The Reason for The Season

The holidays are a time of giving and during this past season, the Health Care Center for the Homeless (HCCH) was the recipient of very generous gifts from two of our community partners.

The Walt Disney World Company is a strong presence in the Central Florida community and their philanthropy is well known. A special performance of the Candlelight Processional at EPCOT’s America Gardens Theatre in December was attended by 1,400 community leaders. In lieu of the traditional reception for all attendees following this particular show, Disney presented a donation of $15,000 each to the Health Care Center for the Homeless and Second Harvest of Central Florida. This wonderful holiday surprise supports our services, including our denture sponsorship program, and provided 40 screening mammograms in January at our Health Center. As one of our ladies who received a mammogram as a result of this gift told us, “I am very grateful for the people who support this opportunity for me. Cancer has run in my family for generations. I am 50 years old now and without this opportunity, I would be in limbo, wondering is it me this time?”

In January of 2010, we were pleased to receive a $25,000 donation from Florida Hospital. Each year, Florida Hospital gives a holiday gift to their medical staff. With the harder economic times in our country, the leadership of Florida Hospital chose to make a donation to the community on behalf of their medical providers instead. As stated by Brian Paradis, Executive Vice-President and Chief Operating Officer at Florida Hospital Orlando, “This gift was motivated by two things; first, Florida Hospital and its physician partners’ desire to meet people’s real needs; secondly, our great confidence in our long-term community partner, the Health Care Center for the Homeless.” HCCH is very proud of the partnership we have shared with Florida Hospital since 1993 and we truly appreciate their support as we both seek to improve the health of the members of our community.

The holiday season was made truly special by the generosity of our exceptional community partners. The Health Care Center for the Homeless is very grateful for the support of the Walt Disney World Company, Florida Hospital, and all of our generous donors as we continue our mission and strive to make a difference in the lives of the people we serve.

Facts About the Homeless and the Uninsured

- In January 2009, the Homeless Services Network Point in Time Study indicated there were over 9,000 homeless individuals in Orange, Osceola, and Seminole Counties. This figure was estimated to have reached 10,000 by December of 2009.
- A one day point in time study conducted by multiple homeless coalitions in Florida in 2009 resulted in the identification of almost 58,000 homeless individuals throughout the state.
- Over 20% of the children in the United States who age out of foster care will become homeless at some point after they reach the age of 18.
- A main economic cause of homelessness is overwhelming health care costs resulting from a major illness.
- In 2008, over 4.8 million Florida residents under the age of 65 earned an income below 200% of the Federal Poverty Level - 60% of these residents were uninsured.
- Poor health is closely associated with homelessness and it can be both a cause and a result.
- For someone who is homeless, their chance of becoming ill can be as much as six times higher than someone who is housed. They are also three times more likely to die from an illness than the general population.
- It’s estimated one out of three homeless men in the U.S. has worn a uniform and served this country in the armed forces.
Meet Our New Providers

Francoeur Cadet, DO, MPH

The Health Care Center for the Homeless (HCCH) would like you to meet our medical director, Francoeur Cadet, DO, MPH. Dr. Cadet was born in Haiti and raised in Orlando, where he graduated from Jones High School. He attended the University of South Florida, where he received his Bachelor of Arts and Master of Public Health degrees. Dr. Cadet then attended Nova Southeastern College of Osteopathic Medicine, receiving his Doctor of Osteopathy degree in 2005. He completed his medical training in June of 2008 at Columbia Hospital in West Palm Beach, Florida.

Dr. Cadet joined HCCH in July of 2008 as a National Health Service Corps Scholar and was promoted to the role of Medical Director in July of 2009. Fluent in English, Creole, and French, Dr. Cadet is proficient in American Sign Language and Spanish. He is a member of the American College of Osteopathic Internists, the American Osteopathic Association, and the Orange County Medical Society. Dr. Cadet is also an Assistant Professor at the University of Central Florida College of Medicine, Florida State University College of Medicine, and the Kansas University College of Medicine.

Chianta Lindsey, ARNP

The Health Care Center for the Homeless (HCCH) welcomes our new Advanced Registered Nurse Practitioner (ARNP), Chianta Lindsey. Mrs. Lindsey attended Florida A & M University, where she graduated in 1996. Originally from Ft. Pierce, Florida, she moved to the Orlando area in 2000. She received her training through the nursing program at the University of Central Florida, graduating in 2003.

