



**Health Care Center  
for the Homeless, Inc.**

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# IMPACT REPORT 2016

CARING FOR OUR COMMUNITY AS



ORANGE BLOSSOM  
FAMILY HEALTH



## Health Care Center for the Homeless, Inc.

### OUR MISSION:

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

Health Care Center for the Homeless, Inc. (HCCH) is a 501(c)3 organization providing health care services for homeless and low-income housed but uninsured or under-insured residents of Orange, Osceola and Seminole Counties. With a caring team of providers and support staff, HCCH currently offers health services in the tri-county area through our main Orange Blossom Family Health location, six satellite sites and mobile medical and dental units.

## Programs Available at



## ORANGE BLOSSOM FAMILY HEALTH

*A caring service of Health Care Center for the Homeless, Inc.*

- Primary and Preventive Medical Care
- Oral Health Services
- Behavioral Health Counseling
- Substance Abuse Counseling
- Pharmacy Services
- Vision Services
- Mobile Medical Services
- Mobile Dental Services
- Rapid HIV Testing
- Residential TB Shelter
- Outreach

*All programs listed above are available through our main health center location on Orange Blossom Trail in Orlando. Our satellite locations offer a more limited selection of services. For more information, please call us at (407) 428-5751.*



## Health Care Center for the Homeless, Inc.

### Our 2016 Numbers

|  |               |
|--|---------------|
| <b>Total Unduplicated Patients Seen</b>  | <b>18,295</b> |
| Primary Medical Encounters               | 26,812        |
| Oral Health Encounters                   | 22,796        |
| Behavioral Health Encounters             | 3,558         |
| Vision Encounters                        | 1,178         |
| <b>Total Patient Encounters for 2016</b> | <b>54,344</b> |

#### HOPE Team Numbers *(Not Included in the Totals Above)*

|                        |        |
|------------------------|--------|
| HOPE Team Clients Seen | 654    |
| HOPE Team Encounters   | 10,275 |

## Thank You!

The quality health services that Health Care Center for the Homeless, Inc. (HCCH) provides for our patients are made possible by the financial and in-kind support we receive from multiple resources. Donors from throughout Orange, Osceola and Seminole Counties and beyond help make our work possible. Every dollar invested in the efforts of HCCH impacts the lives and the health of our patients every day and we appreciate your generous support. Thank you for being part of our extended “care team.”

*A complete list of our Fiscal Year 2016 donors will be available within the online version of our Annual Report in June. Please go to our website [www.hcch.org](http://www.hcch.org) and click on our 2016 Annual Report under Media to view this list.*

# THANK YOU



Bakari F. Burns  
President & CEO

## Dear Friends,

For 24 years, Health Care Center for the Homeless, Inc. (HCCH) has been providing quality health services for community members who previously experienced a lack of access to care. Over 18,000 unduplicated patients received care through our Orange Blossom Family Health sites in 2016. But what can keep me awake at night are the people who still face barriers to health services and what we must do to ensure they receive the care they need and deserve. To help meet the demand, we will continue to expand our reach in 2017.

As you read through this Impact Report, you will see how we are moving into new communities to help improve health outcomes for our under-served community members. We are excited about being the new health provider at the Evans Health and Wellness Center at Evans High School, where we implemented medical services for children and adults in March. Our first pediatric focused site will open this summer on the campus of the new OCPS Academic Center for Excellence (ACE), a few blocks from our main site. ACE will host students from pre-school to 8th grade and will follow the community school model,

bringing new opportunities to the Parramore area. This summer will also see us breaking ground on a 11,600 square foot comprehensive health center in the Ivey Lane community in the 32811 zip code. And I am proud to report that our Permanent Supportive Housing program has provided over 100 chronically homeless individuals with an apartment and hope for a brighter future. 2017 has started off with a bang and is going to be a whirlwind of activity for HCCH and our Orange Blossom Family Health locations throughout the year.

