

# LISTENING ADAPTING EVOLVING



### **LETTER FROM OUR CEO**

## **50 YEARS AND COUNTING**

Dear Friends,

I joined this remarkable organization in the summer of 2021 and have been impressed every day since by the dedication and thoughtfulness of our community of young people, staff, and supporters.

We began the fiscal year with high hopes for changes in society—particularly the emergence of vaccines that would allow us to put the COVID-19 pandemic behind us. Progress turned out to be slower than we all would have liked, forcing us to continue to operate with many pandemic-related precautions in place and keeping us further apart than we had hoped. However, despite this and other challenges, there were also many high points this year fueled by community input, joyful celebration, and profound connection.

When venues all over the world closed their doors, our health center fought to continue providing vital care for young people. Our heroic staff kept seeing patients, providing resources and information, and building a better future, one healthy young person at a time, including offering vaccines as soon as we were able.

When schools shut down, Broome Street Academy quickly shifted to remote learning, ensuring that disruptions to education were minimal. And BSA has worked hard to return to safe in-person instruction as much as possible, prioritizing the environment in which young people learn best.

Our supportive housing sites remained open 24/7; our legal team continued to represent undocumented minors; our arts programs hosted outdoor public performances; our food and nutrition program built a food pantry and provided hot meals; career and education staff continued to connect young people to jobs and internships and distributed technology to those who needed it most; and our clinical staff remained available to support the mental health of young people as they navigated the challenges of this year.

The Door continues to play a vital role in the lives of thousands of NYC youth. This is because of our deep commitment to listening, to adapting, and to evolving, and our phenomenal community of support—people like you. As we look back on all that The Door has accomplished over the past 50 years, since our establishment in 1972, it is impossible not to feel deeply proud. I hope you will join me in ensuring that the next 50 years are just as impactful.

In community, Kelsey Louie CEO, The Door



**OUR IMPACT** 

## FY21 HIGHLIGHTS

2,270

FREE DELICIOUS,
NUTRITIOUS MEALS AND
PANTRY BAGS WERE
DISTRIBUTED

2,700+

YOUNG PEOPLE RECEIVED VITAL, AGE-APPROPRIATE HEALTHCARE 2,400+

YOUNG PEOPLE RECEIVED FREE, WORLD-CLASS LEGAL ASSISTANCE

298

STUDENTS WERE
ENROLLED TO BSA THIS
YEAR

973

YOUNG PEOPLE WERE
SUPPORTED BY OUR
RUNAWAY AND HOMELESS
YOUTH DROP-IN TEAM

390+

JOB AND INTERNSHIP
OPPORTUNITIES OFFERED
TO OUR MEMBERS

### LISTENING TO OUR MEMBERS

# ADAPTING TO MEET OUR COMMUNITY'S NEEDS

### **MEMBERSHIP**

At The Door, we take great care in welcoming new members to our community—and now young people can become members virtually! We are proud of the innovations we have made over the past two years that make us more accessible.

### **BENEFITS EXPANSION**

Ensuring that young people have access to vital documents and public benefits is more important now than ever. Our staff is dedicated to removing barriers to ensure that young people have access to the support they need.

### **TEXT LINE**

When we can't be together physically, we need ways to stay connected. The Door's continuously expanding text line helps to ensure that our knowledgeable staff are never more than a text away.

## FOOD PANTRY EXPANSION

Supporting access to healthy food has always been a priority at The Door.

Adapting to the needs of our community, we have created food pantries both at our SoHo and Bronx sites and continue to offer hot, delicious meals to go on Broome Street.

### **VACCINES**

The Door's health center is dedicated to supporting the health and wellness of all our members. We are thrilled to be able to offer COVID-19 vaccines to both our staff and the young people who come to us for care.

### **COUNSELING**

The Door's counseling center has seen skyrocketing numbers of young people seeking mental health support along with significantly higher rates of continued engagement with care.

