



S E R V I C E S



E D U C A T I O N



A D V O C A C Y

GAY MEN'S HEALTH CRISIS

**GMHC**

1989/1990 ANNUAL REPORT

FIRST IN THE FIGHT AGAINST AIDS

## SUMMARY

### S E R V I C E S

GMHC was founded in 1981 by volunteers to establish vital services to people living with AIDS and ARC, their families, loved ones and care partners. Client Services provides individual and group support, financial advocacy, recreational opportunities, and crisis intervention services. Legal Services works to ensure that people with HIV infection can live full, productive lives in the face of possible legal difficulties. And the Office of the Ombudsman investigates and resolves complaints made by clients regarding the quality of health care they receive.

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Since 1982, when it started the world's first AIDS hotline, GMHC has been educating both the public and health care professionals about the epidemic. As the world's largest non-governmental distributor of AIDS information, GMHC's Education Department uses many avenues to reach individuals with life-saving information: publications, videos, safer sex workshops, outreach into communities of color, information tables on city streets, condom and safer sex guideline distribution to bars and clubs, and educational programs for mental health professionals and employers. These are but some of the ways by which GMHC furnishes people with the facts about AIDS.

### A D V O C A C Y

GMHC fights to overcome the government's lack of leadership and commitment of resources to confront the epidemic. The Policy Department presses for effective AIDS policies, and ensures that adequate funding levels are established for HIV-related programs. Communications works to replace public complacency with caring by putting policy issues in their proper context for reporters, while also informing the media, the public at large, and GMHC's clients, volunteers, donors and staff, about all aspects of the epidemic.

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GMHC's triple mission is made possible by essential support services provided by the Volunteer Office, Development Department, and Finance and Administration. Together, these three departments ensure that GMHC has the human potential, financial stability and strategic acumen to meet the needs of its growing caseload now and in the years to come.

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*The Board of Directors of Gay Men's Health Crisis. Back row, from left: Sandy Lowe, Randy Wojcak, Jeff Soref (Second Vice President), José Ramón Fernández-Peña, M.D., Joy A. Tomchin (President), Louis A. Bradbury. Middle row, from left: Jessie Barsin, John Bartolomeo, Barbara Grande Le Vine, William A. Sweeney (First Vice President), Nathalie Weeks, Louis A. Grant, Joan Tisch, Bernard L. See. Foreground, from left: Judith Peabody, Lourdes Quinones, R.N., Steven Spector. Not pictured: Bernard Bihari, M.D., Jim McIntyre.*



**FROM THE PRESIDENT OF THE BOARD AND THE EXECUTIVE DIRECTOR**

The numbers are overwhelming — and heartbreaking. GMHC now provides services for over 3,000 men, women and children living with AIDS and ARC, their families and carepartners. Since we began nine years ago, over 10,000 people have reached out for our services — that's more than one-third of the 28,391 New Yorkers that have been diagnosed with AIDS to date. By 1993, the number of New Yorkers diagnosed with AIDS is expected to rise to a staggering 64,000. As the epidemic spreads to all races and classes, the individuals needing care come from more diverse backgrounds, and have more complex and difficult needs to meet. It is clear that the demand on GMHC and other community-based AIDS organizations will only grow in the decade ahead.

The sheer magnitude of the epidemic shouldn't obscure the fact that AIDS is a human tragedy. Every life that is lost is a defeat. We cannot — and won't — sit by, counting the dead and infected, praying for a cure and pleading for help. We must all do what we can to end this crisis — whether it is with financial support, volunteer time, or helping a friend with AIDS.

Numbers become reality at GMHC, where ways must be found to provide support and advocacy to the growing caseload. To continue providing high quality services while reducing the waiting period for the rendering of those services, we are developing a long-range plan for managing growth at GMHC. The plan includes, among other actions, reviewing all agency programs to ensure maximum efficiency, and examining the expansion of technical assistance to other community-based AIDS organizations.

Our Board, volunteers and staff are as diverse as the communities we serve, reflecting our commitment to multicultural principles, that is, respect and tolerance for differences in age, gender, ethnicity, sexual orientation, and professional identification. By realizing multiculturalism at GMHC, we are harnessing a combined strength.

To address the needs of GMHC clients and all people with HIV infection, this year we expanded our advocacy efforts in Washington, Albany and at City Hall, increased prevention education campaigns, strengthened volunteer recruitment and retention efforts, and intensified our overall fundraising activities. This report summarizes those efforts while highlighting the work of the 2,000 incredible volunteers who are responsible for our accomplishments. While people with AIDS live heroically in the face of physical adversity and bigotry, our volunteers — with equal heroism — give them support, hope, someone to talk to, and trust.

Our war — everyone's war — against HIV continues.

Joy A. Tomchin  
President, Board of Directors

Timothy J. Sweeney  
Executive Director

*GAY MEN'S HEALTH CRISIS – Educational pioneer, public advocate, provider of comfort and hope. As the preeminent voluntary organization shaping the national agenda on AIDS, you set a new standard for civic responsibility. Countless community agencies follow your example of practical assistance and spiritual sustenance to afflicted men and women. You challenge the human heart. With your guidance thousands of volunteers find the selfless tenacity to face relentless adversaries: disease, indifference, bigotry. Awakening our conscience and stirring our resolve, you have inspired profound changes in both national policy and values. Offering support in the face of tragedy, you affirm the human capacity for serving and caring. The New School For Social Research takes pride in conferring upon the Gay Men's Health Crisis the degree of Doctor of Humane Letters, honoris causa.*

The New School For Social Research  
Honorary Degree of Doctor of Humane Letters  
Conferred Upon Gay Men's Health Crisis  
May 22, 1990

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AIDS volunteers save lives and face death every day. They don't do it for awards, ceremonies, or dedications. They do it because that's the only way they can imagine responding to the pain and despair they see in their cities, in their small towns. They have become closely involved with a disease that many Americans try to ignore or shun those who are infected. AIDS volunteers teach about safer sex and drugs — tough topics that people don't want to hear about. They talk about illness and dying — things people don't want to think about. And they do a lot of listening and comforting. Despite discrimination and fear, AIDS volunteers continue to be there every day for people living with and dying of this disease.

This year recognition was made of the invaluable contributions made by GMHC volunteers during the epidemic. The New School for Social Research conferred an Honorary Degree of Doctor of Humane Letters upon the agency, printed above; for the second year in a row, GMHC's volunteers received a citation in the President's Voluntary Action Award — the only AIDS organization so honored; and Manhattan Borough President Ruth Messinger conferred a citation upon GMHC for its many accomplishments, made possible by our untiring volunteers.

This report on the activities of Gay Men's Health Crisis is dedicated to the over 10,000 volunteers who have contributed uncountable hours of service to help people with AIDS. The first AIDS volunteers founded GMHC nine years ago when no one could imagine the destruction that would be caused by the epidemic. Without the extraordinary work of the volunteers at GMHC and AIDS organizations nationwide, our country would be experiencing even greater losses from this dread disease.



**G**ay Men's Health Crisis (GMHC) was founded by volunteers — six gay men — in 1981 to provide answers and a place to turn for people with a terrifying new disease. Nearly ten years later, GMHC continues to serve an ever-growing number of people with acquired immune deficiency syndrome (AIDS), their families, loved ones and care partners. While no miracle drug has yet been found to stop the disease, a number of medical advances now enable people with AIDS to live longer, healthier lives. Dedicated to making those lives as meaningful and fulfilling as possible, GMHC fights to make treatments available to all who need them, while pushing the federal research establishment in its efforts to find the cure.

By September, 1990, 283,010 cases of AIDS had been reported worldwide; 146,746 cases in the United States and 28,391 cases in New York City alone. AIDS is the leading cause of death in the city among men aged 25 to 44, women aged 25 to 34, and children aged 1 to 4. Nationwide, an estimated 800,000 to 1.3 million Americans are infected with human immunodeficiency virus (HIV), the virus that causes AIDS. In New York City, the number of infected is placed at 180,000 to 360,000 individuals. Without accessible, effective medical intervention, it is believed that nearly all HIV-infected people will progress to AIDS over time.

These numbers speak for themselves. Unchecked, the AIDS epidemic still rages out of control, shortening lives, destroying families, flooding hospitals, and sapping the productivity and creativity of a generation. No longer confined to inner cities or the communities that it first afflicted, AIDS now touches the lives of all Americans. AIDS is everyone's problem.



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GMHC's work is shaped by its three-fold mission of services, education and advocacy for people whose lives are affected by HIV. Essential services for people with AIDS, AIDS-Related Complex (ARC) and their lovers and families are provided by three departments: Client Services, Legal Services and the Office of the Ombudsman. Education about AIDS, HIV transmission, safer sex, health maintenance and medical developments is the work of the Education Department. And important advocacy for people with HIV infection is pursued by the Policy Department, which strives to make responsible AIDS-related government legislation and funding a reality, and the Communications Department, which articulates important developments in the battle against AIDS to the media and public.

The work of GMHC would not be possible without its 2,000 volunteers. In recognition of their tremendous accomplishments, this year's Annual Report is dedicated to the concerned individuals who volunteer at GMHC. The Volunteer Office supports the volunteers' commitment by training them for their work at the agency, and by listening to and acting upon the concerns they have.

Raising the money to keep GMHC going and ensuring that those funds are used wisely is the task of the Development Department and Finance and Administration. As in years past, private contributions are the major source of GMHC's income, providing the agency with unique flexibility and autonomy. This independence, coupled with constant interaction among the different departments at GMHC, ensures that the needs of people with HIV infection are addressed on an individual as well as systemic level, now and in the future.

*Client Services helps people with the emotional and practical tasks of living with AIDS.*



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## S E R V I C E S

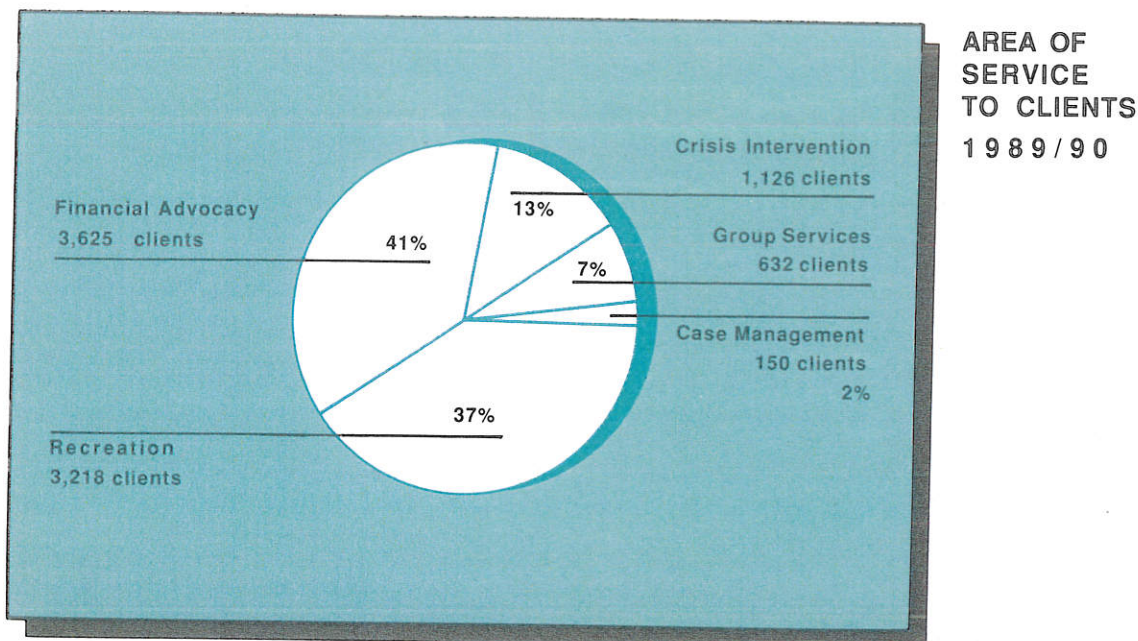
**P**ople living with AIDS and ARC have many concerns other than immediate medical needs. Because AIDS is a disease without a cure that strikes people in an age group where terminal illness is uncommon, AIDS poses a number of psychological and practical issues for those who live with it. And because they have not enjoyed adequate protection under the law, people with HIV infection are frequently the objects of discrimination and stigma. Moreover, a variety of legal issues, such as insurance coverage, child custody, immigration, and powers of attorney, have had to be defined as they relate to AIDS. In fact, receiving adequate, compassionate health care in New York City, where only a fraction of practicing physicians treat people with HIV disease, is often a complicated, exhausting undertaking for people whose immune systems don't need added stress.

GMHC stands ready to answer the concerns of these individuals with an array of direct service programs. Client Services helps people with the emotional and practical aspects of living with AIDS; Legal Services offers them legal advice and represents them in court; and the Office of the Ombudsman performs a watch-dog role, investigating and resolving the problems with health care delivery encountered by people with HIV infection.

### ■ CLIENT SERVICES

Client Services currently serves over 3,000 people with AIDS and ARC. Any resident of New York City who has a diagnosis of AIDS or ARC can become a GMHC client. People are referred to the agency by physicians, hospital social workers, other AIDS organizations, GMHC brochures or newsletters, or by word of mouth. By providing clients, their care partners and loved ones with free individual and group support, GMHC helps people with AIDS define pressing needs, forge new bonds with others and pursue activities that they find personally meaningful. An interlocking network of programs enables clients to regain a sense of control that is so often lost after an AIDS diagnosis.

■ **Intake/Case Management.** This unit is usually the first introduction of a person with AIDS or ARC to GMHC. In a comprehensive interview, an experienced volunteer assesses the physical, emotional and financial needs of the new client and describes the GMHC programs that best



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meet those needs. Together, they develop a referral plan to the various services offered by the agency. For clients who require additional services, referrals may be made to hospitals, physicians or another community-based organization. In fiscal year 1989/90 some 1,617 intake interviews were completed — a number that is steadily increasing.

Through a computerized case management system, Client Services efficiently matches needs with services while keeping accurate records of the agency's caseload and client demographics. Volunteers who comprise the Monitoring Team make outreach calls to clients who have not been active to see how they are doing, whether they need additional assistance, and let them know GMHC stands ready to help. The monitoring system works so well that it is used extensively as a model by AIDS organizations nationwide.

Clients coping with complex issues in addition to their illness or disability are referred to the Case Management unit. In addition to coordinating a client's formal and informal support systems, individual staff members facilitate his or her access to health, social welfare, and mental health service providers.

The Intensive Case Management system is a new service developed this year to assist people whose urgent needs must be met immediately. A person with AIDS who is an active drug user and is homeless would be referred to intensive case management so that treatment and financial services could be obtained quickly. From its inception in October, 1989 through June, 1990, 156 clients participated in the program. As many as 10% of GMHC's clients require intensive case management services.