After spending five years in the surgery department at Florida Hospital, Mrs. Lindsey decided she wanted to become more involved with community medicine. She had the desire to help meet the needs of the many people without regular access to healthcare, which brought her to HCCH. She finds the Health Center to have a caring and committed leadership and staff and her favorite part of the job is the patients she meets every day.

Mrs. Lindsey also provides volunteer health care services one night a week in the clinic at her church, Mt. Sinai Missionary Baptist Church, and she is currently in her Doctoral level of education.

Terrence Soule, DDS

Meet our newest dentist at the Health Care Center for the Homeless (HCCH), Dr. Terrence Soule. Dr. Soule was born and raised in Allen Park, Michigan and moved to Florida at the age of 18. He attended college at the University of Florida and received his oral health training at the New York University College of Dentistry. Before coming to the Health Center, he was in private practice in Mt. Dora, Florida.

Dr. Soule’s mother is the Chief Operating Officer at a community health center in the Vero Beach area and he learned about community medicine from her. He joined the staff at HCCH in May of 2009 to give back to the community and help those in need. He derives great satisfaction from being able to take a patient with dental problems from the point of being embarrassed to smile, to having nice teeth and wanting to show off a great smile.

Orlando Magic Youth Fund

The Health Care Center for the Homeless (HCCH) was the recipient of a $30,000 grant from the Orlando Magic Youth Fund (OMYF), a Fund of the McCormick Foundation, in support of medical services at our clinic, the Orange Blossom Family Health Center. For 2010, the OMYF funded 26 non-profit organizations providing services throughout Central Florida with grants totaling over $700,000. Since 1997, HCCH has received $195,000 from the Orlando Magic Youth Fund.

The OMYF is dedicated to helping children in Central Florida reach their full potential, especially those at risk. They accomplish their goal by supporting organizations that empower families and change lives. The OMYF is an amazing community partner, with executives and players involved in multiple areas of support for those in need. HCCH is grateful for the support we receive from the Orlando Magic Youth Fund.
Dear Friends

There is much debate throughout our country as to how to handle the growing problem of limited access to adequate and affordable health care. The unemployment crisis has amplified this issue even more as people have lost their jobs and the health benefits they provide. Many have found it necessary to choose basic needs, such as food and shelter, over pressing health concerns.

These are the kinds of issues the Health Care Center for the Homeless (HCCH) exists to address. We offer access to care at an affordable rate. For over 17 years, we have provided our homeless and uninsured clients with quality health care services. We continue to meet and exceed the expectations of those who seek help at our clinic, the Orange Blossom Family Health Center.

The past year had its highlights. HCCH benefitted in various areas from the government stimulus funding, including an upgrade of our Electronic Health Records. This upgrade provides for greater continuity of care for our clients and greater efficiency on the part of our health providers and staff. Our mammography program has provided over 550 screening mammograms to date, thanks to the generosity of so many community partners and individual donors. Our residential TB shelter underwent needed repairs, supported by the State of Florida, Orlando Health, and Florida Hospital.

Regardless of our successes, we do not rest on our laurels. We are constantly looking for ways to increase our efficiency and to expand our services. As more people are in need of the help we provide, we seek ways to continue to meet the demand. It is still our goal to expand our dental clinic, one of our greatest hopes for 2010.

We thank you for the incredible support that you have shown for the Health Care Center for the Homeless as we continue our mission “to provide quality health care services that improve the lives of the homeless and medically indigent people of our community.”

To your health,

Bakari F. Burns, MPH, MBA
Chief Executive Officer

HRSA

On March 10, 2010, the Health Care Center for the Homeless (HCCH) was honored to receive a visit from Dr. Mary Wakefield, PhD, RN, the Administrator of the Health Resources and Services Administration (HRSA). Appointed by President Obama in February 2009, Dr. Wakefield brings a wealth of knowledge to her position. An agency of the Department of Health and Human Services, HRSA works to provide greater access to care for underserved populations.

Dr. Wakefield’s visit to the Health Center was an opportunity for her to see how the American Re-Investment and Recovery Act (ARRA) funding had benefitted HCCH and what HRSA could do to help us further our mission. A number of our community partners, who also help the underserved, had the opportunity to meet with Dr. Wakefield and provide feedback as to the great need in Central Florida that HRSA can help address. Staff members from Senator Bill Nelson’s office and Congressman Alan Grayson’s office were also in attendance.

HCCH received funds from the American Re-Investment and Recovery Act (ARRA) to support an increase in demand for services and to maintain jobs. A federally qualified health center, HCCH also received funding for capital improvements, allowing us to upgrade our Electronic Health Records software. The remaining funds made available to HCCH through ARRA will be used to purchase a mobile dental unit.