### **FY21 PROGRAM SPOTLIGHT**

### YOUTH LEADERSHIP PROGRAM

The Door's Youth Leadership program has grown and flourished during this challenging time. With social interactions happening mostly online, young people have been able to engage more easily and in more targeted ways by joining workshops, connecting with one another, and designing programming. In 2021, we saw a record number of applicants for the program and the merging of the Adolescent Health Center's Peer Educators with the agency-wide Youth Council. Together, this combined Youth Leadership program leverages more resources, shares information, and increases their impact.

Youth Leaders engage in a rigorous onboarding process, exploring topics including group facilitation, activism and social justice, budgeting, and event planning, and are connected to a wide range of personal supports to encourage them as they explore their interests, find and amplify their voices, and broaden their networks. This year's Youth Leadership cohort has taken ownership over the design of our physical space, advocated tirelessly for themselves and their peers, spearheaded community events, facilitated town halls to increase youth voice and agency responsiveness, designed and led programming, welcomed and connected new members to The Door's programs and resources, and built strong relationships with each other, their peers, and staff.







"I'm proud of the courage and resiliency I've gained through being a Youth Leader. I have a strong conviction that myself and those around me deserve better, and I've become more and more unwavering about this as time has passed."

FADWA, YOUTH LEADER



"I'm proud of being a youth leader, of the fact that I can engage with members at The Door and talk to them as a friend. I can make them feel comfortable and loved. When I do that, they come back. I can make them feel like they belong here. Being a youth leader is not a job to me, I get to make new friends and learn more about The Door and myself."

FARHANA, YOUTH LEADER



### **OUR PROGRAMS**

# IT'S ALL HERE

At The Door, we take pride in meeting young people where they are and adapting to the evolving needs of our community. Our integrated approach is unique and effective, putting our members front and center, right where they belong.

### **ADOLESCENT HEALTH CENTER**

The Door's on-site Federally Qualified Health Center provides comprehensive care, including primary care, mental health services, reproductive healthcare, vaccinations, and dental and eye care, all combined with health education.

This year, the phenomenal team in the Adolescent Health Center adopted tele-health technology, allowing for secure remote consultations, but also remained available in person for patients. When COVID-19 vaccines became available, they took the lead in promoting and providing them to eligible members of our community. They responded to the increased need for mental health support by enhancing psychiatric services, the community engagement team held virtual programming and events to stay connected to members, and they continued to innovate and adapt in response to patient feedback.

### **CAREER AND EDUCATION**

The Door's Career and Education programs are designed to help young people achieve long-term self-sufficiency by preparing them for success in college and/or the workforce through integrated education and sector-specific career training. We work with young people to build the skills they need for success at work and in life, and we partner with employers committed to developing long-term workforces to connect young people to talent pipelines.

Our dedicated teams worked quickly to address the digital divide by providing laptops, high-speed internet access, and other necessary technology to ensure that young people could participate in interviews and workshops. In addition, we added a digital literacy component to our training programs and we expanded our reach to include more sustainable industries to get and keep young people connected to in-demand sectors.

### SUPPORTIVE SERVICES AND HOUSING

The Door has long been a safe place for young people experiencing housing instability. Members have access to a wide range of basic needs (laundry, food, showers, clothing, hygiene supplies) and can connect with caring staff who support them in navigating immediate crisis needs and longer-term connection to resources and housing. Our two off-site supportive housing sites provide 24/7 staffing and resources for residents.

This year, our staff remained available for young people, both physically and virtually. They created new online systems, launched a food pantry and expanded access to basic needs, and transformed their office spaces into technology hubs to ensure that members had safe, private spaces to access virtual resources like mental health counseling, classes, and job interviews. Our supportive housing staff remained on site and available to young people throughout the year, ensuring that residents were safe and had what they needed. Additionally, staff from throughout the organization came together to support the critical work of providing essential services for young people, exemplifying the sense of community that makes The Door so powerful.