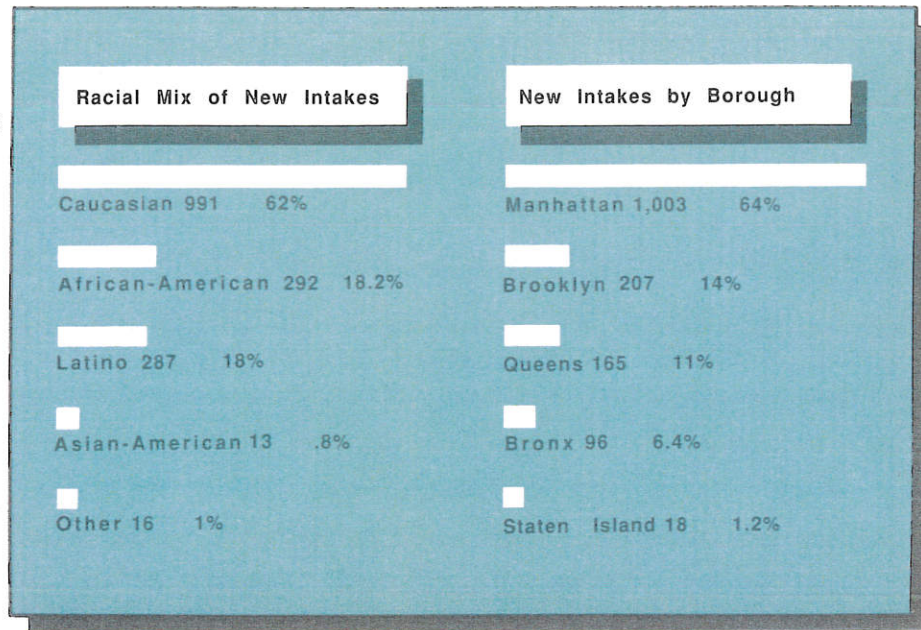
■ **Crisis Intervention Services.** An AIDS or ARC diagnosis is emotionally devastating. Many people coming to GMHC have just learned that they have AIDS and may require immediate, individual attention to deal with the diagnosis and build a system of emotional support. Other clients may not reach this crisis point for months or years, if ever. Whatever a client's particular needs, Crisis Intervention Services provides one-on-one, face-to-face support and counseling by trained volunteers and experienced staff through the following service programs:

*Buddies* lend a helping hand with the practical tasks of daily life — shopping for groceries, walking the dog, doing dishes. Equally important, they provide companionship.

*Crisis Intervention Workers (CIWs)* provide companionship as well as emotional support while



**GMHC  
CLIENT  
SERVICES  
DEMOGRAPHICS  
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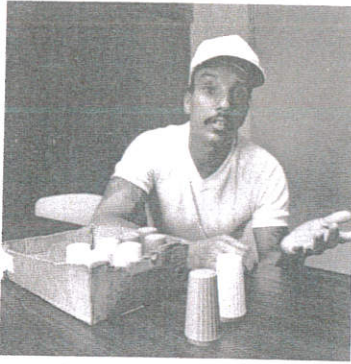
working as intermediary between the client and social service agencies. When client and CIW are mutually satisfied that services such as financial entitlements, medical care and legal necessities are in place, the CIW's role normally ends, though the friendships may last.

*Crisis Management Partners (CMPs)* combine the practicality of the buddy with the emotional and advocacy role of the CIW. They assist people with AIDS who face a variety of physical and emotional issues, such as family problems or mental illness. A client who calls feeling depressed, that friends don't visit, and household chores are now overwhelming, probably requires a CMP's services. Two or three CMPs may work together to provide the services required by the individual.

■ **Group Services.** A side effect of AIDS can be social isolation. People dealing with a diagnosis — their own, their spouse's or partner's, or their child's — often pull away from friends, family and others who normally provide emotional support. Those sources of support may also withdraw from the person when they learn he or she has AIDS. Or AIDS may already have claimed the primary care partner. Whatever the case, Group Services helps people come to terms with the emotional toll of AIDS and build new friendships. Fifty weekly therapy and support groups are offered to allow individuals a chance to share experiences and explore those of others. Therapy groups are limited to clients with AIDS, but other groups are designed for a wider audience, such as care partners, couples where one or both members has AIDS, and people with ARC.

There are few places where women can go for information and support to deal with the disease. A Women's Walk-in Support Group was started this year specifically to address the concerns of women with AIDS. Women are often used to caring for their children and spouses first, letting their own needs wait. A great degree of guilt and isolation is experienced by HIV-infected women who give birth to HIV-infected children. Because the medical, emotional and psychological issues faced by women with AIDS are quite different from those faced by men, GMHC is exploring additional ways of better assisting women with the disease.

■ **Pediatrics.** As New York City's AIDS caseload mounts, children and their families are increasingly affected. Psychological support services for this growing GMHC client group are in demand. By involving the entire family that is affected by AIDS, the Pediatrics Team provides a



"This is the kind of program I was looking for. Working at GMHC allows me to help people while doing something that makes me feel good," says John Gonzalez, a volunteer in Recreation's kitchen. "When I came to GMHC, I asked, 'What needs to be done?' I started in the kitchen

right away." Working Monday through Friday, John helps meal preparation run smoothly by cooking, cleaning, setting up or anything that needs doing. "This is my family here," he says of GMHC. "They have open arms for me and everyone."

John is one of more than 1,000 Client Services volunteers who dedicate themselves and their time to GMHC. Intake clinicians, crisis intervention workers, buddies and crisis management partners work directly with people with AIDS and their loved ones to provide an invaluable amount of support, hope, help and friendship. Volunteers in Financial Advocacy work with staff to keep in touch with clients. Group Services' volunteer mental health

professionals lead the 50 support and therapy groups for persons with AIDS, their care partners and the bereaved. And in Recreation, workshop instructors offer learning on an array of fascinating topics, while volunteer acupuncturists, masseurs, chiropractors and haircutters contribute their services to the well-being of GMHC's clients.

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range of services, including baby-sitting, group counseling, financial planning and special recreational events.

■ **Financial Advocacy.** The cost of living with AIDS is astronomical. As people with AIDS live longer and confront mounting bills for doctors, hospitals, treatment and medications, many are forced to seek government financial support and private disability benefits. GMHC's Financial Advocacy program provides crucial assistance to people trying to negotiate the bureaucracy that often makes government disability and benefit programs difficult to access. Financial advocates guide clients through applications or intervene on their behalf, making endless phone calls and documenting the case until financial assistance is obtained.

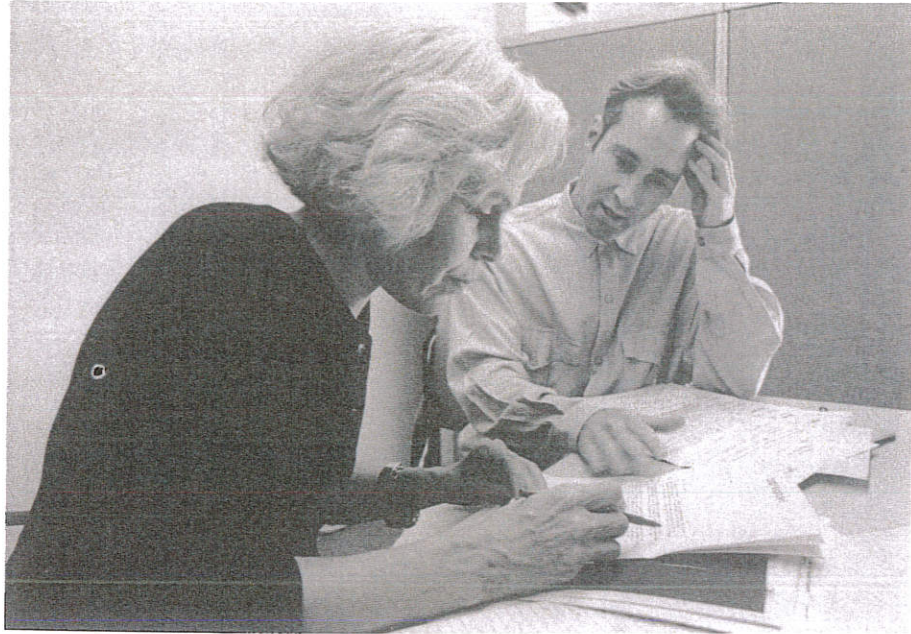
Clients are urged to become knowledgeable about the benefits process so that they can better help themselves. GMHC publishes a brochure, *You're Entitled*, offering basic information about benefits programs, and forums are held every other Tuesday night so that anyone with AIDS, ARC or HIV can ask specific health and life insurance questions. For the hard-to-answer questions — and there are many when it comes to entitlements — the Financial Advocacy Hotline provides one-on-one advice each day.

Emergencies do occur. Clients who have immediate financial needs for rent, to pay bills, insurance premiums, or to eat are eligible for grants ranging from \$30 to \$400 through GMHC's Direct Aid Fund. This year over \$118,000 was distributed through the Fund to individuals requiring emergency assistance.

■ **Recreation.** GMHC's Recreation program began as a weekly movie shown in the basement of the agency's first space on West 22nd Street. Combating the inactivity and social isolation that frequently afflicts people with AIDS, Recreation has grown into a diverse program of stimulating services, social activities and special events.

As many as 750 clients a week come to GMHC for free weekday meals, prepared by volunteers and staff in our restaurant-caliber kitchen. Besides preparing nutritious lunches and dinners, the kitchen observes major holidays with appropriate menu and decoration. An in-house gym, a roof garden, plus regular chiropractor, acupuncture and massage sessions are just some of the options Recreation offers for the health of the body. For mind and spirit, a variety of interesting classes allows clients to expand their horizons in painting, Spanish or yoga, among other

Ensuring that people with HIV infection are able to live full, productive lives in the face of many possible legal difficulties, Legal Services offers individuals advice and courtroom advocacy.



subjects. Day trips to Bucks County, Atlantic City, Bear Mountain and Fire Island give clients a chance to escape the concrete confines of the city.

Cultural opportunities abound as well. More than 1,700 free theatre, ballet and opera tickets were distributed to our clients each month, made possible by New York City's generous arts community. This year, for example, GMHC clients attended performances of "Grand Hotel," "Lucia di Lammermoor" and the Feld Ballet as well as Mets and Yankees games. Frequently, people don't even need to leave the GMHC building to see a show: over the year, performances were given in the Recreation space by the Juilliard Ensemble, members of the Martha Graham Dance Company, and the Center for Contemporary Opera. In addition, clowns from the Barnum & Bailey Circus and a magician entertained children clients and their families. To keep clients informed of all that is going on, Recreation produces its own monthly newsletter, *Recreation News*.

#### ■ LEGAL SERVICES

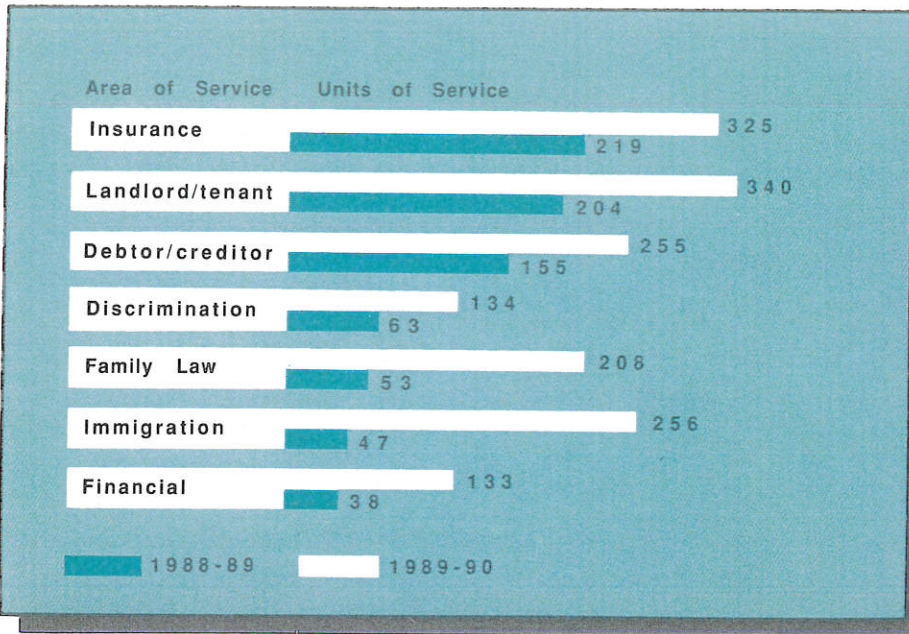
Equipping people with AIDS to confront the psychological and financial stress imposed by living with a serious disease is only part of the battle. The work of the Legal Services Department ensures that people with HIV infection can live full, productive lives in the face of many possible legal difficulties.

Since its creation in 1984, GMHC's Legal Services staff and volunteer attorneys have provided more than 4,000 men and women with information and free legal services crucial to the quality of their lives. GMHC's legal services are available not only to clients but to anyone in New York City with an AIDS or ARC diagnosis.

Legal Services assisted over 882 new clients and handled 2,800 legal matters this year. Clients are assisted through one-on-one consultations and representation in court when necessary. Weekly clinics and monthly forums on insurance, medical directives, powers of attorney and will planning are available to all. Because of its wide range of services and its success advocating for people with HIV, GMHC's Legal Services Department is viewed as a model community-based legal program.

In the past, when individuals diagnosed with AIDS had little hope of living a long life, most people came to GMHC for estate planning assistance. The past few years have witnessed dra-

**TWO-YEAR  
COMPARISON  
OF GMHC  
LEGAL  
SERVICES  
DELIVERY**



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matic increases in more complex issues that arise from living with AIDS, such as insurance, housing, employment discrimination, immigration and personal finances. Legal Services also helps people address breaches of confidentiality, debtor/creditor relations and child custody/guardianship issues.

■ **Insurance and Health Care Access.** People living with AIDS face overwhelming medical bills, even if they are fortunate enough to have medical insurance. Insurance carriers often refuse or delay reimbursement for costly medical care, especially the cost of early intervention in HIV disease. The number of such problems brought to Legal Services rose by 71% this year. Because of the complexities inherent in insurance policies — what test is covered? what drug is not? how much will insurance pay for this procedure? — GMHC schedules weekly insurance clinics that provide consultations with trained attorneys, and monthly forums that cover the full range of insurance issues.

Individual victories scored in the realm of insurance often force carriers to broaden benefits for all policy holders with HIV infection. In October, 1989, Legal Services joined forces with ACT UP to persuade Blue Cross/Blue Shield to offer a permanent "open enrollment" plan. This plan allows people to obtain medical insurance no matter what their health condition. Other gains include the expansion and publicizing of COBRA benefits, permitting individuals to retain medical insurance through an employer for 29 months if they leave the job because of disability, and the defeat of proposed Medicaid Utilization Threshold System regulations, which would have restricted medical care for individuals and families enrolled in Medicaid.

