Dear Friends,

It has been a busy year for the Health Care Center for the Homeless (HCCH). We touched more lives in 2011 than in any given year in our history. Over 12,000 unduplicated patients received services through our programs in 2011 - a number that surprised even us. We see the lines for service early in the morning and the busy waiting rooms throughout the day, but the sheer need never fails to come as a shock.

During my time out with the HOPE Team, I have seen people who are trying to make do without the basic requirements most of us see as part of our human rights - food, clothing, and shelter. We have upped our efforts to help our clients find housing, but the sad truth is all too often the need far outweighs the supply.

And for chronically homeless individuals who have spent many years in the woods or on the streets, returning to the "normal," structured lives we ourselves are used to is a challenge all its own.

Our mobile dental unit saw a very successful first year of service. Focused on Osceola County, over 1,638 children from low-income families received oral health services right on their school campuses in 2011 through this program. This effort is focused on applying sealant to the first four permanent molars of second graders, preventing decay and unnecessary tooth loss. As one of our dental providers put it, "we are seeing third world mouths in our own country." Our mobile dental program has expanded into Seminole County this year, with a focus on homeless children.

While we had planned our Phase III and Phase IV expansion projects to start and end in 2011, we experienced some unforeseen delays. Construction has begun and should be completed by the end of this summer. With our expanded capacity, we expect our patient numbers to rise even higher.

I have been involved with HCCH for over 13 years and have grown to know many staff members very well. It takes special people to dedicate their lives to dealing with the physical pain and emotional suffering they see on a daily basis. I respect and commend them for their unselfish devotion to improving their patients' health and lives and I am proud to be a part of the team.

Unemployment is dropping and things are looking up, but for many of our community members, it will take longer to recover from the blows they have been dealt over the past few years. Lives have been altered forever. But I have faith that with proper attention and care, their lives will be restored. I hope you will join us in our efforts.

Sincerely,

Cliff C. Morris, Jr., PhD
Board Chair
The Right Thing To Do

Dr. James Farrell moved to Orlando in 1983. His focus is otolaryngology and plastic surgery, and he is a licensed physician since 1975. Dr. Farrell is a member of the HCCH Board of Directors from the start and for many years to follow. His passion now is for the HOPE Team clients living in the woods.

When the HOPE Team first encountered "Jimmy," they knew this was a man who was suffering on many levels. Having lost his home and job, he was living out of his SUV. He never smiled and there was one very obvious reason why - Jimmy had a very large keloid growing on his ear. Keloids are basically a type of scar and tissue overgrowth can cause them to become larger and larger. Jimmy's situation was affecting him psychologically and financially - no one would hire him.

Central Florida has a very large service oriented job market and Jimmy's situation was affecting him psychologically and financially - no one would hire him.

Mr. Bakari Burns, CEO

for the Homeless

Health care should be readily available to everyone. And not just any health care - quality, affordable, accessible care provided in an atmosphere of dignity and respect. I believe that every staff member and provider at our Health Center is a servant. We are here to care for our patients, make them comfortable in their surroundings, and build the trust that they need to work with us. We are here to make them feel better - physically, emotionally, and mentally.

Mr. Bakari Burns, CEO

We have had few if any other options for care of this nature. She states "Dr. Farrell takes such time to care for our patients. When we called him, he would have an appointment for them the next week and perform the surgery right away. He is so cordial and respectful of our patients - just an exceptional man." Nancy Martinez, HOPE Team Lead, and Dr. James Farrell in one of his operating rooms at Bellaiz Plastic Surgery in Winter Park.

Nancy Martinez, HOPE Team Lead, and Dr. James Farrell in one of his operating rooms at Bellaiz Plastic Surgery in Winter Park.

