



**LSA FAMILY
HEALTH SERVICE**



Annual Report

2023

When we invest in East Harlem families' health and well being today - we keep them out of the emergency room, the shelters and the despair of poverty - ready to learn, work, and grow.

-- Jonah Gensler, LSA Family Health Service CEO

A Message from our CEO and Board Chair

As we celebrate LSA's 65th year of service, we are honored to share with you the remarkable progress we've made in fulfilling our mission to uplift the East Harlem community. We're humbled to carry on, and honor, the legacy of the visionary sisters who laid the foundation for our work back in 1958.

At LSA, we are deeply committed to addressing the urgent social issues facing East Harlem. Through tireless outreach efforts, we had the privilege of engaging with over 1000 families in public housing in conversations about the transformative improvements on the horizon for our community. From expanding our maternal infant health program to offering culturally grounded mental health services, every initiative we undertake is aimed at addressing the multifaceted social determinants of health that exist beyond the confines of a doctor's office.

None of this would be possible without the unwavering dedication of our staff and volunteers, as well as the steadfast support of our Board of Directors. However, it is our generous donors and partners like you who truly fuel our impact. While many social services rely heavily on government contracts, we are proud that 75% of our funding comes from individuals and foundations who share our commitment to building a healthier, more resilient East Harlem.

Your support has been instrumental in our success this past year, and for that, we are profoundly grateful. But our work is far from over. As we look ahead, we are energized by the possibilities that lie before us and remain steadfast in our resolve to create meaningful change in the lives of those we serve. We encourage you to view our 65th Anniversary video by scanning the code below, and invite you to join us in our journey as a donor or volunteer. Together, we can continue to build upon the legacy of those who came before us and make a lasting difference in the lives of individuals and families in East Harlem.



A handwritten signature in blue ink that reads "Jonah Gensler".

Jonah Gensler
CEO



A handwritten signature in blue ink that reads "Ted Hopper".

Ted Hopper
Board Chair



LSA Responded to National Challenges in 2023

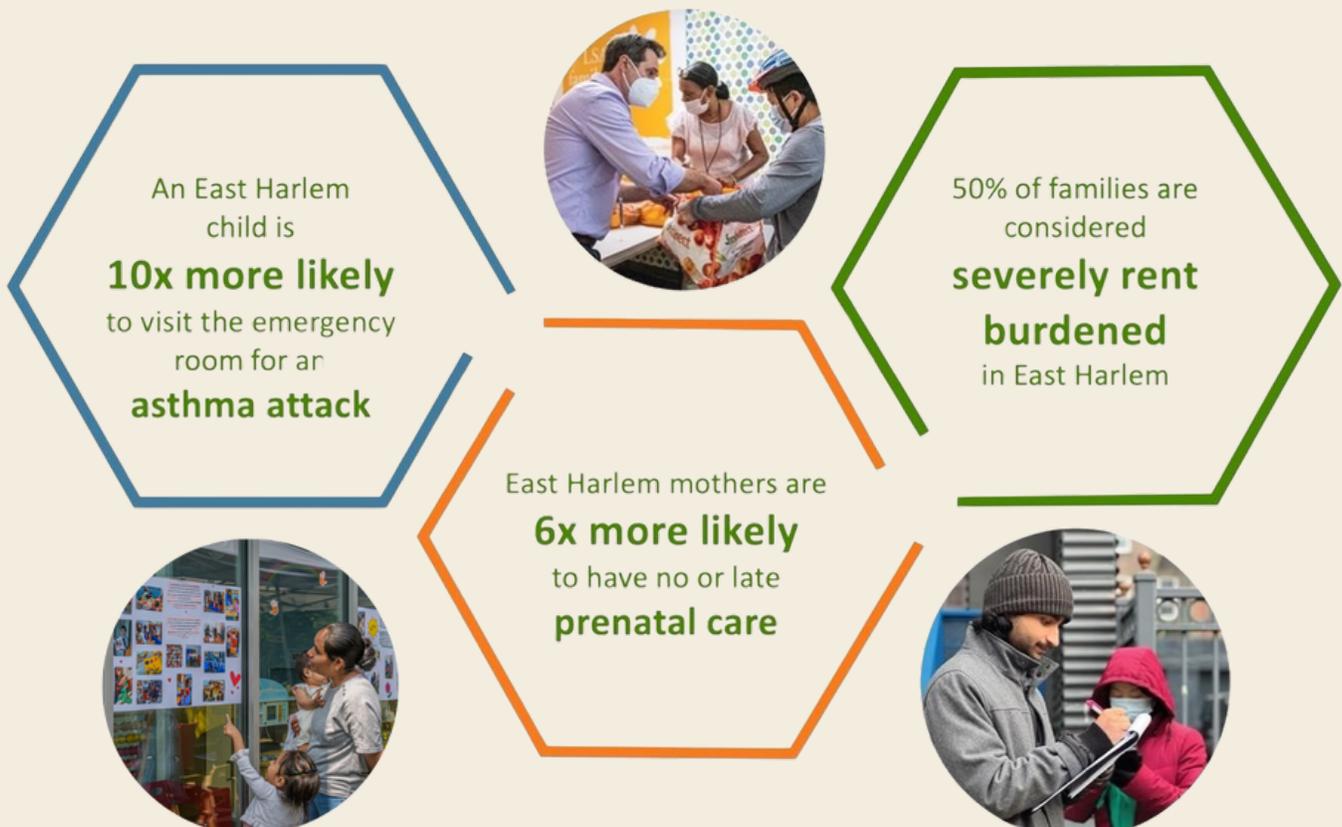
As East Harlem emerges from the pandemic, LSA has grown stronger, more agile, and more responsive to community challenges. The experience has strengthened our team and positioned us to meet new challenges head-on. By listening to our community, we know that we are better poised than ever before to address the needs of East Harlem. New challenges include:

