

2016 ANNUAL IMPACT REPORT



**CARE FOR THE
HOMELESS**

LETTER FROM THE CHAIR



FORMER EXECUTIVE DIRECTOR G. ROBERT WATTS
AND BOARD CHAIR, DANIEL BALDWIN

We are in a period of transition at Care for the Homeless. An exciting one, to be sure, marked by a significant change: in February 2017, Bobby Watts, our long-time Executive Director, left the organization to accept a position as Chief Executive Officer of the National Health Care for the Homeless Council (NHCHC). That is why, although the developments covered in this Annual Report for 2016 occurred during his tenure, the letter you are reading comes only from me, as Board Chair, rather than from the two of us. Bobby served CFH for twenty-two years – the last twelve as Executive Director. Of course, he will be missed, but as we all know, Bobby is a passionate advocate for homeless families and individuals. His new position at the helm of a leading national advocacy organization will help ensure that the voices of our homeless neighbors in every city and state continue to be heard at this crucial moment.

Many of the accomplishments of CFH in 2016 can be attributed to Bobby's vision and dedication. Here are just a few highlights:

- New funding from private and public sources allowed us to expand oral health services; increase current substance abuse services; add mental health staff and supportive services for homeless women at Susan's Place; and implement an innovative telemedicine project to expand access to health care.
- Exciting new partnerships added needed services including podiatry, collaborating with the NY College of Podiatric Medicine; and optometry, partnering with the SUNY College of Optometry and the International Lion's Club to offer basic vision screenings to homeless families and children.
- We hired our first Chief Medical Officer (CMO), Regina Olatin, D.O., F.A.C.P., F.A.A.P.. Dr. Olatin started in March 2016. Please see her profile on page 6.

- In spite of NYC's ongoing housing shortage, we placed 106 residents from Susan's Place in appropriate housing.
- The NYC Council significantly increased funding for our Peer-to-Peer Outreach initiative. This project engages currently or formerly homeless individuals in intensive outreach training. For six months, they receive a stipend and work at two or more of our health centers where they encourage their peers, currently homeless individuals, to utilize the health services offered by the CFH Health Center at the site.

Following Bobby Watts' departure, CFH was ably led by Marcia Spector as Interim ED. On October 16, 2017, after an intensive search, George Nashak became the new Executive Director. Mr. Nashak's career spans over thirty years of service in government and the nonprofit sector. He is a recognized expert in the field of services to homeless individuals and families. We are confident that, under his leadership, CFH will move forward with strength, dedication, and vigorous pursuit of our cherished mission.



Another major accomplishment is the support from kind and thoughtful supporters like you. You provided medical supplies for uninsured homeless children; personal care and feminine hygiene kits and warm socks, hats and gloves for those living on the streets; and the crucial financial resources that are so vital to all our efforts. Thanks to you, CFH is changing and saving lives every day. On behalf of all those we serve, thank you!

Daniel Baldwin
CHAIR, BOARD OF DIRECTORS

BOARD OF DIRECTORS

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CONTINUED ON INSIDE FLAP

SERVING NEW YORK CITY

CARE FOR THE HOMELESS IS NOW IN 25 LOCATIONS IN BROOKLYN, THE BRONX, MANHATTAN AND QUEENS.

OUR MISSION

Care for the Homeless fights homelessness by delivering high-quality and client-centered healthcare, human services and shelter to homeless individuals and families, and by advocating for policies to ameliorate, prevent and end homelessness.

OUR PARTNERS

We meet homeless people where they are. Health Centers are co-located in homeless shelters, soup kitchens, SROs and drop-in centers, collaborating with nonprofit partners city-wide.

CORE SERVICES

WOMEN'S SHELTER

SUSAN'S PLACE

Our 200-bed shelter for homeless women, Susan's Place, is a one-stop shop for clients to get all of the help they need for a stable future.

PRIMARY CARE

All health centers offer primary care and case management by a medical team, including physicals, vaccinations, management of chronic diseases, referrals to specialty care such as podiatry and dental, counseling and non-emergency issues.

DENTAL CARE

Dental care is one of the biggest unmet needs for homeless New Yorkers. Our Dental Program treats the serious impact of poor oral hygiene and trauma.

PEDIATRICS

Homeless children are sick four times more often than those who are housed. We help keep kids healthy and in school.

HEALTH EDUCATION

Thousands of patients receive support through education and counseling on heart health, cancer screening, diabetes, HIV Awareness, smoking cessation, health insurance enrollment, and more.

MENTAL HEALTH & SUBSTANCE ABUSE

CFH's team of mental health professionals and substance abuse counselors provide holistic care and wellness programming with the goal of empowering the client through evaluations, therapy, treatment and group sessions.

MOBILE

The Mobile Health Center provides primary care and other health services to street homeless persons and to facilities where an on-site clinic is not available.



