



# MARIA TORRES

Aftercare Services Manager, LiveOnNY  
Liver Recipient

# Message From NEW PRESIDENT & CEO



LEONARD ACHAN, RN, MA, ANP  
President & CEO

Like the rest of the nation, New Yorkers entered the first quarter of 2021 still in the grips of COVID-19. As the warm summer months approached, New York’s longstanding COVID-19 state of emergency expired along with the hope all New Yorkers had for a mask-free summer as the Delta variant took center stage as the most transmissible variant yet. In September, audiences returned to our Broadway theaters for the first time in 18 months, albeit with a mask mandate. Then in December, the Omicron variant was found in New York City spreading at a rapid rate. Some epidemiologists estimate that greater than 40 percent of New Yorkers were infected. Throughout 2021, in the face of relentless stress and adversity, LiveOnNY staff remained resilient, stayed in the trenches, and continued to execute our mission. Working hand-in-hand with our donor hospitals and transplant centers who were critically stretched with illness and burnout but still standing, we continued to vaccinate, mask-up and show up. LiveOnNY ended 2021 recovering more organs for transplant than ever before in New York State history, greater than 1000.

In 2021, LiveOnNY also experienced the move of their corporate office from Manhattan to Long Island City, and a change in leadership. Such significant organizational change on top of the onslaught of uncertainty faced by the New York Community, and our beloved healthcare system, while also successfully honoring donor heroes and their families wishes in record numbers, demanded a remarkable professional and personal resilience, tenacity and hope from LiveOnNY staff, and they more than delivered. I am honored to know them and to join them.

We have come to understand that COVID may be an era, not a crisis. LiveOnNY will continue to rapidly evolve along with the New York Community and face 2022 and the challenges it brings, head on. We are building a strong foundation of professionalism, agile change, donor support and advocacy by prioritizing people, structure and processes that honor the legacy of LiveOnNY and its remarkable achievement in 2021. Looking forward into 2022 and beyond, our number one focus is the relentless pursuit of increasing organ donation in New York State. We will lead a movement to save and change as many lives as possible through organ donation.

This Annual Report celebrates that very thing that makes LiveOnNY an emblematic New York company—the people—the donor heroes and their families, our recipients, our staff, the members of our Board of Directors, Medical Advisory Board and Foundation Board and the physicians, surgeons, nurses and staff in our donor hospitals and transplant centers. It is the grace of the people in the communities of New York that we serve that is the essence of who we are and what we do. It is my great honor to call myself a New Yorker. My name is Lenny Achan and on behalf of all of us...We are LiveOnNY.

**“** *This Annual Report celebrates that very thing that makes us LiveOnNY, the people, who include our staff, leaders, donors, and recipients, who capture the very essence of why we do what we do, and how we do it. The people whose lives are touched by our mission and who are our purpose.*

REACHING NEW HEIGHTS

1,000+

ORGANS TRANSPLANTED INTO PATIENTS

LIFESAVING ORGAN AND TISSUE DONATION

380

ORGAN  
DONORS

749

TISSUE  
DONORS

6.9m

ORGAN DONORS  
ENROLLED IN NYS

# A Record Setting YEAR

In 2021, LiveOnNY saw a record-breaking number of lifesaving donors and their heroic families say 'yes' to organ, eye and tissue donation. New Yorkers caring for New Yorkers in this profound and meaningful way resulted in more lives saved and better health outcomes for our communities. LiveOnNY's growth has been a coordinated effort by its dedicated staff working with our hospital partners, transplant centers, community leaders and elected officials. Additionally, **New York State passed legislation** to expand registration opportunities and utilize emergency transportation to deliver donated organs.