■ **Housing.** Eviction proceedings often are launched against people with AIDS unable to pay their rent, or the surviving life-partners of persons with AIDS who are not on the lease. The number of cases involving landlord/tenant relations exploded by 75% during 1989/90. To prevent evictions, volunteer and staff attorneys represent clients in housing court, while Financial Advocacy staff help them access New York City rent assistance subsidies. GMHC's efforts this year as an *amicus* participant in the historic *Braschi v. Stahl Associates* case helped secure succession rights for unmarried couples in New York City's rent-controlled and rent-stabilized apartments. No one represented by GMHC's Legal Services has ever been evicted.

■ **Discrimination.** Discrimination against people with AIDS and HIV is rampant, causing



*"I was pretty sure that we were going to win, but there's never a guarantee. When we did win, the client and I were thrilled," states volunteer lawyer Juliet Sarkessian about a child custody case she recently worked on at GMHC. "I didn't just help the client with legal matters, I*

*actually believed in her and her right to keep custody of the child." Juliet, a volunteer since April 1989, works for Proskauer Rose Goetz & Mendelsohn, a large commercial litigation firm. "Many young lawyers at large firms complain that they never get to go to court," she says. "Volunteering at GMHC is great because you get plenty of courtroom experience. It's good for the client and the volunteer."*

*GMHC's Legal Services are available to such a large number of clients — 1,233 during fiscal year 1989/90 — through the commitment of 450 volunteer attorneys. The size of the volunteer attorney corps grew*

*dramatically this year, largely the result of a joint effort with the New York County Lawyers Association in calling for and training volunteers from its membership roster. That training alone brought GMHC 110 new volunteer attorneys with a range of legal expertise. Mayor David Dinkins recognized this volunteer effort by proclaiming March 29, 1990, the day of that training, as "Volunteering Legal Services for AIDS Patients Day."*

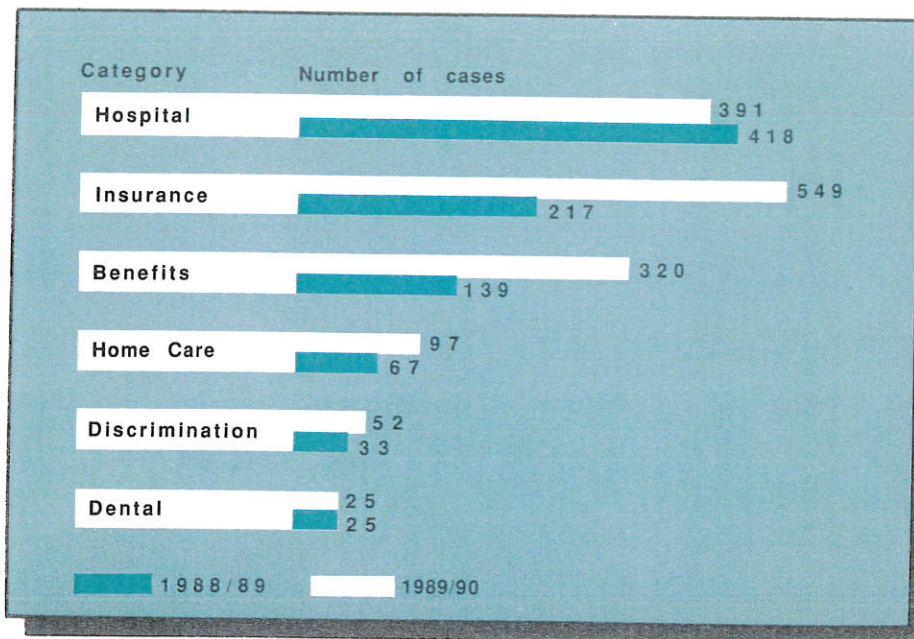
the loss of jobs, home, family, friends, insurance, school and medical care. Among the many cases handled by Legal Services this year was one that helped a union employee with AIDS keep his job. The client had been terminated, ostensibly for his job performance, although derogatory remarks from co-workers and superiors about his sexuality and health made it clear that he had been a victim of discrimination. Legal Services took up the matter with the company's management and negotiated his reinstatement with full benefits, back wages and no loss of seniority.

With New York State's HIV Confidentiality Law protecting against the disclosure of an individual's HIV status, the battle has now shifted to aiding individuals whose confidentiality has been breached. For example, Legal Services filed a complaint on behalf of a client whose doctor disclosed his diagnosis to family members without his consent. Enforcing the confidentiality law is a crucial way to protect the rights of people with HIV infection.

■ **Family Law.** The growing number of women coming to GMHC often have guardianship or child custody problems. Volunteer and staff attorneys counsel and represent clients who want to plan for their child's future or who, because of their AIDS diagnosis, are being deprived of child custody or visitation rights by the other parent. GMHC's activity in these proceedings has yielded court rulings that AIDS should not be a relevant factor in determining the custody of a child. Legal also joined a coalition of legal service providers serving women with HIV in an effort to share information and to advocate, at government agencies and in court, on behalf of these women and their children.

■ **Immigration.** Work on immigration issues rose this year to 33% over last year. Undocumented individuals with HIV who are not U.S. citizens must obtain legal status to receive health insurance and medical treatment in the United States and avoid potential danger if they are forced to return to their home country. Legal Services protects individuals from being deported and helps them qualify for government benefits, including Medicaid. To answer the many questions that these people have about obtaining legal status and government benefits, Legal has implemented a weekly immigration clinic, conducted by an experienced volunteer lawyer.

■ **Debtor/Creditor Relations.** Many people with AIDS exhaust their resources and are vulnerable to lawsuits by creditors, or tax and student loan problems. To meet the ever-mounting demands, Legal Services has expanded its ability to assist clients in the area of debtor/creditor



**TWO-YEAR  
COMPARISON  
OF COMPLAINTS  
HANDLED BY  
OMBUDSMAN'S  
OFFICE**

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relations. When persons with AIDS are unable to pay back taxes because of disability and limited income, Legal Services makes arrangements with the Internal Revenue Service to limit or forego collection of taxes so that income can be used to pay for life-sustaining medical care and other needs.

■ **Outreach.** An important grant from the Interest on Lawyer Accounts (IOLA) Fund has been given to GMHC for the past two years to provide technical assistance and create programs to meet the legal needs of communities of color. GMHC is currently working with the AIDS Center of Queens County (ACQC) and the Minority Task Force on AIDS (MTFA) to set up their legal services programs. Additionally, GMHC has instituted its own direct efforts to reach gay men of color who need HIV-related legal services.

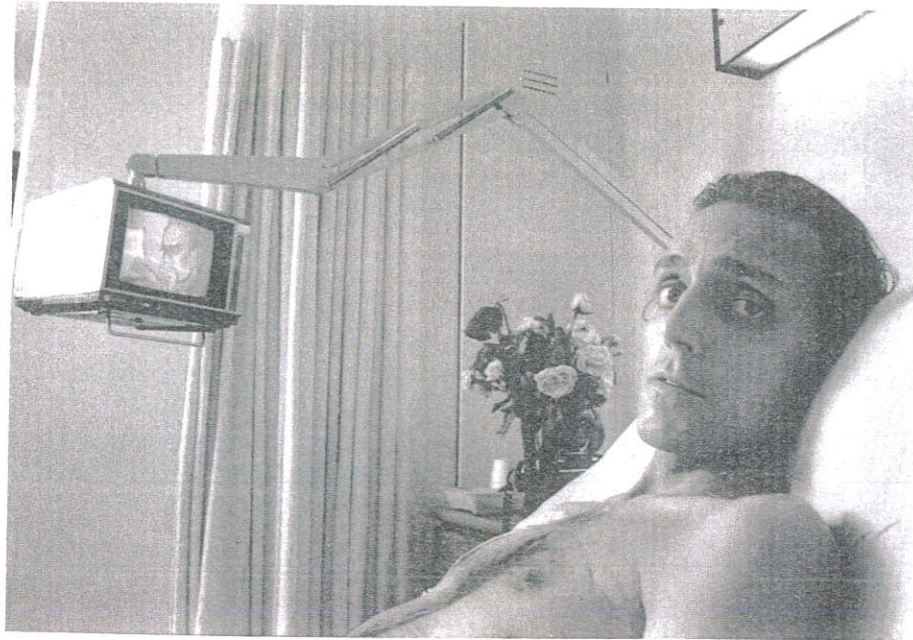
Presentations on AIDS-related law and GMHC's legal work are also given to other lawyers, legislators, employers, health care providers, social workers, colleges, universities, law schools and interested members of the public.

■ **Advocacy.** Legal Services staff works closely with the Policy Department to shape legislation that protects and expands the rights of HIV-infected individuals, such as the recently-passed Americans with Disabilities Act (ADA) — a long-debated bill that safeguards all people with disabilities, including those who are HIV infected, from discrimination. Other collaborative efforts include winning passage of the New York State Health Care Proxy Bill, enabling individuals to designate someone to make medical decisions for them if they are unable to do so; a number of insurance reform bills; and effecting changes in workers' compensation laws pertaining to HIV-related claims. By analyzing and commenting on proposed legislation, Legal Services assists the Policy Department as it presses for the adoption of progressive laws or works to defeat undesirable legal measures.

■ **OFFICE OF THE OMBUDSMAN**

When urgent problems arise with health care delivery — hospital care, home care, treatment in prison, financial entitlements or insurance — the Office of the Ombudsman is where people with HIV illness, their care partners and family members can turn for help. Working closely with the person with HIV, Ombudsman Office staff intervenes on behalf of that individual to solve the

*People with AIDS in hospitals often face insurmountable problems with medical care and social isolation. The Ombudsman's Office intervenes to investigate health care complaints and solve them.*



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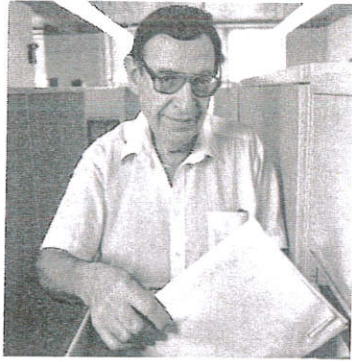
## S E R V I C E S

problem, effecting change in the health care system itself when necessary and possible.

This year the Office of the Ombudsman handled over 2,400 health care-related complaints — an increase of 51% over last year. The frequency and pattern of these complaints point out the limitations of New York's health care and social service system by revealing gaps in services that might otherwise go unobserved. Importantly, the office also investigates complaints received from clients about GMHC itself. This year, 84 GMHC-related complaints were investigated and addressed. GMHC uses these complaints constructively to maintain its high quality of service delivery.

The Ombudsman's Office pressed many hospitals to reform admission policies for persons with AIDS during 1989/90. At one major New York City hospital, acutely-ill PWAs waited in the emergency room — sometimes for more than a week — because hospital policy restricted their admission to private rooms only. The patient had the option of waiting or being transferred to another hospital to await admission there. Either option would involve the interruption of critical medical services. The Ombudsman decided to join with Lambda Legal Defense and address the problem. By meeting with health care and legal advocates, the State Health Commissioner and hospital personnel, the Ombudsman's Office and Lambda focused attention on the policy, and brought about an amended policy that guarantees persons with AIDS admission to available hospital beds on an equal footing with other patients.

The Ombudsman's Office also works hand-in-hand with GMHC's other departments to improve policies and service delivery in New York City's strained health care system. Collaborative work was especially vital this year in confronting insurance problems. People who are HIV infected but asymptomatic, in particular, encounter insurance problems when they pursue a course of early medical intervention for the disease. An aggressive medical strategy that enables people with HIV to take control of their lives and to remain healthier longer, early intervention often involves drugs or tests that insurers consider experimental or will cover only for people with an AIDS diagnosis. Thus many individuals with HIV disease are not reimbursed for the treatments they need to maintain their health. Increasingly, they turn to the Office of the Ombudsman for help. If individual reimbursement is not obtainable, the Ombudsman's Office works with Legal Services and the Policy Department in pursuing a systemic solution.



*"I was working four-hour shifts on the GMHC Hotline on Friday afternoons, and I wondered what I would do for the rest of the day," Dick Baer says, explaining what brought him to the Office of the Ombudsman as a volunteer. "I decided to spend the morning working at GMHC*

*as well, so I went down to the Ombudsman's Office." There the retired hospital food service director and veteran does essential clerical work — filing, copying, typing — to keep complaint documentation organized and accessible. Dick is involved in other volunteer activities as well. "I work in the emergency room at Beth Israel one day a week, and also at AmFAR. And before I was working at GMHC, I volunteered at the National AIDS Hotline for two years." Of his one-and-a-half year experience at the agency, Dick says, "The people here are great, and I really enjoy the challenge."*

*Volunteers in the Office of the*

*Ombudsman are advocates for people with AIDS who are not receiving adequate services from health care providers, hospitals, and related services. Working weekly shifts, they conduct phone investigations about health care delivery and help with the paperwork. This year, they helped to document and solve nearly 2,500 health care complaints.*

## S E R V I C E S

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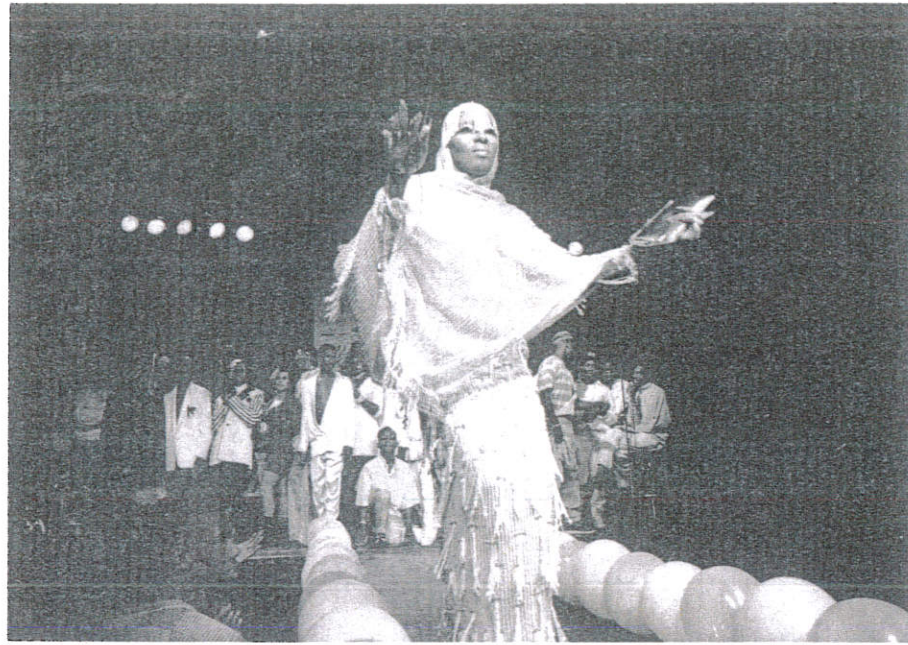
A large number of cases this year involved advocating aggressively to secure appropriate housing for homeless people with AIDS. Working with the individuals in need, the Ombudsman's Office guides them through the complexities of New York City's Human Resources Administration (HRA). In one case, a homeless man with AIDS who had a former drug history moved to the city seeking better health care options. In the midst of New York's housing shortage, he was placed in a number of substandard Single Room Occupancy Hotels (SROs). These hotels, often rife with heavy drug use, violence and other crimes, are far from suitable environments for individuals already coping with a life-threatening illness. The man resumed his use of drugs while living in these surroundings, but, seeking a way out, he called the Ombudsman's Office for help. Staff worked with HRA's Division of AIDS Services (DAS) first to find him permanent housing, and later a drug rehabilitation program. The Ombudsman's Office is being called upon to solve an increasing number of cases involving homeless people with HIV illness in New York City.