Aging and Unhealthy Housing: Low-income families living in unhealthy conditions that contribute to high asthma rates and poor health outcomes.

A Broken Healthcare System: The \$4 trillion US healthcare system fails families by dealing with only a small part of holistic health: we know that 80 percent of health outcomes can be traced back to how people live, eat, and exist in society.

Responding to the Humanitarian Crisis for Asylum-Seeking Refugees: East Harlem is seeing a record number of refugees seeking asylum in what the UN has called the second-largest displacement event in the world.

Getting Resources to Where They're Needed the Most: Healthcare is most needed at the household and community level. LSA partners with foundations and philanthropists to ensure that our work continues.



LSA'S MISSION

For 65 years, LSA has been an essential community resource serving East Harlem residents with complex health and social issues, particularly during times of crisis. LSA's mission is to strengthen and improve the lives of vulnerable children and families by meeting their basic needs for food, health care, education, and a safe home in the belief that affirming families' dignity improves the entire community. LSA's commitment to East Harlem goes beyond addressing immediate needs; we nurture the long-term well-being of families and make multigenerational impact.



Youth Development

LSA's youth program serves 190 children ages birth to 18 providing afterschool activities, access to equitable education, health information, and programming for immigrant and low-income families in East Harlem.

Overview

LSA serves young people in countless ways and academically and emotionally prepares children from birth to 18 for success.

Birth to 3: Our youngest children visit with their parents at parent-child bonding workshops, one-on-one education, and parenting classes to **keep very young children developmentally on track** and prepare them to attend Pre-K and 3-K.

Pre-K and 3-K: As our babies grow, they stay with LSA as their parents attend **parent workshops that strengthen parenting skills**, increase the emotional development of children, train parents on managing emotions, and increase understanding of preventive healthcare.

Afterschool: As young schoolchildren, many continue at LSA by attending **afterschool tutoring and homework help**. They may take classes in English Language Arts, Social Emotional Learning, or participate during the summer for 6 weeks of Learning K-5.

Middle and High School: LSA continues to offer tutoring to children even as they move to middle school, and finally, LSA offers **college readiness workshops** for parents and high school students alongside help with college applications.



80

families of children from birth to age 3 received twice weekly programming for parent and child to ensure developmental milestones are met and foster parent-child engagement.

25

families of 3-year-olds were linked to early education programs with other community partners and provided resources and guidance to choose childhood programming best suited to their needs.

30

K-5 students participated in afterschool and summer programs.

15

middle schoolers received tutoring twice weekly in grades 6 through 8.

40

families of high school students from 14 through 18 received college readiness support

Mental Health and Art Therapy

LSA's Mental Health and Art Therapy Services help Latina women and children foster social connections, gain access to essential services, and share crucial health and mental health information and resources.

Overview

LSA's mental health service comprises a range of behavioral health programs designed to deliver culturally appropriate, strengths-based, and trauma-informed interventions.

