



ANNUAL
IMPACT
REPORT
2021



Dear CFH Family,

The past year has been marked by significant challenges, including the continuing impact of the COVID pandemic and the increased visibility of street homelessness in New York City.

We are immensely proud of the Care For the Homeless (CFH) team, as they have responded to these challenges with resilience, professionalism, and empathy. Rather than retreat, we made progress, growing even amid uncertainty. As a result, CFH is a stronger organization today than it was at the beginning of 2021 and we are excited to continue increasing access to health care and transitional housing services for New York's most vulnerable residents.

When COVID-19 tests were first developed, we were among the first providers to make it available to people experiencing homelessness. Similarly, when the COVID-19 vaccine first became available, we were among the first shelter operators to provide it. Over the course of 2021, we administered the vaccine to more than 1,100 people.

In 2021, we also provided primary and behavioral health care to 7,780 patients and helped 148 homeless women achieve permanent housing. Both are increases over 2020.

We also expanded our portfolio of programs to Staten Island, delivering medical services to folks living on the street. Now, for the first time in our history, we deliver services in all five New York City boroughs.

"Virtual" health care also continued to be a vital tool, connecting our providers to patients who were unable to make it into a CFH health center.

In a city where access to dental care is challenging for people experiencing homelessness, we are also proud of the success of our portable dentistry kit program. The kit allows dental professionals to provide care at sites that do not have a dental exam room. Since it launched in 2021, almost 300 adults and children have received dental care; 275 of them were new to dental care provided by CFH; 39% were children and youth.

These successes are due, primarily, to our team. Our staff has been nothing short of heroic day in and day out. Even as we continue to face the effects of the pandemic, our sites continue to remain open and available to our patients and residents.

Secondly, our board of directors continues to help us grow by lending us enormous amounts of time, counsel, and resources. Their leadership over the last two years has been outstanding and is one of the key reasons CFH is in a stronger position than it was in early 2020.

We have also benefited enormously from the work of the CFH Consumer Advisory Board (CAB), a group of individuals with lived experience of homelessness. The members' invaluable input gives us insights into the lives and needs of those we serve, ensuring that we continue to "walk the talk."

Over the same period, we also received an outpouring of support from philanthropy and government. You can read all about these vital resources on our website.

Finally, we must thank you. Whether you helped through a donation of funds, clothes, or toiletries or if you attended one of our webinars or followed us on social media. Your support and partnership in our work made an enormous difference in the lives of those we serve.

This collaboration between our staff, board, and donors like you has helped CFH not only heal through 2021, but to also make progress. And we are happy to say that throughout 2022 and beyond, we do not plan on slowing down.

For example, this past March, we opened the Morris Avenue Safe Haven and Health Center. Located across the street from Lincoln Hospital, the Safe Haven offers street homeless people access to a safe bed, hot meals, and on-site health care, all delivered with compassion and competence that characterize the CFH team. We are enormously proud that New York City Mayor **Eric Adams** and many other city officials joined us for the ribbon cutting ceremony, acknowledging the critical importance of services to people living in encampments and on the subways.

This site is another important link in our growing ambulatory care network and will help address the high numbers of street homeless individuals in the surrounding community.

Additionally, the precedent set by Morris Avenue is one that we will replicate in other locations across the city in the years to come. These service expansions give us the opportunity to continue our work reducing homelessness as well as creating scores of new jobs.

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

Sincerely,

Surjit Chana
Board of Directors, Chair

George Nashak
President & CEO



Reconnecting with Jennifer



“My dream? To have my own house or apartment. Something of my own. Where I could open the door with my key and say, ‘I worked hard for that.’”

Those are the words of Jennifer D., who we first met in February of 2020.

At that time, Jennifer had already been experienc-

ing homelessness for two and a half years. A circumstance that came about as she was struggling with an opioid addiction that began after she took pain killers for a back surgery.

Her situation improved after she visited the Living Room, a drop-in shelter in the Bronx with a CFH Health Center on site. There, she met CFH provider, Dr. Andrea Littleton, who helped her enroll in the suboxone program. She has maintained sobriety ever since.

