

## Health Care Center for the Homeless Capital Campaign Donors

In January of 2006 we ended a six-year capital campaign and raised over \$2.5 million dollars which enabled us to renovate and equip our new home the Orange Blossom Family Health Center. We want to acknowledge and thank all our donors who contributed to the Capital Campaign. Since occupying our new home we have doubled our capacity to serve the homeless and uninsured people of our community. We could not have done it without you. Thanks for making our dream come true!

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Thank you for your belief and support of our very important work !

## Statement of Activities

Year Ended - September 30, 2005

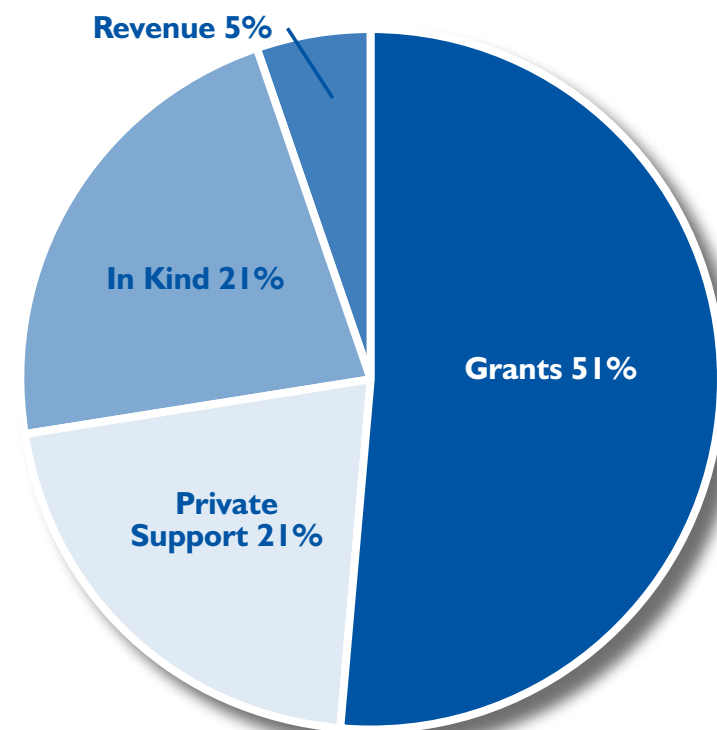
### REVENUES, GAINS AND SUPPORT

	2005 Total	Comparative Information For 2004
<b>Support:</b>		
Government Grants	\$ 1,444,206	\$ 1,502,492
Private Support	\$ 590,539	\$ 632,618
In-kind Contributions	\$ 634,004	\$ 454,045
<b>Revenue</b>	<b>\$ 151,228</b>	<b>\$ 20,486</b>
<b>Total Revenues, Gains and Support</b>	<b>\$ 2,819,977</b>	<b>\$ 2,609,641</b>

### EXPENSES AND LOSSES

<b>Program Services:</b>		
Medical Clinic	\$ 2,326,342	\$ 2,165,049
Tuberculosis shelter	\$ 44,283	\$ 109,393
Contributions to other agencies	\$ 9,567	\$ 11,906
<b>Supporting Services:</b>		
Management and general	\$ 303,952	\$ 259,265
Fundraising	\$ 32,808	\$ 81,913
<b>Total Expenses and Losses</b>	<b>\$ 2,716,952</b>	<b>\$ 2,627,526</b>
<b>Increase (Decrease) In Net Assets</b>	<b>\$ 103,025</b>	<b>\$ (17,885)</b>
<b>Net Assets Beginning</b>	<b>\$ 1,632,621</b>	<b>\$ 1,650,506</b>
<b>Net Assets Ending</b>	<b>\$ 1,735,646</b>	<b>\$ 1,632,621</b>

### GRAPH TITLE????



# Health Care Center Update



As we at the Health Care Center for the Homeless, Inc. begin our 13th year of providing quality health care services to the Metropolitan Orlando area, we reflect on the many lives we have had an opportunity to touch, and I am proud of the caring legacy that our dedicated employees and Board of Directors have created.

Embedded within our mission is a commitment to quality, compassionate care at every level of our organization. Every member of our staff is a "caregiver" and "patient advocate" whether they provide direct patient services or perform other essential functions of the Health Center's operations.

