Impact Report 2016

Health Care Center for the Homeless, Inc.

Caring for our community as Orange Blossom Family Health
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, Inc. (HCCH)
is a 501(c)3 organization providing health care services
for homeless and low-income housed but uninsured
or under-insured residents of Orange, Osceola and
Seminole Counties. With a caring team of providers and
support staff, HCCH currently offers health services in
the tri-county area through our main Orange Blossom
Family Health location, six 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, Inc.

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

All programs listed above are available through our main health center
location on Orange Blossom Trail in Orlando. Our satellite locations
offer a more limited selection of services. For more information,
please call us at (407) 428-5751.

Thank You!
The quality health services that Health Care Center for
the Homeless, Inc. (HCCH) provides for our patients
are made possible by the financial and in-kind support we
receive from multiple resources. Donors from throughout
Orange, Osceola and Seminole Counties and beyond help
make our work possible. Every dollar invested in the efforts
of HCCH impacts the lives and the health of our patients
every day and we appreciate your generous support.
Thank you for being part of our extended "care team."

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

For 24 years, Health Care Center for the Homeless, Inc. (HCCH) has been providing quality health services for community members who previously experienced a lack of access to care. Over 18,000 unduplicated patients received care through our Orange Blossom Family Health sites in 2016. But what can keep me awake at night are the people who still face barriers to health services and what we must do to ensure they receive the care they need and deserve. To help meet the demand, we will continue to expand our reach in 2017.

As you read through this Impact Report, you will see how we are moving into new communities to help improve health outcomes for our under-served community members. We are excited about being the new health provider at the Evans Health and Wellness Center at Evans High School, where we implemented medical services for children and adults in March. Our first pediatric focused site will open this summer on the campus of the new OCPS Academic Center for Excellence (ACE), a few blocks from our main site. ACE will host students from pre-school to 8th grade and will follow the community school model, bringing new opportunities to the Parramore area. This summer will also see us breaking ground on a 11,600 square foot comprehensive health center in the Ivey Lane community in the 32811 zip code. And I am proud to report that our Permanent Supportive Housing program has provided over 100 chronically homeless individuals with an apartment and hope for a brighter future. 2017 has started off with a bang and is going to be a whirlwind of activity for HCCH and our Orange Blossom Family Health locations throughout the year.

I think back to when I joined HCCH in 2003 and how amazed I am by the changes and growth we have experienced. How grateful I am for how our community embraces our work. How proud I am of the caring staff that I have the privilege to lead. And how blessed we are for the patients and community members we are allowed to serve.

Thank you for being a part of our mission and I look forward to working for you, and with you, this year and in the years to come.

To your health,

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

Evans Health and Wellness Center

Orange Blossom Family Health is now the health care provider at the Evans Health and Wellness Center in the 32808 zip code. Located on the campus of Evans High School, the Center currently provides primary medical care for students attending the school and children, youth and adults from the surrounding communities. Evans High School follows the community school model, bringing together multiple partners to benefit children, youth, families and the community in general.

Our services at Evans High School are indicative of our efforts to expand the services we provide for under-served children and youth in our community. In addition to the medical services currently being provided at the Evans Health and Wellness Center, dental services are anticipated to be added over the summer. This expansion of services will be continued with two new planned sites (please see the center section of this Impact Report!).

Orange Blossom Family Health is proud to be affiliated with Evans High School – A Community School, partnering with Orange County Public Schools, the University of Central Florida and Children’s Home Society of Florida to make our community a healthier place.
This summer, Orange Blossom Family Health will be opening our first pediatric focused site on the campus of the Orange County Public Schools (OCPS) Academic Center for Excellence (ACE) in the Parramore community. Orange Blossom Pediatrics will offer primary and preventive medical care, oral health services, behavioral health counseling and vision services to students attending ACE and children and youth living in the surrounding communities.

Featuring eight medical exam rooms and eight dental chairs, Orange Blossom Pediatrics will open this summer to provide immunizations and physical exams to prepare children for the return to school. Within the 32805 zip code, where ACE is located, 24% of the children lack an identified primary care provider.

Serving pre-school through 8th grade, ACE will follow the community school model as does Evans High School. According to the Coalition for Community Schools, a community school is “both a place and a set of partnerships between the school and other community resources. Its integrated focus on academics, health and social services, youth and community development, and community engagement leads to improved student learning, stronger families and healthier communities.”

The school is a hub, bringing together multiple partners who can offer the students and the community support and opportunities.

Current partners at ACE include Orange Blossom Family Health, Children’s Home Society of Florida, Boys & Girls Clubs of Central Florida, the University of Central Florida – College of Health and Public Affairs, and Rosen Resorts.

Orange Blossom Pediatrics will offer a health care home for all our pediatric patients, including those who have faced a lack of access to care. Opening in summer 2017, our new pediatric site will work with all the ACE partners to care for children and youth in our community.
This summer, Health Care Center for the Homeless, Inc. will break ground on a new health center – Orange Blossom Family Health in the Ivey Lane community. Located in the 32811 zip code, this 11,600 sq. ft. comprehensive health center will provide medical, dental, vision and mental health services for uninsured and under-insured children, youth and adults in the Ivey Lane community and surrounding areas.