In December of 2021, we reached out to Jennifer to reconnect.

As we had hoped, she had lots of good news.

“I look forward. I never look back,” said Jennifer D. “Once I got reunited with my family, I just kept looking forward each day. I wake up and say, ‘Thank God. I’m still here to see my kids and my grandkids.’”

Jennifer also began working towards earning her GED in early September of 2021. She wants to use her education to help others experiencing homelessness and substance use disorder.

“I came across a family, a lady with two kids and she was homeless and I’m like, wow, I could relate to her,” Jennifer said. “I helped her get a job and get off the drugs. I helped her kids get jobs and back into school.”

“There’s also a lot of people out here that are homeless and using drugs,” she continued. “I want my recovery to also help them, let them know there is something better out there.”

As of this writing, Jennifer is working with a local addiction recovery center and is well on her way to becoming a counselor.

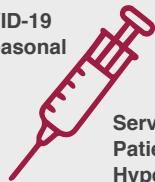
“I love helping people. That’s my thing. I just love helping people.”

Jennifer’s story is one of hope and she is just one example that proves homelessness is solvable. ■

In 2021, YOU Helped CFH...

Selected health care outcomes.

Deliver 1,161 COVID-19
Vaccines 1,257 Seasonal
Flu Vaccines



Serve 1,602
Patients with
Hypertension



Treat
3,018 Patients
with Substance
Use Disorder



Support
4,963 Patients
with Mental
Health Issues

Making Dentistry More Accessible

In 2021, we received a grant from the Mother Cabrini Health Foundation to enhance our existing dental programs. Specifically, the funds allowed for the introduction of a portable dentistry kit.

The portable dentistry kit places services closer to where potential patients live, eliminating the transportation barrier and making services easier to access. It also makes services available to communities that may not have been able to afford them otherwise.

So far, portable dentistry has been implemented in four sites. Three are in the Bronx and one is in Manhattan, on Wards Island. Two of the sites in the Bronx serve families.

After about 6-months, over 160 individuals had received care, a third of which were children and youth. What’s more, more than 150 of those patients were new to CFH dental services.

Services delivered include cleanings, fluoride, small fillings, and sealants.

Moving forward, we hope to more than double the number of patients served and expand the service to more sites.

“I am always happy to help people who aren’t able to see the dentist,” says CFH Dentist,



Dr. Mark Makiling. “And I feel like we experienced so many patients who either had never been to a dentist or hadn’t in a long time.”

One such experience that made a significant impact on Dr. Makiling involved a single mother and her three sons.

“They had all never been to the dentist and were terrified,” he said. “The first son reluctantly got into the chair and held his mother’s hand tight. I talked him through everything we were going to do and he slowly began to trust me.”

Happily, there was nothing dire affecting the youngster and Dr. Makiling was able to treat him

and educate the family on proper dental hygiene.

“I hope that now moving forward, they won’t end up like so many emergency patients I see because no one took the time to teach them,” Dr. Makiling observed. “And my favorite part was that by the end of seeing the first son, the two brothers were fighting about who got to go next.”

“If I can change the view of the dentists for these kids and help them maintain their health for the rest of their lives,” he continued. “Then I know we are on to something good.” ■

Ending Homelessness – Stories of Success

M.A Dennis – Success in Health Care

“Success is when you have keys and walk in whenever you please.” Those words were spoken by M.A. Dennis as he read his award-winning poem at the Summer Solstice Success Celebration in 2019. Dennis had achieved permanent housing and in addition to having a place to call home, he was also able to focus on his personal health. “When I came out of the shelter system, I was well over 300 pounds,” said Dennis. “My doctor asked, ‘Do you want to live, or do you want to die?’” Since that doctor’s appointment, Dennis has made noteworthy progress in his weight loss journey. Between December 2020 and June 2021, he lost nearly 50 pounds. “I’m in a position where I can achieve things now,” he observed. “It’s a blessing.” In the summer of 2021, M.A. Dennis returned to the Summer Success Celebration to accept his Success in Health Care Award. ■



