



ANNUAL REPORT 2023 - 2024

January 2023 - June 2024



Our Mission, Vision, and Values

We are promoting comprehensive wellness for individuals and families by providing integrated, culturally responsive health and social care focused on addiction and mental health. Our care model is rooted in equity, compassion, and innovation, and driven/informed by ongoing biomedical and behavioral research. We uplift and strengthen communities, nurturing hope for a better tomorrow.

Our work is guided by four core principles:



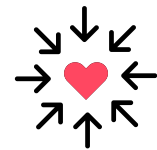
Ensuring Equity



Fostering Innovation



Designing for
Sustainability



Centering on
Compassion

Over 55 years

of dedicated service
to New York and the
tri-state area

67,500+

participants impacted
by our services

3,542

participants served
from January 2023
to June 2024

Our Approach

StartCare takes a holistic equity-focused approach to addressing our communities' wellness by meeting people where they are. We integrate care that prioritizes addressing the social determinants of health (SDOH). Health and social outcomes are impacted by a wide range of environmental factors, including the places people live, learn, and work, and their level of access to healthy food and economic opportunity. We collaborate with our participants to develop person-centered care plans that address SDOH and work for the reality of their lives, including barriers and strengths. Our goal is to give all participants the opportunity to thrive.

In addition to traditional treatment services like therapy and medication management, we incorporate prevention and harm reduction strategies like education and overdose prevention training.



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MESSAGE FROM THE CEO AND BOARD

With immense pride and optimism, we honor the enduring legacy of Dr. Beny J. Primm and reflect on the milestones achieved by StartCare from January 2023 to June 2024. This period marks a pivotal phase of growth, innovation, and transformation as we chart an exciting path forward.

As I complete my first two years as CEO, I am deeply inspired by the resilience, compassion, and dedication that define StartCare's mission and work. This year has been a journey of discovery and expansion, guided by our unwavering commitment to addressing health disparities and advancing mental health in marginalized communities across New York City.

At a time when the overdose epidemic continues to devastate lives, StartCare has risen to the challenge, enhancing and innovating our approach to addiction treatment and mental health care. Among our significant accomplishments this year:

Strengthened Research Initiatives:

Our research hub has expanded research and development to advance evidence-based practices in addiction treatment. The main areas of research include: behavioral interventions for trauma and PTSD, biomedical innovations that have therapeutic promise for substance use and mental health disorders, and implementation science for effective and sustainable approaches to move research to practice as we adopt and integrate new care models. As a result, we've been awarded new grants that will allow us to expand our integrated OTP services (\$1.2M) and improve community uptake of highly effective direct-acting antiviral (DAA) medications for Hepatitis C (\$1M).

Tailored Programming For Diverse Communities

Recognizing the distinct needs of New York City's neighborhoods, we have enhanced community-based outreach and developed strategies to improve access to care, particularly in underserved areas. We recently received \$504K in funding for our Mobile Medication Unit, which will deliver gold standard addiction care to populations that face barriers to access in traditional settings. This program will offer virtual and in-person medication administration and management (including methadone), education on overdose prevention and other harm reduction strategies, vaccinations, and screening for substance use, mental health challenges, infectious diseases, and chronic health conditions.

Landmark Milestones In Community Engagement

During the January 2023 to June 2024 timeframe, we hosted our inaugural Alliance Breakfasts, convening faith, community, and legislative leaders to explore collaborative strategies for addressing community mental health needs.

Strategic Partnerships and Funding Success

Through strategic planning, strong proposal writing, and persistent effort to strengthen alliances with elected officials, community organizations, and government agencies, StartCare secured over \$9 million in research and programmatic funding, enabling us to



This January 2023 – June 2024 Impact Report offers a closer look at our successes and a preview of the exciting future that lies ahead.



expand our reach and impact. We've partnered with academic and industry leaders such as New York University, Florida State University, Columbia University, University at Buffalo, New York City Department of Health and Mental Hygiene, and the Office of Addiction Services and Supports and the AIDS Institute at the New York State Department of Health, and the National Institute on Drug Abuse (NIDA) at the National Institute of Health (NIH). Our strategic partnerships are essential to expand services, integrate evidence-based practices and improve community impacts.

While we continue to expand and diversify services to better meet community needs, we remain grounded in our long-standing core principles: Innovation, Equity, Compassion, and Sustainability. As we navigate the complexities of today's healthcare landscape, these values

drive us to deepen our research, strengthen community partnerships, and adapt our programming to meet emerging challenges.

Looking ahead, StartCare is poised for continued growth. As the needs of our communities evolve, so does our commitment to prevention, harm reduction, and whole person care. We remain steadfast in our mission to be a beacon of hope and strength, not only for the individuals and families we serve but also for our dedicated staff and valued partners.

This January 2023 – June 2024 Impact Report offers a closer look at our successes and a preview of the exciting future that lies ahead.

Thank you for your continued support and belief in our mission. Together, we are shaping a healthier and more equitable New York City.