Dr. Wakefield’s visit highlighted the need for community health centers and the important role they play in providing access to care for uninsured or underinsured residents.

Visit Our Facebook Page

The Health Care Center for the Homeless is on Facebook! Become a fan and interact with other HCCH supporters and fans. On your Facebook page, type Health Care Center for the Homeless in the blue mast bar at the top of the page. It will take you to HCCH’s page - you can share the page and/or become a fan.
Hope is a small word that means so much. For our clients in need, a hand offering help is a beacon of hope. Knowing someone truly cares about them brightens their day and shows them they are not alone.

The HOPE Team (Homeless Outreach Partnership Effort) is a caring service of the Health Care Center for the Homeless (HCCH) and travels to where the homeless live...on the streets and in the woods of Orange, Osceola, and Seminole Counties. Their main goal is to connect people with the medical, dental, and behavioral health services we offer at our clinic, the Orange Blossom Family Health Center. They also help with basic needs such as water and food, helping to break down barriers of resistance when they encounter new clients who have a basic mistrust of people. Since most of our clients lack regular transportation, the HOPE Team helps to provide this service to ensure clients can keep appointments at our Health Center.

Nancy Martinez, Lead HOPE Team Outreach Specialist, has been with HCCH since 2004. Nancy is joined by Joel Miller, Outreach Specialist, and Nancy Pfaff, a Registered Nurse. “Nurse Nancy” is a recent addition to the HOPE Team, providing care in the field as well as assessing clients for more serious health needs. The Seminole County HOPE Team was established last year and is lead by Steve “Rocky” Cook, also an employee of HCCH. This new team has allowed Nancy and her group to focus more on the health needs of their clients in Orange and Osceola Counties. While this may be a job, it is also a labor of love for the members of the HOPE Team and the volunteers who join them each week. The clients in the camps are part of a large extended family to the HOPE Team and they take their successes, and failures, to heart.

Our clients living in the woods face hardships many of us cannot imagine. A number of our friends in the community have been working with the HOPE Team to help clients with basic needs the rest of us may take for granted.

One Bread/One Body, a ministry of Annunciation Catholic Church in Altamonte Springs, started the “Bags of Hope” and has been working with the HOPE Team to provide needed items for our homeless clients. Rhonda and Mark Santolin have been giving of their time and have travelled out with the HOPE Team for the past year taking food, hygiene items, water, tents, tarps, sleeping bags, dog and cat food, clothing, and many other necessities to clients living in homeless camps. In-kind donations and financial contributions have helped to provide the items and volunteers help pack them into reusable shopping bags in Mark and Rhonda’s garage.

Rhonda said she never knew there were homeless people living in the woods until this past year, when One Bread/One Body members were discussing outreach possibilities. The Santolin family faced their own hard times when Rhonda was badly injured in an accident eight years ago and unable to work, and Mark lost his job shortly after. They almost lost their home, but the kindness of others helped them through until thing got better. Now they are giving back to the community.

The First United Methodist Church of Winter Park offers support in the form of their “street eats” bags - zip lock plastic bags filled with pop-top canned food, chewing gum, power bars, crackers, Gatorade, new white socks, and other items put together by members of the Church. The HOPE Team receives at least 100 bags each month and for someone who is homeless and hungry, they are a blessing. One holiday season, the Church also provided over 100 of our clients with a holiday meal and blankets through a local drive they conducted. Children from the Church have also put together hygiene kits for the Team to hand out, including in each a hand colored picture with a message that “someone cares.”

Two additional ministries from First United Methodist Church of Winter Park have joined in the support of the HOPE Team and their clients. Soul to Sole receives donations of gently used
athletic shoes and has passed many along to us for our clients in the camps. Sturdy shoes are a necessity when the path to your front door is a long trek through the woods. Bicycle Blessings refurbishes gently used donated bicycles and has generously provided a number of these for our clients in greatest need. As most of our clients don’t have regular transportation or the money for a bus pass, a bicycle is truly a blessing. Both ministries have offered their support on a continuing basis.

Megan Ellis is an example of how one young person can help make a difference. A 17 year old member of the Girl Scouts, Megan chose the HOPE Team as her project to earn her Gold Award, the highest honor a Girl Scout can receive. While trying to decide what her project would be, Megan connected with Carol Welker at First Presbyterian Church of Orlando. Carol became Megan’s mentor and told her about her recent time out with the HOPE Team. Megan took her own trip with the Team in early June and decided to make “care packages” to help their clients. Needing to raise about $500, Megan held a garage sale and earned enough money to purchase the items she needed for her project with a little left over for some tents and tarps.

