“Before I was existing, now I am actually living.”
Health Care Center for the Homeless, Inc. (HCCH) is a 501(c)3 organization founded by Dr. Rick Baxley in 1993. By bringing together a group of volunteer medical providers, Dr. Baxley initiated primary medical care services out of one small room at a local homeless shelter and additional programs were added as the organization grew. In 2001, HCCH began serving low-income housed but uninsured patients in an effort to prevent a potential decline into homelessness resulting from overwhelming medical costs. In 2006 HCCH opened the first Orange Blossom Family Health location and brought all programs under one roof. With a diverse staff of caring providers HCCH now offers care in Orange, Osceola and Seminole Counties through our main location, five Orange Blossom Family Health satellite sites and mobile medical and dental units.

**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 at www.orangeblossomfamilyhealth.org.

### Milestones

1. **1993** - Health Care Center for the Homeless Founded
3. **1995** - Oral Health Services Initiated
4. **1995** - Residential TB Shelter Opened
5. **1996** - Vision Services Initiated
6. **1998** - HOPE Team Founded
7. **1999** - Electronic Oral Health Records Implemented
8. **2001** - Recognized as a Federally Qualified Health Center
9. **2001** - Joined Primary Care Access Network
10. **2001** - Began Serving Low-Income Housed but Uninsured Patients
11. **2002** - Behavioral Health Services Added
12. **2002** - HRSA Funding to Increase Capacity
13. **2006** - Phase 1 Construction Completed - Orange Blossom Family Health Opened
14. **2006** - Pharmacy Services Initiated
15. **2006** - Mammography Program Founded
16. **2007** - HRSA Funding to Increase Capacity and Start Mobile Medical Services
17. **2007** - Electronic Health Records Implemented
18. **2008** - Completed Phase II Expansion
19. **2008** - Mobile Medical Program Launched
20. **2010** - Change in Scope from Government - Recognized for Homeless and Housed Patients Served
21. **2010** - Mobile Dental Program Launched
22. **2012** - Completed Phase III Expansion and Phase IV Renovations
23. **2013** - Community Food & Outreach Center Satellite Opened in Orlando
24. **2013** - Received Patient Centered Medical Home Recognition
25. **2014** - Community Hope Center Satellite Site Opened in Kissimmee
27. **2015** - Samaritan Resource Center Satellite Site Opened in Orlando
28. **2015** - Housing First Program Launched
29. **2015** - Vineland Road Satellite Site Opened in Orlando

### Our 2015 Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Unduplicated Patients Seen</td>
<td>15,931</td>
</tr>
<tr>
<td>Primary Medical Encounters</td>
<td>20,960</td>
</tr>
<tr>
<td>Oral Health Encounters</td>
<td>22,018</td>
</tr>
<tr>
<td>Behavioral Health Encounters</td>
<td>3,250</td>
</tr>
<tr>
<td>Vision Encounters</td>
<td>181</td>
</tr>
<tr>
<td>Total Patient Encounters for 2015</td>
<td>46,409</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOPE Team Clients Seen</td>
<td>1,112</td>
</tr>
<tr>
<td>HOPE Team Encounters</td>
<td>12,518</td>
</tr>
</tbody>
</table>
Dear Friends,

Health Care Center for the Homeless, Inc. (HCCH) has been caring for our underserved community members for 23 years. In 2015, we served 15,931 unduplicated patients, of which 5,807 were homeless. While we can deliver the best health care possible for our homeless patients, until they are housed their health will be compromised. When it comes down to it, housing is health care.

I am excited about what is happening in our community right now - excited that we have taken those first steps towards truly addressing the issue of chronic homelessness. Housing First is here and it is making a difference in the lives of people who have spent years on the streets, existing without hope of ever being able to exit homelessness. We have stopped stepping around the problem and are facing it head on, improving our community and the quality of life here as we go.

To think it is as simple as providing someone who is homeless with...a home. Once they are in their home, supportive services are wrapped around them to help them live healthier and more productive lives. I am proud that HCCH is playing a crucial role in this process. From our outreach team to our case managers to our many health programs, we are housing our chronically homeless neighbors and improving their health status. Please take the time to read the Housing First overview located in the center of this Report for more details on this amazing program. This project was made possible by a grant from the Homeless Impact Fund at the Central Florida Foundation and I am grateful for their commitment to this crucial issue.

Since last fall, some of our most vulnerable homeless community members have been housed through this program and remain housed. We have a long way to go but each journey starts with those first steps. We hope to reach a point that when someone falls into homelessness, the solution may be as simple as writing a prescription for one unit of housing.

Thank you for the confidence you have shown in our efforts over the past 23 years. I look forward to working side by side with all of you for many years to come.

To your health,

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

Mr. Bakari Burns, CEO

Thank You!

Health Care Center for the Homeless, Inc. (HCCH) could not provide all the care we do for our patients without the financial and in-kind support from donors like you throughout Orange, Osceola and Seminole Counties and beyond. Every dollar you invest in HCCH impacts the lives and the health of our patients every day. Thank you for your generous support of our efforts to improve the health of our underserved community members.

A complete list of our Fiscal Year 2015 donors will be available within the online version of our Impact Report in June 2016. Please go to our website www.hcch.org and click on our 2015 Impact Report under Media to view this list.