Anticipated to open in April of 2018, Orange Blossom Family Health at Ivey Lane has a total construction cost of $3,000,000 and will feature 15 medical exam rooms and eight dental chairs along with on-site x-ray capability.

In its first year at full capacity, this health center is expected to serve 5,000 unduplicated patients. There are nearly 17,000 residents in the 32811 zip code whose health care needs are not being met. 77% of the residents do not have a primary care provider and over 30% have no form of health coverage. Orange Blossom Family Health at Ivey Lane will help meet the health needs of the community, featuring quality services and providing a health care home for the residents of this historic community.

If you would like to support this project or know more about our services, please contact us at (407) 428-5751 Ext. 326.
**Housing and Hope**

Outreach at Health Care Center for the Homeless, Inc. (HCCH) has been in place since 1998, connecting our chronically homeless community members with needed services including the crucial health care programs we can provide. Known as the HOPE Team (Homeless Outreach Partnership Effort), our outreach specialists have worked hard to build relationships and trust that will help facilitate a brighter future for the unsheltered clients they serve.

Our Permanent Supportive Housing (PSH) Program, launched in 2015 through the support of the Homeless Impact Fund at the Central Florida Foundation, works with the outreach team to identify our homeless community members most at risk of dying on the streets and help them to exit homelessness. As of March 2017, 104 clients have been housed and 27 are being case managed and awaiting housing.

"Herbert" spent years facing difficult personal issues that finally took their toll on him financially and led to him becoming homeless. He first connected with the HOPE Team when he was living under an overpass not too far from downtown Orlando. This was the beginning a process that would lead him to a different life. After 10 years of living on the streets, Herbert just celebrated his one year anniversary of exiting homelessness.

Herbert’s passion has always been art and he drew even while homeless, feeling “the Lord blessed me with art.” His apartment is filled with his newest creations and some of his pieces have been exhibited in a local art gallery. Most Wednesday nights you can find him in downtown Orlando drawing and selling his art.

The path is not always easy and Herbert struggles every day. Becoming housed after 10 years of homelessness was an environment he had to readjust to. He feels the program gave him his first step and he took it from there, working to do positive things with the opportunity. Of the program, he states “I hope they continue the program and help other people like they helped me. They did it for me and they can do it for you.”

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**Our 2016 Heart to Heart Gala Sponsors**

- Publix Super Markets Charities
- Tupperware Brands Corporation
- Benco Dental
- Sullivan
- Wellcare
- Aspire Health Partners
- Withum
- Castle Group
- Fifth Third Bank
- Florida Association of Community Health Centers, Inc.
- Dr. Bruce Gordy
- Lowndes, Drosdick, Doster, Kantor, & Reed, P.A.
- OUC – The Reliable One
- Real Estate Inverlad Development
- Vital Care Charitable Foundation
- Xerox Corporation
### Expenses and Losses

**Program Services:**
- Medical Clinic: $8,906,858
- Tuberculosis Shelter: $128,452
- Housing Services: $675,979

**Supporting Services:**
- Management and General: $1,420,577
- Fundraising: $152,469

**Total Expenses and Losses:** $11,284,335

**Increase (Decrease) in Net Assets:** $153,140

**Net Assets Beginning:** $4,118,593
**Net Assets Ending:** $4,271,733

### Support and Revenue

**Support:**
- Government Grants: $6,645,962
- Private Support: $1,038,976
- In-Kind Contributions: $1,199,467

**Revenue:** $2,553,070

**Total Support & Revenue:** $11,437,475

### 2016 Sources of Support

- Government Grants: 58.1%
- In-Kind: 10.5%
- Revenue: 22.3%
- Private Support: 9.1%

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- Private Support: $1,038,976
- In-Kind Contributions: $1,199,467
- Revenue: $2,553,070

**Total Support & Revenue:** $11,437,475
Thank You for Your Support

You make a difference in the lives of our patients every day. All of us at Health Care Center for the Homeless, Inc. (HCCH) are grateful for the kind and heartfelt support we receive from within our community and beyond. This listed is to acknowledge our financial and in-kind donors who gave so generously in 2016. We sincerely apologize for any errors or omissions.
Thank You!
Health Care Center for the Homeless, Inc. is celebrating 24 years of providing health services for those in need. Through our main Orange Blossom Family Health location near downtown Orlando and our multiple satellite sites, we provide quality health care services in an atmosphere of dignity and respect for homeless and low income housed but uninsured and under-insured residents of Orange, Osceola, and Seminole Counties.

Our annual fundraising campaign helps support our programs and the investment our donors make in our efforts impacts our patients’ health. Our 2017 goal is $275,000 by September 30th and to date we have raised over $160,000 towards this objective. Please join us as we work to improve the health of our community.

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!