Since his surgery, he has a much better outlook on life and a renewed hope that could not go unnoticed by anyone who had encountered him before. Jimmy is not the only HOPE Team client Dr. Farrell has helped. At least four other homeless individuals have benefitted from his expertise and generosity. He has removed multiple keloid masses and facial lesions. Dr. Farrell has performed these procedures and follow-up care at no cost to the patient or HCCH. He is happy to have made a difference in these individuals' lives and they are extremely grateful for his kindness.

Nancy Martinez feels the patients Dr. Farrell has helped would have had few if any other options for care of this nature. She states "Dr. Farrell takes such time to care for our patients. When we called him, he would have an appointment for them the next week and perform the surgery right away. He is so cordial and respectful of our patients - just an exceptional man."

Dear Friends

I have a favorite quote from Dr. Maya Angelou - "I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." I think about this often with regards to the patients we serve here at the Health Care Center

Nancy Martinez, HOPE Team Lead, and Dr. James Farrell in one of his operating rooms at Bellaiz Plastic Surgery in Winter Park.

We Have A New Website!

In early 2012, the Health Care Center for the Homeless (HCCH) launched a new website. With a brighter look, we seek to instill a hope for better things to come for our patients. You can donate online, sign up to receive HCCH news, and watch our various organizational videos. Our goal was to provide our current and potential donors with programmatic and financial information. For our patients, our various programs and department contacts are listed to make access to services easier.

We will be updating information and adding pages as we go, so it is a work in progress. Please take a look at www.hcch.org and let us know what you think.
A chance to win a cruise for two! A chance to win an iPad2! Music and dancing and auction items galore! The 2nd Annual Heart to Heart Gala came in with a bang and brought in over $56,000 in net proceeds to help provide health care services for homeless and uninsured residents of our community.

The Heart to Heart Gala is an on-going partnership between Femmes de Coeur and Health Care Center for the Homeless (HCCH). For over 13 years, our two organizations have worked together to improve health outcomes and alleviate suffering in Central Florida. The net proceeds from the 2011 Gala set a new record for our collaborative efforts and these funds will help provide services at the Orange Blossom Family Health Center, the health facility for HCCH.

We were fortunate to have 17 generous table sponsors this year and we appreciate the backing of each and every one, most of them returning sponsors from 2010 (you can see a complete list of our 2011 Gala table sponsors on our website at www.hcch.org). A huge thank you goes out to The VUE at Lake Eola, our presenting sponsor in their second year in support of our Gala. A delicious buffet dinner was provided by BRIO Tuscan Grille, who returned to cater our event once again. The Paradise Band kept us dancing and Bailey’s Coffee donated their services. A lucky guest at each table “won” their gorgeous floral centerpiece, all of which were donated by talented local florists. The design and printing of our event programs was sponsored by the Anthony-Smith Law Firm. Thank you to everyone for their support of our Gala!

The Gala program addressed multiple areas of interest. Jill Rees, Femmes de Coeur President, announced the Femmes de Coeur Mammography Program for the Health Care Center for the Homeless had provided over 1,000 free screening mammograms for uninsured women. The program began in 2006 with start-up funds provided by Femmes de Coeur and they continue their support through their Gala efforts. This program is supported entirely by private funding, including a grant from the Central Florida Affiliate of Susan G. Komen for the Cure.

Mr. Bakari Burns, Chief Executive Officer of HCCH, spoke briefly about the impact our services have on our community and introduced our new video featuring patient testimonials regarding the care they have received at the Health Center. Following the video, Mr. Burns introduced some of the patients who had graciously agreed to take part in our video and attended the Gala as guests of HCCH.

Our highlighted speaker for the evening was April, a patient at the Health Center since 2009. April, who also appeared in our video, conveyed how the lack of health coverage for many years had taken its toll on her body. After being diagnosed with congestive heart failure and other issues during an emergency room visit, she sought care at our Center after being turned away elsewhere due to a lack of insurance. She expressed her gratitude to the Center for not only improving her health, but for caring for her with dignity and respect. April delivered the happy news to the crowd that she no longer exhibits any signs of congestive heart failure.

