



ANNUAL IMPACT REPORT 2020





## **Dear CFH Family,**

It's now been more than a year and half since the start of the COVID-19 pandemic in New York City. This has been an extraordinary and, in some ways, unthinkable eighteen months. We have seen loved ones, colleagues and clients get sick; some of whom tragically passed away. We have needed to work in unforeseen ways to meet the pandemic's challenges and we are still taking stock of how the pandemic will continue to impact our personal and work lives going forward.

We wanted to take a moment to reflect on this past year and to share with you some reasons why we think we should be optimistic about the days ahead.

As the risks of COVID-19 became clearer over the late winter of 2020, CFH quickly understood the potential impact of a respiratory pandemic on people experiencing homelessness. Many of our patients live with multiple chronic medical conditions that put them at increased risk of infection and serious consequences. Our shelter residents were living in congregate settings, which we feared would create environments where the virus could easily spread. The CFH team knew it needed to move and to do so quickly.

CFH worked efficiently to secure our supply chains for personal protective equipment, cleaning supplies, and other resources needed to keep our health centers open. Additionally, patients were understandably hesitant to come to face-to-face medical appointments, so we pivoted to expand our tele-medicine program to remain in contact with patients. This allowed us to maintain their access to essential prescriptions and provide them with a lifeline of contact.

We are particularly proud that CFH was the first health services and shelter provider to deploy the COVID-19 test to shelter residents. And when they became available, we also offered vaccines at multiple locations, protecting our patients, residents, and staff from infection.

The outcomes were worth all this effort. To date, people experiencing homelessness in New York City have a COVID infection rate no higher than the city's general population. In addition, 115 of our residents from Susan's Place and 52nd Street were able to transition to permanent housing. These are remarkable achievements.

We owe this success, first and foremost, to our team. Our staff was nothing short of heroic throughout this past eighteen months. CFH also did not lay-off or furlough a single staff member. We faced the pandemic every day and remained open and available to all our patients and residents.

Secondly, our board of directors partnered with the management team and gave an enormous amount of their time and resources to assist CFH in handling the challenges of the year.

Finally, CFH was the recipient of an outpouring of support from philanthropy and government. You can read all about them and their contributions on our website. On top of it all, hundreds of individuals from all over the country donated to CFH's COVID-19 Impact Fund as well as our year-end request for support.

The powerful partnership of dedicated staff, visionary board, and generous donors helped CFH to not only survive 2020, but to thrive and grow through 2020, into 2021, and beyond.

Why is this important? Why does CFH need to thrive and grow? Because COVID-19 exposed disparities in access to and quality of health care by race, ethnicity, and income. African American residents of NYC had far higher rates of infection and serious consequences – including death – than white New Yorkers. Low-income NYC communities were also hit much harder by the pandemic than affluent neighborhoods. This is not news to CFH. We have been working to reduce health care disparities for over 35 years. However, we now need to redouble our efforts.

To accomplish these critical goals, CFH has continued to expand our service network. Between the summer of 2020 and now, we opened a new community health center in Brooklyn, opened a new Safe Haven program in the Bronx, and launched a new health center on Staten Island! In addition, as of this writing, we are developing a new shelter in the Bronx as well as another Safe Haven, a shelter in Brooklyn, and a Safe Haven in Lower Manhattan. These service expansions will give us the opportunity to continue our work reducing homelessness as well as the racial and economic disparities exposed by COVID-19. We are also very proud that these new programs will create scores of new jobs, allowing us to play a role in helping the economy recover from the economic devastation of the pandemic.

Thank you for supporting Care For the Homeless and our mission. We are thankful to have you as part of our family.

Sincerely,

Delise DuPont Blenman Chair, Board of Directors

George Nashak President & CEO





# A Community of Our Own

## Care Found Here - Junius Street

A little more than a year ago, construction completed at Care Found Here – Junius Street. Located in the Brownsville neighborhood of Brooklyn and adjacent to a supportive and affordable housing site operated by Women in Need (WIN), the health center was designed to be the first example of our newest health care model—the community-based health center.

Then the COVID-19 pandemic hit.

While service at our current sites continued, Junius Street's official opening had to be delayed. However, late in the summer of 2020, its doors finally opened – safely.

And while our staff continued to stay safe, following all safety protocols, they were also able to successfully foster a strong relationship with the surrounding community and particularly with those experiencing homelessness.

Many factors played a part in making this possible. Junius Street is our first Community Based Health Center. This means it is both open access and openly accessible to the surrounding communities. So, anyone from the community can make an appointment, regardless of their ability to pay.

"We're more of a community storefront," explained CFH Nurse Manager, Steven Tapley. "We're freestanding, totally contemporary, very bright and open."

Something like appearance might not sounds as important as all that. However, Care Found Here – Junius Street's welcoming look is yet another important factor that makes reaching out to the community much easier.

