

Health Care Center for the Homeless 2007 Annual Campaign Donors

We have completed our 2007 Annual Fundraising Campaign. Thanks to our donors we are able to provide quality health care services to the homeless and medically indigent populations of our community. HCCH is a well respected health care provider in the Central Florida community. We just celebrated our second anniversary at the Orange Blossom Family Health Center on January 2008. We want to acknowledge and thank all the donors who supported the 2007 Annual Campaign. We could not have done it without you!

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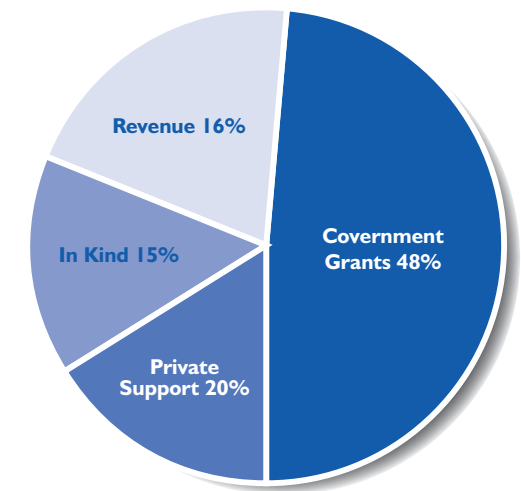
SUPPORT AND REVENUE

Support:	2007 Total
Government Grants	\$ 1,727,717
Private Support	\$ 713,313
In-kind Contributions	\$ 545,199
Revenue	\$ 578,052
Total Revenues, Gains and Support	\$ 3,564,281

EXPENSES AND LOSSES

Program Services:	
Medical Clinic	\$ 2,981,449
Tuberculosis shelter	\$ 73,273
Supporting Services:	
Management and general	\$ 359,978
Fundraising	\$ 73,043
Total Expenses and Losses	\$ 3,487,743
Increase (Decrease) In Net Assets	\$ 76,538
Net Assets Beginning	\$ 1,512,512
Net Assets Ending	\$ 1,589,050

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Thank you for your support of our very important work!



Health Care Center Annual Report 2007



Dear Friends

At the Health Care Center for the Homeless we are celebrating our 15th year of providing quality health care services to the homeless and to those in need in our community.

From our humble beginnings when we provided clinic hours one or two nights a week for the

homeless, to the opening of the Orange Blossom Family Health Center in 2006, we have embraced a personal philosophy to provide the highest quality of care to all community residents in an atmosphere of dignity and respect.

For us, 2007 was an incredible year of growth for the Health Care Center for the Homeless. We received a \$1.1 million federal grant that allowed us to increase our capacity to provide primary medical care and behavioral health services for the homeless. This grant also created a new point of service for us, our new mobile medical unit. This mobile medical unit will enable us to be more aggressive in bringing our services to the community, thus increasing our ability to reach the homeless who are currently unable to access our services.

As we reflect on the past year and the many lives we have touched, I am proud of the role that the Health Care Center for the Homeless plays in our community. We are at the forefront and poised to embrace the challenges that come with each new day. We at the Health Care Center for the Homeless have always embraced human differences as bonds not barriers, and believe that quality health care should be universally accessible to all.

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 2007 a phenomenal year!

To your health,

Bakari F. Burns, MPH
Chief Executive Officer

Facts About Homelessness and the Uninsured

- In a given year it is estimated that over 8,000 to 9,000 individuals experience homelessness in the tri-county area of Orange, Osceola and Seminole counties and that on any given day the average number of homeless persons ranges between 3,000 and 4,500.
- 20% of the homeless population is chronically homeless (most with substance abuse addictions, mental health issues, physical disabilities or a combination of such) while approximately 80% are episodically homeless due to unforeseen circumstances.
- Women with children are the largest growing group of homeless individuals.
- Children make up 28% of the homeless population, based on national and regional analysis.
- Catastrophic illness is one of the major causes of homelessness.
- 45% of the homeless are employed every day.
- According to figures released in August 2007, 47 million people or 15.8% of the total U.S. population were uninsured.
- There are over 80,000 uninsured individuals in the Central Florida area.