Jonnel C. Doris, MPPA, MDIV
Chief Executive Officer



Jean T. Stennett, MPA
Chair, Board of Trustees



OUR LEADERSHIP

EXECUTIVE LEADERSHIP

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Chief Financial Officer

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Chief Programs and Strategy Officer

Benjamin Lipschitz
General Counsel

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Trustee Emeritus

LOCATIONS



BROOKLYN

East New York

494 Dumont Avenue

Opioid Treatment Programs (OTPs)

Fort Greene

937 Fulton Street

Opioid Treatment Programs (OTPs)

Bushwick

1149-55 Myrtle Avenue

Opioid Treatment Programs (OTPs)

MANHATTAN

Washington Heights

2406 Amsterdam Avenue

Opioid Treatment Programs (OTPs)

Central Harlem

119-121 W 124th Street

Opioid Treatment Programs (OTPs)

Teen START

REACH

East Harlem

2191 Third Avenue

Opioid Treatment Programs (OTPs)



OUR PROGRAMS

Medicine

For fifty-five years, StartCare has been committed to providing holistic, person-centered addiction and mental health care in New York City. StartCare operates seven opioid treatment programs (OTPs) at three sites across Brooklyn and three sites across Manhattan, each providing life-saving Federal Drug Agency (FDA) approved medications for opioid use disorder (MOUD) to treat moderate to severe OUD. StartCare served 3,542 individuals from January 2023 to June 2024, of whom 34% were Black, 37% Latino, 21% White, and 8% indicated multiple or other races or ethnicity; our participants represent New York City communities with the highest drug overdose mortality rates in the state. StartCare participants have access to comprehensive substance use and mental health care from an interdisciplinary team of professionals, including Credentialed Alcoholism and Substance Use Counselors (CASACs), social workers, addiction-trained nurse practitioners, peers, primary care providers and board-certified addiction medicine and psychiatry physicians.

75%

Participants receiving services at StartCare from January 2023 to June 2024 were successfully retained in care for more than one year

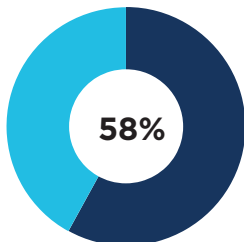
StartCare operates seven opioid treatment programs (OTPs), an intensive outpatient program, and a mental health program. In 2024, StartCare Medicine was formed, unifying medical, nursing and behavioral health services to further integrate care at these sites. StartCare Medicine strives to be the leading provider of choice for care across the mental health spectrum. The mission of StartCare Medicine is to provide holistic and compassionate care that is free of stigma or racialization, and is truly integrated, healing, and transformative; and which positively impacts the lives of our staff, participants, their families, and our communities. To achieve this, we root our work in accessible,



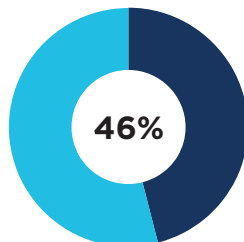
innovative, effective, safe, equitable, and highly reliable models of care. This approach aims to provide services that are trauma-informed, evidence-based, and data-driven, and foster harm reduction as a core philosophy. Our overall purpose is to address the biopsychosocial, cultural, and spiritual needs of every person we serve so each feels valued, supported, and empowered to achieve their fullest potential of self-worth and well-being.

Social Care Needs

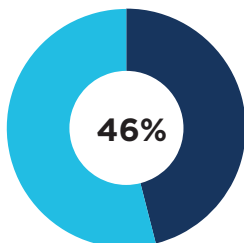
A survey conducted among nearly 300 participants indicated supports are needed with:



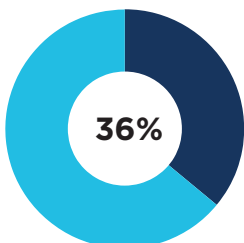
Food



Housing



Transportation to Access Care



Vocational Services

StartCare Medicine has four priority areas of strategic relevance that shapes the care we deliver to our participants, including new programming that will provide integrated primary, substance use, and mental health care across a continuum of needs. StartCare Medicine fosters a humanizing, equitable, trauma-informed, and relationship-based philosophy of care to address the inequities and disparities that are endemic to the five boroughs we serve. StartCare is committed to knowing, caring for, and treating the whole person, and we provide essential mental health services, including individual and group counseling, psychotherapy, and person-centered care planning. StartCare Medicine is a healing and inclusive environment for our participants, who often are from marginalized communities and confront significant barriers to wellness, including healthcare inequities and disparities and social/structural determinants of health (e.g., housing and food insecurities, poor access to economic opportunities and health care).



At the core of StartCare Medicine, our clinical programs are evidence-based, research-driven, and provide person-centered care and services. StartCare Medicine is committed to remaining at the forefront of innovative and emerging best practices that positively impact the lives of the people we serve.

Clinical Innovation and Excellence

StartCare Medicine received OASAS implementation funding to create three new clinical programs called Comprehensive Outpatient Programs (COPs). The COPs will integrate primary, substance use, and mental health care for our participants with co-occurring substance use and mental health disorders. Participants in our COPs have access to a team of medical and behavioral specialists, including addiction psychiatry, psychiatric nurse practitioners, licensed social workers, internal medicine/family medicine trained medical providers and peer support specialists. The Fort Green COP will begin caring for participants in 2025, followed by our Highbridge and East New York clinics.

StartCare Medicine’s behavioral health services continue to provide and expand critical mental and behavioral health care to individuals with

substance use disorders, including opioid use disorder. StartCare Medicine mental health services include interdisciplinary team-based care (e.g., psychiatry and social work) to you and adults. StartCare recognizes that a substance use disorder is a chronic medical condition, like diabetes or hypertension, and people seeking recovery need an expansive continuum of care services, including non-clinical support. StartCare Medicine’s peer support specialists are an integral part of the team-based approach to each participant’s care plan, sharing their lived experience of recovery and expertise. Peer advocates draw on their recovery experiences to inform, educate, and support participants through the stages of recovery, utilizing harm reduction interventions, motivational interviewing strategies, and wellness planning approaches towards behavior change. Peer support specialists are trained to use their personal recovery story to build trust, establish credibility and foster hope with people with substance use and mental health disorders. Peer advocates help our participants understand they are not alone during times they struggle during recovery.