24,702

healthcare  
professionals  
educated

1,085

family conversations  
to authorize  
organ donation

3,196

family conversations  
to authorize  
tissue donation

1,797

hours of community  
engagement

## NEW LIVEONNY RECORDS

1,002

Organs transplanted  
in a single year

2021

121

Organs transplanted  
in a single month

OCTOBER 2021

39

Organ donors in a  
single month

AUGUST 2021

# LIFESAVING INNOVATION & CARE

## Groundbreaking Research to Advance Donation Amidst the Pandemic

Because of its location in the epicenter of the COVID-19 pandemic, LiveOnNY is uniquely positioned to study the virus and disseminate best practices for procuring and transplanting organs from donors who contracted the disease. In 2021 testing became widely available, which allowed LiveOnNY to be the first OPO to test every potential organ donor for COVID-19. Over time the organization learned that organs – excluding the lungs - recovered from a donor who tested positive but had a low level of virus in the blood were suitable for transplantation. This increased the donor pool and helped save more lives. To date, none of the recipients who received organs procured by LiveOnNY have tested positive for COVID-19.

## LiveOnNY's Integral Role in 1st Successful Xenotransplant

In 2021, the LiveOnNY clinical team played a vital role in assisting NYU Langone Health with the first successful xenotransplant for research purposes. The procedure involved transplanting a genetically modified pig kidney to a neurologically deceased human patient. This incredible breakthrough has the potential to help many people on the waiting list. There is a shortage of organ donors in the United States, necessitating research into alternative ways to facilitate transplantation and save lives. LiveOnNY assisted NYU Langone by finding a heroic organ donor whose family consented to this specific research when it became apparent that their loved one was not able to be an organ donor. On their darkest day this family chose to help others in a remarkable way.

## Aftercare Services Strengthens Support for Donor Families

LiveOnNY Aftercare Services worked tirelessly in 2021 to ensure that the organization's heroic donor families felt supported throughout this tumultuous year. The team had more than 1,200 engagements with donor families and facilitated over 600 pieces of correspondence between these families and their loved one's organ recipients. Additionally, the Aftercare team held their first Spanish language Zoom support group and their first journaling group. "The journal group was run with sincere compassion, empathy and understanding," said one donor family member. "It made me feel very comfortable sharing my emotions."

## Hospital Services Expands Resources for Healthcare Professionals

The LiveOnNY Hospital Services team educated 24,702 healthcare professionals about the organ, eye and tissue donation process. The department also held a well attended virtual symposium for palliative care staff in June to give them a better understanding of their role in the donation process. Additionally, the department distributed a newly designed organ donation handbook to all medical residents in the LiveOnNY service area to educate them about the power of donation. An app is currently being built to accompany the handbook.



## LAUREN WALSH

*Senior Hospital Services Specialist, Living Donor*

LiveOnNY Senior Hospital Specialist Lauren Walsh was just 19 years old when her father died waiting for a liver transplant. He was a 53-year-old father, outdoorsman and music lover. “I wanted to donate a portion of my liver to him, but he refused,” she says. “I would have done anything if it would have extended his life. Watching him deteriorate so quickly had a major impact on me.”

This tragedy inspired Lauren to look for a job in organ donation after graduating college. She began her career in Maryland before moving to LiveOnNY in 2013.

“Through this work I have been able to find the closure I needed in order to completely come to terms with my dad’s death,” she says. “I hope my work in organ donation will stop others from having to go through what my family went through.”

These days Lauren works to educate healthcare professionals in hospitals throughout the greater New York City area about the process of organ donation. Lauren has educated hundreds of doctors and nurses during her more than ten years in the field, but her commitment to organ donation doesn’t stop there. In 2012, Lauren became a living kidney donor to a 19-year-old man named Tyler whose grandmother she met through work.

“At the time his overall health was failing and the prognosis was bleak,” Lauren remembers. “I decided to get tested as a living donor for him, and though I wasn’t a compatible donor I was able to donate as part of a chain.” Lauren donated her kidney to a mother in Ohio and Tyler received a kidney from a man in Texas. Lauren and Tyler are both doing well post-transplant.

“When someone is in need of a transplant, that is their last option for survival. That need doesn’t just affect that one person, it affects everyone who knows and loves them,” Lauren says. “Giving the gift of life isn’t just about saving one person’s life, it also gives families and friends the priceless gift of more time with their loved one. I would do it again in a heartbeat.”

*“Giving the gift of life isn’t just about saving one person’s life, it also gives families and friends the priceless gift of more time with their loved one.”*

*-Lauren*

LiveOnNY’s Hospital Services team has successfully rolled out iReferral across two healthcare systems resulting in 3,277 referrals being submitted electronically in 2021.

