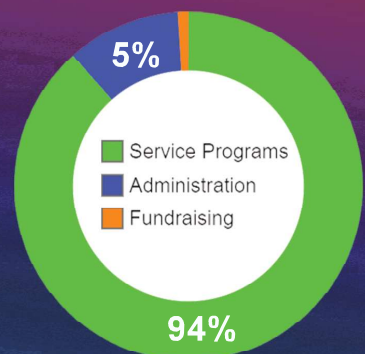
Funding Sources



Community Impact - Lives Touched

• Youth & Family Services	775
• Mental Healthcare	850
• HIV Case Management	675
• Senior Center & Services	780
• Transgender Services	415
• Women's Services	375
• Training & Education	5,250

Where Your Money Goes



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Wilton Manors, FL 33305
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info@SunServe.org
www.SunServe.org/Donate