StartCare Medicine leads an organization-wide Electronic Health Record (EHR) system project, implementation to standardize the care we provide and improve the quality and experience of each participant.

StartCare continues to develop and implement programs as part of the State Opioid Response III grant, a multi-year grant to address treatment and recovery for individuals in opioid use disorder care. During this round, StartCare built clinical capacity to provide trauma-informed care for our participants with PTSD and concurrent opioid use disorder using the evidence-based “Seeking Safety” protocol.

In June 2024, all seven StartCare OTPs received three-year reaccreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) demonstrating our commitment to quality and continuous improvement and excellence in care.

At the time of admission, among 987 newly enrolled participants:



40% reported a coexisting psychiatric disorder



50% reported having received treatment for a mental health disorder in the past



25% reported having been hospitalized for a mental health disorder

Specialty Programs



REACH

*Recovery, Education, Advocacy
& Change for Health*

StartCare's REACH Intensive Outpatient Program is designed to provide time-limited intensive support for adults aged 18 and older with alcohol and/or substance use disorders, particularly when these issues are accompanied by co-occurring mental health conditions

Key Services:

- **Access to Medications for Addiction Treatment:** Referral to StartCare programs for the provision of medications for addiction treatment, including methadone and buprenorphine-naloxone for opioid use disorders (MOUD).
- **Psychiatric Services:** Comprehensive assessment and medication management, including both mental health and substance use disorders.
- **Individual and Group Counseling:** Personalized therapeutic and recovery-oriented sessions with concurrent group sessions aimed at fostering peer support and growth.
- **Anger and Stress Management:** Evidence-based strategies to effectively manage stress and anger.
- **Vocational Counseling:** Support for employment, education, and/or community engagement goals.
- **Care Coordination:** Referral and advocacy services to connect clients with essential community-based programs
- **The REACH program** emphasizes a holistic approach to treatment, addressing both substance use and mental health challenges to promote overall health and well-being.

HARM REDUCTION

StartCare's harm reduction programming is designed to meet individuals where they are in their journey, offering support and resources to reduce the negative consequences associated with risky behaviors, such as continued substance use. This approach is at the core of all of our programs, and emphasizes compassion, respect, and the recognition of each person's autonomy.

Key Services:

- **Medications for Addiction Treatment:** StartCare provides medications for opioid use disorders (MOUD) even if a person continues to use substances.
- **Opioid Overdose Prevention Program (OOPP):** StartCare is a NYC Department of Health and Mental Hygiene certified OOPP. Our staff train community members to recognize and respond to an opioid overdose, and dispense naloxone, an opioid overdose reversal medication.
- **Peer Support:** StartCare provides peer counseling sessions led by individuals with lived experience.
- **Health Education:** StartCare provides information on safer substance use practices, sexual health, and general wellness; this occurs both in the clinic as well as at health promotions events in the community.
- **Harm Reduction Supplies:** StartCare ensures widespread access to drug testing strips and naloxone, which are critical tools aimed at reducing the risk associated with continued drug use; this occurs both in the clinic as well as at health promotions events in the community.
- **Referral Services:** StartCare connects individuals to medical, mental health, and substance use care as well as social services

StartCare practices a harm reduction philosophy of care, which improves health outcomes, reduces the risk of blood-borne diseases, and supports individuals in making informed choices about their health, psychological and physical wellness.



TEEN START



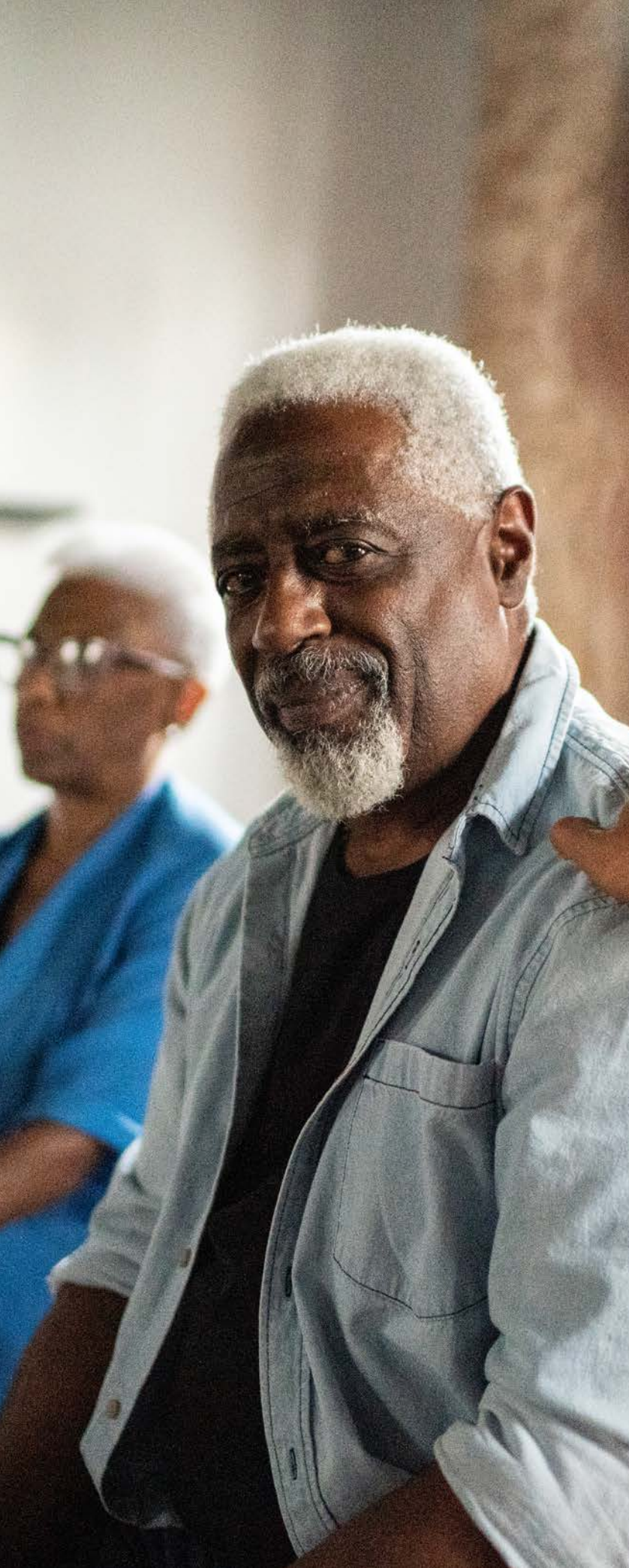
Teen START is a vital program dedicated to helping young people aged 12 - 17 navigate emotional, behavioral, and social challenges, with support available until age 24. Our comprehensive services promote resilience and growth, offering care coordination; psychiatric services; harm reduction; individual, group, and family therapy; and vocational supports. From January 2023 - June 2024, Teen START provided 2250 therapy sessions, 1994 of which were telehealth visits, ensuring accessible and impactful care for youth across the NYC metro area.