"Where health and hope go hand in hand"

Photography by Joyce Fletcher



Health Care Center for the Homeless

Our Mission:

“To provide quality health care services that improve 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 by providing evening clinic hours one or two nights a week. In 1995, HCCH received a grant from the Robert Wood Johnson Foundation to provide primary health care to the homeless in the Tri-County area of Orange, Osceola, and Seminole counties. In 2002, HCCH was granted funding from the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care to increase the center's capacity and financially support the provision of primary and preventative health care services for the homeless.

HCCH is the sole provider of health care services for the homeless population in the Tri-county area. HCCH takes a multi-disciplinary approach to delivering quality health care 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 HCCH operated out of three separate locations for many years. In 2006 we opened the Orange Blossom Family Health Center and this enabled us to double our capacity.

In 2007 HCCH received a \$1.1 million grant from the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care. This funding enabled us to increase our medical capacity and to create a mobile medical unit, which is called the HOPE Mobile Medical. This 37 foot mobile unit is equipped with two exam rooms and waiting area, and is staffed by a physician assistant and a mental health counselor. This program is targeted at the homeless population in Orange, Osceola, Seminole counties.

In 2008, we completed our Phase II construction which added four new exam rooms, medical and behavioral health offices and a patient education and counseling center. This construction was funded by a Community Development Block Grant (CDBG) from Orange County and private funds. Within the next two years, we hope to begin our Phase III construction. This phase will focus on a dental clinic expansion that will add four new dental operatories and a build-out of the administrative suite.

Our Services

Primary Medical Care – is provided by a team made up of physicians, nurse practitioners, physician's assistants, registered nurses and medical assistants along with volunteers and student interns. Our goal is to create a “medical home” for our patients in an effort to prevent the inappropriate use of the hospital emergency rooms. HCCH is providing healthier options in the management of chronic diseases. Through the Health Disparities Collaborative, a program designed to reduce disparities in health outcomes for poor, minority, and other underserved people, we use a Chronic

Care Model which is designed to empower the patient to take charge in managing their own health.

HCCH also operates its own in-house pharmacy and has a full-time Patient Assistance Program Coordinator, who helps patients obtain free medications through the various pharmaceutical companies.

Since opening the Orange Blossom Family Health Center in 2006 we have been able to double our capacity. However, the demand for our services continues to grow.

Pediatric Care – Poverty and homelessness does not discriminate based on age. Domestic violence often affects innocent children and their health needs can be overlooked. At HCCH, our full time pediatrician provides services that include: well child check-ups, immunizations and assistance to help new mothers meet the needs of their babies and become better parents. Our pediatrician visits area shelters and other community partners to provide medical care. This outreach along with services provided at the Orange Blossom Family Health Center is giving kids a healthier start in life.

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 the Lions Club International and LensCrafters we are helping people see better and to take care of the precious gift of sight. We also screen patients for visual related diseases that result from diabetes and other chronic illnesses.

Dental Services – Dental Services at the Orange Blossom Family Health Center is provided by a team made up of full and part-time dentists, hygienists and dental assistants. The rest of the work is carried out by volunteers. We provide a wide range of dental services including emergency dental care, oral screenings, cleaning and restoration work, referrals for surgery, and in some cases, we provide full or partial dentures. We have established a pediatric dental program for children. We believe good dental care can give a patient a great smile but it also builds confidence – a key ingredient needed in securing employment in our service driven economy.

Behavioral Health Services – is made up of licensed mental health counselors, a clinical social worker and a psychiatric nurse practitioner. This team of professionals provides mental health and substance abuse counseling and case management. Our psychiatric nurse practitioner is able to prescribe medications and provide ongoing medication management services for the chronically mentally ill and homeless. Through individual and group therapies such as our women's empowerment group, men's group and parenting classes along with referrals to detox and crisis centers, we are helping individuals make better choices and gain control of their lives. The clinic is an approved site for Master's degree level mental health interns and students.

