



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



OUR MISSION:

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

ANNUAL REPORT 2014

OUR JOURNEY SO FAR...



A BRIEF HISTORY

Health Care Center for the Homeless (HCCH) is a 501(c)3 organization founded in 1993 by Dr. Rick Baxley, initially offering primary medical services out of one small room at a local homeless shelter. HCCH has grown into the comprehensive organization it is today, providing care in our community through our main Orlando location and multiple satellite sites, known as Orange Blossom Family Health, and our mobile medical and dental units. With a diverse staff of caring providers, HCCH currently serves homeless individuals as well as low-income uninsured and under-insured residents of Orange, Osceola, and Seminole Counties.



Photos throughout our Annual Report courtesy of Alyssa Marie Aviles and Hannah Glogower Photography unless otherwise noted.

2014 - Harvest Time International Satellite Site Opened in Sanford
 2014 - Community Hope Center Satellite Site Opened in Kissimmee
 2013 - Received Patient Centered Medical Home Recognition
 2013 - Community Food & Outreach Center Satellite Site Opened in Orlando
 2012 - Completed Phase III Expansion and Phase IV Renovations
 2010 - Mobile Dental Program Launched
 2010 - Change in Scope from Government - Recognized for Homeless and Housed Patients Served
 2008 - Mobile Medical Program Launched
 2008 - Completed Phase II Expansion
 2007 - Electronic Health Records Implemented
 2007 - HRSA Funding to Increase Capacity and Start Mobile Medical Services
 2006 - Mammography Program Founded
 2006 - Pharmacy Services Initiated
 2006 - Phase 1 Construction Completed - Orange Blossom Family Health Opened
 2002 - HRSA Funding to Increase Capacity
 2002 - Behavioral Health Services Added
 2001 - Began Serving Low-Income Housed but Uninsured Patients
 2001 - Joined Primary Care Access Network
 2001 - Recognized as a Federally Qualified Health Center
 1999 - Electronic Oral Health Records Implemented
 1998 - HOPE Team Founded
 1996 - Vision Services Initiated
 1995 - Residential TB Shelter Opened
 1995 - Oral Health Services Initiated
 1995 - Initial Robert Wood Johnson Foundation Funding to Serve Homeless Patients in Tri-County Area
 1993 - Health Care Center for the Homeless Founded

achievements

"When I look back over my 20 years with Health Care Center for the Homeless, I am just amazed at the incredible growth and change. It all started in one little room, just one or two nights a week. Now the Health Care Center is this beacon of health, and hope, for so many throughout Central Florida."

Dr. Bruce Gordy, HCCH Board Chair



**ORANGE BLOSSOM
 FAMILY HEALTH**

**Programs Available at
 Orange Blossom Family Health**

A caring service of Health Care Center for the Homeless

- 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 programs listed above are available through our primary health center located on Orange Blossom Trail in Orlando. Our satellite locations offer a more limited selection of services. For more information, please visit our website www.orangeblossomfamilyhealth.org.

YOUR IMPACT



Health Care Center for the Homeless could not care for all the patients we serve without the financial and in-kind support from donors like you throughout Central Florida and beyond. Your support impacts the lives of our patients every day. Thank you for your generous investment in our efforts.

A complete list of our Fiscal Year 2014 donors is available within the online version of our Annual Report. Please go to our website www.hcch.org and click on our 2014 Annual Report under Media to view this list.

thank you

Our 2014 Numbers

Total Unduplicated Patients Seen	15,251
Primary Medical Encounters	21,225
Oral Health Encounters	19,770
Behavioral Health Encounters	1,916
Vision Encounters	400
Total Patient Encounters for 2014	43,311

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

HOPE Team Clients Seen	2,018
HOPE Team Encounters	15,907

Our HOPE Team

Our HOPE Team (Homeless Outreach Partnership Effort) is a group of outreach specialists that meet our clients where they live, covering the wooded areas of Orange and Osceola Counties and the streets of downtown Orlando. This seven member team spends each work day building relationships with our un-sheltered homeless community members, providing assistance such as case management and on-site care. They offer an invaluable service to these men and women by connecting them with local shelters, transitional housing, our health centers, veterans benefits, and other services available to help people in their situation take steps toward self-sufficiency. As the Housing First movement gains momentum in Central Florida, our HOPE Team is in a unique position to play a crucial role as their clients are some of the most at-risk homeless individuals in our community.





Our Clients' Voices...

Peggy - homeless for 5 years:

"They are so professional; the level of care was unreal. My blood pressure was scary high and they were very gentle in explaining to me what was happening with my body. The dignity they extended was such a blessing to me, I've never encountered anything like it. Especially since I've been homeless. This is a good thing. Sometimes the line is out the door and around the corner and that's because the need is great."