With a focus on holistic well-being, we begin with a comprehensive psychosocial assessment to develop personalized care plans that include both short- and long-term goals.

Individual, family, and group therapy sessions empower participants to increase self-awareness, foster positive relationships, and find community support. Licensed psychiatrists offer medication management for moderate to severe mental health conditions, while psychoeducation equips youth with practical tools for safety, wellness, and skill-building.

Through accessible hybrid programming, Teen START empowers young people with enriching, harm-reducing resources that support their growth, resilience, and well-being. By addressing mental health with compassion and innovation, we help nurture a brighter, healthier future for NYC's youth.

Teen START provides mental health services through an Article 31 outpatient mental program certified by the New York State Office of Mental Health (OMH).



Opioid Treatment Programs (OTPs):

Innovating on 55 Years of Expertise

In 1959, StartCare began treating New Yorkers in a single building at 937 Fulton Street in Brooklyn, when methadone was still emerging as an effective and safe tool for saving lives and promoting recovery from addiction. Today, with seven OTPs across Brooklyn and Manhattan, StartCare remains at the forefront of addiction treatment. Just as our founding care model was rooted in innovative research, compassion, and human relationships, we have developed our OTP services to reflect the evolving gold standard of high-quality care.

Care plans are developed in collaboration with the participant and aim to address the whole person. An interdisciplinary team of peers, counselors (CASACs), nurses, physicians, nurse practitioners, and psychiatrists supports participants in their pursuit of health and health-related goals. In addition to receiving medications for opioid use disorder (MOUD), participants benefit from specialized primary care and treatment navigation for viral hepatitis and HIV/AIDS, both infectious diseases associated with injecting drugs. Vocational counseling supports participants to achieve education, career, or community participation goals, fostering economic independence and self-efficacy. The integration of harm reduction ensures our programs are practical and valuable for even the most marginalized of our community members, allowing them to pursue self-defined goals and sustain long-term wellness.

As the global evidence base for MOUD has grown, so has the understanding that people with substance use disorders (SUDs) should be treated holistically, without barriers or judgment. START's OTPs continue to provide dignifying, best practice care for OUD, while enhancing our service model to provide truly comprehensive care to more people with SUD and mental illness.



RESEARCH: ADVANCING INNOVATION AND EQUITY

Since the 1970s, StartCare has led groundbreaking research on substance use, infectious diseases, and health disparities. For over two decades, we've served as a key site within the National Drug Abuse Treatment Trials Network (NIDA CTN) and are now advancing studies under the NIH's HEAL initiative®. Our work has expanded the scientific evidence base and helped shape equitable, community-centered behavioral and biomedical treatments.

At the heart of our mission is health equity. Guided by a social justice framework, StartCare designs and tests person-centered, sustainable interventions that reduce harm, expand access, and improve outcomes for communities most affected by the opioid crisis and systemic barriers to care.

Current Focus

StartCare is strengthening its research capacity to advance behavioral, biomedical, and healthcare studies that address urgent community needs. Our mission is to generate scientific evidence for sustainable, scalable therapies through community-informed research and innovative technology.

Current studies focus on expanding evidence-based interventions for individuals affected by trauma, PTSD, addiction, HIV, hepatitis C, and overdose risk—ensuring that prevention and treatment approaches are rooted in equity, engagement, and impact.

The THRIVE Study

Treatment for Harnessing Resiliency, Improving Emotional Regulation, and Empowering Individuals for a Brighter Future

Principal Investigators: Amanda Bunting, PhD (NYU) & Tanya Renn, PhD (FSU)

StartCare PI: Ana Ventuneac, PhD

Up to 97% of individuals in opioid use disorder (OUD) treatment have experienced trauma, with 53% diagnosed with PTSD—factors that often hinder treatment retention and recovery. StartCare adapted and pilot-tested the evidence-based STAIR-NT intervention to better serve participants within our clinical setting.