The HOPE Team (Homeless Outreach Partnership Effort) – This team of outreach staff and volunteers work where the homeless live, on the street and in the woods. They provide basic needs

such as food and clothing in an effort to build a rapport, with clients who have an innate mistrust of people. The HOPE Team provides transportation to our clinic for those living in the woods and streets so that they can obtain health care services. This vital team assists the homeless in obtaining identification cards, birth certificates and also helps individuals apply for mainstream benefits such as Social Security, Social Security Disability and Veterans benefits. They help people back from homelessness, connecting them to resources for transitional housing, referrals to behavioral health and substance abuse treatment programs. Often they reconnect individuals with their families, resulting in joyful reunions.

HOPE Mobile Medical Unit – Building on the success of our HOPE Team, HCCH received a Federal grant to create a new program of service, a mobile medical unit. This 37 foot mobile medical unit is equipped with two examination rooms. The mobile medical unit is staffed by a medical provider and a licensed mental health counselor. This program provides medical and behavioral health counseling for the homeless living in the tri-county area of Orange, Osceola and Seminole. The mobile unit will be visiting and providing services to the homeless at the sites of some of our community partners.

The TB Shelter – HCCH has the only residential facility for the homeless suffering from tuberculosis in Orange County. At our 11-bed 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 – In 2007, the Health Care Center for the Homeless saw 6,259 individual patients, resulting in 17,771 encounters. These encounters generated the following numbers per service offered at the center

Primary Medical Encounters	10,098
Oral Health Encounters	6,973
Mental Health / Substance Abuse Encounters	700

Other Numbers

(Not Included in the above totals) include:

Vision Center Patients Seen	423
Hope Team Outreach Clients Seen resulting in 3,285 encounters	445

Some Interesting Notes about Our Numbers:

- 524 or 12% of the 6,259 patients we saw in 2007 were 10 years old and under.
- Of the 6,259 patients we saw, 3,525 or 56% were homeless.
- The 2007 patient numbers (6,259) is a 29% increase over the 2006 patient numbers, which were 4,867.

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.

CDBG Grant (Community Development Block Grant)

– The Health Care Center for the Homeless is applying for a CDBG Grant from Orange County to sustain our behavioral health services program. In the past HCCH received funding from the Orange County grant to increase the behavioral health staff and services at the Orange Blossom Family Health Center.

Electronic Health Records (EHR) – We continue to implement our Electronic Health Records system. All of our providers have been trained and are now utilizing the electronic link between providers and our pharmacy. The next large task will be to scan all existing paper charts into a digital format. The EHR program is funded through the generosity of the Winter Park Health Foundation. The program is ensuring consistent health care for our patients and eliminating unnecessary diagnostic duplication. Our dental clinic has been paperless and electronic for over seven years.

Phase III Expansion – the Health Care Center for the Homeless is applying for a Community Development Block Grant (CDBG) for our Phase III Expansion. The Orange Blossom Family Health Center was designed in 3 phases. Phase I was the actual renovation of the clinic building itself. Phase II is the current medical and behavioral health expansion. Phase III, which is planned for the near future, will be our dental expansion. During phase 3, the administrative suite, which is already plumbed, will be converted to dental operatories and a new administrative suite will be added on to the building. We hope to receive the funds from Orange County under the Community Development Block Grant (CDBG) program. If funded construction could begin in about a year.

Denture Program - using the same model as our successful Femmes de Coeur Mammography Program, the Health Care Center for the Homeless hopes to establish a Denture Sponsorship Program. Currently, partial and full dentures are covered on a limited basis by small grants or through private pay sources. By establishing a denture sponsorship program, funds would be raised to provide dentures for patients of the Orange Blossom Family Health Center. A great smile is certainly a confidence builder, but it is necessary to obtain employment in the service driven economy of the Central Florida area.

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 to all.