VOLUNTEER PROFILE
ALMA ALONSO

Alma Alonso is a retired substance abuse counselor for the New York City Department of Education. After Almas retirement, she started thinking about ways to create a purpose for herself. She heard about Susans Place and she knew immediately, this was it.

Q. How did you first learn about Care for the Homeless?

A. After my retirement, I was just thinking about what kind of things I should do to give a little bit more purpose to my life, besides my church. So one afternoon watching the news, Channel 2, I came across a little piece talking about Susans Place, specifically the Fashion Show. I was sitting there, something just hit me, and it was so well done. I just knew. The piece had an impact on me. I was compelled to do something and thats how I reached out to Care for the Homeless.

Q. Why do you feel that service is important for people to get involved in?

A Oh my goodness, they do not know what they are missing. It is truly beautiful to come here and to serve everyone and I have learned so much. I have met people that are incredible, from the staff to the residents, and they teach me lessons of community and love. It is important, because we need purpose in our lives. It is not only to do our own things, we have to be a part of something and give back too. That is why I think it is truly important that people volunteer.

Q. What has been the most rewarding part of serving at Susans Place, your most valuable connection or best story?

A. Well, I have the best story. One day at Susans Place, I was helping out by cleaning tables and I asked one of the residents, "May I clean this table?" When she heard my voice (she was busy) she lifted her eyes, and she said "I know you." I said, "You do? She said, "Yes, you are Omar's mom." Omar is my son and he was a student at Catholic school, but he passed away. This resident had been his teacher and she recognized my voice from visits to the school. To me, that was so meaningful. I mean, I would never expect to find someone I knew here. Then, she told me her story and we embraced each other; it was just an awesome moment for me. That hug was so beautiful and strong. That is something that I will treasure because you never know how life is going to turn and how things are going to come to be. you never know how life is going to turn and how things are going to come to be.

Q. What is one thing that you wish people understood about homelessness?

A You know what I learned? We are all one paycheck away. That is what I see. I see that it is very hard. I admire some of the residents here, how they try to improve themselves and make it back into society and be productive.

POLICY AND ADVOCACY

The Policy and Advocacy team had a busy 2016. Our passionate friends and dedicated advocates for the rights of homeless persons make the work highlighted below possible and productive.

- The third year of the successful Peer-to-Peer Outreach initiative was funded with discretionary appropriation of \$211,325 by the City Council. This is more than an 800% increase in city funding in the last 2 years.
- The third annual Summer Solstice Success Celebration included participation by Commissioner Steven Banks. Approximately 200 participants enjoyed the moving, joyous stories of housing and health care success.
- CFH participated in advocacy efforts to adopt a city law requiring free access to feminine hygiene products at city homeless shelters, schools, and correctional facilities; signed on to the "Housing Not Warehousing Act", and participated in advocacy

efforts to fund state supportive housing programs.

- As part of the New York Steering Committee, launched the "Housing not Handcuffs" Campaign in NYC. This is part of a national effort to combat the criminalization of homelessness while advocating for housing.
- Commemorated Homeless Persons' Memorial Day at Drisha Institute, which included participation by Councilwoman Helen Rosenthal.



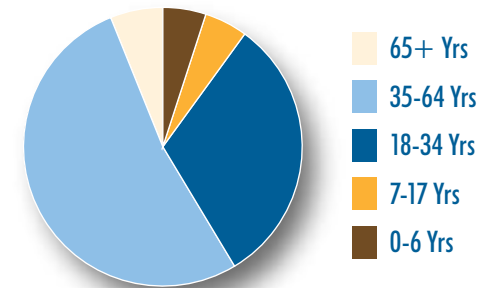
LORRETTA THOMAS AND STEVEN BANKS



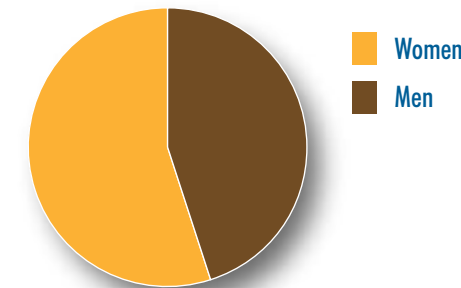
ALMA RECEIVES A BIRTHDAY CAKE FROM THE KITCHEN STAFF AT SUSAN'S PLACE.

DEMOGRAPHICS

AGE DISTRIBUTION



GENDER BREAKDOWN



7,736 Homeless men, women and children served

83% Below 100% federal poverty level

24% Uninsured

30,998 Health Center visits at 24 sites in Manhattan, Brooklyn, and The Bronx and Queens

100+ Employees (including physicians, nurse practitioners, health educators, nurses, medical assistants, housing specialists, case managers, social workers, administrators and advocates)

50+ Contracted partners

400+ Generous donors that make our work possible

STAFF PROFILE: DR. REGINA OLASIN, F.A.C.P., F.A.A.P

Although regular health exams can help doctors find problems before they start, some people may choose to miss a few checkups in their lifetime. Most of those people still go on to live long, happy, and healthy lives, but for homeless individuals, this is not the case. Homelessness can leave one vulnerable to a number of health issues. On the streets and subways, homeless people are exposed to the same harmful elements as people who are not homeless. The difference? Their living conditions make treating and coping with health issues much more difficult.