This trauma-informed model, designed for integration within opioid treatment programs (OTPs), addresses critical gaps in mental health access among underserved populations. The study amplifies community voices and emphasizes compassion, with research methods laying the groundwork for a randomized controlled trial to assess its impact, feasibility, and long-term scalability across OTP settings.

Integrated Hepatitis C Care in StartCare's OTPs

StartCare prioritizes research with rapid, real-world clinical impact—bringing biomedical advances directly to communities most affected by the opioid crisis and infectious diseases.

With support from NYC DOHMH, the NYS AIDS Institute, and OASAS, we expanded a care model that integrates routine hepatitis C screening and treatment into our opioid treatment programs (OTPs). This approach addresses stigma and access barriers by delivering care where it's needed most.

Our phased transition from research to integrated clinical services has made life-saving hepatitis C treatment more accessible, enabling us to reach more people and move closer to eliminating hepatitis C in our communities.

The SOAR Study

Smartphones for Opiate Addiction Recovery (SOAR)

Principal Investigator: Paul Glimcher, MD (NYU)
StartCare PI: Ana Ventuneac, PhD

SOAR evaluates a smartphone-based tool that predicts opioid reuse during methadone and buprenorphine treatment and alerts providers for timely dose adjustments. The goal is to reduce relapse and improve retention compared to standard care.

StartCare supports this innovative study through participant enrollment and provider feedback, helping assess how predictive technology can enhance treatment personalization and outcomes in real-world settings.



With over \$1.4 million in funding, StartCare remains committed to transforming lives and promoting health equity.

Scholarly Contributions

Recent Manuscripts

Dickerson, SS; George, SJ; Ventuneac, A; Dharia, A; Talal, AH: Care Integration for Hepatitis C Virus Treatment through Facilitated Telemedicine within Opioid Treatment Programs: Qualitative Study. *Journal of Medical Internet Research*. 2024 Jun 12;26:e53049.

Fast N, van Kessel R, Humphreys K, Ward NF, Roman-Urrestarazu A. The evolution of telepsychiatry for substance use disorders during COVID-19: a narrative review. *Current Addiction Reports*. 2023 Jun;10(2):187-97.

Talal, AH; George, SJ; Talal, LA; Dharia, A; Ventuneac, A; Baciewicz, G, Perumalswami, PV; Dickerson, SS: Engaging People who Use Drugs in Clinical Research: Integrating facilitated Telemedicine for HCV into Substance Use Treatment. *BMC Research Involvement and Engagement*. 2023 Aug 2;9(1):63.

Talal, AH; Markatou, M; Liu, A, Perumalswami, PV; Dinani, AM; Tobin, JN; Brown, LS: Integrated Hepatitis C-Opioid Use Disorder Care Through Facilitated Telemedicine A Randomized Trial. *JAMA*, doi:10.1001/jama.2024.2452, Published online April 3, 2024.

Ventuneac, A; Dickerson, SS; Dharia, A; George, SJ; Talal, AH: Scaling and Sustaining Facilitated Telemedicine to Expand Treatment Access among Underserved Populations: A Qualitative Study. *Telemedicine and e-Health*. 2023 Dec 1;29(12):1862-9.

Future Vision

StartCare aims to expand its research portfolio by employing research methods and participatory approaches that prioritize community members' input in advancing behavioral and biomedical studies that will ultimately contribute to greater acceptability and uptake of novel prevention and treatment approaches. We are strengthening academic partnerships and defining research priorities that are aligned with StartCare's mission.



STARTCARE VOCATIONAL FULFILLMENT PROGRAM

Breaking Barriers, Building Futures

Our Vocational Fulfillment Program is designed to support participants in our care who face challenges such as behavioral health disorders and involvement with the criminal legal system. The program equips them with the tools and support needed to pursue education, secure meaningful employment, and achieve successful community integration. By addressing individual barriers and providing a structured pathway to economic and personal stability, the program promotes long-term recovery and self-sufficiency.

THE NEED

Among 987 newly enrolled participants between January 2023 and June 2024:

- **Almost all participants** lived below the federal poverty level with only 6% reporting wages or salary as their source of income.
- **27% were unemployed** and looking for work.
- **76% were Black or Latino**, reflecting the disproportionate impact of systemic inequities.
- **37% lacked a high school diploma** or GED, further limiting access to employment.

These challenges, compounded by stigma and health disparities, highlight the urgent need for innovative vocational services to promote equity and opportunity.



THE PROGRAM

StartCare's Vocational Fulfillment Program provides personalized, goal-driven support:

- **Assessment & Planning:** Participants receive vocational assessments to identify goals and develop individualized action plans.
- **Education & Skill Building:** Vocational Specialists deliver one-on-one counseling, workshops on workplace and technology skills, and connections to training programs.
- **Employment Support:** Specialists assist with job applications, interview preparation, and employment retention counseling for up to one year.

THE IMPACT

Between January 2023 and June 2024, **over 2,200 participants** were engaged in vocational programming. Among these participants,

- **73%** completed work readiness activities;
- **23%** secured employment; and
- **4%** enrolled in school or other training and skill-building activities.

PROGRAM GOALS:

- **Increase training** enrollments and certifications earned.
- **Boost employment** and retention rates.
- **Provide tailored,** site-specific support across all STARTCARE locations.

THE VISION

With strong partnerships, we aim to help more New Yorkers achieve financial independence and build a future where economic opportunity and health equity are accessible to all.