Coordinating the project with Camp Geneva and the Children’s Ministry at First Presbyterian Church of Orlando, Megan supplied mesh bags and asked each of the kids to bring an item each day at Camp in June. The items requested included deodorant, bug repellant, white socks, and flashlights with batteries. On the last day of camp, Megan and all of the Camp Geneva participants filled the bags and presented them to the HOPE Team. Each cabin made two fleece blankets that were also given to the Team for their clients. Megan then took a second trip out with the HOPE Team to help pass out her “bags of hope” and the blankets, tents, and tarps. Megan’s project was a great success and she now says “I can do something to help.”

Another example of youth in action is Nani Doromal. Nani is the daughter of Wendy Doromal, a teacher at Timber Creek High School, a long time supporter of HCCH, and the Service Learning Coordinator for Orange County Public Schools. Demonstrating her philanthropy at a young age, Nani makes and sells decorative soap. She calls it “HOPE Soap” and all proceeds from the sales of her handmade creations help support services provided at our Health Center. She knows how important it is to help those in need, something her mother demonstrates to her students every day.

Mr. Mike Kirchner, an HCCH supporter for many years, purchases dozens of hooded sweatshirts from local stores each holiday season and donates them to the HOPE Team. Our clients love the “hoodies” as the weather turns cooler. The Alliance, part of the First Unitarian Church of Orlando, helps the HOPE Team find needed items all year round. At the holidays, the members put together “care packages” of underwear, t-shirts, and socks for our homeless clients.

For those of us with a conventional roof over our heads, we often take the little things for granted. But imagine your home is a combination of tents and tarps; a shower or a chance to wash your clothes is a special treat; and your health suffers from constant exposure to the elements. Our clients living in the camps face this every day - they are “houseless.”

The efforts of all of our friends listed above and so many others are greatly appreciated. It means so much to our clients to know people care. As one of our clients recently said, “I am homeless, not hopeless.” With incredible support from the community, the HOPE Team and the rest of the staff at the Health Care Center for the Homeless work every day to make sure this is true.

Not “HOPE”less
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. HCCH initially shared a space at the Coalition for the Homeless, 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 Orange, Osceola, and Seminole counties; and 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 preventive health care services for the homeless.

For many years, HCCH operated medical and oral health services out of three separate locations. In 2006, HCCH opened our clinic building, the Orange Blossom Family Health Center in Orlando, and doubled our capacity.

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

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 allowed us to create our HOPE Mobile Medical Unit. This 37 foot medical clinic on wheels, equipped with two exam rooms and a waiting area, is targeted at the homeless population in Orange, Osceola, and Seminole counties.

2008 saw the completion of our Phase II construction, adding four new medical exam rooms, medical and behavioral health offices, and a patient education and counseling center. The construction was funded by a Community Development Block Grant (CDBG) from the City of Orlando and private funds. In 2010, we hope to begin our Phase III construction, focusing on a dental clinic expansion, which will add four additional dental operatories and relocate the administrative suite.

Our Services

Primary Medical Care – Primary medical care is provided by a team of physicians, nurse practitioners, physician assistants, registered nurses, medical assistants, and student interns. Our goal is to create a “medical home” for our patients in an effort to prevent the inappropriate use of 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. This is designed to empower the patient to take charge in managing their own health. We were able to double our capacity with the opening of our clinic building, but the demand for our services continues to grow. As we provide primary care, we have an Orange County Referral Specialist who provides patients with referrals for secondary care. We also have a screening mammography program that provides mammograms to our female clients in greatest need every quarter. Delivered through a mobile mammography unit that comes to our Health Center, this program has served over 550 women since its inception in November of 2006.

Pharmacy Services – HCCH operates an in-house pharmacy, allowing our clients to obtain low-cost prescriptions while at the Health Center. A full-time Patient Assistance Program (PAP) Coordinator helps patients obtain free medications through various pharmaceutical companies. In 2009, the PAP Program helped over 2000 clients receive over $2,000,000 in prescription medications. These are costs that would have been absorbed by HCCH or the client themselves.

