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

Health Care Center for the Homeless (HCCH) is a 501(c)3 organization founded in 1993 by Dr. Rick Baxley. He and a group of volunteer medical providers initially offered care out of one small room at a local homeless shelter. As HCCH grew, additional programs were added and in 2001 we began serving low-income housed but uninsured patients in an effort to prevent a potential decline into homelessness resulting from overwhelming medical costs. After providing services out of multiple locations for years, HCCH opened Orange Blossom Family Health in 2006, bringing our programs to a centralized location. HCCH takes care out into the community through mobile medical and dental services, our outreach team and multiple satellite locations. With a diverse staff of caring providers, HCCH currently serves homeless and low-income housed individuals living in Orange, Osceola, and Seminole Counties.

Our cover photo, courtesy of Eric Blackmore, features Dr. Pia Valvassori, ARNP, PhD, out with our HOPE Team providing care for a patient living in the woods of Central Florida. An Advanced Registered Nurse Practitioner, Pia was the first employee of Health Care Center for the Homeless and has been the recipient of multiple awards throughout her medical career. Most recently, Pia received the American Nurses Credentialing Center 2014 Certified Nurse Practitioners Award. Her award letter stated: “The judges cited not only your excellence in clinical practice but also your deep humanitarian and compassionate spirit for the homeless and underprivileged members of our society.”

Photos on this page courtesy of Alyssa Marie Aviles.
Dear Friends,

I look back on 2013 and I have to say, it was a busy year. Health Care Center for the Homeless (HCCH) celebrated 20 years of serving Central Florida. The country saw the roll-out of the Affordable Care Act. I marked my 10th anniversary as CEO of this amazing organization. Our wonderful staff cared for over 14,000 individual patients. We achieved Patient Centered Medical Home (PCMH) status. So many activities and events to be noted and 2014 is shaping up to be just as eventful and exciting. I look forward to our many supporters and partners being a part of our bright future.

When I assumed leadership of our organization 10 years ago, it looked very different. Many of our current program areas were just ideas. Our clinic, the Orange Blossom Family Health Center, a caring service of HCCH, didn’t exist then – that was still a few years away. Once it opened in 2006, the subsequent years saw expansion of programs, services, and even the building itself. We’ve grown and evolved to become the health care home we are today. Now we are making strides to reach more people in need by taking services further out into the community. Through the opening of multiple satellite sites, we have become a health care system.

As part of this growth and evolution, we have made the decision to refresh our Health Center identity. As part of a re-branding process, we have adopted a new logo for our physical locations that will be immediately identifiable with us ... an orange blossom. Simple, fresh and new. And as we have grown beyond just one location, we have also made a slight change in the name of our health centers. Our health centers will now be known as Orange Blossom Family Health.

As you look through our annual report, please take the time to read more about our new sites and other exciting news. Come for a tour of any of our locations. We are just a phone call away. We want you to see what you help us to accomplish daily. We need you to know what a difference your support makes in the life of someone in need.

When I accepted this position, the Board of Directors and I shared a vision where our underserved friends and neighbors in Central Florida didn’t have to constantly struggle to find ways to meet their health care needs. Whether this vision is realized through universal health care coverage, multiple service locations, and/or the generous support of our community, one thing remains true—our patients deserve to live better, healthier lives. I hope you will join with us in 2014 to celebrate our growth and invest in the overall health of our community.

Yours in health,

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

Why The Change?

As we experienced growth within our organization, we recognized there was a need to update our identity. We needed to take Orange Blossom back from the Trail and demonstrate to our current and potential patients that we are a place where health and hope can thrive.

Caring is at the root of everything we do. This is visually expressed by the heart at the center of our new Orange Blossom logo. Our staff and providers demonstrate this in their actions every day - they have a passion for the work they do and the people they serve.

Each petal represents a core value of our organization. Respect. Kindness. Compassion. Patients first. Quality care for all. Our patients deserve all of this and more. For those who have health care options and for those who feel they don’t, Orange Blossom Family Health is here to care for you.

