

GMHC
Program Guide
Large Print Edition



gmhc.org

GMHC Core Operating Values

The following values and beliefs are intended to guide client, volunteer, staff and guest behavior at GMHC.

Community: We are a community space where people come together to share and receive support, kindness and understanding. Participation in this community comes with a responsibility to one another, and a commitment to be compassionate and ensure each other's safety and well-being.

Empowerment: We are committed to strengthening and empowering each other to lead healthy and independent lives. We believe in the inherent strengths and capabilities of all persons, and believe in providing opportunities for individuals to heal themselves, to learn, and to contribute to others.

Inclusiveness: We engage and embrace all people who seek to participate and contribute to our community, regardless of age, circumstances of HIV transmission, disability, economic status, gender identification, HIV status, immigration status, incarceration history, national origin, race/ethnicity, religion, sexual orientation or substance use history.

Respect: We believe in honest and considerate communication and expect that there will be differences of opinion. We refrain from judging each other and strive for patience and tolerance.

Responsibility: It is a voluntary choice to participate in the GMHC community. We hold ourselves and each other accountable for our decisions and actions. We take responsibility for our behavior and accept the consequences for violating these principles.

Safety: We are committed to ensuring that our environment is free of violence or threats of violence, verbal abuse, sexual harassment, or physical action towards a member of our community.

Client Rights & Responsibilities

GMHC strives to provide a safe, welcoming place where people choose to receive education, support, and services. We believe that everyone — clients, volunteers, staff and guests — must be treated with respect while at GMHC or at a GMHC sponsored activity.

As a client of GMHC, you can expect:

- Respect from all GMHC staff and volunteers;
- Prompt information about available services;
- Access to programs without discrimination as to age, circumstances of HIV transmission, disability, economic status, gender identification, HIV status, immigration status, incarceration history, national origin, race/ethnicity, religion, sexual orientation or substance use history;
- That your HIV status will be kept confidential among staff and volunteers at GMHC and will not be disclosed without your prior consent. (Except as otherwise required by law including, but not limited to, an order from the court.) **Information about you may be shared among GMHC programs to ensure that you are offered and receive the most appropriate service(s);**
- Access to your client record upon request within a reasonable period;
- Access to a formal grievance procedure to address complaints.

When you are at GMHC or at a GMHC sponsored activity, we expect that you will treat all clients, volunteers, staff and guests with respect, and therefore will not:

- Engage in physical violence;
- Behave in a way that is physically, verbally or sexually threatening or abusive including, but not limited to: in person, by telephone, email, text message, mail;
- Bring, use, distribute, sell or buy anything including, but not limited to, prescription medication, illegal drugs, or alcohol;
- Carry any type of weapon;
- Engage in cash transactions in the agency including, but not limited, to borrowing and/or loaning money;
- Engage in sexual behavior;
- Steal, destroy or deface anything on GMHC's premises.

Failure to abide by this agreement has consequences. It can include, but not be limited to, suspension or dismissal from a specific service or the agency.

Welcome to the Program Guide

GMHC offers a wide variety of programs and services to help and support you. This guide was designed so you can easily locate them. We hope you find this guide useful. GMHC strives to offer you the highest quality care. If you have any suggestions to improve the guide or programming, please see any staff member or join GMHC’s Consumer Advisory Board (CAB). See page 10 for more information.

This section will help you find the programs and services we provide. Items of special interest are bolded. Descriptions, locations, and contact information for each department begin on page 6.

	Service	Department
A	Action Center	POL
	Acupuncture, Ear-point	GEF
	ADAP (AIDS Drug Assistance Program) Issues	LGL
	Adult Continuing Education Program	VWW
	Adult Continuing Education Scholarship Lottery	VWW
	Advocacy & Advocacy Helpline	LGL
	AHIP (AIDS Health Insurance Program) Issues	LGL
	Alcohol Counseling	PALM
	Alternative Therapies	VWW
	APIC (ADAP Plus Insurance Continuation) Issues	LGL
	Art Classes	VWW
	Art Therapy	PALM
	Assessment	GEF
	B	Bankruptcy
Barbershop (Men’s Group)		PALM
Benefits Helpline		LGL
Body Mass Assessments (BIA)		VWW
Benefits and Entitlements		LGL
C	CAB (Consumer Advisory Board)	VWW
	Case Management	CC

