



ANNUAL REPORT 2022



LETTER FROM THE CEO

Kelsey
Louie

Chief Executive Officer



It is with great enthusiasm and hope that I look back on 2022 and ahead to 2023 at The Door. This year embodied the same levels of dedication, talent, and creativity that made The Door's founding possible 50 years ago. That small group of diverse founders decided to start **doing**—taking action as citizens to help New York City youth. Over the years, as the complex needs of young people have evolved, The Door has expanded to offer more varied services than any other organization of its kind. And for their part, the young people we served have grown up, blossomed, and given back to the community.

As The Door has grown, our challenges have reflected the struggles facing NYC. But unlike many institutions, we've been able to meet those challenges head on. I'm proud to note that as most of society scaled back or cut services during pandemic lockdowns, The Door instead dug in, invested thoughtfully, and grew strategically.

Case in point: Today, NYC youth experience mental health issues at higher rates than ever before. Every day, our staff sees the social and emotional challenges our youth face. We also know mental illness thrives in the shadow of stigma. To address this growing crisis, The Door is expanding our mental health services. This investment sends a crucial

message to youth—that mental health issues are nothing to be ashamed about, and that we believe in their resilience.

We have also committed to young people of The Bronx to serve them close to home, by expanding our operations in a new, purpose-built Bronx Youth Center, which you'll get to explore in this report. The expansion of programs via text, phone, and video conference, which skyrocketed during the lockdowns, continues to be a vital hub for our members. In fact, more than 5,000 of our 7,000+ members had over 40,000 text interactions with our hotline staff.

A look at other top-line data reveals several salient patterns:

First, we see how much we connect in fostering an open, accepting, and supportive space for everyone, particularly the 12% of our members who identify as LGBTQIA+. In these volatile times, services alone won't keep youth engaged. The Door's success rests in our members' knowledge and trust that this is a safe space to build relationships and explore one's own identity and self-expression.

Second, we've seen The Door's legal services expand to support the complex landscape faced by new

immigrants. We've had over 1,200 open cases in the past year, with activity and consultations exceeding 13,000 services. With our offerings in landlord-tenant law, employment law, and immigration, all signs point to legal services continuing to be a growing, core area of focus.

Third, the "whole-person" approach that thoroughly defines The Door remains effective in enabling youth to flourish. Frequently, we see members arrive asking about one service that we offer. But after each member explores that initial service, they rapidly discover the vast array of other services and that they can fulfill their needs all in one place. Indeed, 59% of our members use 3 or more services each. Whether it's counseling or reproductive care in the health center, nutritious meals from our kitchen, arts programming of every possible description, safe housing, career support, or the robust, responsive education provided at Broome Street Academy (BSA) Charter High School, there's something here for every stage of a young person's life.

As we reflect on the last year's accomplishments, we hope you discover programs and resources you might not have seen before. And we hope you'll join us in celebrating this year, the past 50 years, and the bold vision we're charting for the future of NYC youth.

OUR HISTORY

"The Door means safety. It means I'm here, and I feel super comfortable. Whether I need help with something serious or want to hang out and have fun, I can do it all at The Door, in one place, in my own time, with people who have my back. It's always going to be my home no matter what."

— Melody, Door Youth Council member

1970s



ADDRESSING AN UNMET NEED

In January of 1972, based on research by the International Center for Integrative Studies (ICIS) on the U.S. urban adolescent population, The Door is established—a groundbreaking integrated model to provide comprehensive services for young people.

MOVING TO OUR SOHO BUILDING

In 1989, The Door moves to its present SoHo location where it occupies six floors filled with comprehensive services. Close to its 20th anniversary, The Door adds new advanced education programs, such as GED courses and college counseling.

1990s



A NATIONALLY RECOGNIZED MODEL

The World Economic Forum recognizes The Door as a premier model for successful youth service delivery, and the U.S. Departments of Education and Health and Human Services choose The Door as a model for serving impoverished families. Programming also grows to include onsite legal services.

1980s



ESTABLISHING PARTNERSHIP

Door youth members advocate for their rights in D.C., and The Door begins partnerships with corporate and government agencies, including Gap Inc. and the Centers for Disease Control. The Door also embarks on a groundbreaking affiliate relationship with University Settlement, the first settlement house in the U.S.



2000

OPENING BROOME STREET ACADEMY

2011 marks the inaugural year of Broome Street Academy (BSA), a public charter high school housed in and run in partnership with The Door and located on the 4th Floor of the SoHo building.



2011



2010

OPENING HOUSING FACILITIES

The Door opens two supportive housing facilities, expanding our reach for runaway and homeless youth to the Lower East Side and East Village.



2016

EXPANDING TO THE SOUTH BRONX

The Door's Bronx Youth Center (BYC) opens to provide support and services to young people with experience with the justice and foster care systems and youth who have experienced homelessness.

2020



ADVOCATING FOR IMMIGRANT YOUTH

In FY21, The Door serves over 2,400+ young people with legal services. The rise in the need for immigration support leads to unprecedented growth at our Legal Services Center. Staff now includes paralegals and social workers, and work includes representation of young people in federal detention facilities.