Faye Brown – Success in Housing

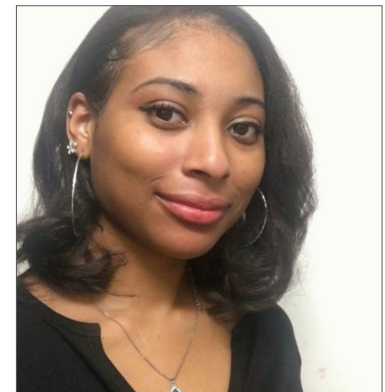
Throughout 2021, CFH housed approximately 425 women between Susan’s Place and the 52nd Street Women’s Center. By the end of the year, nearly 150 women had achieved permanent housing. One of those women was Faye Brown. Ms. Brown first began experiencing homelessness in early 2020. During that stretch, she slept on friend’s couches and on the street. Later that year, she entered the shelter system. Finally, after over a year, Ms. Brown moved into her own apartment in the summer of 2021. On her achievement, she said, “My case manager, Mr. Jamal Sadler, (woot-woot, thank you so much) has been so patient with me over the past 8-9 months. I can’t wait to get into my apartment.” She also expressed excitement about having friends and family over to visit. Ms. Brown accepted the Success in Housing Award at the 2021 Summer Solstice Success Celebration. ■



Ending Homelessness – Supporting Solutions

Why Tanaja Cares

The mission of Democracy Prep, a high school in Central Harlem, is to prepare students for college and life by making them into ‘responsible citizen-scholars.’ As a part of this mission, each senior is required to complete a ‘Change the World’ project. The assignment asks each student to choose a social issue, research its many nuances, and present ways to address it. This is how we met Tanaja Tinsley. “I knew that I wanted to do the project on homelessness,” she explained. “I’ve known friends and family that were or are currently homeless. They either experienced the shelter process or dealt with an illness. It’s also such a big issue.” Tanaja’s final project focused specifically on mental health issues and how we can all work together to address them. She also raised \$375 in support of CFH. Tanaja’s dedication towards addressing an issue affecting many is inspiring and exemplary of the responsible, citizen-scholar she has worked to become. ■



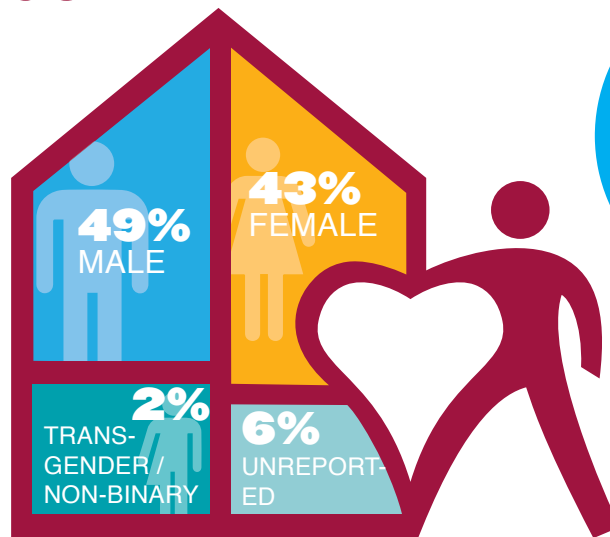
Why Charles Cares

After retiring, Dr. Charles Hesdorffer and his wife decided they wanted support causes related to helping people experiencing homelessness. “As a physician, I’d always been struck by the number of, if not homeless, certainly very underserved patients, I had.” In 2018, after exploring several options, Dr. Hesdorffer made his first gift to CFH. Since then, he has become one of our most loyal supporters and a valued member of the CFH Family. “If a very substantial proportion of our population across the US live on the streets, we must do something about that. And not just for them, but for everybody and for the world. There’s this old adage of the rising tide that raises all the boats. I think those like myself who have done very well financially and personally have a duty to give back. I feel, since my partial retirement, the need to do more in helping raise everybody’s boat.” ■