Thank you to Faith Amon of Frecklefoot Creative and Bob Kodzis of Flight of Ideas for their guidance and assistance during our re-branding process!

Faith Amon
Bob Kodzis

Yours in health,

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

Mr. Bakari Burns, CEO
Save the Date
2014 Heart to Heart Gala
Friday November 7th

Photos on this page courtesy of Dillon Green, Amanda Bovea, and Brion Price.
The 2013 Heart to Heart Gala was another amazing event benefitting Health Care Center for the Homeless (HCCH) and the patients we serve! To make the event an even better experience for our guests, we switched venues, the night of the week and other details! We want to once again thank the ladies of Femmes de Couer for their tireless efforts in hosting alongside us. Thanks to the success of the evening we were able to raise needed funds to help support the life-saving services provided at Health Care Center for the Homeless!

Thank You to Our 2013 Heart To Heart Gala Sponsors:

- Benco Dental
- OUC-The Reliable One
- Prestige Health Choice
- Tupperware Brands Corporation
- Wellcare
- Xerox Corporation
- Averett, Warmus, Durkee, Certified Public Accountants & Business Advisors
- Baxter Restoration
- The Center for Drug Free Living
- Florida Association of Community Health Centers, Inc.
- Florida Emergency Physicians – Ernest Page II, M.D.
- Dr. Bruce Gordy
- Hylant
- Lowndes, Drosdick, Doster, Kantor, & Reed, P.A.
- Nepthon Pharmaceuticals Corporation
- Real Estate Inverlad
- TLC of Central Florida, Inc

See you in 2014!

Dear Friends,

I have been very fortunate in my life. Family, friends, education, prosperity, security...I feel blessed in all of these areas and more. But not everyone in our community feels life has been so kind to them. They struggle every day to acquire and keep what little they have. They need organizations like Health Care Center for the Homeless. They need people like you and me.

These are exciting times at the Health Care Center. Over the past eight years, we have experienced consistent growth at our clinic, the Orange Blossom Family Health Center. In 2008, we started extending care out into the community through mobile services. Now we are taking our reach even further with the opening of satellite sites in Orange, Osceola, and Seminole Counties. All of our sites will increase access to quality health services for those who have faced so many barriers to care.

Along with our growth, our health centers will be experiencing some other changes in the next few months. Our name is being shortened to Orange Blossom Family Health. Our familiar tree logo is being replaced with an orange blossom. We want to be easily identifiable for our current and potential patients.

For many years we have been one of the few, if not only, options for someone without health insurance. While we may seek to position ourselves to be the conscious choice for those who have acquired coverage under the Affordable Care Act, our work is not done for those in need. A huge majority of our patients do not qualify for the Health Exchange due to their limited income. They need our services. They need all that you help us to do.

As you read through our Annual Report, you will find additional information on these subjects and more. If you have questions or would like to see firsthand what we do, please don’t hesitate to call us or e-mail us. We would be happy to give you a tour. We are proud of the work we do and appreciate every opportunity to pass the good news along.

I have been a part of Health Care Center for the Homeless for almost 20 years and I have seen the impact this organization has had. I have seen it change lives and save lives. My hope is that you will join with us as we work to meet the health needs of the underserved in our community.

Sincerely,

C. Bruce Gordy, DMD
Board Chair
Since 2006, Health Care Center for the Homeless (HCCH) has served the tri-county area out of our main clinic location—Orange Blossom Family Health—situated a little west of downtown Orlando. Thanks to grant funding received late in 2013, we have been fortunate enough to truly expand our services and our impact to those in need in Central Florida. We were awarded $650,000 under the “New Access Point Funding,” an element of the Health Resources and Services Administration commitment to improve and expand access to needed health care services.

“Our service areas are Orange County, Osceola County and Seminole County,” says HCCH CEO Bakari Burns. “But because we’re located in downtown Orlando, there are a lot of transportation barriers. So to fulfill our mission, we really must expand to meet the unique needs of the homeless in this community.”