Steve - homeless for over a year:

"The only other option is the ER. For anyone in my situation, the clinic is the best option for those of us that are homeless and destitute. It's a major asset—I don't know what people would do without it. Truly, I don't know what I would do without it."

Charles - homeless for 5 years:

"I went to have my teeth taken care of and I got to say that was a blessing. There isn't another option for us homeless folk and even if there was, they treat us so well I'd still go there."



Roy - homeless for 2 years:

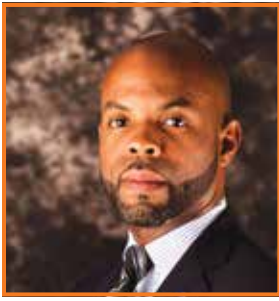
"The hospital can only do so much. I wouldn't be here today if it weren't for all of them down at the center."

A Client's Story...

Thomas - homeless for 5 years:

Thomas had worked at his job faithfully for ten years before he was laid off. His unemployment and savings ran out in 2013 and he ended up on the streets of downtown Orlando. Multiple health issues, including an artery disease that made it difficult to walk, prevented him from working and Thomas saw no way out of his situation. Then he met Joel Miller of our Downtown HOPE Team. Joel was able to connect Thomas with our center, Orange Blossom Family Health, under the care of one of our providers, Pia Valvassori. Immediately recognizing that Thomas' condition was serious, Pia connected him with Orange County Secondary Services, who referred him for a life-saving surgery. Thomas is now healing from his operation in an assisted living facility and will soon be able to walk without excruciating pain. "Joel got me the connections and transportation for everything that I needed," Thomas says. "The HOPE Team got me where I needed to be and I'm excited to be anywhere after being on the streets."





Mr. Bakari Burns, CEO

Dear Friends,

If I needed just one word to describe 2014 for Health Care Center for the Homeless, it would be growth. We cared for more people in need than ever before, serving over 15,000 unduplicated patients. We opened two new satellite sites,

one each in Osceola and Seminole Counties. We added more caring team members to provide quality health services for our patients. For 2015 and beyond, we have even greater expectations for our organization. But what the future holds for our patients is most crucial.

The Affordable Care Act has been in effect for over a year, but the majority of our patients earn income too low to qualify for coverage. They need the quality services we offer along with the dignity and respect due any man, woman or child in Central Florida. For now we may be the last resort for some, but someday soon they will have choices. Our goal is that they choose us as their health care home not just because they need us, but because of the level of care they have received and the amazing compassion of our team.

Central Florida leaders are now focusing on the Housing First model. Our most at risk community members, the chronically homeless, will be provided with supportive housing and surrounded with the care and resources they need to return to healthy, productive lives. There is a new hope for our unsheltered neighbors who have spent years on the streets and in the woods. My personal mantra is "housing is healthcare." It's difficult to help our homeless patients improve and maintain their health when they face days and nights without proper shelter or the most basic of needs. All of us working together will make this dream a reality. Health Care Center for the Homeless is proud to be an integral partner in this effort. We will do everything we can to make this happen and give true hope for a brighter future to those who need it the most.

Join us as we continue our mission and make our community a better place for everyone who calls Central Florida home. Thank you for your support.

Yours in health,

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

Heart to Heart Gala, 2014



Health Care Center for the Homeless and the Ladies of Femmes de Coeur extend a huge Thank You to everyone who helped make our 2014 Heart to Heart Gala a success! The night was filled with enthusiastic dancing, competitive auctioning and generous giving. We were able to raise an amazing \$48,000 that will go directly toward providing health services to the homeless and medically un-insured in our community. We are so grateful for all of our sponsors, contributors, volunteers and guests for being a part of this event. Mark your calendars for November 6th, 2015 for our 6th Annual Heart to Heart Gala—we're excited to see you there!

Photos courtesy of: Jordan Emmitt Photography.