I think back to when I joined HCCH in 2003 and how amazed I am by the changes and growth we have experienced. How grateful I am for how our community embraces our work. How proud I am of the caring staff that I have the privilege to lead. And how blessed we are for the patients and community members we are allowed to serve.

Thank you for being a part of our mission and I look forward to working for you, and with you, this year and in the years to come.

To your health,

Bakari F. Burns, MPH, MBA  
President & Chief Executive Officer

## Evans Health and Wellness Center

Orange Blossom Family Health is now the health care provider at the Evans Health and Wellness Center in the 32808 zip code. Located on the campus of Evans High School, the Center currently provides primary medical care for students attending the school and children, youth and adults from the surrounding communities. Evans High School follows the community school model, bringing together multiple partners to benefit children, youth, families and the community in general.

Our services at Evans High School are indicative of our efforts to expand the services we provide for under-served children and youth in our community. In addition to the medical services currently being provided at the Evans Health and Wellness Center, dental services are anticipated to be added over the summer. This expansion of services will be continued with two new planned sites (please see the center section of this Impact Report!).



Orange Blossom Family Health is proud to be affiliated with Evans High School – A Community School, partnering with Orange County Public Schools, the University of Central Florida and Children's Home Society of Florida to make our community a healthier place.



Image courtesy of Baker Barrios

## Orange Blossom Pediatrics

This summer, Orange Blossom Family Health will be opening our first pediatric focused site on the campus of the Orange County Public Schools (OCPS) Academic Center for Excellence (ACE) in the Parramore community. Orange Blossom Pediatrics will offer primary and preventive medical care, oral health services, behavioral health counseling and vision services to students attending ACE and children and youth living in the surrounding communities.

Featuring eight medical exam rooms and eight dental chairs, Orange Blossom Pediatrics will open this summer to provide immunizations and physical exams to prepare children for the return to school. Within the 32805 zip code, where ACE is located, 24% of the children lack an identified primary care provider.

Serving pre-school through 8th grade, ACE will follow the community school model as does Evans High School. According to the Coalition for Community Schools, a community school is “both a place and a set

of partnerships between the school and other community resources. Its integrated focus on academics, health and social services, youth and community development, and community engagement leads to improved student learning, stronger families and healthier communities.” The school is a hub, bringing together multiple partners who can offer the students and the community support and opportunities.

Current partners at ACE include Orange Blossom Family Health, Children’s Home Society of Florida, Boys & Girls Clubs of Central Florida, the University of Central Florida – College of Health and Public Affairs, and Rosen Resorts.

Orange Blossom Pediatrics will offer a health care home for all our pediatric patients, including those who have faced a lack of access to care. Opening in summer 2017, our new pediatric site will work with all the ACE partners to care for children and youth in our community.



# Orange Blossom Family Health at Ivey Lane

This summer, Health Care Center for the Homeless, Inc. will break ground on a new health center – Orange Blossom Family Health in the Ivey Lane community. Located in the 32811 zip code, this 11,600 sq. ft. comprehensive health center will provide medical, dental, vision and mental health services for uninsured and under-insured children, youth and adults in the Ivey Lane community and surrounding areas.

Anticipated to open in April of 2018, Orange Blossom Family Health at Ivey Lane has a total construction cost of \$3,000,000 and will feature 15 medical exam rooms and eight dental chairs along with on-site x-ray capability.

In its first year at full capacity, this health center is expected to serve 5,000 unduplicated patients.

There are nearly 17,000 residents in the 32811 zip code whose health care needs are not being met. 77% of the residents do not have a primary care provider and over 30% have no form of health coverage. Orange Blossom Family Health at Ivey Lane will help meet the health needs of the community, featuring quality services and providing a health care home for the residents of this historic community.

If you would like to support this project or know more about our services, please contact us at (407) 428-5751 Ext. 326.





Herbert displays some of his creations.