# Donor Heroes

## SAVED LIVES

LiveOnNY salutes the selfless organ and tissue donors who gave the gift of life in 2021.  
They are all heroes.

Charles W	Monica K	Paul J	Jay D	Dylan M	Laszlo R	Louis A	Thomas F	Lino R
Christina R	Michael W	Robert K	Stephanie M	Reginald G	Jacques R	David L	Tito C	Clifton W
Vidal S	Jonathan S	Katherine G	Michael G	Govani D	George R	Liliana B	Shamar W	Robert A
Enid R	Alecia R	Mary Beth C	Reon C	Orlando C	Sarah F	Jason R	Edwin O	Hector S
Marino A	Harry D	Rodolfo C	Haresh J	Darryl W	Vincent C	Emidio R	Alonzo D	Luis M
Jonathan Chris C	Steven K	Jonathan B	Carl C	Carmen M	William N	Xavier H	Dmitry T	Amir J
Alberto R	Angel R	Robby M	Bienvenido A	John O	J'uan M	Arthur Z	Jay S	Christopher S
David K	Sophia H	Sarah L	Michael A	Dominick P	Frankpeter G	Stanislaw L	Armanis V	Thomas B
James P	Nyeka R	Anthony R	Miguel F	Manuel L	Robert T	Karen W	Frank J	Maria A
Richard B	Glenn G	Mike P	Thomas P	Juanita M	Maritza S	Ricardo B	Stephen S	Matthew M
Jasper P	Ernest T	Reinhard G	Nicholas L	Darius W	Ivolissa M	Joaquin M	Ramon P	Evelin J
Shakima F	Sean W	Cheryl B	Gregory H	Daron T	Lance M	Tiffany A	Edith S	Donald S
John L	Al R	Orin A	Deryck F	Greg S	Joseph M	Randy M	Omar C	Juan C
Joseph S	Claudia B	James A	Antonio C	Megan S	Andrew T	Josiane A	Laurence S	Laura A
Eleanor B	Rafal K	Nachelle D	John J	Samira L	Pablo M	Christopher H	Gerard F	Alexa S
James S	Gianna T	Ricardo M	Christopher M	Peter F	Alonzo P	Boris S	Diana G	Kevin M
Michael D	Domonique F	Courtney G	Edgardo T	Jose F	Rafael B	Catherine C	Katherine S	David W
Douglas K	Natasha K	Anna A	Jaime S	Deborah K	John B	Luis H	Jules R	Anthony M
Hilario F	Pedro E	Thomas C	Marc A	Eddie M	Osmilda C	Gary N	Thomas L	Julian Michael V
Angela S	Walter W	Jeffrey C	Tomas C	Jeffrey L	Nancy M	James V	Oumar R	Freddy A
Betty S	Kevin F	John V	Jorge L	Nelson C	Anthony S	Ellis L	Daniel G	Frederick M
Mary Ellen J	Maria L	Angie R	Dennis W	Melanie T	Martin G	David L	Kenneth G	Jerry G
Juan M	Deborah K	Peter M	Sammy L	Victoria M	Nicholas N	Arthur O	Juan Carlos S	William S
Reynaldo M	John R	Anthony G	Gregory W	Daniel F	Tracey D	Tammy M	Nenyi S	Ted H
Angela W	Andrew G	Natasha C	Chirelle K	Victor Z	Jesus L	Janine M	Joel L	Thomas W
Richard M	Janice P	Karen T	John C	Alfonso B	Raul M	Kenneth B	Rachel B	John D
Fernando M	Crystal J	Domenick C	Christopher K	Harold K	Giovanni G	Melisa G	Lawrence B	Richard W
Graciela S	Levy K	Peter W	Michael M	George S	Jordan L	Robert S	Kevin H	Marisol N
Karen S	Antonio M	George G	Brittany F	Coleen G	Antonio M	Harvey L	Dennis W	Jennifer L
Rico C	Kirk D	Marcin B	Orlando G	John K	Jayson F	Marc U	Delpe F	Jeanette P
Salvador C	Pamela G	Carlson M	Orlando G	Amanda W	Kim B	Nicholas C	Michael B	Darwin D
Diane M	Nyliram P	Andrei V	Cristino N	Charles K	Pablo J	Lequan J	Ervin L	Matthew C
Heather B	Neil A	Lance T	Josniel C	Jose R	Donald O	Michael C	Robert T	Gilbert J
Marietta V	Robert S	Donna L	Raymond B	David A	Dylan S	Michael W	Sean K	Natasha C
Roney L	Alsida F	Domenic F	David A	Lance S	Elizabeth Mary G	Isabel C	Mary D	Ashley T
Carlo G	James L	Michael P	Jeanette N	Sara I	William C	Rolando C	Maria N	Ivelaw F
Vincent M	Denisse C	Isabel P	Raymond R	Daniel D	Robert F	Eladio A	Markus V	Frank B
Cairo S	Albert P	Miguel L	Sylvia L	Luigi N	Roberto P	Jean C	Audreyanna G	Victor N
Joseph D	James B	Evelyn E	Janice K	Paul T	Angel A	Raymond M	Jason H	Luis R
Azure O	Lucille E	Lionel C	Robert C	Irving C	Kavi O	Theresa B	Shannon G	Cesar V
Amanda H	Melvin Y	Douglas C	Angel M	Frederick R	W. Lawrence J	George E	Raphael H	Troy C
Susan F	Liam G	Wendy B	Frank A	Tziah T	Louis L	Gerald M	James N	Charisma P
James T	Noah C	Jalil S	Adam S	Luther G	Stephen A	Thurston H	Janna Y	Sophia H
Epifanio H	John C	Peter O	Michael A	Nicolas R	Edward P	Maria B	Kelly Marie K	Deanna E
Andrea W	Oleg G	Balwantkoemar M	Eutve M	Arthur W	James S	Morris G	Anyelina F	Manuel P
Carlos A	Ayanna B	Daniel T	Oscar P	Misael R	Angel L	Ricardo C	Tony F	Matthew R
William M	Isabel H	Kenneth R	John C	John L	Joseph B	Randall R	Rolando A	Lisa B