Building Bridges of Hope: This program offers 12-week **group art therapy sessions** tailored to women of childbearing age and mothers with children aged 1 ½ to 3 years. It focuses on building self-confidence, enhancing self-esteem, and building mother-child bonds.

Maternal and Infant Health: Dedicated to improving health and mental health equity and outcomes **for at-risk mothers from communities of color**, LSA's Maternal and Infant Health Services provides short term (12 weeks) and long-term (40 weeks) therapy sessions using art therapy and cognitive behavioral therapy, as well as art therapy workshops.

Our programs are free, bilingual, and provide **holistic, trauma-informed care**. Services are designed to connect participants to services until they reach their treatment goals. Both services are culturally responsible, recognizing and respecting the unique cultural backgrounds and needs of the community we serve.

LSA also screens for social determinants of health and makes referrals as needed to community resources, ensuring that individuals and families have access to comprehensive support that helps to **break the cycle of poverty** and promotes family wellness.



61

mental health participants in 2023

281

individual sessions

17

individuals participated in the 5-week art therapy group

24

individuals participated in the Building Bridges series

128

participants reached by educational events

Nutritional Health

East Harlem families face multiple challenges to living healthy, fuller lives. Poor access to healthy food leads to chronic health problems. Services often don't reach those who need them the most.

Overview

LSA's Nutritional Health Program works toward three key outcomes: 1) increased access of East Harlem families to nutritionally balanced meals that include fresh fruits and vegetables; 2) increased knowledge about the importance of good nutrition and how meals are prepared; 3) enhanced cultural inclusivity and integration of new immigrants.

Food Pantry: LSA's Food Pantry is a key entry point to our holistic, evidence-based services and has grown into **our largest program**. In 2023, we responded to NYC's immigration crisis by filling our pantry bags with and ready-to-eat foods like boxed milk, cereal, canned tuna or chicken, fruit cups, and granola bars since many asylum seekers lack cooking facilities.

Advocacy: LSA's community health workers deliver formal case management services to food pantry visitors starting with a computer-based screening tool for social determinants of health. This screening **identifies essential healthcare, mental health, nutrition, housing, asthma management, education, and benefits needs**. CHWs assist individuals and families with applications for entitlements such as SNAP and Medicaid, provide referrals for housing, legal, and immigration assistance, manage short-term crises, and offer ongoing support.

742,635

meals provided by LSA's food pantry in 2023

2,378

families served by the food pantry

8

nutritional health workshops provided

8

healthy cooking demonstrations provided

100%

of food pantry bags contained fresh fruits and vegetables



Healthy Homes

LSA Healthy Homes strives for safe housing and essential services for East Harlem families. Residents face deplorable conditions due to neglectful private landlords, including issues like rodents, roaches, leaks, and other unsafe conditions. We offer solutions through collective action, including mediation, legal action, or rent strikes.

Overview

East Harlem's high concentration of public housing provides affordability but also faces aging-related health and safety concerns. An ombudsman system, established after the *BAEZ vs. NYCHA* case in 2013, **helps tenants address issues like mold and leaks that can harm their health.** We prioritize the well-being of vulnerable neighbors with asthma prevention workshops.

This year, numerous New York City Housing Authority developments across the city are undergoing a transition under the Permanent Affordability Commitment Together (PACT) program, and converting apartments to Section 8 management. This transformation aims to **enhance the quality of living conditions, facilitate repairs, and offer essential social services to the residents.**

In 2023, LSA met the call to participate in the PACT program by engaging our Community Health Workers and conducting surveys of 736 residents of public housing buildings located in East and Central Harlem. **LSA has been selected as the designated social services agency for the Harlem PACT developments.** Our unwavering commitment is to provide holistic care to all 1,000 households within these developments.

736

surveys of NYCHA residents

232

home visits to assess environmental concerns

29

residents organized to amplify their requests for prompt apartment repairs

16

families participated in organized rent strikes against irresponsible landlords



Healthy Moms

LSA's Healthy Moms provides holistic prenatal and postpartum support to expecting and new mothers. We focus on improving maternal morbidity and mortality rates, enhancing overall maternal outcomes, promoting natural birthing experiences, reducing the occurrence of Cesarean sections, and encouraging successful breastfeeding practices.