A direct “ask” for support for HCCH programs was conducted after April’s poignant speech by our Board Chair, Dr. Cliff C. Morris, Jr. Those in attendance opened their hearts and their wallets to help provide care for homeless and uninsured patients at our Health Center with their generous donations. Gala proceeds will specifically benefit the Mammography and Denture Sponsorship Programs as well as provide direct primary care services within our Health Center. The live auction, featuring trips to Hawaii and Las Vegas, brought this wonderful evening to a close.

We would like to express our gratitude to all the wonderful ladies of Femmes de Coeur - our “women of heart.” The continued gift of their time, talent, and treasure is immeasurable. We would especially like to thank Judy Conrad for acting as Co-Chair of the first two years of the Heart to Heart Gala and for those to come, as well as her efforts on our behalf for many years past. Judy plays a powerful leadership role and gives so much of herself in the planning and execution of the Gala. Special recognition goes out to Sandy Goldish, Betty Wilson, Jenelle Taylor, Georgia Williams, Jo Rogers, and Doris Holland – their volunteer efforts exemplify the true meaning of “Femmes de Coeur.”

We would like to extend a heartfelt thank you to all of our donors, sponsors, and volunteers for their efforts on our behalf. We are very fortunate to have wonderful community partners who give so freely to help push our mission forward. For anyone we didn’t mention by name, please know we appreciate all you do for the Health Center and our patients.

Our 2012 Heart to Heart Gala will take place on Sunday, November 4th at the Balloon at Church Street. For sponsorship packages, tickets, volunteer opportunities, or any additional information needed please contact Terri Betts at (407)428-5751 Ext. 326 or at betts@hcch.org.

All pictures on these two pages are courtesy of KT Crabb Photography.
**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.”

**Our History** - The Health Care Center for the Homeless (HCCH) is a 501(c)(3) non-profit organization founded in 1993 by Dr. Rick Baxley, a local physician who saw the need for quality health care services for the homeless population in Orange, Florida. HCCH initially shared a space at the Coalition for the Homeless, operating one or two nights a week through the efforts of volunteer providers.

HCCH received a grant from the Robert Wood Johnson Foundation in 1995 to provide primary health care services to the homeless residents of Orange, Osceola, and Seminole Counties in Central Florida. The year 2001 brought the decision to include low-income housed but uninsured individuals within a limited geographic range to prevent a potential decline into homelessness. In 2002, HCCH was granted funding from the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care to increase the Health Center's capacity and to financially support the provision of primary and preventive health care services for the homeless.

For many years, HCCH operated primary medical care and oral health services out of three separate locations. In 2006, we opened our new location at the Coalition for the Homeless, located just a few blocks west of downtown Orlando. With our new facility, HCCH has expanded its services to many more individuals and has increased its capacity to financially support the provision of primary and preventive health care services for the homeless.

In 2007, HCCH received a $1.1 million grant from the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care. This funding allowed us to increase our medical capacity and to start our mobile health programs service.

For more information, visit the Health Care Center for the Homeless website at hcch.org.

### Our Services

#### Primary and Preventative Medical Care –
Primary medical care is provided by a team of physicians, nurse practitioners, physician assistants, registered nurses, medical assistants, and student interns. Through the Health Disparities Collaborative, a program designed to reduce disparities in health outcomes, we have expanded our services to include providing care to our poor, uninsured, and other underserved people.

The Chronic Care Model provides quality health care services for the homeless population in the tri-county area. Health services are provided by primary care physicians, dentists, hygienists, dental assistants, and dental students. Our services include emergency dental care, oral screenings, cleanings, examination work, oral health education, and referrals for surgery. For more information on our services, please visit our website at hcch.org.

#### Oral Health Services –
HCCH’s dental clinic is the only continuous source of oral health services for the homeless in the tri-county area. In 2007, HCCH received a $1.1 million grant from the American Recovery and Reinvestment Act (ARRA), which helped us to expand our dental services. The dental clinic is staffed by a Registered Dental Hygienist, a full-time dental hygienist, and a part-time dental assistant.