MEET

JACK BALLESTAS

VOCATIONAL REHABILITATION MANAGER

Jack Ballestas, MA, CRC has dedicated over 10 years as a Vocational Rehabilitation Manager at StartCare to inspire economic opportunities and promote vocational skills among our program participants. Since 2015, Jack has been a leader in developing StartCare's vocational services to provide participants personalized support and resources to achieve personal and professional goals, including gaining employment, enrolling in educational programs, and completing professional development training or job-related certifications. In addition, for participants not in the work force or who are interested in volunteering, the program provides endless learning and social engagement opportunities to connect with and become more fully integrated into the community.

Jack is a passionate leader in engaging with a wide community of people and understanding how to effectively support community members to thrive and grow towards work readiness. Recognizing structural drivers of health disparities and inequities in prevention services and treatment access, Jack collaborates

with experts across disciplines at StartCare to contribute to programming that meets the needs of people with behavioral health challenges.



INFRASTRUCTURE

StartCare operates with a robust infrastructure designed to support comprehensive community-based behavioral healthcare services. Our network includes multiple outpatient treatment centers strategically located throughout the five boroughs of New York City. Our facilities are equipped to deliver integrated medical, mental health, and substance use treatment services, all supported by a dedicated team of licensed professionals, peer counselors, and support staff. StartCare also invests in digital infrastructure to streamline patient care coordination, data management, and telehealth capabilities, ensuring continuity of care and improved outcomes for our clients.

Compliance

StartCare demonstrates significant progress in compliance, embodying the motto, “Compliance Excellence.” This commitment is evident through the consistent three-year accreditation seals received from the Commission on Accreditation of Rehabilitation Facilities (CARF). These seals signify StartCare’s adherence to annual conformance requirements for quality standards that improve the lives of people served. StartCare’s Compliance Program is pivotal in maintaining quality, safety, and regulatory compliance across all nine facilities. This program aligns with the guidance from several authoritative bodies, including The New York State Office of Addiction Services and Supports (OASAS), The United States Drug Enforcement Administration (DEA), The Substance Abuse and Mental Health Services Administration Center for Substance Abuse Treatment (SAMSHA), and The Office of Mental Health (OMH).



As StartCare’s Compliance Department continues to pursue excellence, it remains committed to regulatory adherence, ethical standards, and the adoption of best practices. This ongoing dedication ensures that StartCare not only meets but exceeds compliance expectations, thereby enhancing the quality of care and safety for all individuals served.

Real Property

StartCare is dedicated to managing its portfolio of six physical locations—that are safe, accessible, and innovative. Guided by our vision, mission, and strategic goals, we ensure that each property is effectively utilized to support our operations while creating inviting spaces for staff and community partners. By enhancing operational efficiencies, investing in sustainable solutions, and maintaining rigorous building compliance, we prioritize safety and the overall well-being of those we serve. These efforts reflect our ongoing commitment to fostering an environment that supports the physical, mental, and environmental health of our community.

Bushwick Foundation

Thank you Assemblymember Maritza Davila for \$250,000



Licensing



SAMHSA
Substance Abuse and Mental Health
Services Administration



Office of
Mental Health



Department
of Health



Office of Addiction
Services and Supports





Advancing Healthcare Through Technology

StartCare is transforming its technology infrastructure to meet the demands of modern healthcare while prioritizing security, efficiency, and innovation. Our strategic IT initiatives are designed to support high-quality care and operational excellence, even amidst the unique challenges facing healthcare facilities today.

Key advancements include:

- **Enhanced Security:** Strengthened cybersecurity measures and ongoing staff education to protect sensitive patient data.
- **Faster, Smarter Connectivity:** Network upgrades increased internet speeds by up to 1900% while reducing annual costs by nearly \$60,000.
- **Modernized Systems:** Upgraded equipment, designed and established a new StartCare website with significant enhancements, improved security, user experience, and search engine optimization. It has also helped to keep our content relevant and engaging. Introduced a corporate intranet and implemented cutting-edge digital tools for communication and collaboration
- **Streamlined Operations:** An advanced Electronic Medical Record is currently in progress to enhance patient care, and an HR system is in place to improve staff workflows.
- **Preparedness and Resilience:** A disaster recovery plan ensures critical systems are safeguarded during emergencies.
- **Data-Driven Insights:** A live dashboard provides leadership with real-time metrics to inform decision-making.

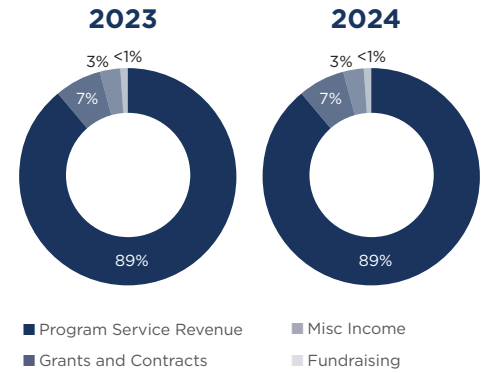
These efforts reflect StartCare's commitment to leveraging technology as a cornerstone of our mission: delivering innovative, secure, and person-centered care to the communities we serve.