Overview

The Healthy Moms Project is a **30-hour curriculum-based program** delivered weekly in Spanish and English. The curriculum covers prenatal nutrition, symptoms, danger signs, and symptoms, what to avoid, prenatal care, and interpersonal topics. In the journey through labor and birth, postpartum recovery, breastfeeding, and neonatal care,

Workshops: Healthy Moms empowers expecting and new mothers with the knowledge and support they need to navigate this transformative period confidently.

Breastfeeding Support: To assist with successful breastfeeding, which can be especially challenging, in addition to workshop hours focused on breastfeeding, **a lactation specialist visits the new mom's home and provides personal support and guidance.** The curriculum ensures that every aspect of early motherhood is comprehensively covered, empowering participants to embrace the challenges and joys of childbirth and parenting.



124

women served in 2023

81

births supported by LSA

62

maternity visits and lactation consultations

2023 RESULTS

HEALTHY MOMS

124

women served in the Healthy Moms program

81

births supported by LSA

62

maternity visits and lactation consultations

FAMILY SUPPORT

742,635

meals provided by the food pantry to East Harlem families

2,206

individuals served monthly agency-wide

6,098

individuals and family members impacted agency-wide

2,036

new arrivals served in 2023

1,330

health visits/sessions provided

YOUTH

92%

of high-risk parents demonstrated stronger parenting skills and increased confidence

178

children participated in educational enrichment opportunities

80

families of children from birth to age 3 received twice weekly programming for parent and child to ensure developmental milestones are met and foster parent-child engagement.

88%

of school children participating in afterschool programs improved or maintained appropriate reading grade levels

HEALTHY HOMES

93%

of families had fewer or no problems due to mold after LSA services

232

home visits to assess environmental concerns

IMMIGRATION

27

community educational and "know your rights" workshops for

775

individuals

MENTAL HEALTH

71%

of mental health services clients in the last three years have decreased CESD scores (reduced depression symptoms)

281

individual and group therapy sessions

128

participants at educational events

61

mental health clients



BOARD OF DIRECTORS

LSA is deeply grateful for the commitment of our board members who donate their time, talent, and treasure to achieving our mission of improving the lives of families in East Harlem, NY.

Ted Hopper: Board Chair

Arthur W. Bingham: Managing Director; New York Private Finance

Richard J. Bonforte, M.D.: Former V.P. and Chair (Retired) Dept. of Pediatrics

Joelyn Cecere: Senior Consultant, Self-employed

Virginia Chambers: Senior Living Advisor, RiverSpring Living

Cappy Collins, M.D., MPH: Assistant Professor Icahn School of Medicine

Stephanie Cooper-Clarke: Co-Chair & External Advisory Board Yale
School of Nursing

Malou Fontanez: Portfolio Administrator BBVA

Liz King: Proprietor Kings' Carriage House

Sr. Margaret Leonard: LSA Family in Mission

Madeleine Livingston: Director of Strategic Partnerships; Thirty Madison

Jonathan J. Lopez: Vice President, Senior Financial Advisor; Merrill Lynch
Wealth Management

Ryan C. McGlynn: Managing Director; JP Morgan Chase Bank

Brenna Moore, Th.D.: Associate Professor, Theology Dept.

Associate Directors, Honors College Fordham University

Mark Moran: Partner Ernst & Young

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Andrea Pincus: Senior Counsel, Banco Santander

Alex Price: Board Member

Ralph A. Siciliano, Esq.: Partner, Tannenbaum Helpert Syracuse & Hirschtritt

Rebecca Smith: Divisional Director of Philanthropy, The Salvation Army

Lexie Toorock: International Business Development Bridgewater Associates

Darren Wilson: Partner, Deloitte & Touche

Financial Highlights

LSA is proud to have established a stable operating reserve and liquid assets.

Financial Results for 2023:

- LSA works proactively to maintain a stable financial position, avoid cash flow interruptions, and mitigate the challenge of funding delays by government contracts.
- LSA has full liquid access to almost \$364,800 from our endowment, a revolving line of credit, and from board support.

Key fiscal focal points

Several key decisions in 2023 have created financial stability and positive fiscal outlook for 2024:

Successfully Delivered on our Covid

Strategy: In May 2023, we successfully closed out our Covid disparities grant. Our highly successful outreach campaign significantly reduced neighborhood Covid rates. This had been our largest grant, and at the end of the funding period we brought staffing levels back to the pre-grant level. LSA has a proven ability to take on large initiatives and expand and contract as needed.