Vision Services – We offer eye exams and distribute glasses free of charge. Through a partnership with Lions Club International and LensCrafters, we are helping people to see better and take care of the precious gift of sight. LensCrafters provides free screenings and glasses for 30 of our patients every Thanksgiving as part of Hometown Days. Our Vision Center is the only source of free optometric services for the homeless in Central Florida. We also screen patients for vision related issues that may result from diabetes and other chronic illnesses.

Dental Services – Dental services at HCCH are provided by a team of dentists, hygienists, dental assistants, and students. Our services include emergency dental care, oral screenings, cleanings, restoration work, and referrals for surgery. In some cases, we are able to provide full or partial dentures aided in the process by our volunteer, Sister Jessica. We have an established pediatric dental program that benefits both children and adults by providing oral health education. We believe that good dental care not only gives someone a great smile, but also builds confidence. A nice smile can be essential in gaining employment in Florida’s service driven economy.

Behavioral Health Services – Our behavioral health services are provided by two licensed mental health counselors and a psychiatric nurse practitioner. This program is the only one in Orange County furnishing behavioral health services to the homeless. Our team of counselors provides mental health and substance abuse counseling, individual and group therapies, and referrals to detoxification and crisis centers. Our psychiatric nurse practitioner is able to prescribe and manage medication on an on-going basis for our homeless clients with chronic behavioral health issues. Our Health Center is also an approved site for graduate level mental health interns and students. Our behavioral health team is empowering our clients to make better life choices in gaining control of their lives.
The HOPE Team (Homeless Outreach Partnership Effort) –
Our outreach team is comprised of staff and volunteers working where the homeless live – on the streets and in the woods. The main goal of the HOPE Team is to connect clients in the camps with the medical, dental, and behavioral health services the Health Care Center for the Homeless can provide. This team provides basic needs such as food and water in an effort to build a rapport with clients who have an innate mistrust of people, eventually allowing staff to introduce clients to the services at HCCH. The team can provide transportation for clients living in the woods to the Health Center for appointments. The HOPE Team also assists their homeless clients in obtaining identification cards, birth certificates, transitional housing, and referrals to behavioral health and substance abuse treatment programs. HCCH recently added a Registered Nurse to the HOPE Team, allowing for some needs to be addressed in the field and facilitating stronger medical assessments for more critical client health needs.

Mobile Health Services – Building on the success of our HOPE Team, HCCH launched the HOPE Mobile Medical Unit (MMU) in May of 2008, funded through a Federal grant. Serving the community for almost two years now, this 37 foot unit is equipped with two exam rooms and is staffed by an Advanced Registered Nurse Practitioner (ARNP), a Medical Assistant (MA), and a Patient Services Representative. This program provides primary medical services for the homeless in the tri-county area, visiting over a dozen community partner sites each month who also serve the homeless. In 2009, HCCH received a second mobile medical unit through the generosity of the Senior Resource Alliance and Florida Hospital. Through funding from the American Re-Investment and Recovery Act (ARRA), HCCH is in the process of acquiring a mobile dental unit to be launched later this year.

The TB Shelter – HCCH has the only residential facility for the homeless suffering from tuberculosis in Central Florida. Our 10 bed residential shelter provides on-site supervised therapy for patients diagnosed with infectious tuberculosis. In operation since 1995, the shelter ensures their safety and limits their contact with the community as a whole. Full recovery usually requires an average stay of six months and patients are monitored for their response to treatment. A total of 956 bed nights were provided by this program in 2009. Due to needed renovations, the shelter was closed during the month of June and at partial capacity for an additional few months in 2009. Patients are monitored for social and nutritional needs and are supplied with food partially funded by local churches.

Emergency Room Diversion Program – Many within the homeless population use the emergency room as their primary medical care provider. To reduce this improper use, HCCH has a Health Navigator in the Emergency room at Orlando Health who routes homeless individuals to the Orange Blossom Family Health Center. Here, they can receive consistent medical care and are provided a “medical home.” 466 of the patients encountered by our Health Navigator in the Emergency Room in 2009 are now established clients at our Health Center.

Our Numbers –

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<th>Total Patients Seen</th>
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<tr>
<td>Primary Medical Encounters</td>
<td>17,036</td>
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<tr>
<td>Oral Health Encounters</td>
<td>9,620</td>
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<tr>
<td>Behavioral Health / Substance Abuse Encounters</td>
<td>2,298</td>
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<tr>
<td>Total Encounters for 2009</td>
<td>28,954</td>
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</tbody>
</table>

Other Numbers

(Not Included in the totals above)
Vision Center Patients Seen | 82
Hope Team Outreach Clients Seen | 809
resulting in 3,114 encounters
A Reason to Smile

Alfredo Babilonia has a lot to smile about now, but until a few months ago, this wasn’t the case. He was homeless for three years and lived in his car, in shelters, and in the woods.