While regulations exist to guarantee patients' rights, the watchdog role of the Office of the Ombudsman ensures those rights are honored. Continuing work between staff and the city and state Human Rights Commissions has led to significant decreases in the number of cases involving funeral homes refusing to provide decent, humane service to people with AIDS. Similar alliances have been forged to pursue solutions for recurring problems in the dental profession, where some dentists have ignored their professional, moral — and legal — mandate to serve all people by refusing services to people with HIV illness.

Increasingly, GMHC's Office of the Ombudsman has gained recognition as a resource for service providers in the AIDS community. With the frequent absence of appropriate health care delivery in all New York City boroughs, Ombudsman staff often plays a vital role in spotlighting problems and lending support to community-based organizations in those boroughs to bring about improvements in the quality of care.



*GMHC has always been an educational pioneer. Taking AIDS information to people all over the city, Education launched innovative prevention programs like "House" interventions for young, gay people of color, mixing music, fashion and video with vital safer sex information.*



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## E D U C A T I O N

**I**f a cure for AIDS were discovered tomorrow, the need to educate the public about reducing the risk of HIV infection would continue for many more years to prevent the further spread of HIV. Unfortunately, scientific research has not yet produced a cure or a vaccine. Until the time when those drugs are developed and made available to people worldwide — and years beyond — the only effective weapon against AIDS is education: education to help people understand AIDS, what the disease means to their own lives and the lives of those they know, and how to adapt their behavior to minimize the risk of infection.

GMHC's mission to provide accurate, explicit information on HIV transmission and safer sex places the agency on the front lines of AIDS education. In fact, GMHC is the largest non-governmental distributor of AIDS information anywhere in the world. To reach the individuals and communities affected by the epidemic, GMHC constantly refines its educational messages so that they are current, understandable and culturally appropriate.

### ■ EDUCATION DEPARTMENT

AIDS education at GMHC takes many forms. Community tables piled high with safer sex information and staffed by our volunteers are common sights on the city's streets; GMHC-produced cable TV programs on vital AIDS-related issues air several times a week, bringing awareness of HIV to people's homes. A wide variety of educational publications in easy-to-understand language are created and distributed worldwide. And GMHC's Hotline answers the questions of concerned or frightened callers day and night. All these methods are employed by the Education Department to dispel fear and furnish the facts about AIDS.

Education's efforts are organized in three main program areas:

■ **Community Health Education.** Community Health Education brings up-to-the-minute information to the people who need it most. To accomplish the task, GMHC must overcome the personal, cultural and logistical obstacles that prevent people from getting information that could save their lives. "Tabling" is one trademark way GMHC brings safer sex publications to New York City's streets, festivals and post offices. This year 149,426 people stopped at GMHC tables around town to pick up pamphlets and ask questions. Compared with last year, this represents a

**EDUCATION  
OUTREACH  
EFFORTS  
1989/90**

Distribution of Education Materials	
Pieces of GMHC literature	1,058,478
Condoms and Condom packs	565,227
Attendance at AIDS Prevention Events	
Number of Gay/bisexual men of color	1,967
Number of Gay/bisexual men, not ethnic minorities	1,395

**E D U C A T I O N 17**

221% increase in tabling respondents. The Speakers' Bureau, a volunteer corps of seasoned public speakers, gives presentations about AIDS and GMHC services to audiences at businesses, hospitals, schools and community centers throughout the city.

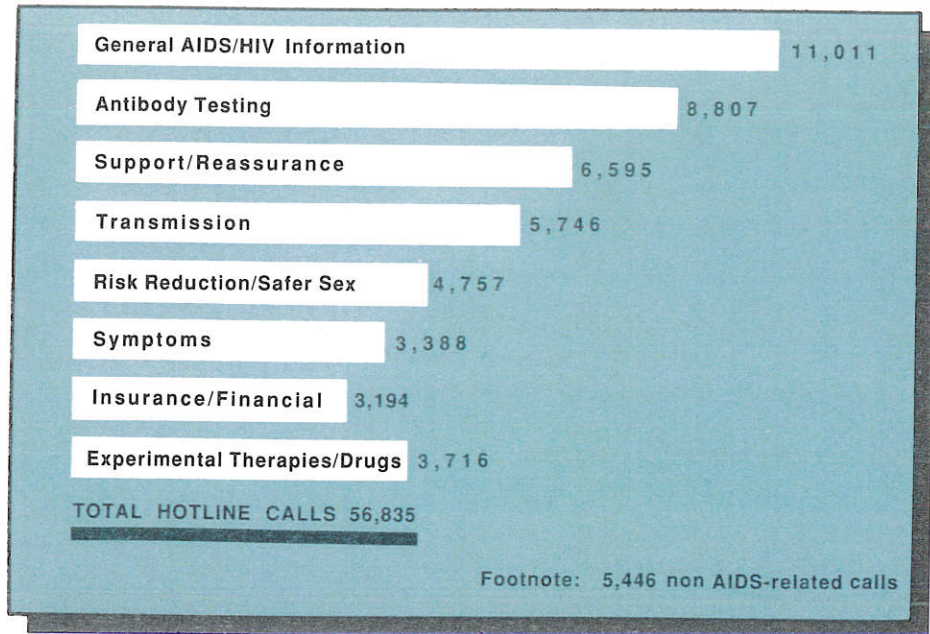
AIDS Prevention Services uses workshops, forums and educational seminars to help individuals incorporate safer sex into their lives, so that they can protect their health and the health of their sex partners. GMHC employs three levels of prevention education:

- *Primary prevention* educates individuals about safer sex, so that they can avoid exposure to HIV. "Men Meeting Men" and "Eroticizing Safer Sex" are two of the most popular primary prevention programs for gay and bisexual men and are held frequently;
- *Secondary prevention* incorporates health maintenance strategies for those who are HIV-positive. The "Sex, Dating and Intimacy" workshop examines the need for intimacy and how it relates to safer sex practices; and
- *Relapse prevention* stresses ways of maintaining safer sex behavior over the long term. GMHC's ground-breaking "Keep It Up!" workshop was the first program in the country designed for men who, despite the knowledge of safer sex, have, for various reasons, returned to unsafe sex activities.

The need for people to know whether or not they are HIV-infected, and, if appropriate, start a course of early medical intervention, prompted Education to develop the "Think About It" workshop. The only workshop of its kind in the country, "Think About It" is a five-hour long exploration of the psychological, medical and emotional issues surrounding HIV antibody testing. Since February, 1989, it has given participants a clear grasp of the test's significance while helping them build the skills needed to make a decision about the test and cope with the results.

Great attention was focused this year on the phenomenon of relapse, culminating in an abundance of papers presented at the Sixth International AIDS Conference and articles in the mainstream press. Aware of the problem of relapse several years ago, GMHC's Education Department staff designed and implemented "Keep It Up!" to explore the factors contributing to relapse — low self esteem, homophobia, drug and alcohol use, peer pressure not to use safer sex — and to reinforce safer sex guidelines. A grant from the Robert Wood Johnson Foundation made development of the program possible. The first workshop took place in August, 1989, and

**TYPES OF  
HOTLINE  
CALLS  
1989/90**



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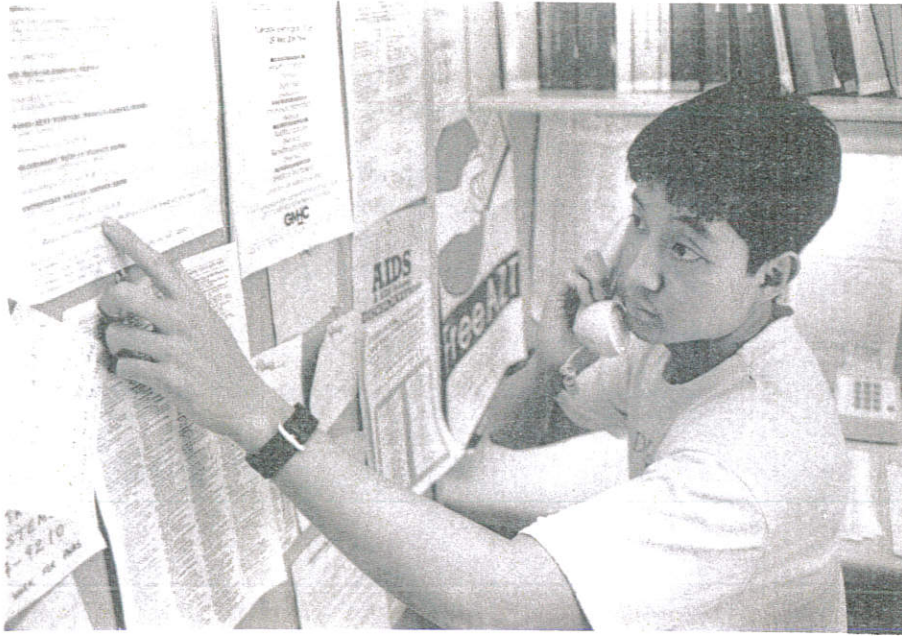
through June, 1990, 1,000 men have participated.

As AIDS takes its toll on greater numbers of individuals in a growing number of communities, GMHC must reach the members of those communities with its safer sex information. Education's People of Color AIDS Prevention Services is committed to developing appropriate programs for communities of color. Primary prevention workshops have been developed in conjunction with AIDS organizations serving gay men of color, including Gay Men of African Descent, the Minority Task Force on AIDS, and member agencies of the Black Leadership Commission on AIDS. Among the innovative prevention programs that have been started are "House" interventions, which combine the dance style "voguing" with video to deliver safer sex information to young gay African-American members of the private social groups known as "Houses." Since January, 1990, six of these popular interventions have taken place in leading Manhattan nightclubs, with an average attendance of 350 young people at each.

Working with Latino AIDS groups such as Latinos Unidos Contra El Sida, a coalition of concerned Latino professionals, and the Hispanic AIDS Forum, GMHC sends its educational message to the Latino community as well. GMHC was honored with a Certificate of Merit from the New York State Department of Health for its innovative AIDS prevention program developed for gay Latino men. Held at Latino gay bars, the bilingual interventions feature popular drag performers who intersperse spectacle and humor with vital safer sex information. Five programs took place during 1989/90, with an average attendance of 200 men. In turn, GMHC gave awards to the Latino bar owners and performers who participated in the program for doing their part in the fight against AIDS.

■ **Educational Resources.** Educational Resources creates all of GMHC's educational materials. It consists of the Medical Information, Publications and Audiovisual programs.

The Publications program designs, produces, and distributes more than one million pieces of GMHC literature to individuals and organizations around the world. New publications are constantly created, according to need. During 1989-90, for example, the safer sex poster for gay men, *You Can Do It All, Just Do It Safer*, and the agency's first safer sex guidelines for lesbians, *Women Loving Women*, were produced. Another Publications achievement, the Condom Pack, was in large part responsible for the 88% increase over last year in GMHC's condom distribution



GMHC's Hotline was the first AIDS Hotline and remains the prototype for AIDS organizations worldwide. This year, 56,835 calls were received from individuals who needed AIDS-related information and referrals, reassurance, or perhaps only needed to hear a friendly voice.

## E D U C A T I O N

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campaign. The Condom Pack received *Print Magazine's* Annual Regional Design Award.

GMHC's messages are delivered directly into the homes of people in the New York City area through the weekly "Living with AIDS" program, produced by the Audiovisual staff. Articulate and provocative, the programs cover a range of issues related to the AIDS epidemic — what it's like to be diagnosed, health strategies for HIV positive individuals, and AIDS activism. Many of these programs are included in art exhibits nationwide and around the world. The "Safer Sex Shorts," a series of six safer sex-positive videos that depict a range of safer sex activities, were completed this year and are being widely circulated for home use.

The Medical Information program objectively separates fact from rumor regarding promising experimental AIDS treatments. The publication *Treatment Issues* presents research advances in accessible language for a lay audience. *AIDS Clinical Update*, a quarterly compendium of comprehensive articles on the clinical management of HIV infection, is mailed to a list of more than 300 physicians nationwide. Medical Information's other activities involve close work with the Policy Department on drug licensing, access and insurance issues, and constructive criticism of sluggish federal research efforts. Medical Information also polled HIV physicians about the experimental AIDS treatment hyperthermia that gathered a great amount of media attention during the summer. The survey found that while 90% of the responding physicians had patients who expressed interest in the treatment, 82% of the doctors indicated that they did not have enough information to advise their patients about it. Medical Information worked with Communications to release these findings during a press conference, and to press the NIH to release its report on the treatment, which stated ultimately that hyperthermia holds little value for treating AIDS.

■ **Information and Training Services.** Education's Information and Training Division is a clearinghouse for HIV-related knowledge and educational experience. The GMHC Hotline was the agency's very first service, and for the nine years of GMHC's existence has been one of our most powerful educational tools. This year the Hotline received 56,835 calls answered by 90 trained volunteer counselors who fielded questions on virtually every imaginable AIDS-related topic. Of those calls, 12,528 were from women. Serving English and Spanish speaking callers as well as the hearing-impaired, the Hotline is a model for organizations worldwide who are starting their own information services.



*Walter Vasquez has volunteered in the Education Department for two years. "I've served in different capacities — hotline counselor, information tabling, and as a facilitator in 'Think About It' workshops," he says. "Being an Education volunteer has been a rewarding experience,*

*especially when someone says to me, 'You've been helpful.' That makes me feel good." Walter also has been involved in education events for Latino gay men, and has translated GMHC publications into Spanish, including the new safer sex guidelines poster. "I know that my contribution is small," he says modestly, "but together we are making a difference."*

*Another 330 volunteers in Education this year performed a tremendous range of duties in community outreach, prevention programs, speakers' bureau and tabling. GMHC's Hotline is answered by volunteer Hotline counselors who this year furnished information, referrals*

*and support to 56,835 callers. A-Team volunteers provide face-to-face counseling to people in crisis who need more assistance than the Hotline can provide. Additional jobs are tackled by volunteer graphic designers, educational resource distributors, technical assistance and in-service training volunteers.*

The A-Team is GMHC's one-time, walk-in, no fee, AIDS counseling service. Experienced GMHC Hotline volunteers offer private, confidential counseling to allay anxieties about AIDS and provide transmission and safer sex information in addition to referrals. This year, 805 individuals were counseled, a 59% increase over the previous year. In response to mounting demand, the A-Team's services expanded during 1989/90.

