



ANNUAL IMPACT REPORT

2019



Care
For the
Homeless

Thank You to All...



We Are Not Powerless

By Jane F. Lane, CFH Supporter

Sometimes, things are all good.

The first time I heard about Care For the Homeless (CFH) was in an article in The City. It discussed the opening of their women's shelter on West 52nd Street. Please find the complete version [here](#). The neighborhood offered the simple reciprocal gifts of empathy and compromise to the shelter residents, coping in their own way with the increasingly perplexing reality of our city.



A reality where women scramble for a home as others nearby wander in palaces in the clouds.

Together, CFH and the local community board (CB #4) forged a coalition of compassion and acceptance. Their sensitive peace treaty seemed like a masterpiece of understanding, respect and cooperation. I immediately wanted to meet these people at CFH.

At a meeting at their offices, CEO, George Nashak and Chief Medical Officer, Dr. Regina Olasin described their strategy of working on the seemingly intransigent problem of homelessness.

As a clinical social worker and a director of a foundation, I look for interventions, actions that effect real, lasting change and not just palliative treatments. Yes, CFH provides roofs, under which is a unique network of health care and social services suitable to the needs and lived experiences of the residents and visitors.

Sometime later, I attended a CFH seminar on the Trauma of Homelessness, a panel presentation on active programs and interventions. During one panel, a long-time CFH client spoke about his lived experience as, to use his words, an "un-domiciled person." He described, with great feeling and gravity, his trauma. At one moment, I shot up straight in my seat. "Every time somebody asks me about what it's like to be homeless, I'm re-traumatized," he said.

As a clinician, I know people re-experience trauma. They think about it; their bodies remember it. Asking them to describe these impressions requires the utmost skill, patience and respect.

A more revealing and productive question might be, "How do I feel when I see a homeless person?"

Recently on the subway, a man with many parcels, raggedly dressed and unwashed, loudly lectured passengers as he paced restlessly through the car. After he got off, a young woman and I made eye contact. We both smiled the same nervous, slightly embarrassed, awkward smile, as if we'd just witnessed something shameful.

We both looked away, feeling powerless. But we're not powerless. We give, we vote, we volunteer, and we feel empathy for our fellows on the street. We reach down and think, "What's it like for me to experience this?" We see what possibilities the people at CFH offer all of us, and we get to work.■

Edited for length. Please find the complete version [here](#).

Jennifer's Journey

Jennifer H. lives with her children at the Briarwood Family Residence in Queens, NY.

"I just want to come up in the city," explained Jennifer. Specifically, she wants to make a name for herself in the food services industry. "I'm interested in food safety. It's my passion and I want to learn as much as I can."

Jennifer recently completed a food handling class and is on track to receive a certificate in Food Protection. However, while these goals are important for her, she has two other reasons motivating her to succeed; Elizabeth, 8, and Aliyah, 3. Although the beginning of their new lives hasn't been the easiest, they all find ways to lift each other's spirits.

"Elizabeth loves school all around, but loves reading the most. She's reading something different all the time," explained Jennifer. "Aliyah likes to be active and loves to talk. She's 3, going on 30."

With the girls thriving in school and their mother on the path to employment, they're moving together towards their ultimate goal. "I've had Elizabeth ask, 'When am I going to get my own room?'" said Jennifer. "So, I tell her, 'I'm working on it. You're going to get it.' I try to keep her hopes high as well as my own."

Jennifer knows that better things are waiting for her beyond Briarwood. However, that hasn't stopped her from taking advantage of the services offered there. And one in particular that has had an immeasurable benefit on her well-being.

HS or hidradenitis suppurativa, has affected Jennifer for most of her life. It is an inflammatory skin condition that causes small, painful bumps to appear on the skin. Before Briarwood, Jennifer was not on Medicaid and had to go to the ER to receive treatment. That all changed when she came to the CFH health center.

"I met Vlad [Taub, Nurse Practitioner], he was cool. So, I just kept coming back. He always greets me with open arms." So, despite the fact that HS is still an issue, Jennifer feels that she is finally in a position to take control of her health.

"The people here helped me get on Medicaid," she explained. "Coming here and then being able to go other places for help has been so much better than going to the ER every time I have a problem. It's a huge weight off my shoulders."

"My chances to get out of this situation would be horrible if I didn't have access to the health center here," Jennifer continued. "I'd have to have an awesome job just to keep up with the medical bills. So, everything that I've been given access to here has been a plus. It's been great for my girls too."■



Edited for length. Please find the complete version [here](#).