2022



ADAPTING TO SEISMIC CHANGE

In response to COVID-19, The Door offers virtual and in-person services while maintaining pandemic safety precautions. Innovations include a text line to stay in contact with young people, telehealth visits in our health center, remote learning for BSA students and career and education programs, virtual legal representation, and to-go meals and pantry bags.



2021

GROWTH & BEYOND

Broome Street Academy (BSA) Class of 2022 Valedictorian becomes our first Posse Scholar. The Bronx Youth Center (BYC) preps to move to a new location that enables expanded programming, and our Adolescent Health Center (AHC) strengthens transgender health care services.

OUR APPROACH

ARTS & COMMUNITY

- Arts
- Performance
- Open communal space

SAFETY

- Crisis assistance
- Legal & immigration services
- Shelter referrals
- Foster care & juvenile system assistance

HOUSING

- Supportive housing
- Navigating the housing system
- Rental applications
- Onsite laundry & shower facilities

HEALTH & WELLNESS

- Clothing
- Food pantry and hot meals
- Onsite health center
- Counseling center
- Recreation in gym

EDUCATION

- Broome Street Academy Charter High School
- Tutoring
- Homework assistance
- College prep
- High school equivalency (HSE)

CAREER

- Internships
- Job exploration & placement
- Job retention



IN 2022, **59%** OF DOOR MEMBERS WERE INVOLVED WITH **3 OR MORE PROGRAMS.**

The success of The Door's mission to enable young people to reach their fullest potential is grounded in our foundational visionary model to support the whole person, whatever those complex, individual needs might be.

No other organization provides the range of services The Door does, all in one place.

From dental services to dance classes, college prep to crisis management, nutrition to new friends, the membership to The Door opens a world of possibilities for New York City young people. Most members come to The Door seeking a single type of service or support, from tutoring with their homework to legal assistance. As they establish supportive relationships and trust with staff and other youth members, they quickly find that they have additional needs that can all be met at The Door.

PROGRAM HIGHLIGHTS

One of the hallmarks of The Door is that our vibrant and diverse community is constantly changing and growing. As the lives and landscapes of the young people we serve evolve, our programs and services expand and change to meet their needs.

HEALTH & WELLNESS

The Door's Adolescent Health Center (AHC) offers primary care, dermatology to dentistry, eye exams, nutritional help, counseling and other mental health services, and reproductive and sexual health care. In response to growing demand and a shortage of culturally sensitive, age-appropriate care for transgender individuals, AHC also provides transgender health services.

LEGAL & IMMIGRATION SERVICES

Members can benefit from a range of civil legal services and advice, including family law for minors. The Legal Services Center also offers a variety of free law clinics to assist young people in their overall education and understanding of the legal system, empowering them to self-advocate and navigate interactions with the law safely. The ongoing need for immigration support continues to result in rapid growth in the legal team's staff, with 14 new hires and in 2022 a Co-Managing Director leadership structure.

Once you've really been seen, it's easier to connect so the whole world sees you as you know yourself.



IN 2022, AHC SERVED 2,537 YOUTH WITH HEALTH CENTER VISITS.

ANOTHER 2,216 MEMBERS RECEIVED 6,903 SERVICES—HEALTH EDUCATION, NUTRITION SUPPORT, AND SCREENING FOR STDS, HIV, MENTAL HEALTH COUNSELING, AND MORE.

IN 2022, WE HAD 1,217 CASES AND PROVIDED 13,000+ LEGAL SERVICES.



CAREER & EDUCATION

The Door's career and education programs enable members to jumpstart their adult futures. Whatever our young people are seeking in pursuit of their dreams—high school equivalency (HSE), an internship, or a job—The Door has it all. Counseling, support, and a wealth of skills-building programs and workshops enable young people to get into college, stay enrolled, and thrive and/or enter the workforce through sector-specific career training. We continue to deepen employer partnerships that connect young people to fulfilling careers in long-term, sustainable industries.

ARTS & RECREATION

The Door maintains an incredibly diverse array of daily programming in the creative arts. Graphic design, dance, drama, music and vocal performance, photography, creative writing and screenwriting, video and podcast production, music production and recording, as well as painting, mixed media, fashion, ceramics, and cosmetology—all have been available to members. It's one of the places that young people most often explore their creative skills and interests, and find and build new social connections.

HOUSING & SUPPORTIVE SERVICES

The Door is a long-standing safe haven for youth experiencing unstable housing or homelessness. For those who lack a safe and stable place to live, our provisions for daily essentials—showers, clothing, laundry, hygiene supplies, and food—are a welcome and crucial resource. 2022 saw the renovation and reopening of our onsite shower and laundry facilities. Referrals to shelter and counseling on navigating housing and other immediate crisis needs enable our members to transition to more secure places to live. Our two lower Manhattan supportive housing sites also provide residents with 24/7 staffing and resources.



CAREER & EDUCATION PROVIDED OVER 24,035 SERVICES IN 2022, WITH 1,984 YOUTH PARTICIPATING.