Jennifer W	Wilson K	Juan P	Tamboura K	Michael T	Kirpal S	Isaac B	Emmett C	Juan M
Christine M	Joseph O	Frank J	Harrison F	Rheinfredo L	Richard S	Kenneth B	Tyler C	Rahiem S
Male U	Nehemiah G	Elliott S	Richard C	Anthony I	Marsha S	Craig A	John C	Kyle T
Raul Sebastian B	Roy Douglas S	Walter L	John P	Jason Z	Kelly W	Maryanne D	Jeffrey G	Brian S
Crystal S	Robert G	Hannah G	Nakia K	Glenn B	Tyzhan C	Anthony N	Paul B	Kenneth T
Ralph F	Adelaido C	Amy L	John S	Robert R	Paul M	Lidia N	Lewis S	Jo M
Antoine G	John B	Robert T	Zulma V	James C	William L	Arthur J	Edward L	Pedro F
Ramel H	Maria S	Gregory M	Ralph F	Robert G	Charles J	Jack H	Kathleen R	Gerson T
Felix P	Christopher S	William L	Roxanne K	Edward C	Alexander J	Matthew S	Guillermo P	Dawn D
Lyns T	Ramon Inocencio R	Kevin S	David W	Clare A	Hector M	Toni V	Shawn S	Michael W
Santos A	Enrique A	Edward F	Brian W	Melissa A	Stephen C	Anthony M	Aissata K	Narciso S
Alfredo M	Michael L	Jennifer L	Tangie R	Tarsem B	Michael D	Mark C	Benjamin R	Aldo P
Dandre B	Christian G	Joseph C	Andrew D	Joseph D	Anna D	Russell T	Javier V	Heinrich H
Jacob K	Selena M	Alan G	Thomas B	Menkiewoodard C	Mirlande J	Penelope S	Jorge M	Christian N
William M	Maria M	William F	Sonia E	Sidney F	Joseph L	David L	Steven C	Salvador T
Keith B	Rita Q	Jennifer C	Joseph V	Joseph N	Brittany M	Hednick W	Emigdio G	Eddie R
Dawud W	Sharon M	Leonid B	Helge K	Dario M	Tracy K	Jessica W	Joseph C	Robert A
Kenneth B	Prashant S	Willian Santos O	Jennifer B	Michael M	Reny C	Daniel O	Peter Mario A	James O
Shawn E	German S	Anaya H	Juan A	Juan L	Patrick B	Edward P	Aneki C	Oscar C
Gilberto G	Barbara A	Annalisa K	Delroy S	Lisa H	Madeline O	Rufus W	Jovanka C	Matthew M
Christopher G	Jerry H	Vincent C	Homel C	Yvonne B	Azure Rain W	Jose C	James C	Kevin N
Paul L	Juan T	Kenneth C	Bobby B	Phillip K	Brooke F	Valmira F	Joel R	Ramon Feliciano C
Janine F	Felicita O	Sable F	Rashad P	Vreelyn P	Julio G	John L	John L	Victor R
Charles H	Alex S	Arturo R	Monique C	Wendy M	William Henry K	Jeremy W	Jose S	Raymond V
Christopher F	Patricia C	Mark B	Robert O	Ronald F	Timothy T	Johnna R	Armando G	Louis M
Eithel G	Samuel T	Daniel S	Jelen A	Christian P	Matthew D	Genaro C	Sheila A	Tamiko C
Wendy B	Messiah Isaac A	Alfred P	Shaun S	Mark K	Kimberly S	Anthony R	Christopher M	Herbert K
Robert F	William T	German C	Donald F	Chester P	David F	Christopher R	Kevin G	Jose R
John K	Pedro C	Marie Lynn J	Iris D	Margot R	Quentin P	Cedrick H	Jose M	Jose P
Edward C	Nestor M	Raheem R	Timothy F	Ernest G	Aubrey B	Kathleen M	John G	Jeffrey S
Vincent D	Journey D	Virginia M	Andreina C	Alan C	John G	Hector B	Cory B	Theresa B