The year 2014 has been, and will continue to be, the year that we make expansion a reality. On March 10th of this year we started seeing patients at our new facility located in Osceola County at the Community Hope Center—an organization providing case management services to the homeless and at-risk population to help clients return to lives of self-sufficiency.

Mary Downey, the Executive Director of Community Hope Center, says having an onsite medical facility was always a part of the plan for the year-old organization.

“It needs to happen on this end of town,” Downey explains. “There are really no services available for people and everyone is going to the ER and that’s not the proper place for primary care. So for us to be able to partner with Health Care Center for the Homeless and provide this needed service to our homeless and low-income folks—it’s really a dream come true for us.”

We’ve had several patients out at our new location explain how exciting it has been for them to have a medical home that is so much more convenient for them to get to.

“It’s wonderful; without it there would be no hope,” our patient Sherry says with a grin on her first day at our Osceola health center.

In the past, our outreach team (the HOPE Team) has traveled out to Osceola County and East Orange County to provide either onsite medical care or a long ride to our primary health center on Orange Blossom Trail. Our new facilities will alleviate the transportation burden of driving downtown and also reduce the number of individuals unnecessarily utilizing the local emergency rooms.

“There are also a lot of unsheltered individuals residing out in the woods over in East Orange County,” Burns says. “They’re not getting any sort of primary care really and this population truly needs access to timely health services.”

We will be opening up new health centers in East Orange County and Sanford in the near future.

To stay up-to-date on our new sites, be sure to go to our website www.hcch.org and sign up for our e-newsletters!
Though we started caring for our patients in 1993, it wasn’t until 2006 that we opened the doors at Orange Blossom Family Health and began providing services under one roof. The numbers listed on this page are the culmination of our efforts and what we’ve been able to accomplish since 2006 with your assistance! We could not have achieved these milestones without the generosity of our community. We sincerely hope that you will continue to join us in providing these much needed services that improve the health of our homeless and medically underserved neighbors.

Over 228,000 Patient Encounters

Thank you so much for the confidence you have demonstrated in our efforts over the years. We are caring for more people each year and in 2013 alone, we served over 14,000 unduplicated patients. Please know that as supporters of Health Care Center for the Homeless you are truly helping to make a difference in the lives of those in need in the tri-county area. There is still so much work to be done and we look forward to your continued support!

(Please note: Our Mobile Dental Unit (MDU) launched in 2011 and the number listed reflects children seen since then.)
Our Program Areas

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

All program areas listed above are available through our primary health center located on Orange Blossom Trail. Our satellite locations offer a more limited selection of services.
Our 2013 Numbers

Total Unduplicated Patients Seen 14,074
Primary Medical Encounters 16,453
Oral Health Encounters 18,880
Behavioral Health / Substance Abuse Encounters 968
Case Management Encounters 400
Total Encounters 36,701

Other Numbers (not included in the totals to the left)
HOPE Team Clients Seen 1,179
HOPE Team Encounters 7,885
Vision Center Patients Seen 345

Photos on this page courtesy of Hannah Glogower Photography and Alyssa Marie Aviles
Most college students carry the standard few necessities in their backpack—paper, notebook and a writing utensil. When Jonathan started school at Florida Technical College (FTC), he carried his own version of an essential in his backpack—the tent he was living in.

A self-described “product of the foster care system,” Jonathan, 25, was born and raised in the Bronx, spending most of his life living in the projects of New York City. It was two and a half years ago that he moved to Florida in search of a lifestyle change. After an unsuccessful reunion with his mother, who he tracked down online, Jonathan ended up homeless in Kissimmee on US Highway 192.

“At that time I wasn’t in school, I wasn’t doing anything with my life,” Jonathan describes. “I was getting fast money and bouncing from hotel to hotel doing whatever I felt like doing.”