Originally from New York, Alfredo had been addicted to heroin and crack since the age of 21. He worked a regular job, but his money went to feed his addiction. His twin brother lived in Florida and Alfredo thought if he left New York and the people and places feeding his addiction, then he could beat it. At 36, he moved to Florida and was able to stay clean for six years. But the desire for drugs was still there and he suffered a relapse. He was living with his sister, but his work income paid for his habit and he would disappear all weekend to do drugs.

When his sister decided to move, Alfredo was left with nowhere to go. This was the beginning of his three year battle with homelessness. He made several attempts to get clean and would remain so for a few weeks before falling back into drugs. He was befriended by a woman in Orlando who helped homeless individuals by providing some food and clothing, sometimes even taking them to church with her. He remembers sitting on her porch and realizing he needed to change his life—he needed help to beat his addiction.

Two years ago he met Nancy Martinez with the HOPE Team, a program of the Health Care Center for the Homeless. Nancy helped him to get into Anthony House, where he remained for nine months as he started getting clean. Alfredo was seen on the Mobile Medical Unit at Anthony House as well as coming to our clinic, the Orange Blossom Family Health Center.

Alfredo’s teeth were ravaged by years of smoking crack and he wouldn’t talk much, covering his face when possible. During his years of taking drugs, he knew his physical and oral health suffered due to his habit, but he said at that point “the addiction came first.” Through our dental program at the Health Center, he was able to regain his oral health, but most of his teeth had to be extracted. In 2009, he became involved with a young woman. She was an inspiration and in 2010, Alfredo thought if he left New York and the people and places feeding his addiction, then he could beat it. At 36, he moved to Florida and was able to stay clean for six years. But the desire for drugs was still there and he suffered a relapse. He was living with his sister, but his work income paid for his habit and he would disappear all weekend to do drugs.

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Now 47 years old and drug free, Alfredo says he feels good and doesn’t want for anything. For anyone who is homeless, he feels “there is help out there, but you have to do your part.” For someone who is addicted to drugs, his advice is “you have to make the decision to get your life together.” His decision to seek help brought him to the Health Care Center for the Homeless and was his first step out of homelessness.

The Best Day of the Week

Susan “SuSu” Gordy is a 4th generation Floridian and a lifelong resident of Orlando. Her husband, Dr. Bruce Gordy, is a local dentist and a member of the Board of Directors at the Health Care Center for the Homeless (HCCH). Dr. Gordy started the dental clinic at HCCH and he has been an instrumental part of the organization since 1994.

Once the Gordy’s four children were grown, SuSu decided she wanted to do something different. She joined HCCH as a volunteer and told us to put her “wherever we wanted.” She spent some time in the administration department, but it didn’t take her long to find her true calling – the HOPE Team (Homeless Outreach Partnership Effort). After over four years of venturing out with the HOPE Team each Wednesday, she is a seasoned veteran and a much-loved member of the organization.

SuSu calls her day with the HOPE Team “the best day of my week” and she has an incredible enthusiasm for the work. For her, it is a constant reminder of how lucky we all are to have all we do. With a great deal of love for the organization, she considers spending time with the HOPE Team a privilege. Of HOPE Team Lead Nancy Martinez, SuSu says “she is sensitive, compassionate, and strong; she wants to take care of people.”

Volunteering with the HOPE Team isn’t easy work. Heat, bugs, rain, and sometimes difficult treks to the camps make it a labor of love. The realization is what the HOPE Team does during their work day is what their clients experience every day and night. They are “houseless” and the camps are their homes.

SuSu feels everyone is deserving of consideration and respect, something our clients don’t always encounter in their day to day experiences. To be invited into their camps – their homes – is a privilege. She finds their resilience in the face of adversity a reminder “it’s not about me; it’s all about the client.”

A member of First Presbyterian Church of Orlando, one of our valued supporters, SuSu never hesitates to talk about her time with the HOPE Team and the Health Care Center for the Homeless. She works to spread the word about the great need in our community and feels people want to help others; they just need to be asked.

Nancy can’t say enough good things about SuSu. She feels SuSu is the “best kind of volunteer – she is very hands on and jumps right in.” For the clients and staff of the Health Care Center for the Homeless, SuSu Gordy is a blessing.