Lester H	Braeden W	Shyla M	Joseph E	Janeen K	Francis C	Eric S	Troy P	Mitchell P
Carlton Kadir G	Jose B	Maria D	Erick C	Dylan D	Virginia Quintana A	Harold R	Deedra M	Jerome G
Tyrek T	Alyssa B	Theresa E	Michelle J	Joel G	Jose R	Elisa S	Frances G	Jose S
Charles T	Danielle C	Ariel A	Francisco G	George J	Susan B	Alex R	Jean Pierre E	Marian P
Maria N	Mynor M	Sabrina J	Jose Manuel C	Robert G	Martin D	Luis M	Steven R	Ricardo M
Katherine F	Jason G	Shakeinne J	Edward H	Carmen S	Nam Kyong M	Kaitlin L	Frances G	Thomas C
John Peter S	Anthony H	Luis C	Thomas A	Wing M	Renold J	William N	Rodney S	Maria N
Walter D	Jackie H	Angiolina R	Ramon L	Alan O	Selena C	Gustavo S	Leanne S	Dwinyer R
King Hong T	Luis P	Jayquan L	Kara I	Kevin C	Christy F	Katoya F	David M	Ryan C
Angel B	Michael Y	John D	Jeffrey H	Paul A	George L	Louis J	Phillip R	Arnon H
Royalty K	Jaiden C	Naresh L	Javier G	Darissa C	Carol D	Cyrano B	Stephanie Y	John G
Noel R	Roberto A	Joseph M	Adrian A	Mark B	Jo Ann V	Daniel W	Rashaan N	Demetrio T
Arthur M	Steven A	Charles T	Matthew M	Anastasia P	Jose C	Daniel O	Chayim B	James P
Epaminondas V	Yency V	Jennifer D	Golston W	Joseph Z	Patricia A	Christine E	Larry W	Nicholas R
Richard S	Joel V	James C	Jose V	Alissa S	Jorge F	Osvar T	Andrew V	Glenn W
Harry C	David M	Lisa D	Malik T	Michael F	Maria H	Marcellina E	Anthony B	Maria C
Justin G	Julio D	Shana T	Richard B	Johnny W	Aaron M	Jayquann F	Narcisa F	Renzo S
Robert H	Temitayo F	Mark B	Cameron J	Cristina D	Josef S	Ricardo P	Johnny C	Karen D
Frank F	William J	Danilo C	Judy T	Julio M	Sarah L	Ronald W	Jake W	Giovanni G
Albert S	Jonathan T	Manuel Angel P	Harvinder S	Nicholas B	Lydia C	Marvin C	Allan F	Aaron W
John T	Luis Q	Tara C	James S	William S	Sabine R	Carmen M	Erald B	Joseph B
Wilbert K	Than Than H	Ivan Edgar G	Wayne H	Christina G	Oscar M	Joseph H	Gregory B	Thomas M
Vatimia B	Angel V	Joseph G	Marshal R	Emmanuel O	Mario L	Luigi C	Carlos C	Wilson Q
Marshall T	Monique M	Joseph G	Samuel S	Cecil M	Emmanuel A	Stephen F	Ronald L	Margaret B
Susan E	Eddie B	Maximo R	Tony R	Michael T	Marc Antonio C	William R	Joseph A	Zachary M
Reyna P	Jayden C	Jimmeth P	Rene X M	Kevin M	Ana C	Allen S	Mary A	Ronald A
Arthur P	Jose C	Margaret G	Yanelis R	Luis L	Edward J	Robert B	Shadai S	
Taylor C	Alexander M	Heriberto H	Kyle V	Kristina M	Joanne P	Morgan K	Erica B	
Licinio F	Jean V	Raymond D	Regina G	Daniel M	Hazel T	Miguel Angel M	Hector S	
Dwight B	Christopher D	Luis C	Oliver M	John M	Latronya A	Hector Q	Christopher R	
Angel D	William M	Wilfredy G	Lissette N	Aaliyah W	Daniel F	John G	Miguel G	