### **BRONX YOUTH CENTER**

The Bronx Youth Center (BYC), The Door's first programmatic satellite site, makes accessing our services much more convenient for Bronx residents. Though focused on Career and Education services, the BYC has a wide range of programs, deep community partnerships, and is poised to expand its physical footprint.

Throughout the year, the staff at the BYC continued to respond to immediate community needs by creating additional resources, including an on-site food pantry and clothing closet and by adapting programming to respond to the interests of their members. They partnered with local organizations to meet the needs of new parents and assisted a record number of young people in earning their high school equivalency diplomas and gaining college admission.

### **LEGAL**

The Door's Legal Services Center provides free legal representation and support in civil legal matters, with a specialization in immigration law. The incredible rise in the need for immigration support has led to unprecedented growth for our legal services center. Our staffing has expanded to include paralegals and social workers, and our work has grown to include representation of young people in federal detention facilities.

Our dedicated staff handled a record number of cases over the course of an incredibly challenging year, including assisting in securing green cards for young people and preventing unlawful deportations. The team also expanded their reach, taking on work specifically in support of survivors of gender-based violence, increasing language accessibility to better serve French speaking clients, and deepening their policy and advocacy work.

### **COMMUNITY ENGAGEMENT**

The Door's community engagement programs include our dynamic arts programming, offering creative outlets for our members and discipline-specific growth opportunities for emerging artists, a wide range of community and recreational programming, and our phenomenal youth leadership program.

The Door's Programming team innovatively responded to the needs and interests of our members during a time in which creating community was both more important and more difficult than ever. The team created a text line that grew into a robust survey tool, allowing The Door to be even more responsive to immediate needs, and allowing us to connect to 7,487 individuals through 29,276 texts. Virtual membership brought an increase in new members and in accessibility, and the youth leadership program grew substantially, adding more youth voice to our program design. Our arts team partnered with local institutions to create outdoor performance opportunities that allowed us to gather safely and continue to cultivate the joy that makes The Door so special.

### **FY21 PROGRAM SPOTLIGHT**

# BROOME STREET ACADEMY

Broome Street Academy (BSA) is a unique, tuition-free charter high school located within and operated in collaboration with The Door. BSA educates over 300 students annually through its rigorous academics, integrated opportunities for community connection, and comprehensive wraparound supports provided through our shared services model.

This year, BSA rose to the challenge of educating during a pandemic. Grounded in a strong belief that students deserve to be in school, staff worked tirelessly towards a return to safe in-person instruction, that included ensuring a fully vaccinated staff, adopting a comprehensive communication plan for parents and students, and utilizing online forums that increased caregiver engagement dramatically. But our staff also made school a place students wanted to be. We ramped up both curricular and extracurricular offerings, created a new student government, launched new courses in technology, and increased the number of Advanced Placement classes by 40%.

At BSA, COVID does not dominate the conversation – the focus remains on supporting students and encouraging creativity and academic success. We have seen an increase in the depth of our relationships with students. We are, in fact, more connected now than ever before. We have the muscle and resiliency to tackle this challenge – to both survive and thrive.



### **OUR DONORS**

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When you stand with The Door, you're standing for a New York City that responds and adapts, and where every young person is empowered to reach their full potential. The Donors listed made gifts to The Door and Broome Street Academy during the 2021 fiscal year: July 1, 2020–June 30, 2021.

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TOGETHER,
WE ARE
CHANGING
LIVES

The Door's success lies in our commitment to meeting young people where they are and providing them with the comprehensive and integrated services they need to reach their potential, all for free and in a youth-centered environment. Make a gift today at door.org/donate





2022 marks The Door's 50th year. Through enormous social upheaval and change, breathtaking advances, and extraordinary challenges, The Door remains steadfast in its mission to provide comprehensive support for NYC youth.We are so excited to come together this year to celebrate this incredible journey and the phenomenal people who have shared their passions, their time, their resources, and themselves with The Door over the last 50 years. Thank you for being a part of our story.

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