IN 2022, 97% OF OUR YOUTH AGES 16-24 USED SOME ASPECT OF HOUSING SERVICES, WHICH TOTALED 20,601 SERVICES.





INDIVIDUAL SUPPORT TO HELP STUDENTS THRIVE

Broome Street Academy (BSA), active since 2011, is the public charter school within The Door serving up to 300 high school students a year. In 2022, BSA met more milestones of student success, proving it is an exciting pathway for bringing students into college and the workforce.

Operating on the Manhattan premises of The Door, BSA reserves 50% of its seats for incoming 9th-grade students who are transitionally housed and gives all students access to The Door's membership services. Enrollment is open to all, but priority is given to students in foster care, or experiencing housing issues. Each 9th and 10th grade classroom is assigned 2 teachers with a student ratio of 1 teacher for every 9 students. BSA also has on staff 5 social workers, which allows time for more personalized attention as the school develops the whole student, especially if that student is managing turbulent issues outside of school. A college acceptance rate over 90% is a result of the students dedication and the strong support from teachers and staff.

Pairing a rigorous curriculum with all the social services of The Door creates a unique environment for student success.

Over the last two years, BSA has been able to offer Advanced Placement (AP) courses to college-bound students in the 11th and 12th grades in six subjects. The valedictorian of the graduating class of 2022 became the first Posse Scholar from BSA, earning a full-tuition university scholarship that recognizes the student's potential for extraordinary leadership qualities.



"In my belief, every high school, really every school, should find a way to offer all kinds of services. I just have an image in my mind... arms spread wide and welcoming and we wrap our arms around students. And then from that point on, whatever resources you need, we either have or we're going to find a way to provide them. But we never lose sight of education. We are here to teach and develop students who meet New York State's standards and can pass the Regents."

— Brandon Boyd, Broome Street Academy teacher

**BEING THERE
MORE THAN
EVER.**

"I would say the support has been valuable for me because I will have staff constantly remind me: 'The sky's the limit...if you really want it, work for it, and I'm here to help.'"

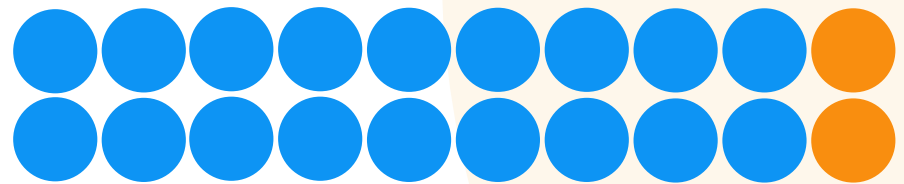
— Quadir, Broome Street Academy student

300

Students Enrolled

90%

Graduating seniors college acceptance rate



9:1

9th & 10th grade Student: Teacher Ratio



THE BRONX YOUTH CENTER

“This Emergency Medical Technicians experience has been a blessing to my life. I've always dreamed of being in the medical field for one reason, to genuinely help people! The Door's Bronx Youth Center has helped me to achieve that goal. Because of them I've been able to grow confidence and help my family, and doors have opened for me. I couldn't be more grateful.”

—Adam, Door member



A NEW BRONX YOUTH CENTER SPACE

In the spirit of The Door's 50 years of offering diverse and holistic services all in one place, this year marked a new era in that vision. Purpose-built to house the unique range of classrooms, and meeting and recreational space, The Door's new Bronx Youth Center (BYC) facility will unite all of its operations at one address with a welcomed expansion.

The new location, still strategically located in the South Bronx, spans three stories of exposed brick and huge windows, sprawling over 18,000 square feet. Merging the two previous smaller BYC facilities will enable The Door to increase its capacity to serve the Bronx community with expanded programming in a warm, integrated, beautiful space full of natural light.

Up to now, BYC programming has focused on career and education services, but far more will be possible

in the new, larger facility. Service expansions at the new location will include arts and recreation programming, legal services, and more. BYC counseling, college advisement and tutoring, and employment and education programming remain up and running and will continue unabated through the moving transition. BYC will also continue to support The Door's internship and job exploration bootcamp partnerships with employers, where members spend several weeks getting familiar with different types of job roles that exist within complex organizations. And as the BYC settles into its new, larger home, Bronx-based programming additions and service offerings will be imminent.

The new BYC space also reflects The Door's deep commitment to growth, which also became clear when the organization signed its 10-year lease even

amidst COVID-related disruptions. While other agencies were minimizing investments and taking short-term measures to cut crucial services, The Door was looking forward, using its network of partnerships and supporters to make smart, strategic decisions for the future needs of its New York City youth and staff, especially in geographic areas of greatest need.

This central South Bronx location, right by the 2 and 5 subway lines and numerous bus routes, is a concrete example of The Door's dedication to meeting the youth we serve where they are. We see the new BYC as an exciting opportunity to further integrate and increase our Bronx services—again, all in one place—so our members benefit from the same kind of cross-program connections and synergy that happens every day in our Manhattan youth center facility.

THANK YOU, DONORS!

The generosity of our supporters ensures that
The Door remains a vital community, providing caring
relationships and essential services for NYC youth.
TOGETHER, WE ARE CHANGING LIVES.

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