## DR. AMY FRIEDMAN

*Transplant Surgeon and Daughter of a Kidney Recipient*

Mildred Friedman was a bright, compassionate New Yorker and mother to three children. She suffered from type 1 diabetes in the 1970s before there was medical technology to help patients and doctors manage it effectively. Eventually her diabetes caused her kidneys to fail, putting her life in danger.

“She was so sick when she developed kidney failure that every day was touch and go,” remembers her daughter transplant surgeon and LiveOnNY’s Chief Medical Officer Dr. Amy Friedman. “She didn’t leave the hospital between her first dialysis session and the transplant.”

Mildred’s family members began testing to see if they were matches to be living donors. In 1981, her sister Joan discovered she was a match and volunteered to donate one of her kidneys.

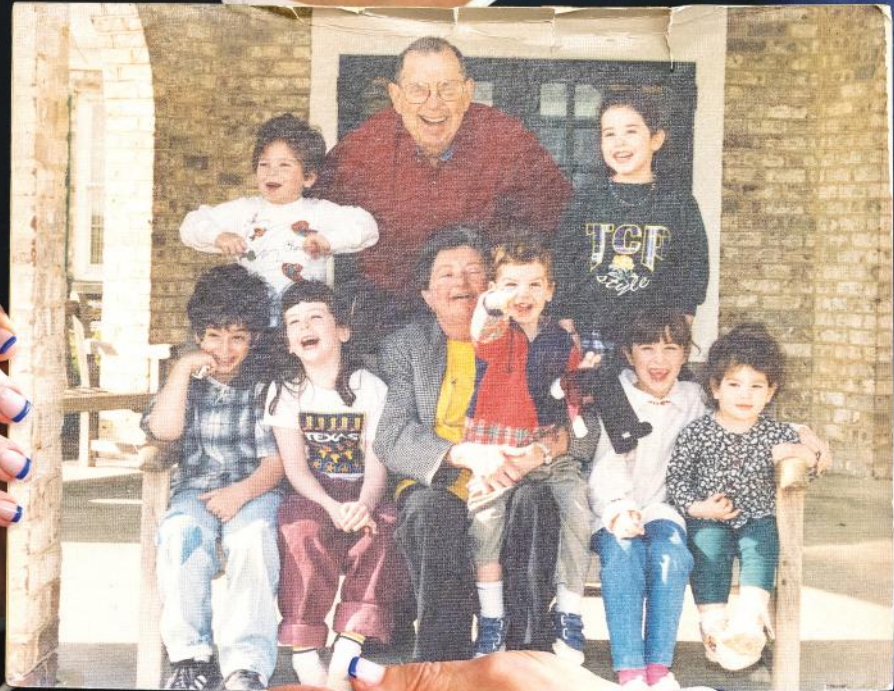
The transplant was a success and Mildred went on to live for 17 more years. The kidney donation allowed her to meet her daughters’ husbands and help plan their weddings, and to meet seven of her eight grandchildren. She also traveled the world and became a professional author all thanks to a lifesaving kidney transplant.