Statement of Activities

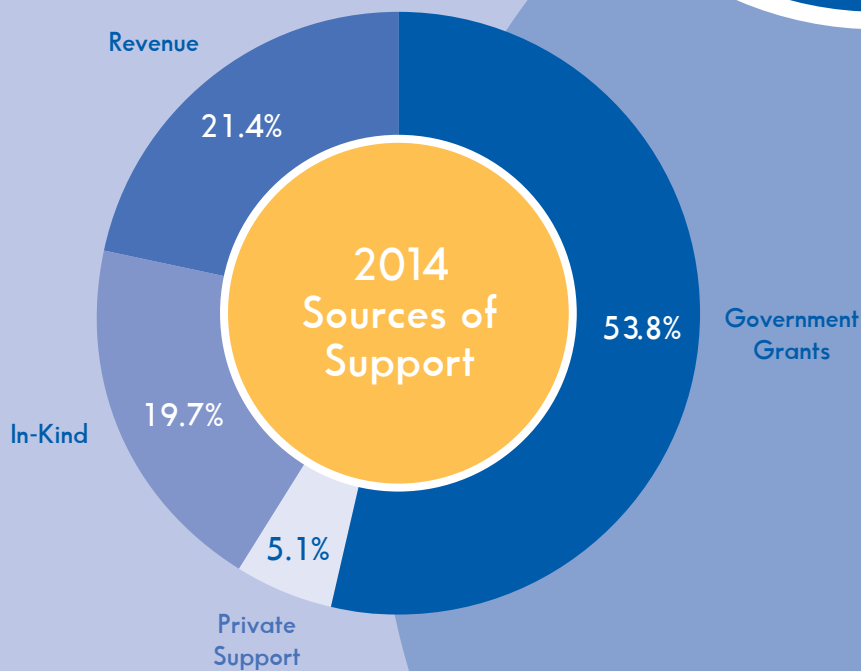
Year Ended - September 30, 2014

Support and Revenue

Support:	
Government Grants	\$ 4,105,297
Private Support	\$ 391,000
In-Kind Contributions	\$ 1,502,734
Revenue	\$ 1,636,509
Total Support & Revenue	\$ 7,635,540

Expenses and Losses

Program Services:	
Medical Clinic	\$ 6,622,829
Tuberculosis Shelter	\$ 63,256
Supporting Services:	
Management and General	\$ 752,783
Fundraising	\$ 149,412
Total Expenses and Losses	\$ 7,588,280
Increase (Decrease)	
In Net Assets	\$ 47,260
Net Assets Beginning	\$ 3,787,307
Net Assets Ending	\$ 3,834,567



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YOU ARE TOUCHING LIVES WITH YOUR GENEROSITY!

Thank you to all of our donors for the work you help Health Care Center for the Homeless to accomplish every day.

The names listed below acknowledge the generous financial and in-kind support we received from our community and

beyond during our 2014 fiscal year - October 1, 2013, through September 30, 2014. We sincerely apologize for any inadvertent errors or omissions within this list.

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Orangewood Christian School
Orlando Health
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Diane and Lawrence Wink
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Xerox Corporation
Ms. Esther Ann Yowell

Thank You!



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

232 North Orange Blossom Trail
Orlando, FL 32805
(407) 428-5751

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Orlando, FL

YOU MAKE A DIFFERENCE!

For 22 years, Health Care Center for the Homeless has been caring for the medically under-served within our community. Our many programs revolve around our core areas of primary and preventive medical care, oral health services, and behavioral health and substance abuse counseling. Through our main location near downtown Orlando and our multiple satellite sites, we provide homeless and low income housed but uninsured individuals in Orange, Osceola, and Seminole Counties with quality health services in an atmosphere of dignity and respect.

Our annual fundraising campaign helps support the many services we offer and every dollar we receive makes a difference in our patients' lives. For 2015, our goal is \$180,000 by September 30th. To date we have raised over \$129,000 towards this objective. We need your help to make this goal a reality and hope you will choose to invest in our efforts to provide quality care for our under-served neighbors. Please join us as we provide needed access to care and improve the health of our community as a whole.

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

Thank you for your support!

CONTRIBUTIONS TO HEALTH CARE CENTER FOR THE HOMELESS (HCCH) ARE DEDUCTIBLE FOR INCOME TAX PURPOSES TO THE EXTENT ALLOWABLE BY LAW. HCCH RECOMMENDS THAT YOU CONSULT WITH YOUR TAX ADVISOR CONCERNING ALLOWABLE DEDUCTIONS. A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION FOR HEALTH CARE CENTER FOR THE HOMELESS, INC., A FLORIDA BASED NONPROFIT CORPORATION (REGISTRATION NO. CH6691), MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE 1-800-HELP-FLA (435-7352) WITHIN THE STATE OR VISITING THEIR WEBSITE AT <https://csapp.800helpfla.com/cspublicapp/giftgiversquery/giftgiversquery.aspx>. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE.

Our Locations:

Orange Blossom Family Health

Primary Orlando Location
& HCCH Administrative Offices
232 North Orange Blossom Trail
Orlando, FL 32805
(407) 428-5751

Orange Blossom Family Health

at Community Food and Outreach Center
150 W. Michigan Street
Orlando, FL 32806
(407) 203-6856

Orange Blossom Family Health

at Community Hope Center
2198 Four Winds Blvd.
Kissimmee, FL 34746
(407) 770-0430

Orange Blossom Family Health

at Harvest Time International
225 N. Kennel Road
Sanford, FL 32771
(407) 447-2642



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