Another important component of Information and Training Services is Employer Education, responsible for AIDS outreach in businesses throughout the metropolitan area. A survey of corporations and their policies on AIDS was conducted this year, yielding important information on how ill-prepared private sector employers are to confront the epidemic in the workplace. This survey is one of the first in an area of mounting concern.

AIDS has posed mental health professionals with an increasingly complex set of questions about their patients. GMHC developed the AIDS Professional Education Program (APEP) in 1984 to supply answers on how to provide psychological support to people living with the disease. Part of a contractual program with the New York City Department of Mental Health and Mental Retardation, APEP educates therapists to assimilate information, define issues and acknowledge feelings that may be far removed from their original training — for example, being able to talk comfortably about homosexuality or drug use.

Volunteer and in-service training programs keep volunteers and staff up-to-date with timely information on issues pertinent to AIDS — medical advances, legal matters, educational innovations and other developments. Constant in-house educational efforts enable GMHC to disseminate the most accurate AIDS information available to a public thirsting for answers about this complex epidemic.



*The Policy Department plays an important role in national and local coalitions of AIDS groups. GMHC founded the Committee for AIDS Funding (CAF), a coalition of twenty-one community-based AIDS organizations in New York City. This year, CAF pushed for and won a \$15.4 million increase in AIDS funding in the city budget.*

## A D V O C A C Y

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**M**ost of this first decade of the AIDS epidemic has been marked by failure on the part of the federal government to respond adequately to the crisis. As the number of cases and death toll rises, and as a growing chorus of advocates demands government action, the President, Congress and state and city elected officials are forced to confront a health care system that has been pushed to its limit.

Finally, the United States government is making legislative, research and funding commitments to ending the AIDS epidemic. Working alone and in coalition with such groups as the Minority Task Force on AIDS, ACT UP, the Citizens Commission on AIDS, and the Coalition of Voluntary Mental Health, Mental Retardation and Alcoholism Agencies, GMHC remains on the frontline struggle to keep federal, state and city governments responsive to the issues faced by people with HIV disease.

The strength necessary to carry out GMHC's mission of advocacy for all people affected by AIDS comes from the partnership of the Policy and Communications Departments. These two departments work side by side to ensure that policy-makers listen and respond to the voices of people with AIDS.

### ■ POLICY DEPARTMENT

Fighting for effective AIDS policies and ensuring that adequate government funding is in place for HIV-related programs is a key component of GMHC's advocacy mission. This year, the Policy Department played a central part in winning two of the most sweeping legislative victories in the epidemic's history. The passage of the Comprehensive AIDS Resources Emergency Act (CARE) of 1990, if funded, could provide "disaster relief" to the 16 American cities hardest hit by AIDS. And the Americans With Disabilities Act (ADA), once implemented, will protect all people with disabilities from discrimination — including people with AIDS and HIV. Policy Department staff must vigilantly monitor the funding and enforcement of these decisive laws.

Many legislators still fail to comprehend the magnitude of the epidemic, the concerns of people with HIV infection, and the impact of the epidemic on their constituencies. By forging strong and cooperative relationships with local and national AIDS organizations, GMHC ensures that government faces a united front to keep the epidemic high on political agendas across the

## IMPORTANT LEGISLATION PURSUED BY POLICY DEPARTMENT IN 1989/90

### FEDERAL

**Americans with Disabilities Act:** Protects people with disabilities, including people with HIV infection, against discrimination. *Passed by Congress May 22, 1990; signed by President on July 26, 1990.*

**Ryan White Comprehensive AIDS Resources (CARE) Act of 1990:** Would provide \$900 million a year for five years to cities and states hardest hit by AIDS epidemic. *Passed by Congress, May 22; signed by President, July 26, 1990. Stuck in appropriations negotiations.*

**HIV Immigration Bill:** Proposed by Representative Roy Rowland (D-Ga.). Would remove HIV from list of infectious diseases and allow health officials to decide what diseases will appear on the list of infectious diseases based on medical information. *Awaiting reintroduction to Congress.*

**Housing and Community Development Act of 1990:** Would authorize \$150 million in new funding for fiscal year 91/92 for housing people with AIDS and ARC. *Passed by House in August; House and Senate to confer in September.*

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country and in Washington. The success of coalition efforts was manifest during 1989-90.

■ **Disaster Relief.** The CARE Act of 1990, which passed virtually unanimously in both houses of Congress and was signed by President Bush, authorizes at least \$2.9 billion for the cities and states hardest hit by the AIDS epidemic. GMHC's Washington lobbyists, the AIDS Action Council (AAC), who represent 500 community AIDS organizations nationwide, organized testimony, legislative visits, phone and letter writing campaigns, vigils in the Senate gallery and newspaper advertisements, to lead the fight for passage of this long-awaited legislation. Policy Department staff worked closely with AAC during every step of the process. The federal money will fund inpatient care, outpatient clinics, home nursing care and community clinics. If fully appropriated, New York City initially will receive over \$100 million for expanding AIDS-related medical services. At this point, funding for the bill is uncertain; but money alone is only the beginning. Increased federal leadership in the future is critical.

■ **Discrimination.** Widespread discrimination against people with HIV infection has been a major obstacle to effective public health strategies against AIDS. For years, GMHC has argued that federal anti-discrimination legislation is central to fighting the epidemic. Today, because of the hard work of disability activists, Congress has passed the Americans With Disabilities Act (ADA). The ADA will prohibit discrimination against people with AIDS and HIV infection, thereby protecting them from losses of livelihood, medical care and housing — occurrences all too common in the past. By lobbying, testimony, and public education, the Policy Department was in the vanguard of the fight to make this historic new law a reality.

■ **Advocating Access to Treatment.** Emerging medical treatments must be made available to everyone — regardless of ability to pay. GMHC's Policy Department strives to translate hope from the research laboratory into accessible treatments for HIV-infected individuals.

Pushing for expanded access to new drugs that fight AIDS, GMHC staff members have gone to Washington in support of the "parallel track" policy that would allow expanded study and availability of promising AIDS drugs. Because a disproportionate amount of federal drug research has concentrated on antiviral drugs — drugs that attack HIV itself — lobbying efforts were directed at the National Institutes of Health (NIH) to increase federal research on the opportunistic infections that actually kill people with AIDS. GMHC was both an organizer of and partici-

## STATE

**Health Care Proxy Bill:** Allows New York State residents to designate surrogates to make healthcare decisions, including decisions of life and death, if they become unable to do so themselves. *Passed. Signed by Governor Cuomo.*

**Cancer Drug Reimbursement Bill:** Requires health insurance policies to reimburse all uses of cancer drugs approved by FDA, regardless of the type of cancer the drug is being prescribed for, including HIV related cancers. *Passed. Signed by Governor Cuomo.*

**Anti-bias Bill:** Would heighten punishment for crimes which are motivated by the race, creed, color, national origin, sex, disability, age or sexual orientation of the person or group of persons victimized. *Passed State Assembly. Not passed by State Senate.*

**Medicaid Reimbursement Bill:** Would provide payments of insurance premiums by Medicaid for persons who are not eligible for Medicaid, but have limited incomes. *Sponsored by Governor Cuomo. Not passed by Assembly or Senate.*

**AIDS Adult Home Bill:** Would provide enhanced payments to adult homes caring for people with HIV. *Not passed by Assembly or Senate.*

## AIDS ACTION COUNCIL

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part in a large coalition of AIDS and health organizations from around the country, including ACT UP, AmFAR and Project Inform, that articulated guidelines for new parallel track testing and produced a reformed research agenda for the nation's AIDS effort.

■ **Lobbying in Action.** Through regular meetings with legislators and their staffs, educational forums, a city-wide speak-out on AIDS, letter-writing campaigns, testimony and collaboration with other GMHC departments, the Policy Department helped secure other important victories this year:

- a permanent "open enrollment" plan from Blue Cross/Blue Shield that enables people with HIV infection to obtain health insurance;
- the Health Care Proxy Bill, signed by Governor Cuomo, allowing individuals to designate another person to make medical decisions on their behalf if they become unable to do so;
- the inclusion in the State's housing guidelines of an expanded definition of family to protect life partners, gay or straight, in rent controlled and rent-stabilized apartments;
- the defeat of all undesirable bills in the New York State Legislature among 93 that were monitored; one of these, for example, would have required pre-marital HIV testing and mandatory reporting; and
- the defeat of the proposed New York State Medicaid Utilization Thresholds program that would have limited Medicaid services for people with AIDS.

■ **Building Coalitions.** GMHC plays a leadership and funding role in three important coalitions of community AIDS groups which fight together for progressive AIDS laws and adequate funding. AIDS Action Council (AAC) in Washington, D.C. receives an annual grant of \$275,000 from GMHC, representing one-third of its annual operating budget. On the state level, GMHC helped launch the New York AIDS Coalition (NYAC), the Albany representative of 200 community organizations from across the state. In this deficit year for state spending, NYAC pressed for and helped gain a \$7 million increase for AIDS funding allocations in the State budget. In New York City, 27 community-based AIDS organizations form the Committee for AIDS Funding (CAF), founded and coordinated by GMHC. CAF presents City Hall with a "Funding Agenda" that outlines the needs, program proposals and budget requests of member agencies. Despite city spending deficits, CAF's work lobbying the Mayor, the City Council and city agencies, was





*"Working with the staff and other volunteers in GMHC's Policy Department is very stimulating," says Roger Volkstadt. "These people truly have a lot of passion for the job they do." More than a year ago, Roger came to GMHC and started working as part of the New York*

*Citizens AIDS Lobby (NYCAL). "Like many people, I was upset about AIDS," he says of his reason for volunteering, "but I wasn't doing anything about it. A letter from GMHC hit me at the right moment, so I made the call to the Volunteer Office."*

*The New York Citizens' AIDS Lobby is a state-wide grassroots network of informed volunteers who inundate the offices of legislators with telephone calls and letters when important HIV-related voting is at hand. Roger Volkstadt attributes the progress made this year on the policy front — passage of the ADA, Health Care Proxy Bill, and CARE Act of 1990, as well as increased*

*AIDS funding levels in both the State and City budgets — to the NYCAL phone tree. "NYCAL volunteers are definitely having a positive and sometimes measurable impact on legislation and funding," he says. "That's inspiring."*

largely responsible for securing an additional \$15.4 million in AIDS funding in this year's New York City budget. In addition to CAF, GMHC's Policy staff helped coordinate an ongoing, city-wide coalition of gay and lesbian leaders from communities of color who do AIDS-related work to ensure their participation in developing city AIDS programs for people of color.

■ **Mailgrams, Action Alerts, NYCAL.** The New York Citizens AIDS Lobby (NYCAL), a 3,300 member volunteer network of concerned individuals from throughout New York State, is run by GMHC's Policy Department. Monthly "Alerts," sent to the entire lobby, detail urgent HIV-related issues at all levels of government and ask lobby members to write and call public officials about those issues. Volunteers supervise the NYCAL phone tree, which within hours can flood policy-makers' offices with an immediate response to a piece of outstanding legislation or any urgent issue. NYCAL's phone calls and letters amplify the work of Policy staff work and contribute to policy and funding victories.

#### ■ COMMUNICATIONS DEPARTMENT

Because the scientific, social and political aspects of the AIDS epidemic are subject to rapid change, accurate, up-to-date information can be hard to find. Ensuring that authoritative information on every aspect of AIDS is available to the press, the public at large and GMHC's clients, volunteers and donors is the mission of the Communications Department.

GMHC's Communications Department is one of the greatest information resources for New York's and the nation's AIDS reporters. When a press call comes in to the agency about a certain development, Communications acts as liaison to set up an interview between reporter and staff member best suited to the inquiry. Communications also offers the media guidance in understanding stories about AIDS even when they do not originate at GMHC. Generating press releases, letters to the editor, and opinion page pieces is an essential component of educating and keeping the media and public aware of rapidly-emerging developments, and placing new information in the proper context.

One effective way of focusing the media on important AIDS information is to convene press conferences and briefings on a variety of important HIV-related issues. When GMHC launched an advertising and educational campaign, "Think About It," encouraging individuals at risk for



Communications ensures that the media, the public, GMHC's volunteers, clients, staff and supporters are kept up-to-date on all aspects of the AIDS epidemic. In a year when media attention was shifting away from the AIDS epidemic, media mentions of GMHC itself increased by 106% over last year.

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HIV infection to consider taking the HIV antibody test, Communications organized the press conference that announced the campaign. The result was an avalanche of national press coverage, including a front-page story in the next day's *New York Times*.

A press briefing was held in December, 1989 to summarize the course of the epidemic during the 1980's and make projections for the '90s. Conceived and executed by Communications staff, the briefing featured speakers from community-based AIDS organizations around the city, including Women and AIDS Resource Network, the Black Leadership Commission on AIDS, and the Hispanic AIDS Forum. Over and over again, the speakers made a common point: as the epidemic grows, so do caseloads at all community-based agencies; but expansion of crucial services is restricted by limited levels of government funding. In one room, and without having to make a single phone call, reporters were able to get a picture of the severity of the AIDS epidemic in New York City.

Aside from press conferences, Communications performs an important advocacy role by creating and placing "advertorials" — issue-specific advertisements which carry a strong editorial message. The first, "A Fighting Chance Against AIDS," argued the importance of implementing the "parallel track" program for studying promising AIDS drugs, both for research and for people in need of immediate treatment alternatives. Another advertorial appeared in the *New York Times* on April 27 urging U.S. Senators to pass the CARE Act. The bill ultimately passed the Senate in July.

A dual press conference and advertorial strategy was employed by Communications to announce GMHC's decision to join the international boycott of the Sixth International Conference on AIDS. The press conference brought GMHC's then-Executive Director Jeffrey Braff to the podium with the executive directors of the Canadian AIDS Society and the National Association of People With AIDS to denounce the immigration restriction that bars people with HIV from entering the United States. A full-page ad, "Walls Will Not Protect Us From AIDS, But Knowledge Can," ran that day in the *New York Times*, *Washington Post* and *International Herald Tribune*, bringing international attention to the absurdity of the federal ban on HIV-infected travellers. Coupons were included that readers mailed to key politicians to lodge opposition to the restrictions.



"I had been doing a great deal of writing on health issues for magazines," says Ellen Steinbaum, a volunteer writer for *The Volunteer* for five years. "At that time, most magazines used an 'us' and 'them' approach when discussing AIDS; others completely refused

to cover it. That made me furious. I went to Gay Men's Health Crisis to volunteer my writing because this epidemic is everyone's problem." A professional free-lance writer, Ellen has contributed stories on topics ranging from the A-Team, to financial advocacy, GMHC's pediatric services and to gay men of color. In addition to her role as volunteer writer, Ellen is now an intake volunteer in Client Services.