“Seeing what organ donation did for my mother changed medical school completely and inspired me to become a transplant surgeon,” says Dr. Friedman. “It is my dream to deliver the gift of life to as many people as possible so that they get second chance at life just like my mom did.”

*“When we learned my aunt was a match, the world suddenly had light again. My mother was given the gift of time.”*

*-Dr. Friedman*

Dr. Friedman leads LiveOnNY’s Clinical Services research recovery. LiveOnNY provides the largest pool of organs recovered for research in the country.



# Understanding Health DISPARITIES

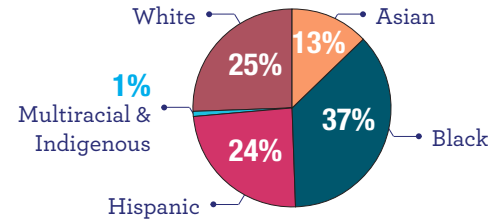
**The health disparities that exist in communities of color have a direct impact on the need for organ donation and transplantation.**

Disproportionate rates of advanced kidney, heart, lung, intestinal and liver disease leave diverse communities in greater need of transplantation to survive. LiveOnNY has been working with local organizations, schools, houses of worship and elected officials to encourage more people to say 'yes' to organ donation and to improve health outcomes in communities of color.

**LiveOnNY Service Area - Counties:** Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Westchester.

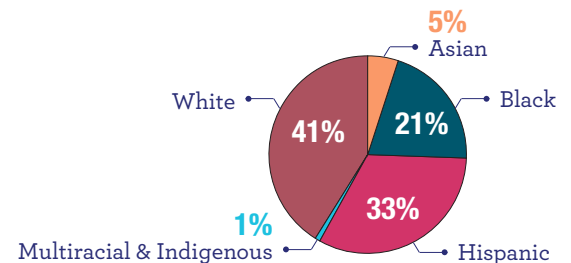
\*Data Source from OPTN as of September 30, 2021, representing New York State permanent residence.

## PEOPLE WAITING FOR TRANSPLANT



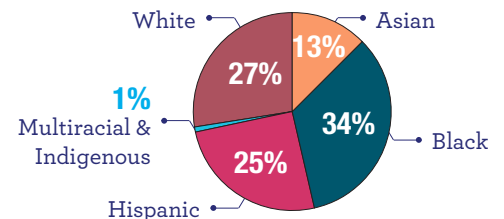
Transplant Waiting List in 2021 – LiveOnNY Service Area

## ORGAN DONORS



Organ Donors in 2021 – LiveOnNY Service Area

## TRANSPLANT RECIPIENTS



Transplant Recipients in 2021 – LiveOnNY Service Area

# Diversity, Equity & **INCLUSION**

**LiveOnNY values the unique diversity of our service area and we are taking steps to ensure that there is equitable access to donation and transplantation, especially for the most vulnerable among us.**

## **EQUITY AND INCLUSION TRAINING**

In order to best serve every New Yorker, LiveOnNY staff members have spent many hours in 2021 learning about diversity, equity and inclusion, and improving their cultural competencies. Led by Vice President of Community & Government Affairs Safiya Raheem and Vice President and Chief People Officer Samirat Rivers, these trainings and seminars featured expert guest speakers and often included lively question and answer sessions. This program aims to create an organization-wide culture that embraces people of different races and backgrounds all while teaching staff how to best serve New York's diverse population.

## **COMMUNITY OUTREACH**

Because Black New Yorkers disproportionately make up the transplant waiting list in the greater New York City area, LiveOnNY has embarked on several community partnerships and outreach efforts to this community. By engaging faith-based organizations, elected officials, sororal and fraternal organizations, and community leaders, LiveOnNY is educating Black New Yorkers on the importance of saying “yes” to donation to increase the number of lifesaving transplants in their communities.