Dr. Terrence Soule and Alfredo Babilonia in the Dental Clinic at the Orange Blossom Family Health Center.

© Terry Betts

Nancy Martinez, HOPE Team Lead, and SuSu Gordy, HOPE Team Volunteer, at one of the homeless camps in the woods of Central Florida.

© Photo courtesy of a Hope Team client
Educational Partnerships

University of Florida

The Health Care Center for the Homeless (HCCH) is proud to welcome students from the University of Florida College of Dentistry. HCCH is one of a network of eight partnership clinics within the State of Florida providing a setting for hands-on training for these students. Each of the students is required to spend six weeks of their senior year delivering patient care in a community health center. The designated partner sites have their own dentist who is credentialed as a University of Florida Courtesy Faculty member. Students work side by side with the dentist to perfect their skills and provide care to an underserved population. One goal is for the students to acquire an appreciation for the great need in the community for affordable health care. In 2008, the University of Florida students involved in this dental program provided 100,000 patient visits to Florida residents whose income is at or below 200% of the poverty level.

University of Central Florida

The Health Care Center for the Homeless (HCCH) is currently hosting first year medical students from the University of Central Florida (UCF). These students are in the first of their four years of study before residency and this is an integrative mentorship program. This partnership came about when HCCH was approached by the Assistant Dean of the Medical School at UCF requesting us to be involved in their community medicine program. Students in this program have expressed an interest in community medicine and through their experience here, they will receive direct exposure and hopefully stay attracted to this particular field. Their duties include acquiring thorough medical histories, conducting patient assessments, and creating treatment plans. They initially shadow a provider, but eventually begin with a patient on their own and then report their findings to a provider for verification. This program benefits HCCH by providing more people to see patients. As the students can perform some duties independently, their mentoring providers are available to see other patients during this time and more care is provided.

Rollins College

The Health Care Center for the Homeless (HCCH) is proud of our continued partnership with Rollins College. Rollins was founded in 1885 and is Florida’s oldest recognized college, providing the top-ranked MBA education in Florida.

In 2007, Bakari Burns, the CEO for the Health Care Center for the Homeless, was the recipient of the Martin Bell Scholarship at Rollins, allowing him to pursue a Master of Business Administration (MBA) through their Crummer Graduate School of Business. In May of 2009, Mr. Burns graduated from the Rollins MBA program and added this accomplishment to his existing Master of Public Health (MPH) degree.

As an approved site for graduate level mental health interns, HCCH has hosted many Rollins students as they receive hands on training under the guidance of our Behavioral Health Manager, Ms. Evelyn Luciano. Both Ms. Luciano and Dewey Wooden, Licensed Mental Health Counselors at HCCH, are alumni of Rollins’ Master of Arts in Counseling Studies program. Several fourth year behavioral health students have completed their internships at HCCH. Due to the extensive mental health and substance abuse issues we encounter at our Health Center, these students are able to take what they have learned in class and apply it in a real-world setting.

This past fall, HCCH was the subject of a domestic consulting project conducted by Rollins’ professor Dr. Mary Conway Dato-on and her MBA students. Through this initiative, students benefited from having an actual non-profit organization to study and interact with and HCCH received invaluable feedback on how to create a stronger “brand” for our organization within the community. A final presentation to the HCCH Board of Directors provided expansive information for consideration. This in-kind donation of time and expertise gives the Health Care Center for the Homeless a comprehensive strategic analysis to guide us as we continue to move forward.

HCCH also hosts medical students and medical assistant interns from other affiliations.
Health Care Center for the Homeless 2009 Annual Campaign Donors

We completed our 2009 Annual Fundraising Campaign on 9/30/2009, coinciding with our organization’s fiscal year, which ran from October 1, 2008 to September 30, 2009.

With the generous support of our donors, we are able to provide quality health care services to the homeless and medically indigent populations of our community.

We just celebrated our fourth anniversary in our clinic building, the Orange Blossom Family Health Center, and 2010 will involve a planned expansion of our dental clinic capacity as we continue to grow to meet the health needs of those in our community who are less fortunate.