"Because we have the logo out on our windows, people become curious, poke their heads in and ask, 'What do you do?'," Mr. Tapley continued. "So, we have



the ability [to reach people] just because of our exposure."

This openness, in both the facility itself and those who work there, has quickly fostered a camaraderie between the health center and the people that live nearby.

"It's a friendly community," said Mr. Tapley. "We've been very successful with [creating] that. Families have come in for a repeat of services. They come in for pediatrics and their child's vaccines. We also offer mental health services."

The Junius Street health center has also provided consumers with valuable referrals to other services, fulfilling a patient's total health care needs.

Even with just a few months of service under their belt, the Junius Street team has had a significant effect on the people of Brownsville.

The community-based health center model being pioneered at Junius Street is illustrative of our ever-evolving strategy as we work to end homelessness for those who pass through our doors.



## They Are Not Their Status

We've heard many discuss getting things back to 'normal.' Unfortunately, 'normal' wasn't very good for those we serve. We need to do better. And our shelter staff members are among the many leading that movement.

One of those staff members is Danielle Durham.

"We're in isolation too," she commented. "But we're still here to help people. Our operations don't stop."

At the time of this interview in early 2020, Danielle was the Recreation Coordinator at the 52nd Street Women's Center. However, she has since been promoted to the role of Administrative Assistant at Susan's Place. Regardless of position, though, her role has always extended beyond her job description.

"I'm Recreation Coordinator plus, plus, plus, "she said. Case in point, when we reached out to Danielle, she was in a waiting room, accompanying one of her clients to a physical.

"She's moving out soon," Danielle reported. "Even through the pandemic, the ladies still have a mindset of doing better."

This desire to help others has always influenced Danielle's career path. Prior to working at 52nd Street, she worked at a non-profit that supports individuals with mental health disabilities.

"I go above and beyond because I know how rigorous

and heartbreaking it can be when you need help and the people you believe are your outlets, aren't."

And that's no exaggeration. At 23, Danielle found herself homeless.



"Being in that type of environment," she explained. "It ignited something in me to be that person in whatever arena I'm in. The one that's there to help. To make the difference and be the change." Danielle brings this energy with her to the residents of 52nd Street every day.

"I go in with an open mind," she commented. "When I walk in, it's no longer about me, it's about the people I serve."

Many times, people experiencing homelessness feel invisible. So, often, simply hearing them out can have a significant positive effect.

"They already feel like they have nothing," Danielle explained. "So, we can be active listeners and, hopefully, [help] find a solution."

Solutions in Danielle's environment are on a spectrum. There are simple, small victories and big, life-changing ones.

"If I only sat with one person that day and after leaving, they felt helped, that would be enough," Danielle said. "And, of course, when residents leave the shelter [for housing] and don't come back, that's success as well."

However, solutions wouldn't be possible without dismantling the stigmas against homelessness. To Danielle, all it takes is a shift in perspective.

"I always look at them, not for their status or situation, but for who they are."  $\blacksquare$ 

# Ending Homelessness – Stories of Success



Ms. Fulvia Frazier lived in New York with her hus-

band and children. Her jobs as a social worker and

a counselor in a group home kept her busy, so she

turned all financial responsibilities over to her hus-

band. Later, she discovered he had not paid rent

or utilities and had depleted their savings. Fulvia's

family was then evicted and became homeless.

To cope with the trauma of losing her home, she

began drinking. She was eventually hospitalized

and subsequently enrolled in a voluntary recovery

program. It was at this point she went into the shel-

ter system and became a resident at our women's

shelter, Susan's Place. There, she attended edu-

cational classes and training to obtain new skills.

All her efforts paid off and she found housing in the

summer of 2020. She also joined the CFH Board

**Fulvia Frazier** 



### Jennifer Dulio

Ms. Jennifer Dulio was homeless for two and a half years, living on the streets and in and out of shelters. She was also struggling with an opioid addiction that began when she took pain killers after undergoing back surgery. While homeless, Ms. Dulio visited the Living Room, a drop-in center in the Bronx that also has a CFH health center on site. She eventually enrolled in the suboxone program and has maintained sobriety for over a year and a half. In August of 2020, she moved to New Jersey, reunited with her family, and found employment where she was promoted to manager. It was around this time that she also moved into her own apartment. Ms. Dulio now wants to go back to school to become a substance abuse counselor herself and help those that are struggling with addiction. "I am looking forward, not backward," she says.