## **DAY OF SERVICE**

LiveOnNY launched its inaugural Day of Service in 2021. Dozens of staff members volunteered at soup kitchens, food pantries, community gardens and other nonprofit entities that work to support and protect New Yorkers' health. These efforts aimed to contribute to projects that increase New Yorkers' quality of life, connect LiveOnNY staff to the communities they serve, and build lasting partnerships with organizations that serve similar populations.

## **MULTICULTURAL TASKFORCE**

LiveOnNY launched a Multicultural Taskforce to align all departments in addressing disparities in the donation process. It focused on how to better engage Black communities through outreach and education, hospital engagement, and support for grieving families considering donation. The year-long taskforce gave rise to a number of 2022 strategic initiatives aimed at providing culturally appropriate support throughout the donation process.



# I am LiveOnNY

## ROXANNE WATSON

*Volunteer, Heart Recipient*

*Registered 12,000+ new organ and tissue donors*

When Roxanne Watson went to the emergency room about a backache in 2006, the last thing she expected to hear was that she had suffered a silent heart attack. Her heart function declined steadily after that and she was eventually placed on the transplant waiting list.

“I had always been healthy, so it was a shock,” she remembers. “I was weak and only 95 lbs when they checked me into the CCU to wait for a new heart. It was terrifying.”

In 2010, after 78 days in the hospital, Roxanne received a healthy new heart from heroic organ donor Michael Bovill. Michael was a Coast Guard firefighter and a registered organ donor.

Roxanne has spent the past 11 years as a LiveOnNY volunteer working to educate everyone she meets about the power of organ, eye and tissue donation. In fact, in 2021 she signed up her 12,000th organ donor. She has traveled around the country sharing her story and honoring Michael’s selfless gift.

“Organ donation advocacy is my life’s work,” she says. “I hope my story inspires others to donate so that nobody dies waiting for the transplant they need. I want everyone to get a second chance like I did.”

*“Michael means life to me. Every single morning that I wake up and my feet hit the floor, I thank him. The day I met his family I promised to honor him by signing up as many organ donors as possible and that’s what I’m doing.”*

*-Roxanne*

LiveOnNY Volunteers amplified the organizational reach with 615 hours sharing their stories and providing education to the community.



# I am LiveOnNY

## MARIA TORRES

*Aftercare Services Manager,  
Liver Transplant Recipient*

Maria Torres was just 36 years old when her doctors discovered she was in liver failure. She went from training for a marathon and preparing for her daughter's high school graduation to checking into the hospital to wait for a lifesaving liver transplant.

"My world fell apart," Maria remembers. "I was living in the hospital and the illness ravaged my body. It was a very scary time." Maria's health continued to deteriorate as she waited for an organ donor who would give her the gift of life.

"The wait was torturous. I got sicker every day," she says. "I wasn't ready to die. I needed to be there for my daughter." After three long months, Maria got the news she had been praying for: a match had been found. She underwent a successful liver transplant in April 1996 and has been living a healthy life ever since.

"This liver saved my life. I am so thankful to my donor family for the incredible gift," she says. "I was present at my daughter's graduation and her wedding. I got to witness the birth of my two beautiful grandchildren and meet my husband. I've run nine marathons and done three triathlons all because they said 'yes' to organ donation."

Maria's transplant journey inspired her to apply for a job at LiveOnNY where she has worked in the Aftercare Services for more than 20 years.

"This job allows me to honor my organ donor and give back by helping donor families," she says. "I have worked with hundreds of families and the message I hear daily is that they never imagined how much saying 'yes' to organ donation would help them heal. They are all heroes in my book."



## LiveOnNY

LiveOnNY is the nonprofit organization that facilitates organ, eye and tissue donation for transplantation in the greater New York City area. Our teams work with local hospitals and transplant centers to deliver the gift of life to the nearly 9,000 New Yorkers currently waiting for a lifesaving transplant. To learn more, please visit [LiveOnNY.org](https://www.LiveOnNY.org)