The following list represents monetary and in-kind donors from our 2009 fiscal year. We want to acknowledge and thank all the donors who supported the Health Care Center for the Homeless during our Annual Campaign. We could not have done it without you!
Statement of Activities
Year Ended - September 30, 2009

SUPPORT AND REVENUE

Support: 2009 Total
Government Grants $  2,762,334
Private Support $  718,229
In-kind Contributions $  990,108
Revenue $  898,081
Total Support & Revenue $  5,368,752

EXPENSES AND LOSSES

Program Services:
Medical Clinic $  4,777,113
Tuberculosis Shelter $  45,654
Supporting Services:
Management and General $  392,072
Fundraising $  94,918
Total Expenses and Losses $  5,309,757
Increase (Decrease)
In Net Assets $  58,995
Net Assets Beginning $  1,993,907
Net Assets Ending $  2,052,902

2009 SOURCES OF SUPPORT

- Government Grants 52%
- Revenue 17%
- Private Support 13%
- In Kind 18%

CFHP Golf Tournament

The Third Annual Central Florida Hospitalist Partners (CFHP) Golf Tournament was held on October 31, 2009 at the Shingle Creek Golf Resort, benefitting the Health Care Center for the Homeless (HCCH). A gorgeous day on an amazing golf course, the efforts of CFHP raised $6,750 to help provide services at our clinic, the Orange Blossom Family Health Center.

CFHP is a group of local physicians who have been caring for patients in the largest and most prestigious hospitals and healthcare systems in Central Florida since 1999. Their golf tournament is just one example of their incredible generosity. We would like to say a special thank you to Dr. Darin Wolfe, President of the Central Florida Hospitalist Partners, and Ms. Jennifer Gorman, event coordinator for CFHP, for their incredible support and hard work. The Forth Annual CFHP Golf Tournament will be held once again at the Shingle Creek Golf Resort, and will take place on Saturday November 13th, 2010. Please save the date and look for more details to come at hcch.org.

The Heart to Heart Gala

The Health Care Center for the Homeless (HCCH) and the Femmes de Coeur would like to invite you to our new signature event, the Heart to Heart Gala, taking place on Sunday, November 7th, 2010 at the Ballroom at Church Street.

For many years, the Femmes de Coeur has generously supported HCCH through various endeavors, including the Sweetheart Affair. Their many contributions to HCCH include a dental operatory; the decorating of our pediatric waiting area; and the start-up funds and continuing support for our screening mammography program at our clinic, the Orange Blossom Family Health Center. Since its inception, the Femmes de Coeur Mammography Program for the Health Care Center for the Homeless has provided over 550 screening mammograms for our female clients. Many of these ladies were well into their forties and had never received this life saving service before.

The Heart to Heart Gala will be replacing the Sweetheart Affair and signifies a more active involvement on the part of HCCH, its Board members, and staff. Our goal is to take this new event to the next level and engage new members of the community in our mission “to provide quality health care services that improve the lives of the homeless and medically indigent people of our community.” Proceeds from this event will help to provide services at the Health Center. We hope you will save the date and join us on November 7th for an evening of food, fun, and friends.

GoodSearch

Make your next general search online work for the Health Care Center for the Homeless. GoodSearch is powered by Yahoo! and every time you use it to search online, a penny is donated to your designated charity. By accessing GoodShop as well, a percentage of your purchase from certain online stores is donated. Download the toolbar from GoodSearch.com and start searching and shopping for HCCH.
2010 Annual Fund

Our fundraising goal for our 2010 Fiscal Year is $192,390. Our fiscal year started October 1st and will end on September 30th. With $104,507 raised so far, we are only a little more than half way there.

The funds raised will provide the quality health services that we are so proud to offer to the homeless and uninsured men, women, and children of our community.

Primary medical care, dental and vision services, behavioral health and substance abuse counseling, a residential TB shelter, an on-site pharmacy, mobile health services, and aggressive street outreach are the foundation of the Health Care Center for the Homeless. For people who have dealt with limited access to health care services, we are giving them back their health and their hope.

a goal of $192,390

We hope you will join us as a partner and be a part of the solution.

Please reach in your hearts and help us!
– We thank you!

I would like to support the Health Care Center for the Homeless and help provide health care services to the homeless and uninsured of our community.

Enclosed is my tax-deductible gift.

$ 100       $ 50       $ 25       Other $ __________________________

Address: ___________________________________________________________

Credit Card Number: _________________________________________________

CSC No. (3 or 4 digit security code on back of card) Exp. Date: __________

Signature: __________________________________________________________

List our name(s) as follows: __________________________________________

Mail payments to:
Health Care Center for the Homeless
232 N. Orange Blossom Trail • Orlando, FL 32805

You can also donate online at www.hcch.org.

Thank you for your support!

Annual Report 2009

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Our Mission Statement:
“To provide quality health care services that improve the lives of the homeless and medically indigent people of our community”

www.hcch.org