

Rising to the Challenges in a Year of Crisis

www.SunServe.org/2020Report



2020 Annual Report

Between the COVID-19 pandemic that upended society and ground the world to a halt, the national reckoning with race in the United States, and the relentless attack on LGBTQ+ rights, 2020 was a year unlike any other in recent memory.

SunServe's team of mental healthcare professionals, social service case managers, and life coaches continued to provide critical and life-changing care to the most vulnerable members of our society.



Our Response

During a year of adversity on a scale not seen for many decades, the SunServe Team moved quickly to make our unique and innovative programming available online to meet existing and new demand for mental health and social services.

Our executive team recognized the implications of the emerging crises early on, moving swiftly to protect the health and safety of our colleagues and clients.

The scale and scope of the problems we face today—a global health crisis leading to a protracted economic downturn, a national reckoning on race and inequality, and a dizzying pace of traumatic news stories to name just a few. All of this combined with the trials and tribulations of everyday life intensified anxiety and depression among those already in our care, and increased our intake of new individuals in need.

Mental Health

Therapy & Support Groups

Program Overview

This program provides a full range of out-patient mental health services including individual and group therapy. Some clients will meet with an in-house therapist. Others may be referred to private therapists in the community who work closely with SunServe to make up our Therapist Collective. These include offices in various locations in Broward, Dade, or Palm Beach Counties.

Participant Testimonial

“As a self-employed single mother, financial stress, home schooling, and employment insecurity only exasperated my struggle with depression and anxiety. SunServe has been a Godsend! I cannot say or thank this incredible organization enough for how it has blessed and enriched the lives of me and my daughter during one of the toughest times in my life. After years of battling depression alone, I was referred to SunServe by a friend. They enrolled me in the “EmPowerMe” program, and I began meeting with a wonderful therapist who helped me recognize patterns in my behaviors that contributed to my anxiety and ultimately led to depression. Through one-on-one sessions, interactive journaling and support groups, I’ve learned amazing techniques to help reduce the anxiety in my life. Thank you to SunServe for a whole new outlook on life!” - Lindsay R. of Oakland Park, FL.

2020 Impact

650 Lives Touched





Youth & Family

Individual & Family Counseling
Life Coaching & Support Groups

Program Overview

Our mission is to inspire LGBTQ+ youth to identify their strengths, overcome their challenges and recognize the unique gifts they have to offer the world. Youth are encouraged to explore their interests and futures in areas such as employment and career, education, housing, personal effectiveness/well-being, and community-life functioning.

2020 Impact

700 Lives Touched



Participant Testimonial

“I was raised for 15 years as a girl and it just never seemed right to me. Shortly after my 15th birthday I told my Mom and Grandma that since I could remember I felt like I should have been a boy and that I wanted to begin living as a boy. My Grandma was very upset and wanted nothing to do with in her words “such nonsense”. My Mom was somewhat supportive but just didn’t know how to deal with the situation and my Grandma's reaction. Thanks to SunServe I have a great therapist that sees me, my Mom, and my Grandma. Although my Grandma is slowly coming around, my Mom, through education and therapy is now my biggest advocate and I don’t know exactly how to express how amazing that feels. Thank you so much to my therapist and life coach at SunServe Youth!”

- Daniel H. of Miramar, FL.



Senior Services Senior Care Center

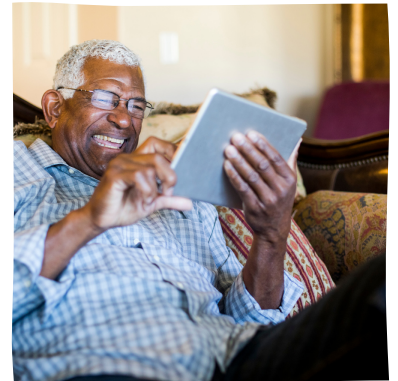
All Day Care Center
Senior Case Management

Program Overview

The SunServe Noble A McArtor Senior Care Center is Florida's only LGBTQ+ focused senior center. We provide all day care, transportation, a prepared meal, and activities. This is all supervised by licensed caregivers that celebrate diversity and inclusion. We also provide case management and public utility assistance for our aged population.

2020 Impact

300 Lives Touched



Participant Testimonial

"To all the angels at SunServe Seniors...

Thank you for being there for our loved one in need of care and actives. It has been a life saver for me with my husband Mike of 40 years. He was diagnosed with Alzheimer's and it's been very hard on us to say the least. But I found SunServe before Covid-19, it was so important for my husband and me. When I dropped him off on days I needed to work, I never worried about him. I had peace of mind knowing the care everyone at SunServe provided. Not everyone would do what the people there do on a daily basis. It takes special kind of people to do that. Mike and I really cannot say enough about how we feel. Blessed comes to mind. Thank you, thank you, thank you." - Terry and Mike E. of Fort Lauderdale, FL

Transgender Services

Wrap-Around Case Management
Linkage to Physical & Mental Healthcare



Program Overview

Transgender Service's mission is to provide a safe, comfortable, and friendly space where Transgender and Non-Binary individuals can blossom into their true, authentic selves. We provide person-centered case management, with a flexible, holistic, and creative approach. We help with whatever an individual may need, including, but not limited to - mental, medical, physical, emotional, financial, and behavioral.