HCCH has been able to provide full or partial dentures for our patients at no cost. We conduct a Denture Sponsorship Program to help our patients who qualify to receive free dentures each month. Our dental program has served over 1,100 women since its inception in November of 2006, with many of the women well into their forties having never received this service before.

#### Pharmacy Services –
HCCH operates an on-site pharmacy to serve our patients seen by a provider within the Health Center. Providing low cost medications in a convenient setting, the pharmacy also helps to prevent the inappropriate use of the pharmacy. HCCH is the sole provider of health care services for the homeless population in the tri-county area and takes a multi-disciplinary approach to delivering quality health care services. This approach allows us to increase our medical capacity and to start our mobile health programs service.

HCCH has received funding from the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care. This funding allowed us to increase our medical capacity and to start our mobile health programs service. The year 2008 saw the completion of our Phase III construction, which added four new medical exam rooms, a pharmacy, and a medical and behavioral health office.

### Our 2011 Numbers –

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Encounters</th>
<th>Oral Health Encounters</th>
<th>Primary Medical Encounters</th>
<th>Substance Abuse Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Unduplicated Patients Seen</td>
<td>12,471</td>
<td>38,142</td>
<td>2,062</td>
<td>2,062</td>
</tr>
<tr>
<td>Primary Medical Encounters</td>
<td>19,875</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral Health Encounters</td>
<td>16,205</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavioral Health / Substance Abuse Encounters</td>
<td>2,062</td>
<td>2,062</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Encounters</td>
<td>38,142</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(Not included in the totals above)*

**HOPE Team Clients Seen**

<table>
<thead>
<tr>
<th>HOPE Team</th>
<th>591</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>HOPE Team Encounters</th>
<th>4,527</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Vision Center Patients Seen</th>
<th>273</th>
</tr>
</thead>
</table>

**The HOPE Team –** Outreach at HCCH is provided by a team of staff and volunteers working where the homeless live – on the streets and in the woods of Orange and Osceola Counties.

**Seminole County has a separate Team. Known as the HOPE Team (Homeless Outreach Partnership Effort), their main goal is to connect clients in the camps with the health care services that HCCH can provide for them and assist them in finding available housing.**

The Team initially builds a rapport with the clients and gains their trust, eventually allowing the Team to introduce them to the Health Center. Among the many services the HOPE Team provides are: transportation for medical appointments, obtaining identification cards and birth certificates, referrals for treatment programs and transitional housing, and assistance in accessing mainstream benefits.

Along with our Outreach Specialists, the Team includes a Registered Nurse, allowing for some immediate medical needs to be addressed in the field. A new addition in late 2011 was a Veterans Affairs Specialist, focused on helping homeless military veterans access benefits they are entitled to.
A Second Chance

Henry is 46 years old and until recently, he could hear very little unless it was extremely loud. But as of September 2011, this is no longer the case. The youngest of 13 children, Henry lost his dad when he was 3, but felt he had a good life with a loving mother and stepfather. He was born with an issue that caused progressive hearing loss as he grew older, but it was never diagnosed. He struggled through school, never able to keep up with his classmates and feeling like the teachers “talked too fast.” He was placed in a special education class, but he couldn’t understand and still lagged behind. His elementary school principal took an interest and tutored him personally, but that ended when she retired. The school system kept pushing him through and while he could speak, he never learned to read. What little he was able to understand came by concentrating on people’s mouths and their facial expressions. He spent much of his youth angry that he couldn’t do what the other kids could.