It wasn’t until Jonathan, who had been interested in art and drawing since he was a kid, discovered FTC in the Osceola Square Mall that he decided to make a change.

“It’s all about commitment right now for me,” Jonathan says. “So I commit to different things. I commit to my health and my fitness. I commit to eating every day. I commit to trying to get good sleep,” he says as he laughs and gestures toward the tent behind him. “If you can call it good sleep. And I commit to my education. I committed to creating a better lifestyle overall for myself even amidst my struggles.”

That commitment paid off. Jonathan finished his classes in December of 2013 and in June he will walk with an Associate of Science Degree in Web and Graphic Design. He was homeless throughout the entire 18 months he was a student. He is still homeless today.

“It don’t make me feel bad,” Jonathan says. “It makes me feel…it gives me that ‘oomph’ to just – I gotta get up, get out of the tent and leave right now and go do something. It just pushes me to do better.”

Another great commitment Jonathan has made is to his girlfriend of two years, Michel. It was Michel who saw Jonathan drawing one day and suggested he do something with his talent. Jonathan describes his relationship with Michel as wonderful and says they are very committed to one another, especially considering the challenges they’ve faced—which, in addition to homelessness, includes an incurable and disruptive disease for Michel. She explains that it’s been extremely challenging for her to receive the care she needs and to find ways to keep her medication cold out in the woods.

Jonathan and Michel met the HOPE Team—the outreach program at Health Care Center for the Homeless—
Affordable Care Act

We have received inquiries regarding how the Affordable Care Act (ACA) has affected our patients and Health Care Center for the Homeless as an organization. With the following information, we hope to answer some - or possibly all - of your questions.

Our focus at HCCH is serving housed or homeless individuals who earn below 200% of the Federal Poverty Level. The majority of our patients earn income at or below 100% of this guideline, or approximately $11,670 a year or less. The ACA and its Health Exchange serves individuals who earn 133% or more of the guideline, which leaves more than 80% of our patients ineligible for the Health Exchange. These patients would have been served by the expansion of Medicaid in Florida to include low income individuals along with the categories it already covers (children, pregnant women, and the physically disabled). Since the expansion of Medicaid in Florida has not happened to date, there are thousands of community members still in need of the services we provide.

Our organization has signed up to be a provider for the insurance programs offered through the Health Exchange for the tri-county area, allowing our patients who do qualify for coverage to continue to have their health care needs met through our health centers. HCCH has employed certified application counselors to help our patients and other community members navigate the HealthCare.gov site and complete their applications. The numbers listed below reflect our ACA enrollment activity from October 2013 to March of 2014.

<table>
<thead>
<tr>
<th>HCCH ACA Counselors</th>
<th>2,145</th>
<th>711</th>
<th>275</th>
</tr>
</thead>
<tbody>
<tr>
<td>encounters with potential ACA enrollees</td>
<td>completed applications</td>
<td>people enrolled into the Health Exchange</td>
<td></td>
</tr>
</tbody>
</table>

To hear more of Jonathan’s story, please visit our YouTube page at youtube.com/helpthehomeless326.

Photo © Hannah Glogower Photography
A Reason To Serve

Any reason to volunteer is a good reason. But our Information Technology (IT) volunteer Jerry has a very good reason.

At Health Care Center for the Homeless we have a great team of tireless volunteers. They cover a wide range of duties that help our Health Center run just a little bit smoother week in and week out. One of those volunteers is Jerry. Since the summer of 2013, Jerry has come to the Health Center once a week for several hours to assist with general IT needs and repairs.

Jerry first came to our clinic, Orange Blossom Family Health, not as a volunteer, but as a devoted son. His dad has been a patient with us since 2011. Despite 30 years with the same company, Jerry’s dad was laid off and fell on financial struggles. Because of pre-existing medical conditions, he was in desperate need of a medical home that would accept him. A friend referred him here. Jerry’s mother, who was homeless in Casselberry when she passed away, was also able to use organizations like ours in her lifetime.