Demographics & Numbers

Gender Identity



Age

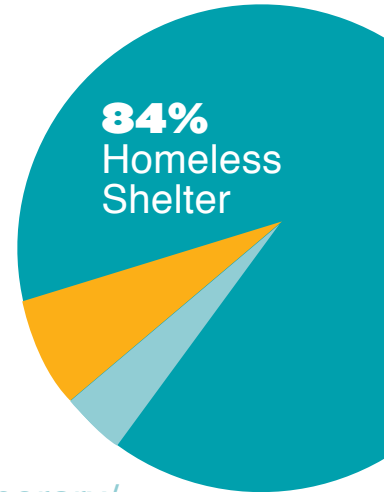
0-17 **11%**
18-85+ **89%**

Patients Served 7,780

Visits 33,073
Patients 100% Below the Federal Poverty Line 88%
Uninsured 29%

Housing Status

12% Street/other/unknown
4% Temporary/Unstable



Board of Directors

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Vice Chair

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Harry K. Thomas, Jr.
Michael Ziegler, Esq.,
Counsel to the Board

*Former Board Chair

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

2021 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 2021, including In-Kind donations and tribute gifts, will be featured on our website under the "Who We Are" section.

CFH Financials*

| Revenue and Support | |
|--------------------------------------|---------------------|
| 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 from Operations | \$2,418,660 |
| Net Assets - end of year | \$3,341,529 |

*These financials represent FY2020. The financial information will be updated for 2021 as soon as it is available. Complete financial statements, audited by Mitchell Titus, are available upon request to Care For the Homeless.





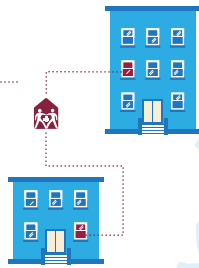
Making high-quality health care accessible and equitable.

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 people experiencing homelessness where they are. Health Centers are co-located in shelters, soup kitchens, SROs, and drop-in centers, collaborating with nonprofit partners city-wide. This makes high-quality services easier to access for those in need and lowers the costs of delivering care, allowing us to continue expanding across the city.

CFH Co-Location Service Model

CFH delivers health care at all sites listed and directly manages certain ones as indicated



Community-Based Health Center (CBHCs)

focus on delivering comprehensive and integrated care services at one location. Patients who require different types of services normally need to travel to multiple locations for care. CBHCs reduce that inconvenience and improve access to health care. They are also open access to all members of the community, making their services even easier to access.



PARTNER LOCATION

- Drop-In Center
- Family Shelter
- Single Adult Shelter
- Safe Haven
- Soup Kitchen
- Street Medicine

CFH LOCATION

- Community/Open Access Health Center
- Single Adult Shelter
- Safe Haven

CORE SERVICES

EQUITY IN HEALTH CARE - Homeless New Yorkers suffer disproportionately from poor health. CFH addresses these disparities by delivering high-quality, accessible, and culturally competent health care, regardless of an individual's ability to pay.

WOMEN'S SHELTER - We opened Susan's Place, a 200-bed shelter for women, in 2008. Since then, over 1,400 women have gotten back on their feet and found permanent housing. With the same goals in mind, we opened the 52nd Street Women's Center in 2019. It houses and supports 120 women.

PRIMARY CARE - Our comprehensive primary care services provide patients with physicals, vaccinations, health screenings, care coordination, and referrals for specialty care when needed.

PEDIATRICS - Our pediatric services include health and wellness care, nutrition counseling, age-appropriate immunizations, and

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

DENTAL CARE - Oral health is one of the biggest unmet needs for homeless New Yorkers. Our dental program treats the serious impact of poor oral hygiene and trauma and provides patients with oral health education.

HEALTH MANAGEMENT - Thousands of patients receive support through education and counseling on heart health, asthma, 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, empowering patients through evaluations, therapy, medication assisted treatment, and group sessions.