CC Coordinated Care **CHR** Community Health & Research **GEF** David Geffen Center for HIV Prevention & Health Education **INT** Intake **LGL** Legal Services **PALM** Michael Palm Center for AIDS Care & Support **POL** Public Policy **VWW** Volunteer, Work & Wellness
For information about any of these programs: (212) 367-1000 or gmhc.org

Service	Department
CHOICES	PALM
Client Advocacy	LGL
Club 1319 Drop-in Center and Youth Program	CHR
Consumer Advisory Board (CAB)	VWW
Community Based Research	CHR
Community Education	CHR, VWW, CHR
Community Events	CHR, PALM
Community Outreach	GEF, CHR, VWW, PALM
Complementary Therapies	VWW
Comprehensive Risk Counseling Services (CRCS)	PALM
Computer Classes	VWW
Computer Lab	CHR, VWW
Computers—Treatment Library	VWW
Confidentiality Issues	LGL
Continuing Education Program	VWW
Cooking Classes	VWW
Coordinated Care	CC
Counseling and Support	GEF, PALM
Couples Counseling	PALM
Crisis Counseling	GEF, PALM
Crystal Meth Awareness Campaigns	CHR
Crystal Meth Counseling	PALM
Debt Management	LGL
Dinner	VWW
Disclosure Planning Support	PALM
Discrimination Issues	LGL
Domestic Partnership	LGL
Drawing Classes	VWW
Drop-in Space for Youth	CHR
Drug and Alcohol Counseling	PALM
Ear-point Acupuncture	GEF
Education Lottery	VWW
Emergency Food Packages	VWW
Entitlements	LGL
Environmental Level Interventions	CHR
Estate Planning	LGL
Exercise Classes	VWW
Faith-based Prevention Collaboration	CHR
Family Law	LGL
Feldenkrais	VWW
Financial Management	LGL

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	Service	Department
G H	Food Pantry	VWW
	Food Stamps Issues	LGL
	Group Services	PALM
	Haircuts	VWW
	Harm Reduction Counseling	GEF, PALM
	HASA (HIV/AIDS Services Administration, formerly DASIS) Issues	LGL
	Health Care Access	INT, LGL
	Health Care Proxy	LGL
	Health Education and Promotion	CHR
	Health Insurance	LGL
I J	Healthy Relationships	PALM
	Healthy Youth for Prevention Education (HYPE)	PALM
	Helpline	GEF
	Hepatitis C Testing	GEF
	HIV/AIDS Helpline	GEF
	HIV Information & Counseling	GEF
	HIV Prevention Programs	CHR, GEF, PALM
	HIV Testing	GEF
	Hotline (Helpline)	GEF
	House of Latex (HOL)	CHR
K L M	Housing Issues	LGL
	Immigration	LGL
	Individual Reiki	VWW
	Intake & Registration	INT
	Internet Outreach	CHR
	Internships	VWW
	Jerry Herman Theater Desk	VWW
	Job Training & Placement	VWW
	Kiki Functions	CHR
	Latex Ball	CHR
Legal Services	LGL	
L	Library, Lending	VWW
	Library, Treatment Education	VWW
	Life Drawing Classes	VWW
M	Living Room	VWW
	Lunch	VWW
	Managed Care	CC, PALM

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Service	Department
Many Men, Many Voices (MMMMV)	PALM
Massage	VWW
Meals	VWW
Medicaid Issues	LGL
Medicare Issues & Helpline	LGL
Men's Health Counseling	PALM
Mental Health Referrals	CC, CHR, GEF, INT, LGL, PALM
Mental Health Services	PALM
New Client Registration	INT, VWW
Nutrition Counseling	VWW
Nutrition Workshops	VWW
Online Outreach	CHR
Oral HIV Testing	GEF
Outreach Programs	CHR, GEF, PALM, VWW
Over 50 Initiative	CHR, GEF, VWW
Painting Class	VWW
Pantry	VWW
Parenting Support	PALM
Peer Leadership Initiative	CHR
Permanency Planning	LGL
Pharmacy	VWW
Positive Prevention for Women	CHR, PALM
Prevention Campaigns	CHR, GEF, PALM
Prevention Case Management	CC
Public Assistance	LGL
Rapid Testing	GEF
Reassessment	INT
Referrals	CHR, GEF, IN, LGL, PALM
Registration	INT
Reiki & Reiki Circle	VWW
Resume Development	VWW
Risk Reduction Programs	CHR, PALM
Safer Sex Workshops for Men & Women	CHR, PALM
Scholarship Lottery	VWW
Sculpture Classes	VWW
Self Help Groups	PALM
Sexual Health Counseling	PALM
Sexual Health Workshops	CHR, PALM
Sexual Health for PLWHIV	PALM
Sexually Transmitted Disease Testing	GEF
Shiatsu Massage	VWW