2020 Impact

200 Lives Touched



Participant Testimonial

“When I finally made the decision to transition, I felt a sense of relief. I could finally realize my dream of living life the way I have only been able to imagine in my head. I was going to become Racheal. I made that decision in February of 2020. Guess what, the pandemic hit, and all my plans seemed to be thrown into chaos. I found SunServe online and emailed their transgender department. I was contacted and enrolled in their program. I worked with Christian, my case manager by phone and video calls. Christian helped me with a name change, introduced me to a great Doctor for hormone therapy, and connected me to a therapist to help sort through my feelings while surviving a global health crisis. Without the help from SunServe, I am not sure I could have begun my transition successfully. I still have a good deal of work to do, but I now know it is not the pace that is important, it is about the outcome. Thank you for everything.” - Racheal M. of Lauderhill, FL



Housing Program

Case Management

Program Overview

When someone is diagnosed with a life-threatening illness, having stable housing is critical to allowing that person to seek care and focus on their well-being. 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, substance abuse counseling and job counseling.

2020 Impact

400 Lives Touched



Participant Testimonial

"I want to give both of you my deepest gratitude and respect. Last year, and for the initial part of this year, I underwent more life changes than I have ever experienced at one time. For 15 years, I grew accustomed to having a very comfortable life where I never had anything to worry about or had much to focus on. Then in one fell swoop my entire life was torn asunder. And I found myself for the first time in my life without the security and comfort I was accustomed to, as well as no sense of direction. I came to SunServe at the lowest point in my life and praying for one last chance to save myself. Like most people, I saw homelessness and despair around me, but always rationalized it as others' problems because it wasn't me. But this experience has opened my eyes to a reality never experienced by me, and one that I feel the universe made me see to take the blinders from my eyes. You both became my saviors. You both fought diligently and with a sense of urgency to come to my rescue just before I went over the edge. I can never thank you guys enough or could ever repay you for what you have given me....another chance to put it all back together. I plan to stay in touch with you guys to keep you updated on my progress in this new journey. All my love and thanks" - Justin B. of Fort Lauderdale, FL

Substance Use Disorder Program

Case Management

Program Overview

The goal of this program is linkage to substance use and or mental health services, as well as any other identified service needs (e.g. housing, medical care, benefits application, etc.). By developing a working affiance with clients, case management program aims for clients to complete substance use treatment, attain/maintain stable housing, reduce corrective involvement in the legal system, and attain/maintain employment.

Participant Testimonial

"I have been a client of SunServe since March 4th, 2019. I have been so pleased and thankful for the guidance, professional assistance and concern that has been provided to me by my case manager, Reniese. She as been so helpful in guiding and directing me with my post-rehabilitation center life. It has been an adjustment after leaving the substances use treatment center. I have been helped with housing, establishing residency, gaining assistance with food, and many other needs. I am appreciative and thankful that there are organizations like SunServe and great people like Reniese to help people in my situation. We all go through hard times and I felt somewhat helpless.

Reniese gave me the confidence to feel like I deserved more. With much gratitude" - David S. of Fort Lauderdale, FL

2020 Impact

150 Lives Touched



Women's Services

Healthy Living Case management

Program Overview

SunServe's Women's Services' mission is to provide a safe, comfortable, and friendly space where LGBTQ Women can blossom and thrive. We have a client lead program focusing on their strengths, and goals while helping their overall quality of life from their point of view. We meet our clients where they are today, intending to help them get where they want to be tomorrow.

Participant Testimonial

"Do you ever feel like you have way more on your plate than you can handle? For me it was, a full-time job, a part-time job, taking care of my disabled father, and then trying to find time for my partner at the time. I ended up letting my relationship suffer because I didn't prioritize my own well-being. After my partner of just over a year decided she no longer wanted to be in a relationship, I experienced depression and loneliness. It was actually my ex-partner who recommended SunServe. I was apprehensive at first, but decided to contact them. After being assigned to my case manager Misty, she immediately had me meet virtually with one of their counselors, then began weekly sessions and started journaling. Misty also encouraged me to get help with my father so I could make more time for selfcare. I was able to find a home health aide that my father's benefits paid for. I still see my counselor once a month and continue journaling. I've learned techniques to help me identify behavior that may lead to distress. I can now take steps to minimize the impact on my stress levels. Thank you Misty and SunServe for changing my life!"
XOXO - Christine G. from Tamarac, FL.

2020 Impact

125 Lives Touched





Education Services

LGBTQ+ Competency Training

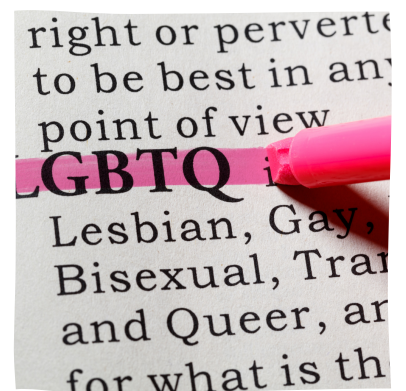
Program Overview

SunServe believes that the best way to increase awareness, inclusiveness, and equity is through education!

The training and education department seeks to bring clear "safe space" training classes and programming to businesses, organizations, clinical providers, and community members for the purpose of professional and personal development.

2020 Impact

2300 Lives Touched



Participant Testimonial

"Dear Misty,

On behalf of AHF, thank you for being the facilitator and trainer for today's transgender training webinar. You are an incredible educator and give ample space for the AHF staff to learn, grow and as an extension, provide the best service to our clients. Sun Serve is lucky to have you. Thank you!

We had over 20 staff members join the webinar this morning. As always, we will send a survey to the staff."

- Ebonni N. Chrispin, Legislative Affairs and Community Engagement Manager
AIDS Healthcare Foundation



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2020 Revenue



TOTAL REVENUE \$2.6 MILLION

Government Funding	\$1,454,576
Foundation Grants	\$471,496
Individual Gifts	\$85,282
Fundraising Events	\$264,030
Fees for Service	\$51,123
Paycheck Protection Program	\$300,000