Key assets: LSA has a flexible workforce, no mortgage on our 5-story 23-year-old building, strong operations in place, an engaged board with total giving of \$144,000 at \$7,188 average per contributor, and a balanced revenue portfolio with government, foundation and individual giving at a similar percentage of our overall budget.

Revenue in Housing Opportunities: LSA is securing permanent funding to work in public housing developments. Additionally, having offices in public housing will open up new opportunities towards funding that supports public housing residents.

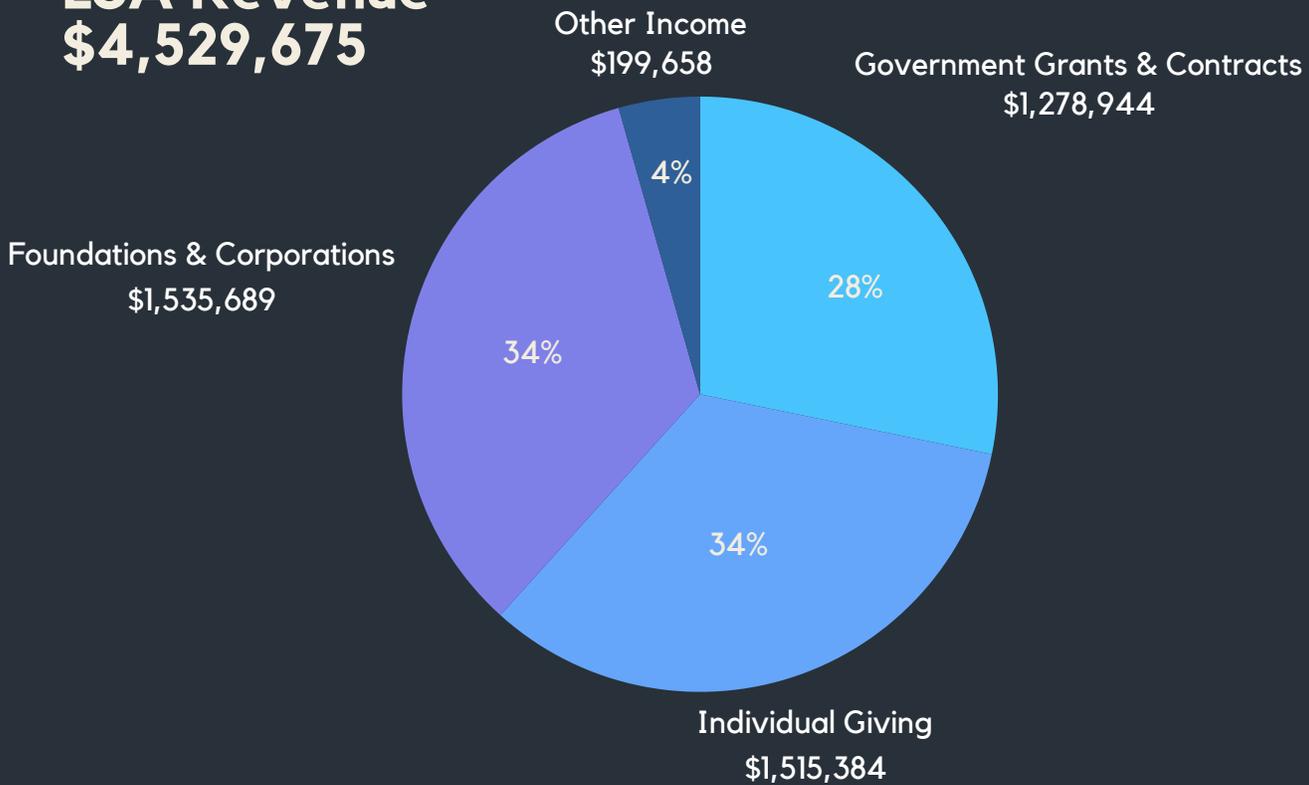
Putting Mission First: With a new CEO in place we took important steps to ensure that we can live within our means and focus resources directly on service to the community. Growing our leadership ladder with a focus on equity and community connection builds donor confidence that their contributions go where they are needed the most.

Budget Surplus: LSA ended 2023 with a \$176,154 operating surplus after two years of deficits.