## HOUSING AND HOPE

Outreach at Health Care Center for the Homeless, Inc. (HCCH) has been in place since 1998, connecting our chronically homeless community members with needed services including the crucial health care programs we can provide. Known as the HOPE Team (Homeless Outreach Partnership Effort), our outreach specialists have worked hard to build relationships and trust that will help facilitate a brighter future for the unsheltered clients they serve. Our Permanent Supportive Housing (PSH) Program, launched in 2015 through the support of the Homeless Impact Fund at the Central Florida Foundation, works with the outreach team to identify our homeless community members most at risk of dying on the streets and help them to exit homelessness. As of March 2017, 104 clients have been housed and 27 are being case managed and awaiting housing.

“Herbert” spent years facing difficult personal issues that finally took their toll on him financially and led to him becoming homeless. He first connected with the HOPE Team when he was living under an overpass not too far from downtown Orlando. This was the beginning a process that would lead him to a different life. After 10 years of living on the streets, Herbert just celebrated his one year anniversary of exiting homelessness.

Herbert’s passion has always been art and he drew even while homeless, feeling “the Lord blessed me with art.” His apartment is filled with his newest creations and some of his pieces have been exhibited in a local art gallery. Most Wednesday nights you can find him in downtown Orlando drawing and selling his art.

The path is not always easy and Herbert struggles every day. Becoming housed after 10 years of homelessness was an environment he had to readjust to. He feels the program gave him his first step and he took it from there, working to do positive things with the opportunity. Of the program, he states “I hope they continue the program and help other people like they helped me. They did it for me and they can do it for you.”

# Heart to Heart Gala 2016

Health Care Center for the Homeless, Inc. wishes to thank the Ladies of Femmes de Coeur and Alpha Kappa Alpha – Nu Iota Omega Chapter once again for being wonderful event partners for the 2016 Heart to Heart Gala. Through the support and commitment of all our sponsors, donors and volunteers, the Gala raised over \$39,000 to help meet the health care needs of under-served community members. We would like to say a special Thank You to our Presenting Sponsor, Publix Super Markets Charities, for their continued generosity over the years. Be sure and Save the Date for our 8th Annual Heart to Heart Gala, which will take place on Saturday November 4th, 2017, at the Hilton Altamonte Springs!!

## Our 2016 Heart to Heart Gala Sponsors

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# Statement of Activities

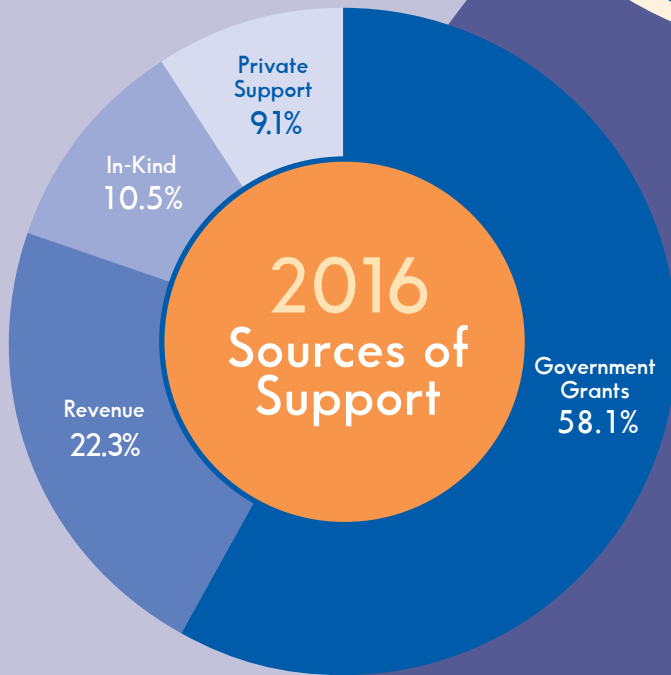
Year Ended - September 30, 2016

## Support and Revenue

|                                    |                     |
|------------------------------------|---------------------|
| <b>Support:</b>                    |                     |
| Government Grants                  | \$ 6,645,962        |
| Private Support                    | \$ 1,038,976        |
| In-Kind Contributions              | \$ 1,199,467        |
| <b>Revenue</b>                     | <b>\$ 2,553,070</b> |
| <b>Total Support &amp; Revenue</b> | <b>\$11,437,475</b> |

