



COMMUNITY IMPACT REPORT



2022-2023

**THE REGION'S LANDMARK
BEHAVIORAL HEALTH
CENTER FOR THE LGBTQ COMMUNITY**



WELCOME

COMMUNITY IMPACT REPORT 2022-2023

We are pleased to present Persad Center's 2023 Community Impact Report, showcasing our impact and client satisfaction through counseling services, community programs, and training.

With over 51 years of experience providing LGBTQ+ culturally competent mental health services and training, we continuously adapt to meet our community's evolving needs. We take pride in being Pennsylvania's top LGBTQ+ Training provider for schools, non-profits, and businesses.

Since our last report in 2020, we have implemented a new Electronic Health Record (EHR) system, invested in infrastructure and technology, and enhanced our quality assessment. The data in this report reflects results from July 1, 2022, to June 30, 2023.

We are excited to highlight that our team of therapists has more than doubled from 7 to 16, and the number of clients enrolled in therapy has nearly a twofold increase as well from 832 to 1561. The increased demand is driven by the ongoing impact of the COVID-19 pandemic and the rise in anti-LGBTQ+ legislation, affecting our communities mental health. Despite our expanded capacity, our waitlist continues to grow, with over 156 (from 350) individuals awaiting care.

To meet this unprecedented need, we are actively recruiting LGBTQ+ proficient therapists, seeking additional grants and community funding, and establishing support groups for clients while they wait for services. These efforts allow us to provide crucial care and support during this critical time.



MISSION

Persad Center is a dedicated human service organization with a mission to enhance the well-being and uplift the LGBTQ+ (lesbian, gay, bisexual, transgender, queer, and questioning) communities as well as the HIV/AIDS communities. We proudly serve our target populations and their loved ones through the entire life cycle, across western Pennsylvania utilizing Telemedicine or in person at our locations in Pittsburgh and Washington, PA.



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CLIENT DEMOGRAPHICS

Persad Center provides professional, culturally affirming behavioral counseling and psychiatric services for LGBTQ+ individuals and those living with HIV/AIDS.

We have expanded our offerings to include Telemedicine sessions, which allows clients in rural area or with transportation issues, to access our specialized services. To ensure inclusivity and affordability, we work with clients to help get them private or government-funding assistance.

We adhere to the WPATH (World Professional Association of Transgender Health) guidelines and have invested in the ITCA (International Transgender Certification Association) certification program.

Our diverse team of EMDR therapists, couples, and family therapists contribute to the breadth and depth of our services.

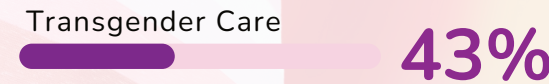
Identify as Transgender or Non-Binary



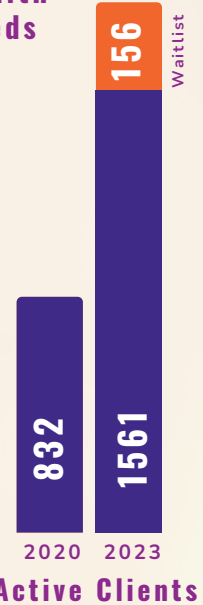
Income under \$12,000



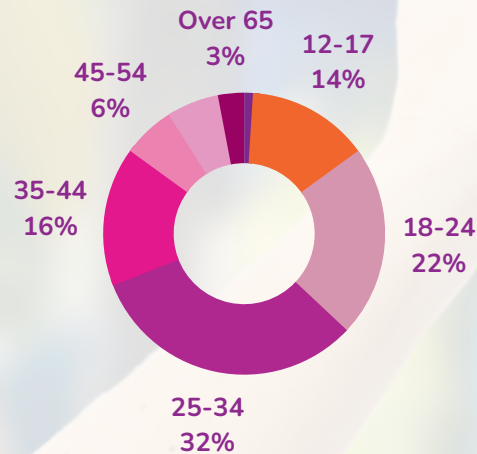
Reason for Visit



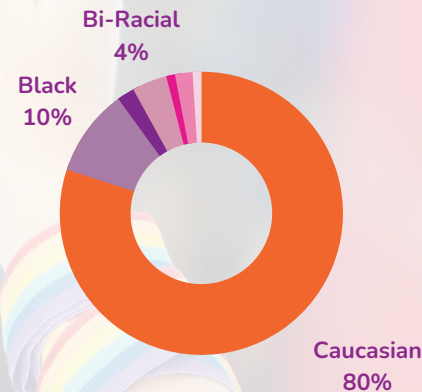
Impact of COVID19 & Anti-LGBTQ+ Laws on Mental Health Needs