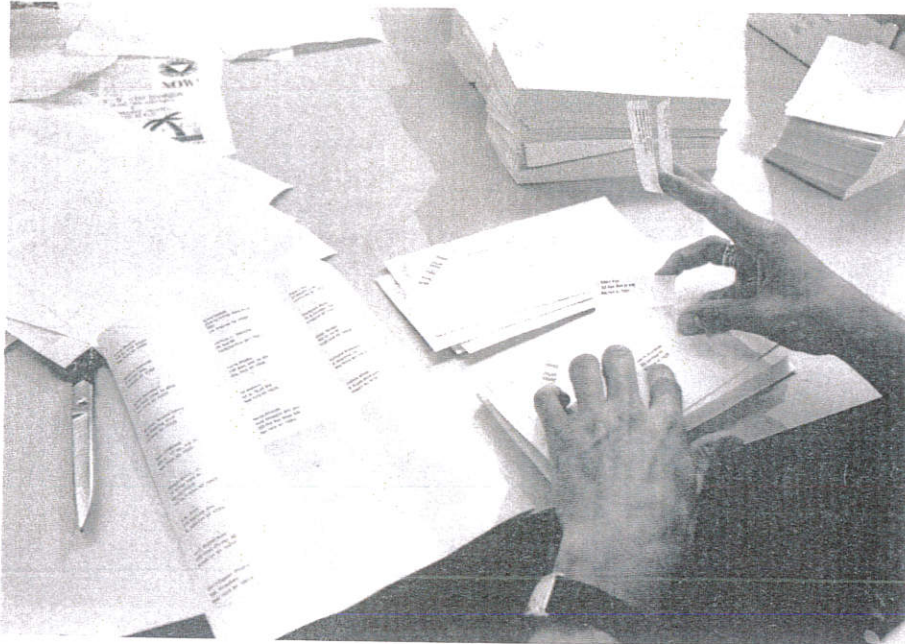
Communications relies on the work of volunteers to produce and distribute both *The Volunteer* and *News From GMHC*. Professional writers, photographers, designers, and illustrators all donate their talent for the

writing, design and production of *The Volunteer*. Volunteers also are responsible for the mailing of *News From GMHC*, as well as distributing press releases and media advisories to the department's press list. Individuals skilled in advertising, graphic design, photography, marketing and public relations contribute to special projects conducted by Communications.

Although officially boycotting the Sixth International AIDS Conference, GMHC maintained an alternative presence in San Francisco in order to take part in the exchange of vital AIDS information. Communications staff went to San Francisco and coordinated all GMHC events — press conferences, flyer and button distribution, and off-site presentations on legal services, client services and AIDS education — during the week of the conference. At a GMHC press conference on June 24, Board Member Louis Grant joined San Francisco Mayor Art Agnos in calling for U.S. Health and Human Services Secretary Louis Sullivan to provide federal leadership on AIDS issues. As a prelude to the event, a full-page ad, "An Open Letter To Secretary of Health and Human Services Dr. Louis Sullivan," was strategically placed in the *New York Times* on June 22.

Another facet of Communications' work is keeping GMHC's clients, volunteers, donors and staff informed of AIDS-related advances in science and politics as well as developments at the agency itself. This is accomplished by two Communications-based publications: the bi-monthly *Volunteer*, and monthly *News From GMHC*. With a circulation of 75,000, *The Volunteer* features profiles of agency volunteers and Board members, political and medical columns, departmental updates and special stories on new or ground-breaking services offered at GMHC. *Social Policy* magazine this year named *The Volunteer* one of "the best political action newsletters from around the country." A two-page update specifically designed for volunteers and staff, *News From GMHC* carries announcements of staff changes, recognition of volunteer accomplishments and brief bulletins on major developments in the AIDS battle. In addition to these two publications, the writing, production and distribution of the GMHC Annual Report is the responsibility of the Communications Department.

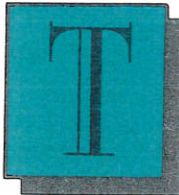
Keeping the press and the public informed about the epidemic is a leviathan task, and one that will become more challenging in the years ahead. Through the Communications Department, GMHC is dedicated to providing vital, accurate information on AIDS and HIV.



*GMHC volunteers come from every walk of life and perform all types of jobs. Client Services volunteers work directly with people with AIDS, Education volunteers run workshops and staff the Hotline; and departmental support volunteers work in all GMHC departments tackling the day-to-day work. GMHC could not exist without volunteers.*

## S U P P O R T S E R V I C E S

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The triple mission of GMHC is fulfilled through the vital support services of the Volunteer Office, Development Department and Finance and Administration. It is the responsibility of these departments to enlist and coordinate the staffing, finances and facilities required for GMHC to operate smoothly and successfully. Without their work, GMHC could not exist.

### ■ VOLUNTEER OFFICE

GMHC's mission of services, education and advocacy could not be accomplished without its corps of 2,000 volunteers. Coming from every walk of life, the volunteers generously give their talents, time and energy to tackle jobs large and small. The annual dollar value of the time contributed by GMHC volunteers is estimated at \$2.2 million, but the spirit of commitment that volunteers bring to the people served by GMHC is inestimable.

GMHC's Volunteer Office ensures that the work of the volunteer is meaningful for the volunteer as well as for the agency. The first people prospective volunteers meet when they come to volunteer at GMHC are Volunteer Office staff. They mail out and review volunteer applications; meet with applicants to describe the different kinds of work available at the agency; and schedule and coordinate orientations for new volunteers. Volunteer Office staff are also important advocates for the volunteers. They see that they are directed to the department that can best use their skills, and help them avoid over-extending themselves. When volunteers decide to leave GMHC, a staff member interviews them to assess their experience at the agency. Amazingly, one-half of the volunteers who participate in the interviews decide not to leave the agency at all; rather, they take up volunteer work in another department which better fits their available time or holds new interest for them.

Hundreds of people come to GMHC every year to volunteer. This year, 2,700 concerned people — men and women, gay and straight, young and old — requested volunteer applications. On the form, volunteers indicate their individual expertise from a long list of skills — everything from social work to secretarial skills, massage to fluency in a foreign language.

People who choose to volunteer at GMHC are making an important commitment to help people with HIV disease. A four-day volunteer training program supports that commitment



Individuals volunteer at GMHC for many reasons. "Donating my time at GMHC is my way of remembering the friends I've lost," says Robert Lewis (center), who works in the Volunteer Office. His colleague, Jerry Lefkowitz (left), explains, "It's the least I can do since the

agency is doing so much for men and women with AIDS." The schedule of these volunteers is as varied as their reasons for volunteering. Since February, Jerry has been coming to GMHC every day. And Marilyn Workman, a retired legal secretary, says, "I still work five days a week — as a volunteer. Two days a week at GMHC."

The bulk of GMHC's day-to-day work is done by volunteers. In the Volunteer Office itself, departmental support volunteers stuff envelopes and GMHC Condom Packs, answer phones, run errands, photocopy, word-process, fill in as receptionists and pick up food for the daily lunches in Recreation. At night,

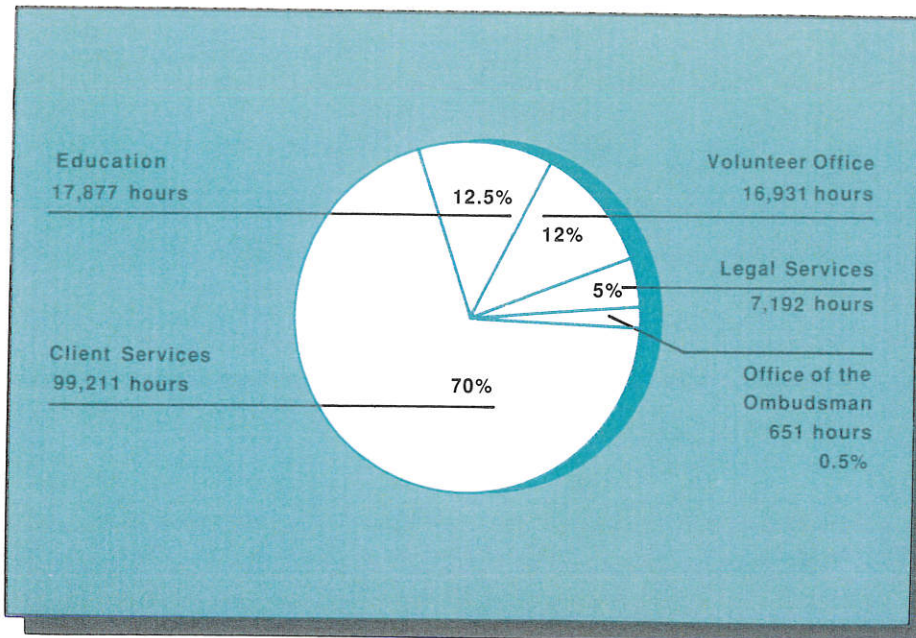
the office is home for bustling and gregarious volunteer crews who, in assembly-line fashion, speed the mailing of Treatment Issues, News From GMHC and a variety of other publications. No matter what the job, the Volunteer Office volunteers are ready, willing, and able to see it through.

while preparing them for their new work. Each training is conducted over two consecutive weekends and is attended by an average of 45 people. Expert speakers give presentations on issues pertaining to AIDS — medical basics, psychological issues, cultural sensitivity, substance abuse, death and dying. The large group of new volunteers breaks into small teams to confront individual feelings about AIDS and examine reasons for coming to GMHC.

The nature of the work done by GMHC volunteers, especially those in Client Services, raises tough emotional issues for many people. Crisis Intervention Services volunteers, for example, may experience the death of the client with whom they are working. Although the volunteer as care partner is the first person to be called upon for help, he or she is often the last to be taken care of emotionally. To afford volunteers the opportunity for constructive grieving, the Volunteer Office this year developed the Grief and Healing Workshop. The two and three-day workshops provide a focus for exploring loss, a safe and supportive environment for expressing feelings, and practical suggestions to help start the healing process. As the enthusiastic response from participants reveal, the workshop is helping volunteers sort out unresolved feelings of grief.

To better meet other evolving needs of volunteers, GMHC's Board of Directors recently formed the Volunteer Committee. Composed of veteran volunteers, consultants, staff and board members — all of whom have had extensive experience working with people with AIDS — the committee is at work on several projects, including a volunteer policy and procedure manual and continuous review of the volunteer training program. The Volunteer Committee also is improving communication between volunteers and staff, and will work to ensure that GMHC volunteers have a voice in every stage of the agency's planning process. By creating both the Grief and Healing Workshop and the Volunteer Committee, GMHC recognizes that its volunteers need caring, too.

Recruitment efforts for new volunteers were very successful this year. An advertising campaign and a new brochure, *Volunteer Opportunities*, helped increase the number of applications requested by prospective volunteers by 50% over last year. GMHC shares its experience in recruitment and cultivation of volunteers with other volunteer and AIDS groups, paying particular attention to organizations serving people of color. As a leading member of the Mayor's Voluntary Action Center Task Force on AIDS, a city-wide group chaired by GMHC's Director of



## DISTRIBUTION OF VOLUNTEER TIME

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Volunteers, GMHC provides technical support to other groups throughout the country, while representing the needs and accomplishments of volunteer AIDS organizations to City Hall.

The invaluable work of GMHC's volunteers and the Volunteer Office is widely recognized within the community and beyond. For the second year in a row, GMHC's Volunteer Office was awarded a citation by President Bush — one of 70 organizations honored out of 2,800 nominations — in the 1990 President's Volunteer Action Awards. GMHC was the only AIDS organization recognized. Accepting the award on behalf of the volunteers, GMHC's then-Executive Director Jeffrey Braff said, "AIDS volunteers deserve the highest praise our country can bestow."

### ■ DEVELOPMENT DEPARTMENT

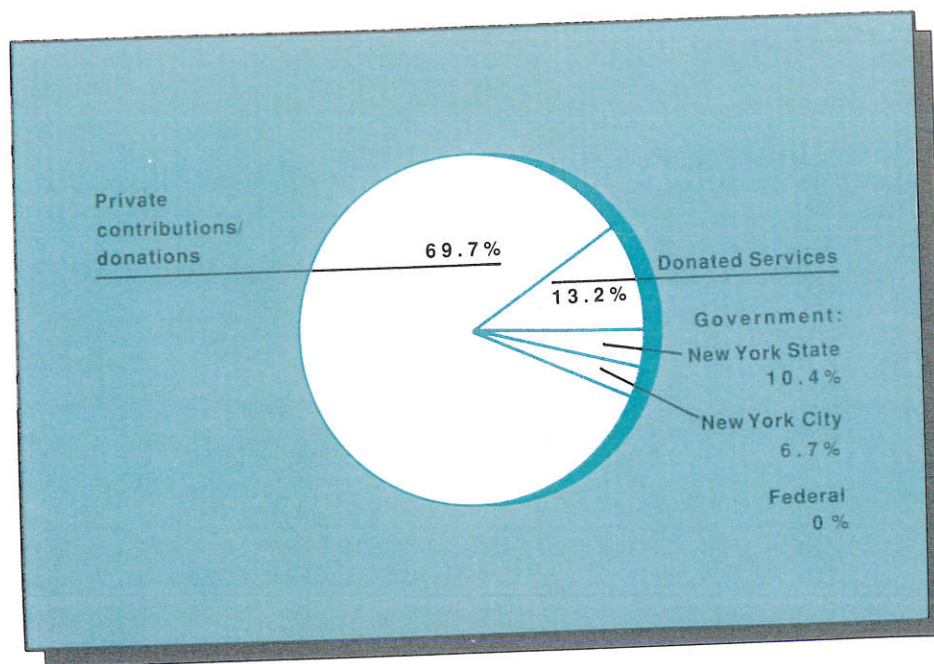
The efforts of the Development Department enable GMHC to expand services to clients while preserving the flexibility and autonomy that private financial support permits. The generous support of thousands of individuals, businesses, corporations and foundations continues to be the backbone of fundraising for GMHC. Of this year's \$12.5 million budget, nearly 80% represents contributions from individuals. While the actual dollar amount of funding from city and state has increased, government funding has decreased as a percent of GMHC's overall operating budget. GMHC continues to rely upon the steadfast support of current donors, while reaching out to many new communities and donors.

To keep step with the epidemic and the increased pace of program development required to respond to it, GMHC is seeking ways to increase its income while keeping fundraising expenses to a minimum. The Development Department this year realized \$8.3 million in net income from private contributions, a 21% increase over the last fiscal year.

■ **Special Events.** Nearly \$5.7 million was raised from a variety of special event programs in 1989-90. Once again, AIDS Walk New York broke all records as the world's largest and most successful fundraising event. On Sunday, May 20, 25,000 walkers representing over 200,000 sponsors took to Manhattan streets and raised a phenomenal \$3.9 million to support GMHC's life-affirming programs for people with AIDS.

AIDS Walk's tremendous success can largely be attributed to the growth in number and size of corporate AIDS Walk teams. Nearly 5,000 people walked in teams and raised \$750,000 — an

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increase of over 300% from last year. Enthusiastic teams were fielded by American Airlines, the New York City Human Resources Administration, AT&T, the Health and Hospitals Corporation and Ralph Lauren, among many others. A portion of the event's proceeds — over \$600,000 — was distributed by GMHC's Board of Directors to 52 local AIDS service organizations and to the AIDS Action Council in Washington, D.C.

