OUR MISSION:

To provide support and advocacy services that help improve the quality of life of LGBTQ mental health consumers and their families, in an atmosphere of hope, recovery and partnership.

Rainbow Heights Club is a program of the Heights-Hill Mental Health Service, SBPC, Community Advisory Board.

OUR IMPACT:

12,000 member services provided each year

95% of Rainbow Heights Club members stay out of the hospital and in the community each year

www.rainbowheights.org
Dear friends,

This year marked the **20th anniversary** of Rainbow Heights Club's founding. What an incredible 20 years we've had!

**20 years ago,** Rainbow Heights Club started out as a few people in a room playing Scrabble and talking about the shared challenges of being an LGBTQ person living with mental illness.

**20 years ago,** it was hard to imagine the ripple effect that would be caused by creating this community together.

**20 years ago,** it was hard to imagine how many hundreds of people each year would find strength, hope and support in their shared identity as LGBTQ people living with serious mental illness.

**20 years ago,** it was hard to imagine how many Club members would go on to become peer specialists and service providers for our own and other programs.

**20 years ago,** it was hard to imagine that one day our E/Quality Care training program would equip thousands of local providers to provide LGBTQ-affirming behavioral health services.

You'll find some of our **20 year history** on the next page, but our story doesn't stop here. With the support and partnership of NYS Office of Mental Health, Rainbow Heights Club's new lease beginning in 2022 ensures we will have our own designated community space for **20 more years to come.** As we reflect Club years past, we're excited and grateful to look forward to our future together.

Sincerely,

Christian Huygen, Ph.D.  
Executive Director

Dr. Daniel Garza  
Board Chair
CELEBRATING 20 YEARS OF CREATING COMMUNITY:

Rainbow Heights Club Opens (2001)
Members and staff collaborate to develop community guidelines, and members select the name

2001

DOHMH Contract (2001-Present)
A winning grant proposal written by Eileen Klein & Christian Huygen funds creation of Rainbow Heights Club

H van Ameringen Foundation Funding (2002-2021)
Enables RHC service expansion & creation of Director of Member Services role

NYS Assembly Discretionary Funding (2002-2015)
Supports outreach and program development, including creation of Development Director role

2005

LGBT Community Can’t Afford to Lose Rainbow Heights
After notification in 2005 that RHC’s funding would be drastically cut, stakeholders rally behind the Club and campaign to keep its doors open. Through support from Letitia James, Lambda Independent Democrats, NYS LGBT Health & Human Services Network and Club members themselves, RHC’s funding is preserved.

Member surveys beginning in 2006 demonstrate improved outcomes for RHC members

"Promoting Respect for Individual Differences through Education" (2007)
P.R.I.D.E. provider trainings developed through a grant from NY Community Trust

Callen Lorde honors RHC with a Community Health Award (2010)

LGBT Mental Health Conference
Listen to Consumer Need and Provide Education

RHC recognizes by the Brooklyn Borough President’s Advisory Committee on Disability Issues at their 2005 "Celebration in Honor of the 15th Anniversary of the Signing of the ADA"

Fun Committee founded by RHC members (2008) to plan events & outings

NYC Council proclaims September 28, 2007 to be "Rainbow Heights Club Day"

RHC marches in NYC Pride for the first time (2009)

RHC Hosts 1st E/Quality Care Conference
After hearing stories from countless RHC members about their negative care experiences "everywhere but the Club," in 2009 RHC gathered providers from all over NYC for a day of training and discussion

2010

An unexpected check marks the beginning of RHC’s Maltz Family Foundation funding (2008)
RHC also receives its first NYC Council discretionary funding in 2008, spearheaded by Christine Quinn

NYS DOH Contract (2009-Present)
A winning grant proposal, written by Kevin Garrity from 2008 member focus group findings, expands Club service hours and funds formal community outreach efforts

The New York Blade
NYC Gays Twice as Depressed
For first time, city plan looks at LGBT mental health

An article in The New York Blade (2008) highlights RHC’s P.R.I.D.E. trainings, plus DOHMH’s first ever inclusion of the LGBT community in the Local Governmental Plan for Mental Health Services
A BRIEF HISTORY OF RAINBOW HEIGHTS CLUB

Association of Gay & Lesbian Psychiatrists honors RHC with the Stuart Nichols Award for Outstanding Achievements in GLBT Community Mental Health (2014)

Members share their thoughts on culturally competent care with providers at Office of Mental Health regional town hall (2011)

Good Dog begins weekly visits to RHC (2012)

RHC peer specialists present at Trans*Literate Clinical Conference (2014) & share "Tips for Supporting People with Serious Mental Illness" with LGBTQ agencies