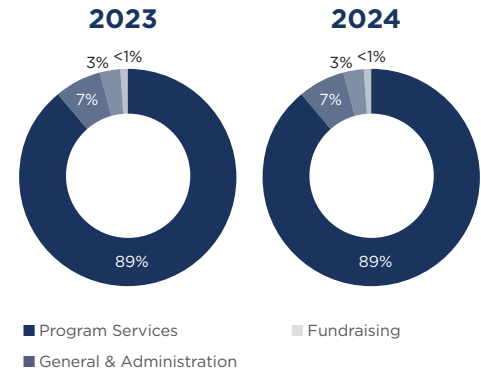
Financials

Below is the summary of StartCare’s performance during the period from January 1, 2023, through June 30, 2024:

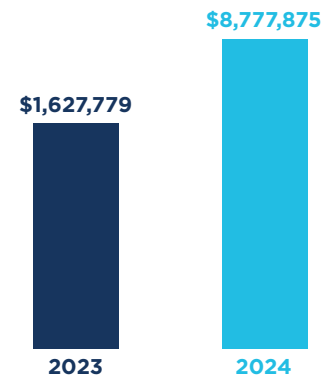
Sources of Funds*	2023	Unaudited 2024
Program Service Revenue	\$14,167,972	\$27,911,779
Grants and Contracts	\$1,531,086	\$2,553,572
Fundraising	\$1,632	\$313,315
Misc Income	\$730,405	\$1,474,057
Total	\$16,431,095	\$32,252,723



Use of Funds	2023	Unaudited 2024
Program Services	\$12,405,361	\$25,745,913
General & Administration	\$5,566,080	\$15,066,498
Fundraising	\$87,433	\$218,187
Total	\$18,058,874	\$41,030,598



Net Assets	2023	Unaudited 2024
Fund Balance, Start of FY	\$33,417,933	\$31,790,154
Fund Balance, End of FY	\$31,790,154	\$23,012,279
Total	(\$1,627,779)	(\$8,777,875)



Highbridge site

A 48 year old male with a 28 year history of cocaine use disorder and a 23 year history of opioid use disorder was first enrolled at StartCare in May 2016. He struggled with both opioid and cocaine use for the first five years in the program. He has a diagnosis of depression and has been effectively treated with prescribed medications. He reported no medical or legal issues and has stable housing. He has a supportive family who is an integral part of his treatment. He began to fully engage in treatment during the height of the COVID 19 pandemic and has since abstained from use. He attends groups daily and has been a positive role model in the clinic. He is currently working with the vocational specialist to explore training to become an addiction counselor.

East New York site

A 58 year old female shared: “I’ve been in the ENY StartCare Clinic since May 2016. I attend all groups. That is what helps me stay clean.

I also do outside activities in my building to keep myself busy. I’ve been clean for a year and [a] half now and I’m interested in being more involved in activities in the Patient Advisory Committee (PAC). So far, all the staff in the START program have been very respectful and very helpful in housing and vocational.”

Bushwick site

A 58 year old female, who most recently enrolled at StartCare in 2012 and shared that she first came to the program in 1997, wrote the following about her experience:

“What I love about the StartCare program is that it helped me stay clean. I was going to die in the street using heroin but thank God and the StartCare for helping me become human once again. I have 4 kids that was born clean from heroin and thanks to StartCare I was able to take care of my kids until this day; I can really say I’m a very wonderful mom. Also, I wish I knew about StartCare back in 1984, I would had not lost my child to CPS back then. I’m very happy I come to this program since 1997. StartCare’s staff are good and the counselor really cares”

Starting Point site

A 64 year old female shared: “My counselor educated me on how engaging in OTP services, and by extension, being referred to Mental Health services, has positively impacted my emotional health. My counselor shared how my depression symptoms in the past discouraged me from tending to my dependence issues effectively. Since being linked to psychiatric services I have a better understanding of how emotional health issues negatively impacted my social functioning and my ability to cultivate healthy relationships. My counselor also expressed how she appreciates the fellowship I’ve generated within our woman’s group. The group has helped me, to find my voice.”



COMMUNITY



Volunteer Program

StartCare's Volunteer Program empowers individuals and fellow partnering organizations to make a meaningful impact in the lives of marginalized New Yorkers by providing their time, skills, and compassion. Through this initiative, volunteers play a vital role in supporting StartCare's mission to deliver comprehensive healthcare, behavioral health, and addiction recovery services. Whether assisting with community outreach, participating in educational workshops, or lending administrative support, volunteers become part of a dedicated team committed to advancing equity, compassion, and innovation. Join StartCare and help transform communities while fostering personal growth and connection.

Young Professionals Council

StartCare's Young Professionals Council is a dynamic group of emerging leaders dedicated to advancing START's mission while building their professional networks and leadership skills. Members of the council collaborate on initiatives that support StartCare's comprehensive healthcare, behavioral health, and addiction recovery services for marginalized New Yorkers. Through fundraising, advocacy, and volunteer opportunities, the Young Professionals Council creates meaningful change while fostering innovation, compassion, and equity. Join this passionate community and make a lasting impact on both your career and the lives of those we serve.





Partnerships

Partnerships are at the heart of StartCare’s mission to provide transformative addiction and mental health care to marginalized New Yorkers. By collaborating with like-minded organizations, businesses, and community leaders, StartCare strengthens its ability to deliver innovative healthcare, behavioral health, and addiction recovery services. Partnerships allow us to expand our reach, share resources, and develop impactful programs that address the unique needs of the communities we serve. Together, we can create lasting change and build a healthier, more equitable future for all. Join us in advancing this vital work through meaningful collaboration and partnership.

StartCare’s Alliance Breakfast

StartCare’s Alliance Breakfast is a beacon of hope—bringing together legislators, community leaders, and faith-based partners to strategize ways to improve the quality of life for marginalized communities. This initiative fosters meaningful collaboration and strengthens vital relationships among key stakeholders. StartCare is committed to providing exceptional care and support for individuals living with substance use and mental health challenges, and collaborations like these will benefit those we serve. Through this unified alliance, leaders work together to address our communities’ pressing issues—offering solutions, solidarity, and renewed hope to those most in need..