GMHC was the beneficiary of a concert held at Radio City Music Hall on March 17, 1990 celebrating the 15th Anniversary of Arista Records, "That's What Friends Are For." The sold-out concert, chaired by Clive Davis, Michael Douglas, Sandy Hill Pittman and Jonathan Tisch, netted \$1 million for GMHC. Featured performances by Whitney Houston, Dionne Warwick, Barry Manilow, the Four Tops, and many other artists, were filmed and aired on national television on April 17, 1990. The CBS broadcast, viewed by 12.6 million people nationwide, marked the first time that an AIDS benefit had been nationally televised.

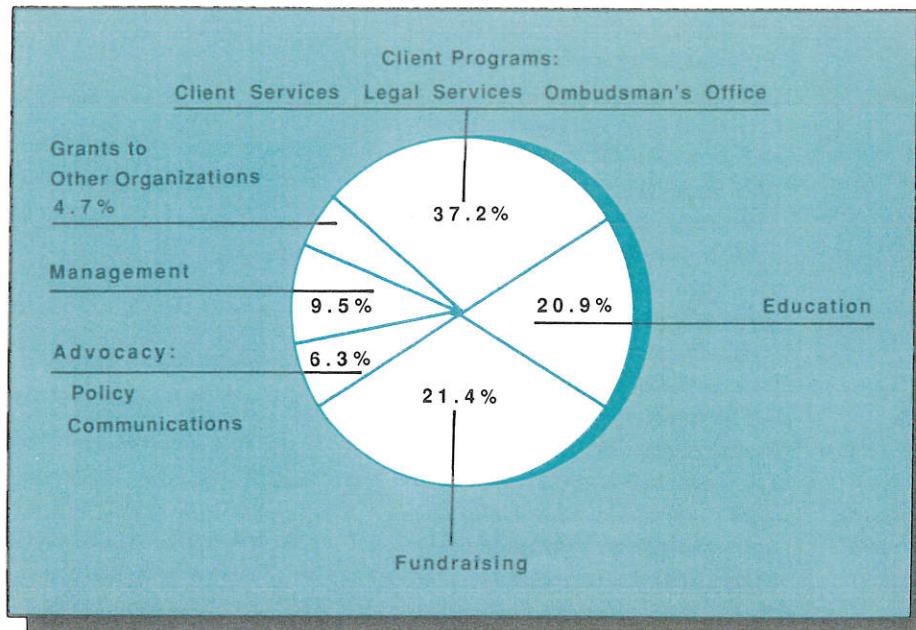
Bloomington's hosted a formal fundraising evening, "Vive la France," for the dual benefit of GMHC and the Pasteur Institute in Paris. The 1,200 guests who gathered at the flagship store to celebrate Franco-American relations raised \$540,000 to battle AIDS. GMHC Board member Judy Peabody and Jonathan Tisch chaired the elegant event.

A number of community-based fundraising events also were held during the year to support GMHC, including the annual Fire Island "Morning Party" and the opening night of the hilarious Les Ballets Trockadero de Monte Carlo at City Center Theater.

■ **Corporate and Foundation Support.** Many programs critical to GMHC's success could not be offered without generous corporate and foundation support. The Samuel and May Rudin Foundation continued its role as GMHC's largest foundation donor, providing the funds required to computerize and advertise the Hotline. This year, GMHC again received grants from such major organizations as AT&T, American Express, the J.M. Kaplan Fund and the Joyce Mertz-Gilmore Foundation.

The Interest on Lawyer Accounts (IOLA) Fund renewed its funding of GMHC's Legal Services minority outreach program. This innovative collaboration between GMHC and the Minority Task Force on AIDS and the AIDS Center of Queens County has been developed to provide AIDS-related legal services in Harlem and Queens. GMHC also was the fortunate recipient in

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EXPENSES  
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December, 1989 of a \$50,000 gift from Paul Newman's speciality food company, Newman's Own. Additionally, GMHC was supported through funds from numerous family foundations and corporate matching gift programs.

More than \$100,000 was awarded to GMHC this year by United Way agencies in the Greater New York area. Moreover, the agency was selected as the first AIDS organization to participate in the New York State Employees Federated Appeal (SEFA), enabling employees to deduct a portion of their wages to directly support specific charitable causes such as GMHC's work.

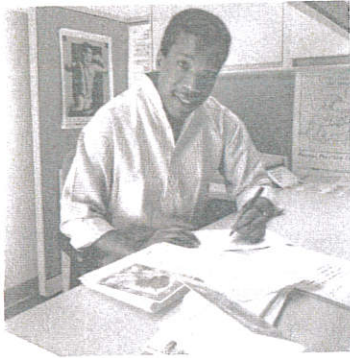
■ **Individual Contributions.** Direct mail continues to be an important fundraising vehicle for GMHC, raising more than \$1 million this year. Improvements in the timeliness and efficiency of the Holiday Card Program generated a net income of \$93,000 — 72% more than anticipated. The Benefactors program, GMHC's monthly giving plan, involves approximately 1,900 generous GMHC supporters. In response to appeals from Board President Joy Tomchin, over 25% of our current Benefactors increased their monthly pledges this year. Ever since its founding, GMHC has been generously remembered by a variety of individuals in planning their estates. Bequests from estates totalled more than \$375,000 this year. Special gifts made in memory or in honor of friends amounted to \$190,000.

A new major donor program, "Friends for Life," was launched this year to recruit donors who are able to make significant contributions, and to strengthen the agency's affiliation with current major donors. In addition to receiving a special newsletter and other informative mailings, "Friends for Life" members will be invited to briefings on special issues and GMHC events for major donors.

Community-based AIDS organizations struggling with increased caseloads are certain to see even more clients in the future. But these organizations, funded by private contributions, face financial futures that are much less certain. GMHC is recognized as a leader in AIDS fundraising, and shares its knowledge with these organizations by providing technical assistance. The agency catalyzed the formation of an inter-organizational development team as a forum for generating ideas and coordinating fundraising events among groups in the lesbian and gay and AIDS communities.

The generosity of individual donors, corporations and foundations gives GMHC the stability





*"I work behind the scenes battling the disease while others work in the forefront," says David Seabrook, a volunteer in the Development Department. "What keeps me dedicated is that both types of work are important." For more than a year, David has spent his Friday*

*afternoons sending out memorial cards to acknowledge the contributions received by GMHC in memory or honor of an individual. "What I do really suits me. I enjoy it. Everyone in America — in the world — has a role to play in the fight. That's why I'm here."*

*Development volunteers also make the annual AIDS Walk New York the world's largest AIDS fundraising event. Months before the 1990 Walk, 1,300 people worked the phone bank in the AIDS Walk Office, ran registration drives at tables on city streets, and put up posters in restaurants, businesses and clubs all over town. On the day of the Walk itself,*

*1,000 volunteers handled registration, security, road crossing and check-points along the route. A crew of professional photographers donated their time to capture the event on film from every angle. The contribution of these volunteers is an impressive show of support for GMHC made by the people of New York City.*

to serve the growing number of people living with AIDS.

#### ■ FINANCE & ADMINISTRATION

GMHC's three-fold mission demands the support of a diverse and flexible financial and administrative structure. What began eight years ago as an informal framework has evolved into a complex yet responsive series of departmental units working together and in concert with other GMHC departments to enable the organization to function smoothly in a constantly-changing environment.

■ **Accounting/Finance.** Accounting/Finance is charged with tracking and recording the financial activity of the organization. Staff members are responsible for monitoring all government contracts with GMHC and ensuring that the required audits are performed. Staff also produces monthly and yearly financial statements for internal and external purposes; the biweekly payroll and related tax statements and returns; the annual budget; the annual audit; and any other financial analyses that may be required. While record-keeping is maintained through an efficient computer network, new general ledger software is being installed to expand GMHC's financial tracking capabilities.

■ **Facilities.** GMHC is headquartered in a 37,000-square-foot building on West 20th Street that was renovated and occupied two years ago. The building houses a tremendous variety of operations, including a dining room for the meal program, a gym, a roof garden for relaxation, and meeting and conference rooms, in addition to offices. The facilities department is responsible for the smooth operation of the building as well as for purchasing, maintenance and around-the-clock security. These essential functions are also performed at the agency's former headquarters on 18th Street, which now serves as the offices for APEP and AIDS Walk New York.

■ **Information Systems.** Information Systems coordinates and implements GMHC's computer systems. Currently, more than 100 personal computers, and many printers and networks with a variety of word processing, accounting, spreadsheet, desk-top publishing and data base operations, are in use throughout GMHC. In its first year of existence, Information Systems standardized hardware and software throughout the agency to ensure computer compatibility, designed and installed network configurations, trained dozens of users, and acted as interme-



*"I do whatever has to be done," says Bea Meezan, who has worked in the Accounting office for two years. Depending on the amount of work there is, she puts in anywhere from 10 hours to forty hours per week. Or in her own words, "I'm here as long as you need me." Besides*

*processing checks, Bea makes deposits to various accounts, opens and sorts the mail, and does anything it takes to keep things moving.*

*Volunteers in Finance and Administration discharge a number of other accounting duties. They process and tally donations from GMHC's direct mail fundraising appeals, handle filing projects, and stand hour after hour over the copying machine making photocopies of checks. Like Bea, many of the accounting volunteers work nearly full time, making sure that contributions to GMHC are logged and deposited, to be used in the fight against AIDS.*

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diary between staff members from all GMHC departments and computer vendors. Information Systems must constantly plan for the future as GMHC grows in staff and computer needs.

■ **Human Resources/Personnel.** Human Resources/Personnel oversees the recruitment, hiring, and retention of GMHC's staff. Agency staff currently numbers 140, and more than 1,000 resumes are received annually. GMHC's personnel policies, procedures and employee insurance programs are administered through the Human Resources unit. The wage structure, personnel policies and benefits programs are vital components of attracting and keeping a qualified and committed staff at GMHC.

Providing services to people with AIDS, educating the public about HIV infection, and advocating for all whose lives are affected by the epidemic is a demanding mission, requiring the strength and skill of a dedicated staff. Human Resources ensures that staff members are able to grow professionally and emotionally, while assisting them with issues that can arise when working in support of people living with a life-threatening disease.



## A MESSAGE FROM THE TREASURER

The fiscal year ended June 30, 1990 was significant for Gay Men's Health Crisis, Inc. (GMHC) in many ways.

Total expenditures during 1990 for all of GMHC's programs, services and associated administration (excluding the cost of fundraising) reached \$10 million. Donated services represented close to \$1.9 million of the total. The dollar value of volunteer time is based on New York State guidelines for not-for-profit organizations. This valuation, however, cannot begin truly to quantify the enormous contribution of GMHC's volunteers.

The funding of client service programs which are now serving over 3,000 people with AIDS (PWAs) or people with AIDS-related complex (PWARCs) totaled \$5.2 million, an increase of 27 percent over last year. This level of spending is 65 percent higher than it was just two years ago, reflecting GMHC's commitment to the ever-expanding numbers and needs of PWAs, PWARCs and their carepartners. The funding of programs that promote awareness, understanding and prevention of HIV infection through public education increased by 31 percent to over \$2.7 million. GMHC's spending for advocacy for fair and effective public policy increased 29 percent from last year. In 1990, GMHC spent over \$1.1 million on this continuing program.

As part of GMHC's efforts to combat the HIV epidemic, GMHC provided over \$600,000 from the proceeds of AIDS Walk New York to other community-based organizations in New York City, as well as AIDS Action Council in Washington, D.C. to help them carry out their programs, service, and advocacy to expanding AIDS populations.

During fiscal year 1990, GMHC increased its total spending on program services by 28 percent while spending on supporting services, including fundraising/development, increased only 15 percent. This indicates how efficiently GMHC is able to deliver services without creating unnecessary bureaucracy.

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These significant increases in the level of spending contrasts to GMHC's income for the same period. Government funding of AIDS has increased at a rate that does not reflect the phenomenal increase in the number of individuals who are infected with HIV. This is reflected in the fact that GMHC's funding from the New York state and city governments decreased by one percent to less than \$2.5 million.

Therefore, GMHC relies on the private sector for over 82 percent of its funds. The generosity of individuals' giving through direct support, special events (AIDS Walk New York being the most significant), as well as contributions from corporations and foundations provided GMHC with approximately \$9.5 million. But GMHC is just one of many organizations seeking private monies and as a result, the level of private funding this year was only two and one half percent greater than its level in 1989.

GMHC's Board of Directors' decision to insure that money will be available to carry on its programs uninterrupted in the face of diminished funds from government and the irregular timing of private contributions, led to the continuation of the policy of maintaining an Operating Reserve. The Reserve of \$2 million represents less than two months of GMHC operating expenses, but provides some protection from interrupted income. In addition, \$750,000 has been allocated to a Program Development Fund which allows GMHC the ability to respond quickly to the establishment of new programs without the delays inherent in seeking new sources of funds. A Capital Reserve of \$500,000 will provide for the organization's added space requirements for the next several years.

It is these reserves as well as GMHC's equity in its own building on West 20th Street that enables GMHC's Board to increase total spending in 1990 by 24 percent while total revenue increased by only five percent during the same period. GMHC ended its 1990 fiscal year financially sound and, with the continued generosity of our donors, we will be able to respond to the HIV epidemic throughout the 1990's.

In closing I want to add that the accomplishments of the past year would not have been possible if it were not for GMHC's dedicated volunteers, staff and donors. They are by far GMHC's most valuable asset.



Steven J. Spector  
Treasurer, Board of Directors  
Gay Men's Health Crisis, Inc.

Certified Public Accountants

345 Park Avenue  
New York, NY 10154

## Independent Auditors' Report

The Board of Directors  
Gay Men's Health Crisis, Inc.:

We have audited the accompanying balance sheet of Gay Men's Health Crisis, Inc. (GMHC) as of June 30, 1990, and the related statements of revenue, expenses and changes in fund balances and of functional expenses for the year then ended. These financial statements are the responsibility of GMHC's management. Our responsibility is to express an opinion on these financial statements based on our audit.

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We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of GMHC as of June 30, 1990, and the results of its operations and the changes in its fund balances for the year then ended in conformity with generally accepted accounting principles.