Mayoral Service Recognition Program celebrates RHC members' volunteer work (2016)

HCBS Services Begin (2016)

RHC peer specialists begin providing home & community-based services for eligible members

COVID-19 Service Changes (2020)

RHC temporarily pauses in-person services and pivots to a telephone service delivery model in response to the COVID-19 pandemic

Randy Killings: A Second Chance in Life

City Voices spotlights Randy Killings (2019), RHC's first peer specialist to hold the senior role of Director of Peer Services

Johnson Family Foundation Grant (2011-Present)

Funds 2011 & 2013 E/Quality Care conferences & development of training program

2011

Christian Huygen joins advisory committee for NYC birth certificate gender marker update policy changes (2015), & provides sensitivity training to Bureau of Vital Records staff

2015

New community partnerships in 2018 enable RHC to provide free, on-site vaccine clinics, eye exams and free glasses

2020

Stonewall Community Foundation Grant (2020)

Funds purchase of laptops to support new service model

LGBT New Yorkers Will Now Be Counted by City

New York City Council passes the Data Equity Act in 2016, to require forward facing agencies to include questions about sexual orientation and gender identity in their client demographic data collection efforts. The Act requires surveying for ethnic subgroups as well, all to better identify specific community needs.

Eddie Hardaway fills new Director of HCBS & Contract Services role (2019), increases HCBS enrollment 200% over previous year

Turn the page to read more about Rainbow Heights Club's 2021 milestones!
OUR COVID-19 SERVICES HAVE SUCCESSFULLY SUPPORTED MEMBER WELLBEING

According to our September 2021 Consumer Survey:

94% of members say Rainbow Heights Club telephone support has helped them manage their mental health symptoms during COVID-19.

96% of members have "always" or "often" taken their psychiatric medications as prescribed in the last 30 days.

96% of members have stayed in contact with their psychiatrist during COVID-19, and 97% have stayed in contact with their therapist.

98% of members are fully vaccinated against the COVID-19 virus.

67% of members stated that RHC staff helped them make an informed decision about taking the vaccine.

Members say support from Rainbow Heights Club during COVID-19 has helped them:

REDUCE ISOLATION (97%)
FEEL A SENSE OF COMMUNITY (95%)
IMPROVE THEIR QUALITY OF LIFE (91%)

In 2021, RHC staff conducted 234 support and activity groups, plus 3,423 1-on-1 peer support sessions.
SINCE JULY 2021, RHC HAS OFFERED BOTH PHONE & IN PERSON SUPPORT

In July we were able to welcome members back to the Club in person, following all COVID-19 guidelines for healthcare facilities. We continued to provide telephone services for members who were high-risk, homebound, or who otherwise wanted to continue receiving phone support.

*On an average day, RHC staff provided:*

- 40+ in-person support services
- 30+ telephone support services

Rainbow Heights Club’s hybrid service model offered extra support to members.

100% of members who participated in our September 2021 survey wanted RHC to continue offering both telephone and in-person services.

88% of members surveyed stated that our phone calls offered them extra support that they would not get if they only came to the Club in person.
COMMUNITY ENGAGEMENT

In 2021, community engagement was an essential part of navigating ever-changing COVID-19 guidelines and the Club’s reopening.

Along with regular outreach calls, member e-blasts and daily text updates to keep members informed, Rainbow Heights Club also continuously elicited member feedback to identify and address the emerging needs of our community.

Staff facilitated an adapted version of our annual consumer survey, which assessed member satisfaction with our reopening and identified additional services and events that were of interest to them.

We also hosted a number of community partners who shared resources with our members this year, including:

COVID-19 Outreach

In 2021, Rainbow Heights Club continued to develop our text alert program introduced the prior year.

Other outreach efforts included:

- **47** weekly community meetings held
- **80** member e-blasts deployed
- **410** outreach calls to members
FACE TO FACE AGAIN

Our 26 community trips helped isolated members reacclimate to in-person, indoor socializing. In addition to regular meet-ups in Fort Greene Park and Brooklyn Botanic Garden, Rainbow Heights Club staff and members also enjoyed trips to cultural institutions like BRIC, Brooklyn Museum, Leslie-Lohman Museum, MOMA PS1 and American Museum of Natural History. We rode the Staten Island Ferry together, and even went bowling!

Other Face to Face Supports:

- COVID-19 vaccine & flu shot campaigns providing peer support for vaccine hesitancy
- Community gatherings & meal distribution for major holidays
- Holiday gift bag distribution
HOME & COMMUNITY BASED SERVICES

Home and Community Based Services are non-clinical behavioral health services that support participants in improving their quality of life and achieving personal goals like employment and increased socialization.