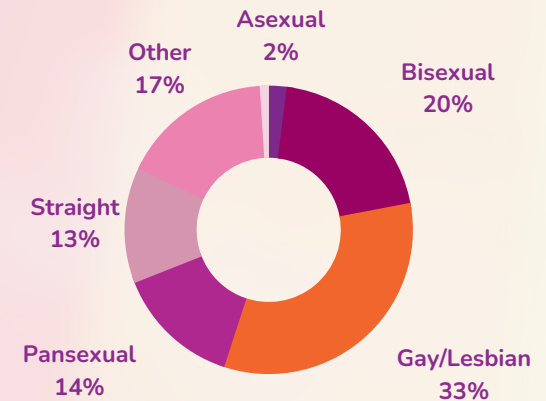
Age



Race



Sexual Orientation



CLIENT SATISFACTION

68% of Clients Report 10/10



98% of Clients Report 6/10 or higher

Reported when they called their therapist, they got a return call in one day or less



Reported that their therapist always or often explains things in a way they understand



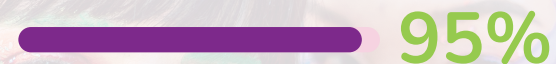
Feel their therapist always or usually helps them deal with their problems



When they called to schedule or reschedule an appointment they were always or often treated with dignity and respect.



Reported that their therapist always treats them with dignity and respect



Reported that their therapist always or often listens to them carefully





TRANSGENDER PROGRAMMING

We provide a wide range of supportive services aimed at empowering individuals who are seeking to embrace their authentic gender presentation or identity. Through our comprehensive offerings, including therapy, mental health evaluations, and various forms of assistance, we offer valuable information and affirming counseling to guide individuals on their transformative journey towards living authentically.

"I was seriously afraid for my grandchild's life. The therapist is amazing and has done wonders. I have new hope that my granddaughter is going to live the life she was meant to live. I am very grateful."



Persads' Client Demographics

DID YOU KNOW?

Identify as Transgender or Non-Binary



"I've been a client there since I've moved here, there is a waiting list, so patience is needed. But once in, they are amazing, caring and supportive. I moved here from LA and I must say I like it better here."

SENIOR PROGRAMMING

Persad Center leverages decades of experience in working with the LGBTQ+ community to provide comprehensive support and services, empowering older adults to lead vibrant, healthy, and connected lives. Our senior services include a resource referral program and the engaging Persad OWLS Coffee & Conversation weekly gatherings. These initiatives aim to enhance the overall well-being and quality of life for older adults in our community.

“Wonderful organization. The group is helping with loneliness as I age, and I love the comradery we share with our discussions. It feels good that we can always lean on each other.”

563

Participants between 50-80 years old attended our weekly Persad OWLS group this year. Average age is 71.

2020
2023

100

Total number of participants grew over 5x since 2020

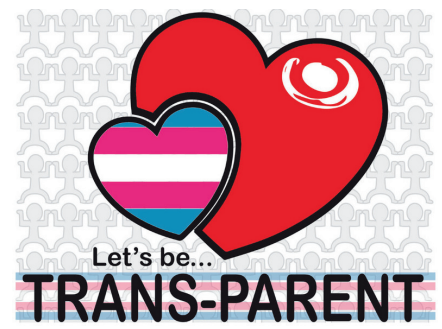
563





TRANSPARENT GROUP

This 8-week support group is designed for parents, family members and support individuals of transgender and gender non-conforming children of any age. It offers a nurturing space for caregivers to connect, share experiences, and receive valuable guidance. It is open to all, regardless of their client status with Persad Center.



TRANSTASTIX GROUP

Created for transgender and gender non-conforming teenagers, TransTastix is a support group that provides a safe and supportive environment for teens to connect with peers, share their journeys, and receive support. This group is open to all transgender and gender non-conforming teens ages 13-18, regardless of their affiliation with Persad Center.

“I really enjoy the group, I’ve never felt comfortable talking about my experiences before without backlash and I appreciate people to talk to.”



BATTERERS INTERVENTION GROUP

The BIP (Batters Intervention Program) is a collaborative effort between Allegheny County DHS and Persad Center, providing a vital resource for LGBTQ+ individuals seeking support in examining and addressing negative relationship patterns. As a safe and affirming environment, we assist participants in identifying triggers for violence and breaking the cycles of abuse. Our program welcomes individuals through court orders or with county approval, offering a compassionate space to empower individuals in cultivating healthy relationships aligned with their identities and affirming their unique journey.