*KPMG Peat Marwick*

September 7, 1990

## BALANCE SHEET

*June 30, 1990 (with comparative figures for 1989)*

Assets	1990	1989
Cash, primarily interest bearing	\$ 1,317,899	913,993
Investments (note 3)	1,884,827	1,064,669
Grants receivable	579,741	964,766
Pledges and other receivables (net of allowance for doubtful accounts of \$50,000 in 1990)	358,618	625,629
Other assets	113,715	12,531
Fixed assets, net (note 4)	9,959,815	9,985,109
<b>Total assets</b>	<b>\$ 14,214,615</b>	<b>13,566,697</b>
Liabilities and Fund Balances	1990	1989
Accounts payable and accrued expenses	\$ 24,740	217,274
Mortgage payable (note 5)	500,000	500,000
Deferred public support	238,703	445,097
<b>Total liabilities</b>	<b>263,443</b>	<b>1,162,371</b>
Fund balances:		
Unrestricted		
Designated (note 6):		
Operating reserve	2,000,000	1,500,000
Program development	750,000	500,000
Capital reserve	500,000	
<b>Total designated</b>	<b>3,250,000</b>	<b>2,000,000</b>
Undesignated	347,415	495,909
<b>Total unrestricted</b>	<b>3,597,415</b>	<b>2,495,909</b>
Restricted	393,942	423,308
Net investment in fixed assets	9,959,815	9,485,109
<b>Total fund balances</b>	<b>13,951,172</b>	<b>12,404,326</b>
<b>Total liabilities and fund balances</b>	<b>\$ 14,214,615</b>	<b>13,566,697</b>

## STATEMENT OF REVENUE, EXPENSES AND CHANGES IN FUND BALANCES

*Year ended June 30, 1990 (with comparative totals for 1989)*

	1990					1989 Total
	Current Funds		Plant Fund	Total		
	Unrestricted	Restricted				
<b>Revenue:</b>						
<b>Public support:</b>						
Contributions	\$ 2,820,739	388,450	338,897	3,548,086		3,683,671
Donated services (note 8)	1,892,216			1,892,216		1,530,403
Gifts-in-kind						402,397
Established memorial funds	169,904			169,904		129,020
Special events, net	5,808,301			5,808,301		5,054,962
Government grants		2,491,417		2,491,417		2,518,014
<b>Total public support</b>	<u>10,691,160</u>	<u>2,879,867</u>	<u>338,897</u>	<u>13,909,924</u>		<u>13,318,467</u>
<b>Other revenue:</b>						
Investment income	151,249			151,249		117,941
Rental income	116,600			116,600		96,059
Publication sales	135,617			135,617		92,459
<b>Total other revenue</b>	<u>403,466</u>			<u>403,466</u>		<u>306,459</u>
<b>Total revenue</b>	<u>11,094,626</u>	<u>2,879,867</u>	<u>338,897</u>	<u>14,313,390</u>		<u>13,624,926</u>
<b>Expenses:</b>						
<b>Program services (note 10):</b>						
Client programs	3,440,591	1,565,323	277,672	5,283,586		4,167,966
Education	1,682,193	977,174	103,538	2,762,905		2,115,553
Public policy development, information and advocacy	984,149	150,178	9,413	1,143,740		889,938
<b>Total program services</b>	<u>6,106,933</u>	<u>2,692,675</u>	<u>390,623</u>	<u>9,190,231</u>		<u>7,173,457</u>
<b>Supporting services:</b>						
Management and general	1,013,742	172,029	37,650	1,223,421		1,045,596
Fundraising	2,266,006	44,529	42,357	2,352,892		2,065,390
<b>Total supporting services</b>	<u>3,279,748</u>	<u>216,558</u>	<u>80,007</u>	<u>3,576,313</u>		<u>3,110,986</u>
<b>Total expenses</b>	<u>9,386,681</u>	<u>2,909,233</u>	<u>470,630</u>	<u>12,766,544</u>		<u>10,284,443</u>
<b>Excess (deficiency) of public support and revenue over expenses</b>	<u>1,707,945</u>	<u>(29,366)</u>	<u>(131,733)</u>	<u>1,546,846</u>		<u>3,340,483</u>
<b>Other changes in fund balances:</b>						
Plant acquisitions from unrestricted funds	(106,439)		106,439			
Retirement of indebtedness	(500,000)		500,000			
<b>Fund balances at beginning of year</b>	<u>2,495,909</u>	<u>423,308</u>	<u>9,485,109</u>	<u>12,404,326</u>		<u>9,063,843</u>
<b>Fund balances at end of year</b>	<u>\$ 3,597,415</u>	<u>393,942</u>	<u>9,959,815</u>	<u>13,951,172</u>		<u>12,404,326</u>

See accompanying notes to financial statements.

## STATEMENT OF FUNCTIONAL EXPENSES

*Year ended June 30, 1990 (with comparative totals for 1989)*

	1990						1989 Total
	PROGRAM SERVICES			SUPPORTING SERVICES			
	Client Programs	Education	Public Policy Development Information and Advocacy	Management and general	Fundraising	Total	
Staff compensation	\$ 1,899,097	960,141	323,606	528,471	486,024	4,197,339	2,887,105
Donated services (note 8)	1,482,055	387,825	20,129		2,207	1,892,216	1,530,403
Employee health benefits and payroll taxes	284,182	125,728	42,532	150,591	51,059	654,092	649,985
Professional fees and contract service payments	4,131			110,017	504,792	618,940	716,532
Direct mail			5,475		755,326	760,801	925,613
Supplies and postage	83,153	111,789	47,331	39,074	144,462	425,809	329,656
Telephone and hotline expenses	70,155	51,928	8,351	29,455	40,053	199,942	132,986
Occupancy	234,031	99,206	21,836	78,658	29,409	463,140	571,015
Printing and publications	49,438	411,320	186,078	5,015	96,378	748,229	538,941
Educational and instructional materials		114,299				114,299	49,211
Educational television		29,111				29,111	22,447
Marketing and promotion		93,336	159,870		34,473	287,679	82,256
Travel	45,303	29,603	8,816	7,480	39,578	130,780	70,868
Grants and allocations to other service organizations	321,900	144,400	108,450	10,000		584,750	577,843
Volunteer expenses	14,930					14,930	49,149
Staff expenses	10,150	7,790	5,648	3,677	2,315	29,580	71,421
Staff and volunteer training and support	106,338	34,189	19,909	14,114	9,372	183,922	
Executive and board expenses			21,257	58,149		79,406	41,481
Staff recruitment	84,835	14,598	8,659	8,104	8,803	124,999	71,197
Direct financial aid	118,219					118,219	92,581
PWA recreational program	35,750					35,750	19,918
PWA food expense	80,601					80,601	45,062
Forums, seminars and workshops	29,769	8,710				38,479	34,070
Pediatrics program	2,002					2,002	6,768
Insurance	8,249			89,357	1,495	99,101	103,993
Equipment maintenance	33,661	30,292	1,839	23,377	20,691	109,860	38,272
Direct lobbying expenses			103,875			103,875	104,645
Miscellaneous	7,965	5,102	40,666	30,232	84,098	168,063	161,133
<b>Total expenses before depreciation and amortization</b>	<b>5,005,914</b>	<b>2,659,367</b>	<b>1,134,327</b>	<b>1,185,771</b>	<b>2,310,535</b>	<b>12,295,914</b>	<b>9,924,551</b>
Depreciation and amortization	277,672	103,538	9,413	37,650	42,357	470,630	359,892
<b>Total</b>	<b>\$ 5,283,586</b>	<b>2,762,905</b>	<b>1,143,740</b>	<b>1,223,421</b>	<b>2,352,892</b>	<b>12,766,544</b>	<b>10,284,443</b>

See accompanying notes to financial statements.

## NOTES TO FINANCIAL STATEMENTS

### 1 Organization

Gay Men's Health Crisis, Inc. (GMHC) was incorporated under New York State law on June 25, 1982. GMHC, the world's first AIDS organization, founded by members of the gay community, committed to the practice and realization of multiculturalism, and whose services are provided principally by volunteers, has as its purposes: maintaining and improving the quality of life for persons with AIDS (PWAs), persons with AIDS-Related Complex (PWARCs) and their carepartners; advocacy for fair and effective public policies and practices concerning HIV infection; and through education and AIDS prevention programs, increasing awareness and understanding of HIV infection.

GMHC volunteers, under the supervision of professional staff members, deliver a variety of direct services, education, and advocacy for people with HIV infection, their carepartners and loved ones.

**Client Programs** – In Client Services, Intake Clinicians conduct intake interviews to assess new clients' needs and help them choose which GMHC services best meet those needs. Volunteers assigned as buddies help with chores clients can no longer handle themselves. Crisis Intervention Workers (CIWs) are assigned when more intensive emotional support is required. Crisis Management Partners combine functions of both buddies and CIWs for clients needing professional monitoring for physical and emotional needs. Group Leaders facilitate the many support groups GMHC offers clients, their carepartners, loved ones and friends. Financial Advocacy counselors direct clients to the proper government financial aid programs and help them receive benefits to which they are entitled. The Recreation department presents a diverse program of services, social activities and special events.

The Office of the Ombudsman advocates for PWAs who are not receiving adequate services from health care providers, hospitals and related services.

In Legal Services, volunteer attorneys provide direct services to GMHC clients, including estate planning, powers of attorney, living wills, as well as legal matters involving insurance, housing, discrimination, immigration, and personal finances.

**Education** – In the Education Department, staff and volunteers operate the Hotline, handle Speakers Bureau engagements, help conduct public education seminars and aid in the production of publications and videos.

**Public Policy Development, Information and Advocacy** – The Policy Department utilizes a state-wide telephone and mail network to call legislators when HIV-related voting occurs. Communications volunteers write, design, photograph, and edit regular publications and special projects conducted by the Communications Department.

### 2 Summary of Significant Accounting Policies

**Fund Accounting** – The accompanying financial statements are presented in accordance with the reporting format recommended by the industry Audit Guide, *Audits of Voluntary Health and Welfare Organizations*, published by the American Institute of Certified Public Accountants.

To ensure observance of limitations and restrictions placed on the use of resources available to GMHC, the accounts are maintained in accordance with the principles of fund accounting. This is the procedure by which resources are classified for accounting and reporting purposes into funds that are unrestricted or restricted. Externally restricted funds may only be utilized in accordance with the purposes established by the source of such funds. Unrestricted funds include designated and undesignated funds over which the Board of Directors retains full control to use in achieving any of the organization's purposes.

**Revenue Recognition** – Contributions and pledges are considered to be available for unrestricted use unless specifically restricted by the donor. Pledges are recorded as received and, if applicable to future periods, an equal amount is recorded as deferred public support.

**Investments** – Investments are presented in the financial statements at cost or at fair market value on the date of the gift, if contributed.

**Fixed Assets** – Fixed assets are reflected in the accompanying balance sheet at cost, or at fair market value at the date of gift, if contributed. Depreciation and amortization have been provided on the straight-line method over the estimated lives of the assets or the life of the lease.

**Tax-Exempt Status** – GMHC is exempt from Federal income tax under Section 501(c)(3) of the Internal Revenue Code.

### 3 Investments

The cost and market value of investments are presented below:

	1990		1989	
	Cost	Market value	Cost	Market value
Liquidating trust (not readily marketable)	\$ 84,942	84,942	84,942	84,942
U.S. Treasury bills	1,084,373	1,087,080	979,727	982,773
Certificates of deposit	500,000	500,000		
Money market account	<u>215,512</u>	<u>215,512</u>		
	<u>\$1,884,827</u>	<u>1,887,534</u>	<u>1,064,669</u>	<u>1,067,715</u>

### 4 Fixed Assets

Fixed assets consist of the following:

	1990	1989
Land	\$ 731,740	731,740
Building	8,152,721	8,025,097
Leasehold improvements	170,351	170,351
Furniture and equipment	<u>1,940,472</u>	<u>1,622,760</u>
	10,995,284	10,549,948
Less accumulated depreciation and amortization	<u>1,035,469</u>	<u>564,839</u>
Fixed assets, net	<u>\$ 9,959,815</u>	<u>9,985,109</u>



## NOTES TO FINANCIAL STATEMENTS

GMHC has leased a portion of its building to an unrelated not-for-profit organization. The lease, which expires on December 31, 1990, calls for total minimum rental payments of \$58,300 during the six-month period in fiscal 1991.

### 5 Mortgage Payable

On June 12, 1986, GMHC acquired the land and building (the "Property") located at 129-133 West 20th Street, New York, New York. Originally, the Property was subject to a first mortgage of \$1,500,000 which was refinanced during fiscal 1989 with a \$1,500,000 loan secured by a first mortgage on the Property with the Chase Manhattan Bank, N.A. At June 30, 1989, \$500,000 of indebtedness, bearing interest at 10.56% was outstanding. On March 30, 1990, the entire \$500,000 was repaid by GMHC.

### 6 Designated Fund Balances

GMHC's Board of Directors has designated \$2,000,000 as an Operating Reserve, \$750,000 for the Program Development Fund and \$500,000 for the Capital Reserve Fund. These amounts were designated from unrestricted fund balances.

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The Operating Reserve was established to ensure that GMHC has the necessary funds available to carry on its programs despite the seasonality of income from contributions and major fundraising events. Furthermore, the reserve provides a cushion against the unpredictability of government support.

The Program Development Fund is a reserve fund for the expansion of existing services and programs or for the creation of new ones. It was established to ensure that GMHC would be able to respond quickly to the unexpected developments in the AIDS epidemic without the necessity of engaging in the slow process of seeking funds from outside sources.

The Capital Reserve Fund is a reserve fund established primarily for capital expenditures associated with the completion of the Education Department's audio visual studio as well as leasehold improvements for additional office space.

### 7 Real Property Lease Commitment

GMHC is obligated under an operating lease at 254 West 18th Street that requires minimum annual rentals through 1999 as follows:

1991	\$40,250
1992	42,000
1993	42,000
1994	44,500
1995	48,000
Thereafter (1996-1999)	184,000

On August 10, 1990, GMHC entered into a lease agreement to occupy additional space at 20 West 20th Street. This lease will expire on August 31, 1993 with an option to renew for two

additional years, and requires minimum annual rentals through 1993 as follows:

1991	\$110,000
1992	114,600
1993	120,300

### 8 Donated Services

Numerous volunteers have contributed many hours to GMHC to provide service to persons with AIDS, conduct fundraising, and provide administrative support to the organization. GMHC has valued the program-related services according to New York State guidelines for grant reporting purposes because those services constitute an integral part of the efforts of the organization and would be purchased if not provided by volunteers. Equivalent amounts of revenue and expense are recognized for these services.

### 9 Line of Credit

GMHC has a \$2,000,000 line of credit available to support seasonal working capital needs. This line of credit will expire on December 31, 1990. At June 30, 1990, GMHC had no amounts outstanding on this line of credit. No commitment fee is required for this line of credit.

### 10 Reclassification of Certain Program Expenses

In 1989, the functional expense category, "Public information and education," included expenses associated with GMHC's Communications Department. As a result of changes in emphasis, the Communications Department primarily supports the work of public policy development, information and advocacy and is now classified in the functional expense category "Public policy development, information, and advocacy."

In 1989, all expenses related to the Volunteer Office were allocated equally between the functional expense categories "Client programs" and "Public information and education." In 1990, GMHC has allocated Volunteer Office expenses among the functional expense categories in a manner consistent with the allocation of donated services. The 1989 figures for both of these changes have been reclassified to conform to the 1990 presentation as follows:

	Amounts, as previously reported	Reclassification	Amounts, as reclassified
Client programs	\$ 4,087,203	80,763	4,167,966
Education	2,530,156	(414,603)	2,115,553
Public policy development, information and advocacy	556,098	333,840	889,938
	<u>\$ 7,173,457</u>		<u>7,173,457</u>