HCCH upholds one basic principle: all patients regardless of their physical, mental, and/or financial condition will be treated in a truly caring manner with the utmost dignity and respect. Please keep us in your prayers as we continue "To provide quality health care services that improve the lives of the homeless and medically indigent people in our community".

Thank you HCCH supporters for making 2005 a phenomenal year!

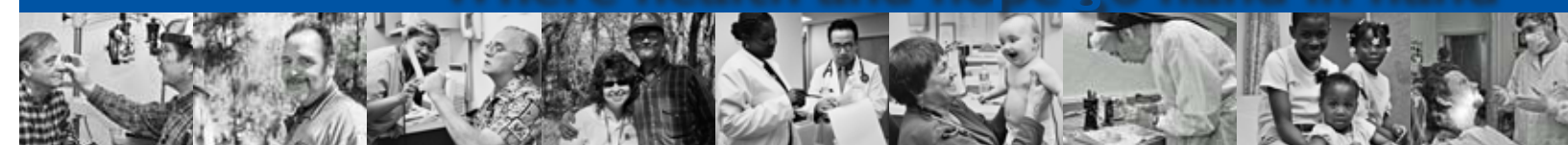
To your health,

Bakari F. Burns, MPH  
CEO

## Facts About Homelessness and the Uninsured

- On any given day there are over 8,500 homeless people in Central Florida and 6,500 of those people live in Orange County.
- The fastest growing population of homeless people is single women with children
- Most homeless families are headed by a young mother with two children under the age of six
- Catastrophic illness is a one of the major causes of homelessness
- Significant root causes of homelessness are mental health and substance abuse issues
- Approximately 46 million Americans, or 15.7 percent of the population, were without health insurance in 2004 (the latest government data available).
- The number of uninsured children in 2004 (the latest data available) was 8.3 million - or 11.2 percent of all children in the U.S.

**"Where health and hope go hand in hand"**





# Health Care Center for the Homeless

## Our Mission:

“To provide quality health care services that improves the lives of the homeless and medically indigent people of our community.”

History of Our Organization: The Health Care Center for the Homeless (HCCH) is a 501(c)(3) founded in 1993 by Dr. Rick Baxley, a volunteer physician who saw the need to provide quality health care services to the homeless population in Orlando. Initially sharing a space at the Coalition for the Homeless, we began our work with the homeless providing evening clinic hours one or two nights a week. In 1995 HCCH received a three year grant from the Robert Wood Johnson Foundation aimed at providing primary health care to the homeless in the Tri-County area of Orange, Osceola, and Seminole counties. In 2002 HCCH was granted Section 330h funding from the Health Resources and Services Administration, Bureau of Primary Health Care to increase the center's capacity and financially support the provision of primary and preventative health care services.

HCCH is the sole provider of healthcare services for the homeless population in the Tri-county area. HCCH takes a multi-disciplinary approach to delivering quality healthcare services. This approach combines aggressive street outreach with integrated systems of primary care, oral health, mental health and substance abuse counseling, case management and advocacy.

The Health Care Center for the Homeless operated out of three separate locations for many years. In 2006 we opened the Orange Blossom Family Health Center where all of our services are now under one roof enabling us to double our capacity to serve the homeless and medically indigent in our community.

## HCCH Values:

We are committed and obligated to provide the highest quality of care to all community residents in an atmosphere of dignity and respect. We treat all patients with a truly caring attitude and are aware of the changing needs of the community and strive to be responsive to those needs. We embrace human differences as bonds not barriers and believe that quality health care should be universally accessible.

## Our Services

### Primary Medical Care –

Primary medical care is provided by two staff physicians and a nurse practitioner along with a wide array of medical volunteers. At the Orange Blossom Family Health Center we provide primary medical care and we create a medical home for our patients thus preventing the inappropriate use of the hospital emergency rooms. We are providing healthier options in the area of chronic disease management. Through the Health Disparities Collaborative a program designed to reduce disparities in health outcomes for poor, minority, and other underserved people we have introduced a Disease Management technique called the Chronic Care Model. This technique is designed to empower the patient to take charge in managing their own health.

Since we opened our new facility in January 2006 we have been able to double our capacity from four exam rooms to eight but the demand for services outweighs the available resources. We now operate our own in-house pharmacy and have a full time Patient Assistance Program Coordinator whose job it is to assist patients with obtaining free medications through the various pharmaceutical companies. HCCH was selected to participate in the 2005 Diabetes Collaborative as part of the Health Disparities Collaborative.