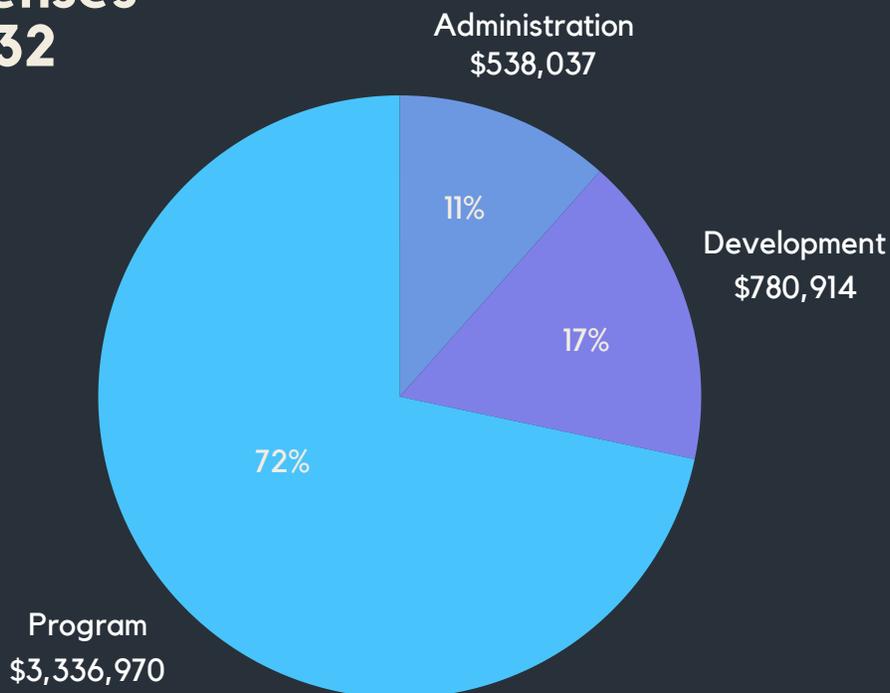


REVENUE & EXPENSES

LSA Revenue \$4,529,675



LSA Expenses \$4,353,332



Our Generous Donors

Our thanks to the many donors whose contributions make our programs for children and families possible. We extend our sincere thanks to all of our generous donors who gave in 2023. Special thanks to those who made in-kind contributions or generously donated clothing to The Sharing Place thrift store.

INDIVIDUALS

\$250-\$499

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The Asmar Family
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Brooke Beardslee
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Ripple Foundation

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donations in
2023 totaled
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National Institute of Health via Columbia Mailman School of Public Health
Department of Health and Mental Hygiene
Emergency Food and Shelter Program (EFSP)
Fund for Public Health in New York
NYC Civic Engagement Commission
NYC Department of Youth & Community Development
Public Health Solutions

Sr. Susanne Lachapelle

(1938-2022)



On Christmas Morning, 2022, we lost Sr. Susanne Lachapelle, and 2023 was a year of reflection and celebration of her life. Hundreds gathered at her mass, a giving wall was dedicated at our center, and her presence was felt every day in our work.

For 45 years Sr. Susanne made her home among the vibrant, life-giving, multicultural, and at times socially challenging community of East Harlem. This is where her heart and life was nurtured until her passing. Sr. Susanne lived a simple lifestyle, giving herself generously and selflessly to the people she was called to be among: the people on her home visits, her friends on the street as she walked to work. These became her family.

"The suffering and challenges of God's poor people, are a channel of life in me. We are together as we reshape the world so everyone has a place to call home."

Sr. Susanne was an integral part of the development of LSA Family Health Service from its early years in East Harlem. She was its soul, spirit, and tenacious advocate as it grew from a simple brownstone to the multiple-storied building on East 115th Street. Her appreciation for and love of each person who shared in this mission at the agency was palpable. Her greatest desire was for everyone to carry this mission wholeheartedly with the emphasis of being family together believing that the power of growth is in relationships.

Sr. Susanne wanted to be remembered as someone who had "Profound gratitude to God for my family, my life as a Little Sister of the Assumption and my Sisters, and for all the people who have filled my life."

The witness of her life will live on deeply in the hearts of all who walked with her throughout her pilgrim journey.

We couldn't have
done it without your
generous *support.*

Thank you
to all our donors,
volunteers, & partners.

✉ info@lsafhs.org

📍 333 East 115th Street, New York, NY 10029

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Photographs by: Erik McGregor & LSA Staff



**LSA FAMILY
HEALTH SERVICE**

LSA Family Health Service

Founded by the Little Sisters of the Assumption