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

Launched in Orlando in the fall of 2015, Housing First has proven successful around the county in addressing the issue of chronic homelessness. This model houses a chronically homeless client first and wraps supportive services around them, averaging an 80% success rate. This compares to roughly 20% in the past when homeless individuals would be required to address any addiction or behavioral health issues before they could potentially access housing. After completing a treatment program, they would return to the unsheltered situation that created or aggravated their issue while waiting for a housing opportunity. This created a vicious cycle that often ended up with the client giving up hope that their living situation would ever improve.

Housing First is changing this and Health Care Center for the Homeless, Inc. inhabits some key roles: our HOPE Team identifies their unsheltered homeless clients most at risk of dying on the streets; our case managers assist with access to housing and supportive services; and our Orange Blossom Family Health locations are a main health resource. The goal for the first year is to house 100 of our most vulnerable chronically homeless community members – as of this printing, 70 clients have been housed.

“People out there do care. They love you. You are someone.”

Laura (homeless for 2 years – first day in her new home in April 2016)

“I didn’t know what it was going to look like…this is like Christmas!”

Herbert (homeless for 10 years – housed in April 2016)
Housing Is Health Care

A Client’s Story

When you meet Barbara, it’s hard to imagine that this feisty little 60 year old woman was homeless for two years. She’d always had a roof over her head and food on the table until a few years ago. She gave up her place in Orlando to move in with her disabled brother in Kissimmee and be his sole caretaker. When her brother had to be moved into a nursing home, Barbara found herself on the street with nothing and no place to go. She spent many frightening months sleeping in parks, in local shelters and with friends when possible. This all changed when she met Raul, an outreach specialist with the HOPE Team at Health Care Center for the Homeless, who connected Barbara with Housing First and her case manager Warren. In November of 2015 she was escorted into her new home filled with furniture, food and household items provided through collaborations with other agencies and faith based organizations. Barbara is addressing her hypertension and other health concerns and moving forward day by day. In her words, “If it wasn’t for Raul and Warren, I don’t know where I would be. It takes a while…but you can get up on your feet again.”

“It was chaotic when I was homeless. Now I have peace of mind and that goes a long way.”

Barbara (homeless for two years — housed in November 2015)

Laura (homeless for 2 years – first day in her new home in April 2016)
Avid golfers braved the rain to join us at our Birdies, Bogeys, and Blossoms golf fundraiser on Saturday April 2nd. Thank you to our Presenting Sponsor Benco Dental; our Eagle Sponsors Sullivan and Orlando Health; and all of our donors, volunteers and players for helping to make our event a success. Over $13,000 was raised to support health programs at Orange Blossom Family Health, a caring service of Health Care Center for the Homeless.

Our 2016 Birdies, Bogeys, and Blossoms Sponsors
Benco Dental • Orlando Health • Sullivan

Our 2015 Heart to Heart Gala sponsors, donors and volunteers for helping us to create a wonderful evening. A special thank you goes out to our presenting sponsor, Publix Super Markets Charities. Over $49,000 was raised to help provide health services for homeless and housed but uninsured patients at our centers, Orange Blossom Family Health. Save the Date for 2016 – our 7th Annual Heart to Heart Gala will take place on Saturday November 12th!

Our 2015 Heart to Heart Gala Sponsors
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Dr. Bruce Gordy
Larkin Community Hospital
Lowndes, Drosdick, Doster, Kantor, & Reed, P.A.
The Orlando Family Firm
Real Estate Inverlad Development
Vital Care Charitable Foundation
Xerox Corporation
Statement of Activities
Year Ended - September 30, 2015

Support and Revenue

Support:
Government Grants $  5,187,526
Private Support $     482,462
In-Kind Contributions $  1,520,311
Revenue $  1,955,271
Total Support & Revenue $  9,145,570

Expenses and Losses

Program Services:
Medical Clinic $  7,483,987
Tuberculosis Shelter $     104,038
Supporting Services:
Management and General $  1,159,969
Fundraising $     113,550
Total Expenses and Losses $  8,861,544
Increase (Decrease)
In Net Assets $     284,026
Net Assets Beginning $  3,834,567
Net Assets Ending $  4,118,593

2015 Sources of Support

Government Grants 56.7%
In-Kind 16.6%
Revenue 21.4%
Private Support 5.3%

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Thank You for Helping to Improve the Health of Our Community

Health Care Center for the Homeless, Inc. truly appreciates the support of our donors and all that their generosity helps us to accomplish every year. The names listed here acknowledge the financial and in-kind gifts received during our 2015 Fiscal Year. We sincerely apologize for any inadvertent errors or omissions within this list.

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Thank You!
For 23 years, Health Care Center for the Homeless, Inc. has been providing health services for those in need. Our 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 health center 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 care services in an atmosphere of dignity and respect.

Our annual fundraising campaign helps support our multiple services and the investment our donors make in our efforts impacts our patients’ health. We need your help to make our goals a reality and hope you will choose to support our efforts to provide quality care for our under-served community members. Please join us as we provide access to care for those in need 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 Impact Report.

Thank you for your support!

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hch.org & orangeblossomfamilyhealth.org