Henry dropped out of school at age 15 and by the time he was 17 years old, his hearing was almost completely gone. He has never filled out an employment application without help and his life has been a series of labor oriented jobs. While he never had much to call his own, Henry was never homeless in the sense that he lived on the streets or in a shelter. He usually made just enough to have a roof over his head, but would sometimes need to depend on the kindness of others. Afraid someone might take advantage of him, he never trusted anyone or opened up to anyone as much as he could. Never staying in one place for too long, he spent his life in a form of isolation. The one thing that kept him going was his faith and believing that God had a plan for him.

While he was born in Orlando, Henry has lived in various areas throughout Florida. He returned to Orlando in April of 2007, barely getting by with day labor jobs until he met Patricia, who had a small place of her own. He finally opened up about his hearing loss and found a home with someone he trusted and who had a permanent limp caused by pins in her knee and leg, a rod in her ankle, and a plate in her foot. She was unable to find work and in serious pain, but was turned down for disability compensation.

In early 2009, Charlotte had to give up her home when she could no longer afford to keep it. She spent a few months with family, but in 2010 she couldn’t take the feeling of being a burden and found herself at the Coalition for the Homeless. From there, she was referred to the Orange Blossom Family Health Center. When she entered our Health Center, Charlotte says she was a “broken cookie.” Constant pain, diabetes, and depression had overwhelmed her and she had become suicidal. Without insurance, she had lacked access to services and medication. Dr. Chianta Lindsey, DNP, ARNP, addressed Charlotte’s primary care needs, educating her on how to manage her diabetes and providing her with proper medication for her various concerns. Evelyn Luciano, LMHC, focused on her behavioral health needs, counseling Charlotte and giving her the tools she needed to understand and work through her issues. Charlotte dealt with pain from her leg injury and rheumatoid arthritis every day, but has diabetes under control and no longer has the urge to hurt herself.

Charlotte is an example of how you can work hard and bad things can still happen, altering the course of your life. Henry has just recently become housed after living on the streets of Orlando for over six years. Born in Missouri, Rance worked for years as a certified nursing assistant and in construction. He moved to Florida with his wife and elementary school principal, now an assistant and in construction. He moved to Florida with his wife and elementary school principal, now an assistant and in construction. Henry is 46 years old and until recently, he could hear very little unless it was extremely loud. But as of September 2011, this is no longer the case. The youngest of 13 children, Henry lost his dad when he was 3, but felt he had a good life with a loving mother and stepfather. He was born with an issue that caused progressive hearing loss as he grew older, but it was never diagnosed. He struggled through school, never able to keep up with his classmates and feeling like the teachers “talked too fast.” He was placed in a special education class, but he couldn’t understand and still lagged behind. His elementary school principal took an interest and tutored him personally, but that ended when she retired. The school system kept pushing him through and while he could speak, he never learned to read. What little he was able to understand came by concentrating on people’s mouths and their facial expressions. He spent much of his youth angry that he couldn’t do what the other kids could.

Henry dropped out of school at age 15 and by the time he was 17 years old, his hearing was almost completely gone. He has never filled out an employment application without help and his life has been a series of labor oriented jobs. While he never had much to call his own, Henry was never homeless in the sense that he lived on the streets or in a shelter. He usually made just enough to have a roof over his head, but would sometimes need to depend on the kindness of others. Afraid someone might take advantage of him, he never trusted anyone or opened up to anyone as much as he could. Never staying in one place for too long, he spent his life in a form of isolation. The one thing that kept him going was his faith and believing that God had a plan for him.

While he was born in Orlando, Henry has lived in various areas throughout Florida. He returned to Orlando in April of 2007, barely getting by with day labor jobs until he met Patricia, who had a small place of her own. He finally opened up about his hearing loss and found a home with someone he trusted and who had a permanent limp caused by pins in her knee and leg, a rod in her ankle, and a plate in her foot. She was unable to find work and in serious pain, but was turned down for disability compensation.