These services can be an important part of individuals' wellness and recovery toolkits: 98% of our service participants stay out of the hospital each year.

In 2021 we provided a blend of telephone and in-person HCBS services for an average of 320+ HCBS care sessions each month.

Notable goals our peer specialists supported our members in achieving this year included:

- Securing NYS driver's license
- Moving out of shelter into supportive housing
- Successfully completing college courses, via both remote learning and in-person class curriculum
- Connecting to treatment providers for in-person care, following COVID-19 safety standards
- Reconnecting with family members
Rainbow Heights Club

MEAL PROGRAM

Rainbow Heights Club’s free daily community meal has always been a special part of the Club experience, as well as an important resource for members with limited income. Following our switch to telephone-only services in 2020, RHC staff worked hard to connect members to pantries in their own neighborhoods to ensure people had enough food at home during the lockdown. Resuming our community meal as soon as on-site services were permitted was a priority for us.

Beginning with our reopening in July, daily meals were distributed for off-site consumption, in accordance with COVID-19 health requirements.

87% of members receive the grab & go dinner provided by Rainbow Heights Club

67% of members say they are eating healthier than they did before joining Rainbow Heights Club

47% of members say that the grab & go dinner provided by Rainbow Heights Club is their main meal of the day
WELCOME BACK, INTERNS!

Peer Specialist Interns have always played a special part in the Rainbow Heights Club community, and many of our current staff members started out as interns at the Club. While we had to temporarily pause hosting interns due to COVID-19, we were thrilled in 2021 to welcome new interns to the Club. Later in the year we also began our own Peer Specialist Trainee program, which supports individuals in completing the Peer Specialist training modules required for obtaining their certification, alongside paid work experience at the Club.

Thank you to then NYC Council Speaker Corey Johnson and then Finance Committee Chair Daniel Dromm for providing funding for our Peer Specialist Interns!
With the support of the NYC Council, we’ve provided LGBTQ competency trainings free of charge to NYC-based behavioral health providers since 2010.

These trainings help ensure that more LGBTQ mental health consumers are able to find the affirming care they need on their journey toward recovery. Trainings also boost providers’ confidence as they work to affirm their clients.

Redesigned for an interactive webinar format, our E/Quality Care training program now reaches even more providers per session.

In our Trans 101 pre-survey, 58% of participants report that they aren’t sure what affirming care looks like, and they’re nervous about saying or doing the wrong thing. **Following the training, participants overwhelmingly agree that they feel more comfortable:**

- Asking clients about their gender identity, correct name and pronouns (99%)
- Asking for clarification if trans clients use terms they aren’t familiar with (100%)
- Correcting themselves, apologizing and moving on if they accidentally use the wrong name or pronoun for a trans client (99%)
- Knowing what questions are appropriate and helpful to ask trans clients during intake sessions (100%)
Rainbow Heights Club

MEMBER STORIES

“I appreciate the opportunity to experience the many diverse strengths, resiliencies and creative ways that members cope and thrive with their mental illness. Rainbow Heights Club took me from a place of feeling isolated by stigma to a place of feeling part of a vibrant community. The Club has helped me be more secure as a gay man. I’ve learned to be more assertive in advocating for myself. I especially love the trips we go on and the Dress Your Gender Day we used to have.”

- Allen, peer specialist and member since 2012

“I heard about Rainbow Heights Club from my therapist. At first I was not sure I wanted to join, but I wanted to make some new friends. Sometimes it is hard for me to express myself, and Rainbow Heights Club has helped me be more extroverted and express myself. I really love the events we used to have, like karaoke, good dog and the trips we go on. During COVID I had fewer places to go and people to interact with. Rainbow Heights Club helped me stay connected with other members.”

- Jose, member since 2018

“I love Fun Committee, the Gender Explorers support group, our guest speaker series...you name it! There’s always something new and interesting going on at the Club. You can find people here who you have something in common with, and learn from each other’s experiences. I’ve volunteered in the kitchen for the last 7 years, and this has given me great work experience in a positive environment. I feel like I found myself at Rainbow Heights Club. I know who I am now.”

- Terrence, member since 2012
Member DEMOGRAPHICS

RACE & ETHNICITY

- Black*
- White*
- Hispanic/Latinx
- Multiracial
- Asian

*Non-Hispanic/Latinx

GENDER IDENTITY

- Male
- Female
- Trans Female
- Trans Male
- Non-Binary

SEXUAL ORIENTATION

- Gay
- Bisexual
- Lesbian
- Straight
- Asexual

50% of members live in supportive housing or in a shelter

92% of members receive public assistance, SSI or SSDI, with 72% living on $1,000 or less per month

Source: September 2021 Consumer Survey
THANK YOU TO OUR SUPPORTERS

Rainbow Heights Club's free services would not exist without the direct support of many foundations, government institutions, elected officials and private donors.