## Expenses and Losses

|  |                     |
|--|---------------------|
| <b>Program Services:</b>                     |                     |
| Medical Clinic                               | \$ 8,906,858        |
| Tuberculosis Shelter                         | \$ 128,452          |
| Housing Services                             | \$ 675,979          |
| <b>Supporting Services:</b>                  |                     |
| Management and General                       | \$ 1,420,577        |
| Fundraising                                  | \$ 152,469          |
| <b>Total Expenses and Losses</b>             | <b>\$11,284,335</b> |
| <b>Increase (Decrease)<br/>in Net Assets</b> | <b>\$ 153,140</b>   |
| <b>Net Assets Beginning</b>                  | <b>\$ 4,118,593</b> |
| <b>Net Assets Ending</b>                     | <b>\$ 4,271,733</b> |



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# THANK YOU FOR YOUR SUPPORT

You make a difference in the lives of our patients every day. All of us at Health Care Center for the Homeless, Inc. (HCCH) are grateful for the kind and heartfelt support we receive from within our community and beyond. This listed

is to acknowledge our financial and in-kind donors who gave so generously in 2016. We sincerely apologize for any errors or omissions.

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# We are here to care for you.

## HOW YOU CAN HELP

Health Care Center for the Homeless, Inc. is celebrating 24 years of providing health services for those in need. Through our main Orange Blossom Family Health location near downtown Orlando and our multiple satellite sites, we provide quality health care services in an atmosphere of dignity and respect for homeless and low income housed but uninsured and under-insured residents of Orange, Osceola, and Seminole Counties.

Our annual fundraising campaign helps support our programs and the investment our donors make in our efforts impacts our patients' health. Our 2017 goal is \$275,000 by September 30th and to date we have raised over \$160,000 towards this objective. Please join us as we work to improve the health of our community.

*Remember...you can make a secure online donation at [www.hcch.org](http://www.hcch.org) or you can use the gift envelope located at the center of our Impact Report.*

Connect With Us @    

## Thank you for your support!

CONTRIBUTIONS TO HEALTH CARE CENTER FOR THE HOMELESS (HCCH) ARE DEDUCTIBLE FOR INCOME TAX PURPOSES TO THE EXTENT ALLOWABLE BY LAW. HCCH RECOMMENDS THAT YOU CONSULT WITH YOUR TAX ADVISOR CONCERNING ALLOWABLE DEDUCTIONS. A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION FOR HEALTH CARE CENTER FOR THE HOMELESS, INC., A FLORIDA BASED NONPROFIT CORPORATION (REGISTRATION NO. CH6699), MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE 1-800-HELP-FLA (435-7352) WITHIN THE STATE OR VISITING THEIR WEBSITE AT <https://csapp.800helpfla.com/cspublicapp/giftgiversquery/giftgiversquery.aspx>. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE.



## Our Locations:

**Primary Orlando Location**  
& HCCH Administrative Offices  
232 North Orange Blossom Trail, Orlando, FL 32805

**Located at United Against Poverty**  
150 W. Michigan Street, Orlando, FL 32806

**Located at Community Hope Center**  
2198 Four Winds Blvd., Kissimmee, F 34746

**Located at Harvest Time International**  
225 N. Kennel Road, Sanford, FL 32771

**Located at Samaritan Resource Center**  
9833 E. Colonial Drive, Orlando, FL 32817

**Located near Universal Studios**  
6001 Vineland Road, Suite 112, Orlando, FL 32819

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