Care for the Homeless (CFH) operates a health center system of 24 sites, including a mobile health center, to meet the needs of its patients. Patients are able to walk into health centers for same day appointments and service is provided regardless of an individual's ability to pay. The person who is directly responsible for this system is CFH's Chief Medical Officer (CMO), Dr. Regina Olasin. The CMO is responsible for the professional, organizational, and administrative aspects of delivering the high-quality health care provided to CFH's patients.

Joining CFH as CMO in March 2016, Dr. Olasin plays a vital role in determining the strategic direction of our health services. To achieve this, Dr. Olasin ensures integration of a broad scope of services, including primary care, behavioral health, substance abuse services, oral health, podiatry and case management services at each health center site. "The CFH health centers are really a medical home for patients", she said. "The health centers strive to be a vital resource for all who receive care at CFH. Our patients are at a place in their lives where contact with a caring health care professional can make a world's difference," she continued.

"The clinical needs of the homeless population are multiple and intense," said Dr. Olasin. The acute need for primary health care services is evident when one sees that health-related issues are often a precipitating cause of homelessness. Homelessness, in turn, greatly exacerbates the effect of acute and chronic health



DR. REGINA OLASIN, CHIEF MEDICAL OFFICER

conditions. Not only are behavioral and primary health care issues a causative factor in homelessness, but the lack of domicile, and the trauma that condition induces, negatively impact health.

Dr. Olasin not only provides ongoing support and supervision for medical providers in the CFH network, she also provides direct healthcare to CFH patients herself. She continually expands her knowledge about those CFH serves and their complex needs by practicing at multiple health center sites. "Medical practice is very humbling," said Dr. Olasin. "It makes one so aware of how much is needed, especially for children," she continued. Dr. Olasin believes CFH clients are "patients just like everywhere else. Every patient has a story, a desire to be listened to, and wants to be cared about." At CFH, Dr. Olasin and her fantastic team of passionate, dedicated professionals listen to and care deeply about our patients, every time they walk through our doors.

2016 PARTNERS AND SUPPORTERS

THANK YOU! Care for the Homeless values ALL our supporters. However, to save on the cost of printing, direct more of the dollars raised to fund services, and acknowledge more of our wonderful individual donors, we are recognizing you on our website. Individual donors who contributed during January - December 2016, including tribute gifts and in-kind donations, can be found by visiting the "Who We Are" section at www.careforthehomeless.org.

Care for the Homeless is thankful for the generous support we received between January - December 2016 from the following institutions and government agencies.

CORPORATE AND FOUNDATION DONORS

\$25,000-\$99,999

Communities of Color Nonprofit Stabilization Fund
Helen Hoffritz Charitable Trust
Insurance Industry Charitable Foundation
WellCare of New York

\$10,000-\$24,999

The Apatow-Mann Family Foundation, Inc.
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Sanofi Foundation for North America
Society of Consumer Affairs Professionals
The Larry David Foundation, Inc.
There's Always Love
Wink, Inc.

\$500-\$999

Aetna
Larchmont Temple
Newpol Foundation

GOVERNMENT SUPPORTERS

New York City Department of Health and Mental Hygiene/Public Health Solutions
New York City Department of Homeless Services
New York City Council:
Councilman Corey Johnson, CD 3
Councilman Stephen Levin, CD 33
Council Speaker Melissa Mark-Viverito CD 8
Councilwoman Annabel Palma, CD18
New York State Department of Health - Indigent Care
U.S. Department of Health and Human Services:
HRSA, Bureau of Primary Care, Section 330(h)
Health Care for the Homeless
HRSA, HIV/AIDS Bureau, Ryan White Part C

FINANCIALS

Consolidated Statement of Activities
Year Ended December 31, 2016

REVENUE AND SUPPORT

Grants and Contracts
\$16,273,578
Medicaid and Medicare Fees
\$2,377,802
Miscellaneous Revenues
\$48,659
Contributions and Special Events
\$438,244
Total Revenue:
\$19,138,283

EXPENSES

Program Services
\$16,065,890
Supporting Services
Management
\$2,053,660
Fundraising
\$377,472
Total Operation Expenses
\$18,497,022
Depreciation & Amortization
\$674,863

CHANGE IN NET ASSETS - OPERATIONS

Change in Net Assets - Operations
(\$33,602)
Net Assets - end of year
\$3,912,763

Complete financial statements, audited by Loeb & Troper, LLP, are available upon request to Care for the Homeless.

We have made every effort to ensure the accuracy of this list of our generous donors. Please accept our apology and alert us of an error by emailing info@cfhnyc.org or calling (212) 366-4459.



CARE FOR THE HOMELESS

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