Government Agencies
New York City Department of Health & Mental Hygiene
New York State Office of Mental Health
New York State Department of Health
New York City Department of Youth & Community Development

NYC Council: 2021 Incumbents
Speaker Corey Johnson
Majority Leader Laurie Cumbo
Finance Committee Chair Daniel Dromm
Council Member Brad Lander
Council Member Mark Levin

New York State Assembly
Member Jo Anne Simon

Foundations
Broadway Cares/Equity Fights AIDS
Brooklyn Community Foundation
The Calamus Fund of the Tides Foundation
The C.B. Ramsay Foundation
Crosswicks Foundation, Ltd.
The H. van Ameringen Foundation
Jewish Communal Fund
The Johnson Family Foundation
JPMorgan Chase & Co.
The Life is Priceless Foundation, Tim Price
NewYork-Presbyterian Brooklyn Methodist Hospital
Santander
The Stonewall Community Foundation

Individual Donors

$5,000-$9,999
Pepper, James G.
Team NY Aquatics

$2,500-$4,999
Anderson, Randi
Campbell, Glenorchy & Gino Benza
Garza, Daniel
Ryan, Deirdre (In Loving Memory)
Stephen E. Herbits
Charitable Gift Fund

$1,000-$2,499
Blum, Valerie
Blumenthal, Evan
Brandon, Brianna
Franklin, Samantha
Garrity, Mr. & Mrs. Edward
Garrity, Kevin
Huygen, Christian
Huygen, Conrad & Julie
Klein, Stanley & Eileen
Liebling, Adam
Lopez, Ricardo
Ritholz, Susan
Sonn, Marlena
Tievsky, Aaron

$500-$999
Caloza, Alexis
Cassidy, Bill
Dunson, Daniel & Cheryl
Garrity, Kathleen
Haley, Wendy
Hooiveld, Jaap
Huygen, Hans & Sylvia
Just, Jen
Liebling, Adam
Ostertag, Robert
Rabess, Cecilia
Shaw, Terrie
Snee, Patrick
Stovall, Natasha
Individual Donors $100-$499

Alfano, Veronica  
Anderson, Maureen  
Ashley, Kenneth  
Avallone, Nicole  
Birkhead, Mia  
Bowen-Frazier, Somjen  
Briones, Bets & Adam  
Cobb, Roy  
Cortinas, Jorge  
Crutchley, Jonathan  
Davidson, Carol  
Demichele, Joanne  
Ellison, David  
English, James  
English, William  
Fine, Rachel  
Fink, Richard  
Fisher, Bryndon  
Gershowitz, Hyman  
Gillece, Joan  
Ginach, Roni  
Goldman, Mikhaila  
Gonson, Claudia  
Harnick, Margery  
Hillman, Ronald  
Hilden, Zoe  
Hoffman, Judith  
Hoffman, Rebecca  
Hooiveld, Jacob  
Huijgen, Arnoord  
Hutner, Nathaniel  
Huygen, Yvette & Akshay Deshpande  
Hvidsten, Lynne C.  
Ing, Mark  
Jackson, Christopher  
Johnston, David  
Kagan, Jeffrey  
Kaufman, Anne  
Kierstead, James A.  
Klein, Josh & Jenn  
Lathrop, Brian  
Leahy, Joseph  
Lemieux, Steven  
Leone, Giovanni & Salvatore & Maria  
Lucksted, Alicia  
Mallory, Michael  
Marion, Davida  
Mattison, Tim  
McClain, Gary  
McKinley, Paula  
McMahon, Stephen  
Mermelstein, Hindi  
Mullen Family  
O'Brien, Jack & Karla Perlman  
O'Brien, John  
Parrino, Pietro & Salvatore  
Petruzzello, Ronald  
Post, Stuart  
Price, Douglas  
Raskin, Michael  
Ritholz, Gerald  
Rosen, Diana  
Russell, Bill & Bruce Bossard  
Russo, Michael  
Sand, Shara  
Saperia, Phillip A. & James Golden  
Shone, Kathleen  
Shulman, Susanne & Carolyn Altman  
Sorkin, Barry  
Spicer, E C  
Spritz, Melanie  
Stark, Wendy  
Sunderland, Robyn  
Tong, Virginia  
Vez, Ellen  
Ward, Debbie  
Wirth, Douglas  
Zevy, Lee