StartCare's Lobby Day

StartCare's Lobby Day is a powerful advocacy initiative where staff, participants, and supporters come together to engage policymakers, raise awareness, and champion policies that advance equitable healthcare, behavioral health, and addiction recovery services for marginalized communities.



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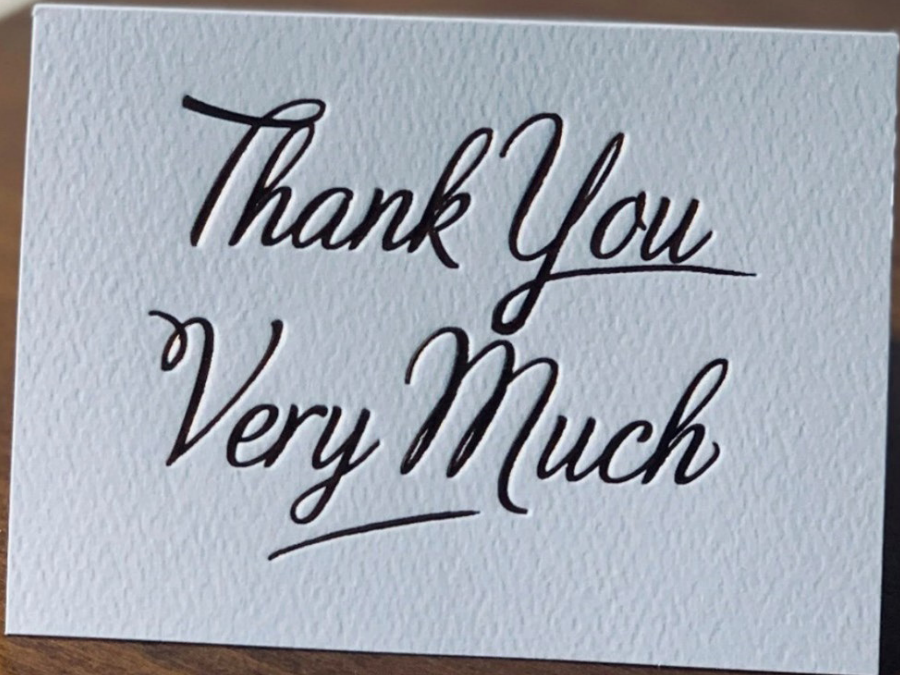
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“ My Journey: I might not be somebody’s first choice, but I am a great choice. I may not be rich, but I am valuable. I don’t pretend to be someone I am not because I am good at being me. I might not be proud of some of the things I’ve done in the past, but I am proud of who I am today. ”

—PARTICIPANT QUOTE



Thank You
Very Much

START Donors 2023 - 2024

Donors, with our most sincere appreciation, we thank all who have supported StartCare financially.

Through the generous contributions of our supporters, StartCare is able to continue to evolve and improve our programming to serve the most vulnerable New Yorkers. It is because of this support that we are able to strategically envision our next steps and the future of StartCare. We remain grateful to each of our donors for enabling our work to continue and meeting the changing needs of the communities that we serve.

Donations can be made online at www.start-donate.org

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Valentina Journey

Patient

My name really is not important. What really is important is my journey and the path I chose to take today. I have been a part of START for almost 8 years in May 2024. This December 17th, I made 3 years clean and sober. From the moment I rise I have to be on point. This disease is very serious, and all it takes is one wrong choice and I'll be right back where I started. For me it took a long time to get the message and I really don't think I will be where I am today without this help. For me one of my goals is to eventually come off methadone, complete the program, continue with sobriety, and live the rest of my life as God and my loved ones wanted me to. That I can say is it is getting better, and I want to tell whoever may read this that a place like StartCare treatment do work.

It is just that this epidemic is so big that it's hard to really notice those of us who are working on their program. I attend the START program at 180th St. and Amsterdam Ave in Manhattan and the directed there is Ms. Ford. She has a system that I really like, and I can say that of all the time I have been at START this is the only time I do not miss a group. We have groups all week and every group is always packed. Those of us who attend may not be on the same level of sobriety, but the important thing is to keep coming somewhere down the line the person may hear that one thing that would change his or her life.

For me, every day I thank my higher power and ask to please provide me with the strength to keep fighting. It's not easy but doable. So far, I have achieved most of all my little goals and some of the big ones too. I try not to overwhelm myself and keep things to a minimum. I understand that I have neglected a whole lot because of my addiction but all of it will not get done in one day. My biggest goal for the near future is to pay it forward by going to message and becoming a substance abuse counselor. I really think that I owe it to those people that help me out so that I can open my eyes and become what I started to be a productive member of society. I would like to thank those people who surely have it in their hearts to help individuals who are fighting this disease. There's a lot of work to be done but together we can do it! Thank you!



A Cornerstone of Public Health: Dr. Beny J. Primm Recognized with Street Renaming

In May 2024, StartCare honored its visionary founder, Dr. Beny J. Primm, with the renaming of the intersection at Waverly Avenue and Fulton Street in the Clinton Hill/Fort Greene area of Brooklyn, NY—home to the organization’s first clinic—as Dr. Beny J. Primm Way. The ceremony, attended by civic leaders, community members, and Dr. Primm’s family, recognized his groundbreaking work in substance use treatment, HIV/AIDS prevention, and health equity. As the founder of what became one of the nation’s largest minority-led community health organizations, Dr. Primm’s legacy continues to shape public health policy and compassionate care models across the country.



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