In early 2009, Charlotte had to give up her home when she could no longer afford to keep it. She spent a few months with family, but in 2010 she couldn’t take the feeling of being a burden and found herself at the Coalition for the Homeless. From there, she was referred to the Orange Blossom Family Health Center. When she entered our Health Center, Charlotte says she was a “broken cookie.” Constant pain, diabetes, and depression had overwhelmed her and she had become suicidal. Without insurance, she had lacked access to services and medication. Dr. Chianta Lindsey, DNP, ARNP, addressed Charlotte’s primary care needs, educating her on how to manage her diabetes and providing her with proper medication for her various concerns. Evelyn Luciano, LMHC, focused on her behavioral health needs, counseling Charlotte and giving her the tools she needed to understand and work through her issues. Charlotte dealt with pain from her leg injury and rheumatoid arthritis every day, but has diabetes under control and no longer has the urge to hurt herself. With assistance from HCCH providers, she was able to move from the Coalition to Safe Haven, a transitional housing program for individuals waiting for their disability compensation. Charlotte credits the Health Center with bringing joy back to her heart. She even agreed to appear in our “Patient Testimonial” video and attended our 2011 Heart to Heart Gala as a guest of HCCH. Now receiving disability, she once again has a home to call her own and is getting ready for her grandchildren to come and visit. Charlotte truly believes the Health Center would do anything they could to help her and would tell other patients, “If you do what they say and do the right thing, you’ll get better.” She is a self-described “whole cookie” again.
Thank You for Your Support!

We appreciate everything our community does and extend our gratitude for any names inadvertently omitted from this list. September 30, 2011. We sincerely apologize for any inconvenience or misdirection during our 2011 Fiscal Year - October 1, 2010 through September 30, 2011. We are all beneficiaries of the support of our efforts to improve the health of our less fortunate community members. The list below reflects monetary and in-kind support received during our 2011 Fiscal Year:

**Support and Revenue**

**Support**

- **Government Grants**
  - $4,473,044
- **Private Support**
  - $568,043
- **In-Kind Contributions**
  - $1,072,799
- **Total Support & Revenue**
  - $7,151,826

**EXPENSES AND LOSSES**

- **Government**
  - $7,151,028
- **In-Kind**
  - $6,688,614
- **Increase**
  - $462,414
- **Total Expenses and Losses**
  - $6,868,614
- **Net Assets**
  - $2,282,293
- **Net Assets Ending**
  - $7,744,707

**Volunteers Needed**

If you are looking for an opportunity to volunteer on a regular basis at the Health Care Center for the Homeless (HCCH), we have a wonderful option for you. Our Patient Assistance Program helps over 2,000 of our patients access free prescription medications through the major pharmaceutical companies. With all of these medications coming in, there is a lot of work to be done and volunteers can truly make a difference within this program. If you have a printer and a fax machine - we need you! Please contact Terri Bettis at tbettis@hcch or at (407)428-5731 Ext. 326 for more information.

**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 “Help is good on the corner” and you must tag the first post at the top of the page. It will take you to HCCHC page - you can share the page and/or become a fan.

**Save the Date**

Sunday November 4th, 2012 to your calendar and join us for the 3rd Annual Heart to Heart Gala at the Ballroom at Church Street.

The festivities start at 5pm. We hope to see you there!
2012 Annual Fund

Our 2012 Fiscal Year fundraising goal for the Health Care Center for the Homeless (HCCH) is $250,500. Our fiscal year started October 1st and ends September 30th and with just over $124,000 raised, we are not quite halfway there. We would like to thank everyone who supports our mission at HCCH. Please know that you are helping us to provide quality health care services for homeless and uninsured men, women, and children in our community.

Primary and preventive medical care, oral health services, behavioral health and substance abuse counseling, vision services, a residential TB shelter, an on-site pharmacy, mobile health services and street outreach make up the core of what we do at our health facility, the Orange Blossom Family Health Center. We are here to provide care for people who have faced a limited access to health services, give them back their health, and be a source of hope for a better future.

a goal of $250,500

We hope you will partner with us to provide care for those in need.

Please join us in our efforts!
– 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!

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