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	Service	Department
	SISTA	PALM
	Skills Training	VWW
	Social Events	CHR, VWW
	Social Marketing	CHR, PALM
	Social Security Benefits (SSI, SSDI)	LGL
	Speakers Bureau	VWW
	SSDI (Social Security Disability Insurance) Issues	LGL
	SSI (Supplemental Security Income) Issues	LGL
	STI Testing	GEF
	Street, Bar & Club Outreach	CHR, GEF, PALM
	Substance Use Counseling for Men	PALM
	Substance Use Counseling for Women	PALM
	Support Groups	PALM
	Sustainable Living Fund	LGL
	Swedish Massage	VWW
T	Syphilis Testing	GEF
	Tabling Events	CHR, GEF, PALM, VWW
	Testing, HIV, Syphilis, Hepatitis C	GEF
	The Corner (Ear-point acupuncture)	GEF
	Theater Tickets	VWW
	Treatment Adherence	INT
	Treatment as Prevention Workshops for Women	CHR
	Treatment Education	INT
	Treatment Workshops	INT
	Vocational Counseling	VWW
V	Volunteer Opportunities	VWW
	Walk-in Testing	GEF
W	Wellness	VWW
	Wills	LGL
	Women in Action (WIA)	PALM
	Women's Support Services	PALM
Y	Work	VWW
	Yoga	VWW
	Youth and Young Adult Initiatives (YYAI)	CHR, PALM
	Youth Drop-in Center	CHR
	Youth HIV Prevention Programs	CHR, PALM
	Youth Outreach	CHR, PALM

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Program Descriptions

All programs take place at **446 West 33rd Street** except where noted.

Client Intake

INT

Client Intake is your entry point into GMHC and offers comprehensive and holistic intake, assessment and re-assessment services to HIV-positive and at-risk individuals. We work with you to ensure you are effectively linked to vital programmatic services. The Client Intake department is staffed by trained intake clinicians and support staff who will assist you in becoming a client of GMHC and guide you to the appropriate program.

(212) 367-1000, intake@gmhc.org

Community Health and Research

CHR

Community Health and Research, located at the GMHC Center for HIV Prevention (**224 West 29th Street**), works with HIV-positive individuals and people at high risk for HIV infection — especially youth, women of color, and the LGBTQ community. **Club 1319** offers teenagers who are gay, bisexual or questioning, a drop-in space with access to a computer lab, HIV prevention and other workshops, and career development programs. We provide opportunities to help create social marketing and outreach campaigns. We also organize the annual **Latex Ball**, the premier ballroom event in the nation. Contact us on how you can become involved.

(212) 367-1385, chr@gmhc.org

Coordinated Care

CC

The Coordinated Care Department provides case management services through our COBRA and Transitional Care Coordination programs. We connect you and your family to vital community resources and support you in negotiating and coordinating your care. We will assist you with finding housing, medical care, health insurance, entitlements, food, substance use services, dental services, mental health providers, job training services, support groups, and treatment education. Our goal is to help you become stable and self-sufficient.

(212) 367-1174, care@gmhc.org

David Geffen Center for HIV Prevention and Health Education

GEF

The David Geffen Center for HIV Prevention and Health Education provides free, confidential **HIV and STI testing**, outreach, and health education at the GMHC Center for HIV Prevention (**224 West 29th Street**) and in the community setting. You can call our toll-free **Helpline** to talk with a counselor. We can also assist you to identify and access medical care and supportive services, including treatment adherence, HIV prevention counseling, substance abuse counseling, and risk reduction counseling.

(212) 367-1100, testing@gmhc.org
Helpline: 800-243-7692

Legal, Client Advocacy and Client Financial Services

LGL

The **Legal Department** can help you to avoid eviction; file bankruptcy; obtain PRUCOL status; access benefits; apply for Social Security; request a fair hearing; obtain a reasonable accommodation from your employer;

prosecute an HIV-related discrimination claim; apply for a green card, asylum, or citizenship; and address a range of other legal issues. **Client Advocacy** can help you with your Social Security application or appeal, insurance issues, and problems with HASA (HIV/AIDS Services Administration). If you are not eligible for HASA, the **Sustainable Living Fund** may be able to help you find out how to pay for your housing.