### Hector P.

The Kingsbridge underpass is just another tunnel for many people. For Hector P. (37), it was home. Hector experienced street homelessness for several years. During that time, he also suffered from opiate use disorder and depression. Dr. Andrea Littleton, a CFH provider, met Hector in the underpass while he was using. He didn't have insurance but was interested in starting buprenorphine/naloxone. Dr. Littleton and her team were able to begin his medication regimen and get him a room. Today, Hector's life is back on track. He still lives in a shelter but is working for Uber Eats. Recently, Hector's mother paid him a visit at the CFH health center where he receives care. "She came and thanked us because 'she has her Hector back," said Dr. l ittleton

## Looking Forward

In addition to the inspiring stories of strength and perseverance we witnessed in 2020, and proving that health care can end homelessness, we also wanted to share some exciting developments about CFH's very near future.

#### The Morris Avenue Safe Haven

of Directors in 2021.

Late in the summer of 2021, we will open the Morris Avenue Safe Haven and Health Center in the Bronx. Safe Havens are a type of low-barrier transitional housing where people experiencing street homelessness can access health care and other supportive services in addition to a bed and hot food in. Located across the street from Lincoln Hospital, the Safe Haven is no different, offering its residents access an on-site Care Found Here health center and 80 beds, the former will be open to residents and members of the community alike. Safe Havens are among the most effective ways of reducing street homelessness in a community and helping folks travel confidently down the path towards permanent housing.

### The Living Room Safe Haven

We have operated a co-located health center at the Living Room Safe Haven in the Bronx for over 15-years. For many years, we've known we needed to expand our space to better meet the needs of people seeking services. So, in the summer of 2021, we finally completed a significant renovation of the space. The expansion created two extra exam rooms and a brandnew waiting room. As a result, we have been able to see more patients and deliver more services. Our site partner, Bronx-Works, has always been a tremendous collaborator and was instrumental in helping us complete this project.

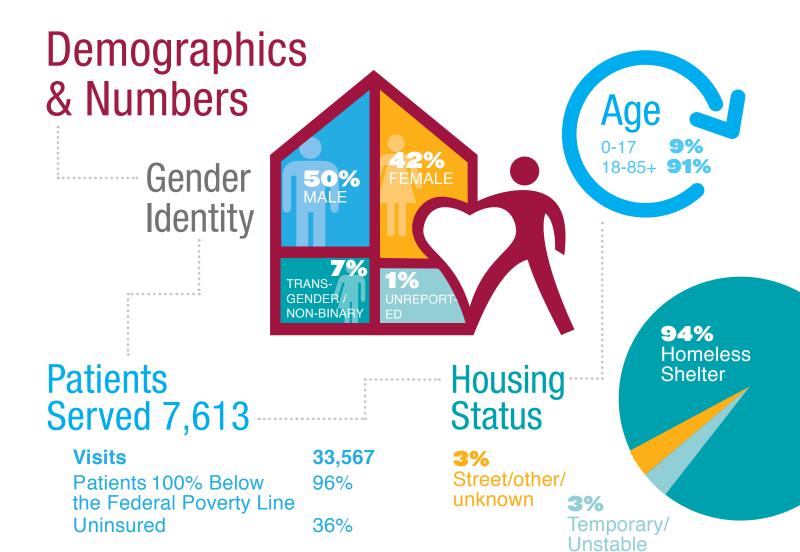
#### Street Outreach in Staten Island

By the time you read this, we will have launched a new partnership with Project Hospitality, becoming the health care provider for their street outreach and drop-in programs, both of which are similar to our own at the Living Room and Morris Avenue. This expansion means that Care For the Homeless services will now be available in all five boroughs for the first time ever! Our primary care team will provide on-site medical care and work with a Homeless Outreach Team (HOT) to provide care to the street homeless population on Staten Island.









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## **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 Pool Statewide Health Care Facility Transformation Program

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

### 2020 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 2020, including In-Kind donations and tribute gifts, will be featured on our website under the "Who We Are" section. CFH 2020 Financials (as of December 31, 2020)

#### **Revenue and Support**

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Grants and Contracts	\$28,640,881
Patient Services Revenues:	\$3,373,001
Miscellaneous	\$1,143,775
Contributions and Special Events	\$2,059,455
Total:	\$35,217,112
Expenses	
Program Services	\$26,670,117
Supporting Services Management	\$4,574,042
Fundraising	\$496,096
Total Operation Expenses	\$31,740,255
Depreciation and Amortization	\$1,058,197
Change in Net Assets - Operations	

Change in Net Assets - OperationsChange in Net Assets from Operations\$2,418,660Net Assets - end of year\$3,341,529

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





## **SERVING NEW YORK CITY**

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

#### → CORE SERVICES

TRANSITIONAL SHELTERS

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. The 52nd Street Women's Center also provides transitional housing for 120 women in addition to supporting them with the services they need to achieve permanent housing.

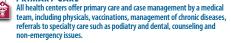
#### PRIMARY CARE

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 dient-centered healthcare, human services and shelter to homeless individuals and families, and by advocating for policies to ameliorate, prevent and end homelessness.





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 offer expanded hours of service to homeless and unstably housed individuals and families in the neighborhood.



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.