After accompanying his father to an appointment, Jerry saw there was a need here and he knew he wanted to give back to this organization that has helped his father so much.

“Everyone really cares here,” Jerry says. “I don’t know how they do it—always having energy and a positive attitude that gives that population hope. Sure, there are tough days. But whenever I’m here everyone on staff is like ‘I’m going to do whatever I possibly can to help.’ And that goes all the way to the higher-ups. I’ve seen the CEO stop and help someone that needed it.”

Jerry is appreciative of an organization where he can put his IT skills to use in a volunteer capacity and for the effect our services have had on his father.

“He takes better care of himself now.” Jerry says of his father. “He’s more educated now—before he would kind of take his medication, but he barely did what he needed to do to manage his health. Now, because of the education he’s received here, he’s taking a lot better care of himself. He speaks highly of this place. The level of care and the attention his doctor gave him—it really made a great impact on him.”

Interested in Volunteering?

Health Care Center for the Homeless is happy to host volunteers in our various departments. We love having the opportunity to serve alongside passionate community members who are interested in serving those in need of quality health services! For more information or to apply, please contact Katie Schmidt at kschmidt@hcnetwork.org.
### Support and Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>2013 Total</th>
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<tbody>
<tr>
<td>Government Grants</td>
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<tr>
<td>Private Support</td>
<td>$365,568</td>
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<tr>
<td>In-Kind Contributions</td>
<td>$1,074,197</td>
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<tr>
<td>Revenue</td>
<td>$1,478,651</td>
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<tr>
<td>Total Support &amp; Revenue</td>
<td>$6,894,951</td>
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### Expenses and Losses

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<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services:</td>
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<tr>
<td>Medical Clinic</td>
<td>$5,480,795</td>
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<tr>
<td>Tuberculosis Shelter</td>
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<td>Supporting Services:</td>
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<td>Management and General</td>
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<tr>
<td>Fundraising</td>
<td>$89,811</td>
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<td>Total Expenses and Losses</td>
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<td>Increase (Decrease)</td>
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<tr>
<td>Net Assets Beginning</td>
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<tr>
<td>Net Assets Ending</td>
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### 2013 Sources of Support

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<th>Source</th>
<th>Percentage</th>
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<tbody>
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<td>Government Grants</td>
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<tr>
<td>Private Support</td>
<td>15.6%</td>
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<tr>
<td>In-Kind</td>
<td>5.3%</td>
</tr>
<tr>
<td>Revenue</td>
<td>21.4%</td>
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</tbody>
</table>
You Help Make It Happen!

You are making a difference - you are impacting lives! Health Care Center for the Homeless (HCCH) appreciates the financial and in-kind support we receive from the community we serve. The names listed below acknowledge the generous gifts received during our 2013 Fiscal Year - October 1, 2012 through September 30, 2013. We sincerely apologize if any names were inadvertently omitted from this list. From the patients and staff of Health Care Center for the Homeless - thank you for your support.