... Who Advocate for and Support those We Serve

DEMOGRAPHICS & NUMBERS SERVED

Gender Identity

Male	39%
Female	54%
Other/Un-Disclosed	7%

Age Distribution

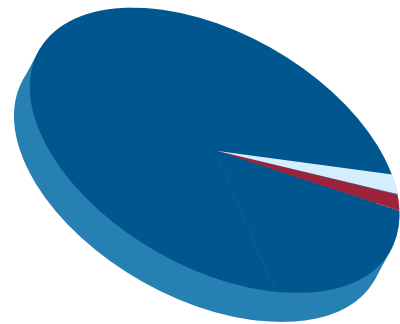
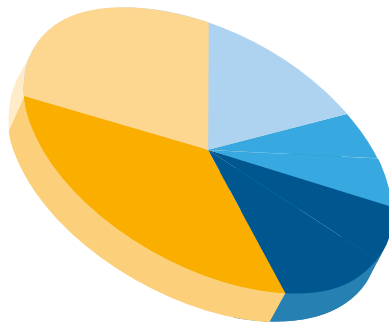
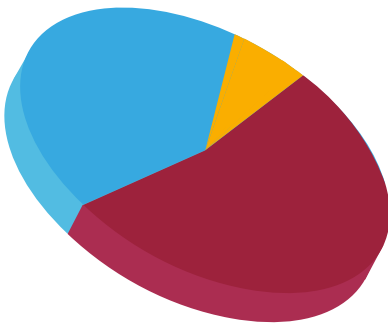
0 to 15 Years	11%
6 to 24 Years	11%
25 to 44 Years	32%
45 to 64 Years	37%
65+ Years	9%

Patients Served

Total Number of Health Center Visits	7,837
Patients 100% and Below Federal Poverty Line	36,996
Uninsured	86%
	41%

Housing Status

Homeless Shelter	95%
Temporary/Unstable	2%
Street, other/unknown	3%



President & CEO

George Nashak

Board of Directors

Delise DuPont Blenman
Chair

Surjit Chana
Vice Chair

Athea Long, LCSW
Secretary

Timothy Q. Karcher
Treasurer

Directors

Alfred B. Arterburn, Ph.D., J.D.

Lloyd E. Bailey, MD

Daniel Baldwin

Stacey Jaffee Gropack, PhD,
PT, FASAHP

Robert L. Heckart

Mariya Kamenetskaya, LMSW

Grigor Licul

Philip J. Malebranche

Jane C. Parker

Pamela T. Riley, MD, MPH

Edward Summers, Ph.D., M.Phil., MPA

Harry K. Thomas, Jr.

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 Stephen Levin, CD 33

Councilman Ruben Diaz, CD 18

New York State Department of Health –
Indigent Care Transformation Grant

U.S. Department of Health and Human Services:

HRSA, Bureau of Primary Care, Section 330(h)

Health Care for the Homeless

2019 Partners & Supporters:

Care For the Homeless is grateful for your kind support and generosity. All individual and institutional donors who made gifts to CFH from January - December 2019, including In-Kind donations and tribute gifts, will be featured on our website under the "Who We Are" section.

Financials as of December 31, 2019

Revenue and Support

Grants and Contracts	\$21,080,044
Patient Services Revenues	\$4,827,732
Miscellaneous Revenues	\$871,139
Contributions and Special Events	\$699,006
Total Revenue:	\$27,477,921

Expenses

Program Services	\$21,954,393
Supporting Services Management	\$4,000,328
Fundraising	\$370,912
Total Operation Expenses	\$26,325,633
Depreciation and Amortization	\$839,163

Change in Net Assets - Operations

Change in Net Assets from Operations	\$313,125
Net Assets - end of year	\$922,869

Complete financial statements, audited by Marks Paneth, are available upon request to Care For the Homeless.



Health Center Advocacy
Center of Excellence
HCADVOCACY.ORG



*Former Board Chair



Care
Found
Here

PARTNER LOCATIONS

- OPEN ACCESS HEALTH CENTER
- DROP-IN CENTER
- FAMILY SHELTER
- SINGLE ADULT SHELTER
- SAFE HAVEN
- SOUP KITCHEN
- STREET MEDICINE
- OTHER
- COMMUNITY HEALTH CENTER

CFH CO-LOCATION SERVICE MODEL

CFH PARTNER CO-LOCATION



CFH does not manage each site, but operates a licensed health center within most locations.

SERVING NEW YORK CITY

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

CORE SERVICES

WOMEN'S SHELTER

Our 200-bed shelter for homeless women, Susan's Place, is a one-stop shop for residents to get the help they need for a stable future. In 2019, we opened the 52nd Street Women's Center, which has provided transitional housing for 120 women, providing them the support and services they need to achieve permanent housing.

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.

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.

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.

OUR PARTNERS

We meet homeless people where they are. Our health centers are co-located in homeless shelters, soup kitchens, SROs and drop-in centers, collaborating with nonprofit partners city-wide. CFH's new community-based health centers will offer expanded hours of service to homeless and unstably housed individuals and families in the neighborhood.

POPULATION HEALTH MANAGEMENT

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.

SPECIALTY CARE

Dental and foot care are two of the most serious unmet needs for homeless New Yorkers. Our Oral Health and Podiatry specialty care provides access to these vital services for homeless men, women and children.