$1-$99

Agatstein, Barbara  
Altamirano, Denis  
Alfano, Veronica  
Alwan, Yasmin  
Ashley, Kenneth  
Banat, Steven  
Barba, Antonia  
Bennett, John  
Benza, Martha  
Billey, Amber  
Bradshaw, Nanci  
Braun, Enid A.  
Brito, Daniel  
Brown, Scherrie  
Burns, Michael  
Chan, Christopher  
Chang, Judy  
Cipolla, Julie  
Cobb, Ernest  
Cobb, Patricia A  
Cohn, Frances  
Cox, Helene  
Curcio, Charles  
Davis, Mark  
Drabinski, Emily  
Dwyer, Sean  
Ferrera, Ray  
Fine, Rachel  
Fitzpatrick, Violet  
Fleeman, Rebecca  
Frontier, Elizabeth  
Gagne, Lianne  
Gains, Gwendolyn  
Gellenbeck, Glenn  
Gershowitz, Hyman  
Ginsberg, Stephen  
Goldstein, Zil  
Grady, John Henry  
Gralnick, Lori  
Grown, Marc  
Hagerty, Tim  
Hassman, Howard  
Hattab, Wardeh  
Hicks, Olivia  
Hilden, Zoe  
Hoffman, Eric  
Hoffman, Rebecca  
Hoke, Darren  
Holllie, Edward & Michael, Sharon  
Hutner, Nathaniel  
Huntoon, Perry  
Ignacio Cortinas, Jorge  
Ing, Mark  
Kaufman, Anne  
Kendler, Helene  
Kennedy, Brian  
Killings, Randy  
Klein, Heather  
Klein, Josh & Jenn  
Kozlik, James  
Kronig, James  
Kruk, Joe  
Labrado, Lisa  
Lacoff, Sarah  
Laino, Joseph  
Lamza, Josephine  
Lappini, Paul  
Levine, Amy  
Levine, William  
Long, Nina  
Longmire, David  
Lorber, Kim  
Ludwig, Karen  
Mahr, Lou  
Manogue, Laurence  
Mansfield, Christina  
Mason, Barbara  
Mayerson, Sean  
McLachlan, Erin  
Minor, Allen  
Minton, Frank  
Neglia, Noelle  
Oppenheim, Robert  
O'Brien, John  
Palmgreen, Susan  
Peters, Freda  
Petrillo, Justin  
Puibello, August  
Puibello, F.M.  
Puibello, Stephen  
Puligandla, Kamala  
Qumby, Dorothy  
Radman, Tommy  
Rollman, Michelle  
Read, John  
Rivera, Sunny  
Romero, Sergio  
Rosen, Ira  
Shaw, Rebecca  
Siece, Annette  
Silverman, Jennifer  
Spicer, E C  
Steffann, Margaret  
Strasser, Blake  
Stromar, Michael  
Szabo, Laszlo  
Tarr, Harold  
Taylor, Robert  
Tong, Virginia  
Trieu, Aaron  
Vickroy, Ernest  
Vecchiolla, Martha  
Watanabe, Masa  
Wiedemaum, M  
Wiehardt, Ginny  
Williams, Holly  
Wunsch, Emma  
Yoo, Kacy  
Zapata, David
Pictured: RHC members with News 12 reporters during one of our outdoor meetups. Visit the News 12 YouTube channel for their story on our COVID-19 services!

2020/2021

FUNCTIONAL CATEGORIZATION OF OPERATING EXPENSES

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<th>Year</th>
<th>Program Services</th>
<th>Administration</th>
<th>Fundraising</th>
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<td>76%</td>
<td>17%</td>
<td>7%</td>
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<tr>
<td>2021</td>
<td>83%</td>
<td>11%</td>
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Program Services (76%) Administration (17%) Fundraising (7%)

Program Services (83%) Administration (11%) Fundraising (6%)
## 2020/2021

### FINANCIAL OPERATIONS

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RHC 2021

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Board of Directors

Daniel Garza, MD...Chair
Eileen Klein, Ph.D...Treasurer
Samantha Franklin, MSW...Member
Suzy Ritholz, Ph.D...Member
Natasha Stovall, Ph.D...Member
Mike Woram...Member

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Christian Huygen, Ph.D...Executive Director
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Eddie Hardaway, LMSW...Director of HCBS & Contract Services
Randy Killings, CASAC-T...Director of Peer Services
Parker Jordan, LMSW...Director of Community Engagement

Rainbow Heights Club

www.rainbowheights.org