### Pediatric Care –

Poverty and homelessness do not discriminate based on age. At HCCH we know that domestic violence often affects innocent children and their health needs can be overlooked. Our pediatric nurse visits community shelters providing support and medical care - giving these kids a healthier start in life. We are also providing well child check ups and immunizations and helping new mothers meet the needs of their babies and be more effective parents. In our new home we are looking to expand our pediatric services to include an onsite pediatric clinic with dedicated resources to provide these services.

### Vision Services –

We offer eye exams and distribute glasses free of charge. Our vision center is the only source of free optometric services for the homeless in Central Florida. Through a partnership with Lions Club International and Lenscrafters we are helping people to see better and empower them to take care of the precious gift of sight.

### Dental Services –

Services are provided by a part time staff dentist, three assistants and a clinic manager. The rest of the work is carried out by fourteen dedicated volunteer dentists. We provide a wide range of dental services including emergency dental care, oral screenings, cleaning and restoration work and referrals for surgery and dentures. We have established a pediatric dental program for children with Medicaid. We believe good dental care can give a patient a great smile but it also builds confidence - a key ingredient needed in looking for a job.

### Behavioral Health Services –

Our behavioral health team is made up of Licensed Mental Health Counselors (LMHC) who provide mental health and substance abuse counseling. Our team provides the only health support for the homeless and uninsured in Orange County. Through individual and group therapies, referrals to detox and crisis centers, we help people make better choices and gain control of their lives.

### The HOPE Team (Homeless Outreach Partnership Effort) –

This team of outreach workers do their work where the homeless people live...on the street and in the woods. This vital team assists the homeless obtain mainstream benefits such as SSI, SSDI, Medicaid, Veterans benefits. They help people back from homelessness connecting them to resources for transitional housing, referrals to treatment programs and their work often facilitates joyful family reunifications.

### The TB Shelter –

HCCH has the only residential facility for homeless men and women suffering from tuberculosis in Orange County. At our 11-bed Tuberculosis shelter patients diagnosed with infectious tuberculosis receive on-site supervised therapy in an environment that ensures their safety, full recovery, and limits their interaction with the community as a whole.

### Our Numbers –

The Health Care Center for the Homeless served over 10,000 individual patients in 2005 resulting in 29,106 encounters. These encounters generated the following numbers per service offered at the center

Total Encounters	29,106
Primary Medical	7,794
Oral Health	4,510
Mental Health / Substance Abuse	2,349
Vision Center	530
Hope Team Outreach	1,480

## Upcoming Plans

In addition to outstanding quality health care services to the homeless and uninsured populations of this community we have some exciting plans in our future.

### Mammogram Sponsorship Program –

Thanks to the generosity of the Femmes de Coeur and the monies they raised on our behalf we are starting a Mammogram Sponsorship Program. Currently we only have access to screening mammograms through a scholarship program with Florida Hospital. Although this is a wonderful resource for us the scholarship funds are limited. With our new program we can provide access to needed early detection tools for Breast Cancer. Currently it costs about \$166 per exam.

### Electronic Health Records (EHR) –

through a grant from the Winter Park Health Foundation we will be implementing our Electronic Health Records system. This will create an electronic patient record which has their pertinent information on it. This information will be part of a network and will be shared with other health care providers and the area hospitals. EHR will contribute to more consistent health care for our patients and help relieve duplication of efforts thus saving time and money. Our dental clinic has been paperless and electronic for over six years.

### Literacy Site –

a partnership with the Orange County Public School System will create a Literacy Site here at HCCH. The Orange County Public Schools will be providing books for children to take home with them to help the start them on the road to reading. We hope to have a storyteller visit us in the center's cheerful pediatric waiting room play area which was sponsored by the Femmes de Coeur.

### Phase II Additions -

we are seeking \$329,000 in funding from the City of Orlando through a Community Development Block Grant for our Phase II addition to the existing clinic building. This addition will create four additional exam rooms, a patient education and group counseling center expanding our mental health program. Plans include an additional four offices and expansion of our pharmacy. HCCH is excited because things are looking very good for this funding.

### Volunteer Program –

with a dedicated Volunteer Coordinator we hope to increase our base of volunteers both clinical and administrative. Also with additional volunteers we hope to expand our hours of operation to include some evening hours.

2006 has been a great year for us and we are very excited about our future at the Health Care Center for the Homeless.