TRAINING SERVICES

Persad Center is a leading provider of training programs focused on fostering an affirming and competent workplace culture. Our programs educate employees and organizations about LGBTQ+ and HIV+ communities, equipping them with strategies and best practices to work with the LGBTQ+ community. Through our training initiatives, we aim to promote inclusivity and enhance the quality of care provided. We are proud of our long-standing partnership with Temple University, solidifying our position as the premier LGBTQ+ trainer in Pennsylvania. With a wealth of experience and a longstanding commitment, we have been providing training since our inception, serving nonprofits, schools, social services agencies, and companies.

Our Training Programs fall into three categories:



- LGBTQ+ 101 Training
- LGBTQ+ History Training
- Gender Diversity 201 Training

Training Evaluation

Selected “very high” or “high” improved understanding



Selected “very high” or “high” usefulness



“Probably the best (most relevant & well presented) training that I have ever had in 12 years! - A teacher in Fayette County



*“If you could only be a witness to the countless stories and positive feedback Persad gets at outreach events, then you can really understand just how much of an effect we have on the community.” James Eidel/
Outreach manager*



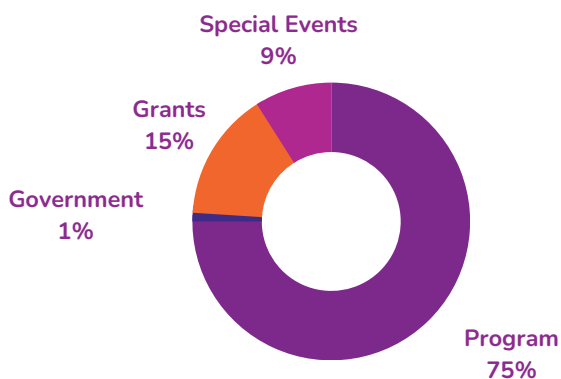
LOOKING FORWARD

As we move forward, we eagerly embrace the opportunity to address emerging challenges, exploring innovative approaches to deliver our programs and extend our services to underserved communities in need of culturally competent care. We express our deep gratitude for the financial support received, both through special events, individual donors and our strengthened connections with the philanthropic community.

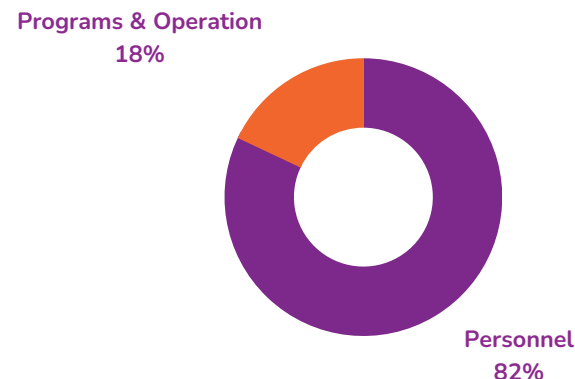
Committed to our community's well-being, we actively seek diverse voices to listen to and understand concerns and needs. Through this engagement, we strive to ensure that we are equipped to effectively meet the evolving needs of our community. We are always pursuing new alliances and partnerships to enhance our capacity to serve, while continuously diversifying our staff and leadership team.

Our ongoing goal is to prioritize community feedback, secure additional grant funding, and expand our LGBTQ+ competent behavioral health care to meet the ever-increasing demand. We are dedicated to the continuous improvement of our services and the overall well-being of the LGBTQ+ community we serve.

Income



Expenses



GRATITUDE TO OUR FUNDERS, STAFF AND BOARD

We extend our heartfelt gratitude to our dedicated staff, who strive to be their best every day. Their unwavering commitment and hard work are instrumental in our ability to effectively serve our clients.

We are truly appreciative of the efforts undertaken by our board on behalf of Persad Center, as they play a vital role in advancing our mission and supporting our community.

Thank you to everyone who has donated to support the work of our organization.

Board of Directors

Doug Clewett, President
Will Wenger, LCSW, Vice President
Katherine Toole, Secretary
Gene Welsh, Treasurer

Victor Dozzi
Jo Incorvaia
James Millsap
Dan Reitz
Michael Rizzo
Joy Royes
Sheri Sclabassi, MSW, PhD

Administrative Staff:

Marty Healey, Chief Executive Officer
Kim Henry, Clinical Director
Christine Bryan, Director of Communications & Development
Alan Reis, Medical Director



THANKS FOR ALL YOUR SUPPORT

LET'S CONTINUE OUR CONVERSATION YEAR ROUND,
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@PersadCenter

For more info
about any of
Persad Programs
please visit
PersadCenter.org