General legal questions: (212) 367-1134

Health insurance, benefits, Social Security: (212) 367-1143

Immigration appointment: (212) 367-1321

Sustainable Living Fund: (212) 367-1114

All questions: legal@gmhc.org

Michael Palm Center for AIDS Care and Support

PALM

The Michael Palm Center offers mental health, support and prevention services. **Mental Health Services** offer you multi-disciplinary individual, group and substance use counseling and treatment adherence to adults living with HIV/AIDS. **Women's Care, Prevention and Support Services (WCPSS)**, comprised of three HIV/STI prevention and care programs, offers counseling, education and support groups to HIV-positive and high-risk HIV-negative women of color. **Outstanding Beautiful Brothers (OBB)**, GMHC's Young Men's Prevention Program, provides individual and group mental health counseling and art therapy treatment as well as community building and educational groups to gay, bisexual, questioning and other men (between the ages of 18–29) who have sex with men, regardless of HIV status.

Mental Health Services: (212) 367-1165, mhs@gmhc.org

Outstanding Beautiful Brothers: (212) 367-1174, obb@gmhc.org

WCPSS: (212) 367-1174, womenscare@gmhc.org

Public Policy

POL

If you're interested in learning more about HASA, Medicaid, Medicare, and other programs that affect you, join the **Action Center**. We're a group of committed GMHC clients who gather every week to discuss political issues and public benefits. If you haven't done much advocacy in the past, you can learn more about opportunities to make change. If you're a seasoned advocate, you can discuss issues that interest you and meet with your elected officials. We have three groups: women, housing, and drop-in (for many different issues). Please contact the Action Center for meeting times and locations.

(212) 367-1354, advocate@gmhc.org

Volunteer, Work and Wellness Center

VWW

The Volunteer, Work and Wellness Center offers you a variety of services designed to improve and maintain your health and well-being. The **Meals Program** provides lunch Monday through Thursday, and dinner on Friday evening. The **Nutrition Education Program** offers food pantry services, nutrition counseling, nutrition groups, cooking classes, body mass assessments, and information about herbs and supplements. The **Wellness Program** offers a wide variety of complimentary therapies and services including: yoga, massage therapy, exercise, ear point acupuncture, painting and sculpture classes, scholarships for non-credited courses at area colleges, free or low cost theater and movie tickets, a lending library, free haircuts and special events for clients. The **Workforce Development (MATCH) Program** supports clients who are interested in transition-to-work services including vocational counseling, GED and college prep classes, job training, skills-based training, and job placement

and retention services. The **Volunteer Center** recruits, trains, places and supports GMHC volunteers and interns for positions in all departments at GMHC. All clients are welcome to participate. Call for information about Volunteer Open Houses.

Meals & Wellness: (212) 367-1420

Nutrition Services: (212) 367-1420

Volunteer Center: (212) 367-1030

Workforce Development (MATCH) Program: (212) 367-1030

All questions: vwandw@gmhc.org

Consumer Advisory Board

The Consumer Advisory Board (CAB) is made up of GMHC clients, staff, volunteers and community partners providing input to GMHC on the agency's programs and services. Participation in the CAB is your opportunity to learn how the agency works, suggest how to make things work better, and participate in the implement of suggestions in collaboration with staff. The CAB holds meetings monthly, and has an office on the 7th floor where meeting and activity schedules are posted. For more information and a membership application please visit the 7th floor office, call (212) 367-1170 or write to cabm@gmhc.org.

GMHC acknowledges the contributions of the Consumer Advisory Board to the publication of the Guide.

Large-print Edition

For a large-print edition of this Guide, please visit a receptionist or go to gmhc.org.

GMHC Mission

GMHC fights to end the AIDS epidemic and uplift the lives of all affected.

GMHC is a not-for-profit, data-driven, volunteer-supported and community-based organization committed to national leadership in the fight against AIDS. We provide HIV prevention and coordinated care services to men, women and families living with, or affected by, HIV/AIDS in New York City. We advocate for scientific, evidence-based public health solutions for hundreds of thousands of people worldwide.

For more information, call the Helpline or visit gmhc.org.

Gay Men's Health Crisis

446 West 33rd Street, New York, NY 10001-2601

GMHC Center for HIV Prevention

224 West 29th Street, New York, NY 10001-5204

HIV/AIDS Helpline

1-800-243-7692 In NYC: (212) 807-6655 helpline@gmhc.org

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