4Rivers Smokehouse
Dr. and Mrs. Lionel Abbott
Dr. Michael Abufaris
Dr. Edwin Acosta
All Saints Church of Winter Park
Mr. and Mrs. Joseph Allred
Dr. and Mrs. Richard Altman
Mr. Oldwin Gabriel Altreche
Dr. and Mrs. Alan Clayman
John and Susan Cicerelle
Chick-fil-A - Kirkman Road
Foundation
Chesley G. Magruder
Mrs. Bebi A. Charran
Mr. and Mrs. Glen Chapman
Central Florida Foundation
Free Living
Mr. and Mrs. Theodore Erion
Florida Incorporated
Ms. Isabel H. Fernandez
First United Methodist Church of Orlando
First United Methodist Church of Winter Park
Ms. Miranda Fitzgerald
Ms. Kelly E. Fitzpatrick
Ms. Kathie H. Flagg
Florida Association of Community Health Centers
Florida Hospital
Florida Otolaryngology Group
Ms. Susie Forehand
Ms. Maudie Foster
Frecklefoot Creative - Faith Amon
Mr. William Garcia - Rosa
GE Foundation
Mr. Victor M. Georgiev
Ms. Wanda Giannoni - Page Giant Recreation World
Mr. James M. Gilchrist
Dr. Esaias Giorgis
Ms. Kathie Glass
Mr. and Mrs. Peter Goldish
Ms. Victoria Gonzalez
Ms. Evelyn Gonzalez - Moreno
Dr. and Mrs. C. Bruce Gordy
Ms. Michelle V. Grace
Grace Covenant Presbyterian Church
Mr. Michael Graham
Ms. Stacy-ann S. Grant - Montanez
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Mr. Robert Headrick
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Healthy Smiles, Healthy Children
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Ms. Judith C. Heidmann
Dr. Frank Hellingner
Mr. and Mrs. Robert Hickey
Mr. and Mrs. Allen Higginbotham
Ms. Susan L. Hoffman
Ms. Elsah Hollon
Mr. John Howard
Mr. and Mrs. Blair Howard
Mr. and Mrs. Fraser Howe
Dr. Bill Hudson
Ms. Beverly J. Hughes
Dr. Thomas D. Hunter
Hylan
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Ms. Suzanne Joyce
JP Morgan Chase
Dr. David E. Junca
Mr. and Mrs. Ernie Kelly
Ms. Laura Kennedy
Ms. Maureen Kersmarki
Ms. Laurie A. Kiner
Mr. and Mrs. Michael Kirchner
Ms. Mary L. Kinser
Mr. and Mrs. Thomas Kropp
Mr. and Mrs. Joseph J. Krupar
KT Crabb Photography
Ms. Sylvia Kurth
Mr. John M. Kuykendall
Mrs. Harriet Lake
Ms. Mary Lambert
Ms. Claudine Longford
Ms. Paula Leidich
Mr. Edward Lesnick
Dr. Chanta S. Lindsey
Lions Club District 35-O Community Eye Clinic
Ms. Courtney Lopez
Lowndes, Drosdick, Doster, Kantor & Reed
Dr. Francille MacFarland
Macy’s
Dr. Michael P. Martori
Ms. Samantha Mariapin
Mr. and Mrs. Paul H. Martin
Ms. Hazel Mathes
Ms. Sara McCall
Ms. Nan McCormick
Mr. Joe McGrath
Menchie’s Frozen Yogurt
Ms. Carol J. Millenson
Ms. Mary C. Miller
Reverend and Mrs. Larry G. Mills
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Anonymous Donor
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Here at Health Care Center for the Homeless (HCCH), we want our patients to know they are in good hands - we are going to provide quality health services with the dignity and respect they deserve. We want our supporters to know we feel the same about the investment they make in our organization. Your gift and your confidence in our efforts will be handled with the utmost respect and appreciation.

For 21 years, HCCH has cared for the medically underserved in our community. Our many program areas include primary and preventive medical care, oral health services, an on-site pharmacy, behavioral health and substance abuse counseling, vision services, a residential TB shelter, mobile health services, and street outreach – our HOPE Team. Through our main location just west of downtown Orlando and our multiple satellite sites, we proudly serve homeless and low-income housed individuals living throughout Orange, Osceola, and Seminole Counties.

Our annual fundraising campaign helps to support the care we provide for our patients within our health centers. Our friends and neighbors in the tri-county area we serve are an important part of reaching our goal. For 2014, our target is $152,473 and since the start of our fiscal year on October 1st, we have raised over $100,000 towards this goal. We need your help to obtain our objective and we hope you will choose to invest in the efforts of Health Care Center for the Homeless (HCCH) as we provide quality health services for those who have faced limited access to care. Please join us in improving the health of our community.

Remember... you can make a secure online donation at www.hcch.org or you can use the enclosed gift envelope (located in the center of our Annual Report).

Thank you for your support!