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ANNUAL IMPACT REPORT 2023



Dear CFH Family,

Over this past year, Care For the Homeless (CFH) has achieved a number of significant milestones. In December of 2023, the CFH Board of Directors concluded a new strategic plan to guide CFH's mission and growth for the next five years. In March 2024, CFH launched its latest program: a 157-bed shelter for homeless men living with mental health challenges and a co-located open-access health center in a historic building in East New York. The hard-working CFH team has focused this summer on finalizing two additional programs that will launch in the fall: our first purpose-built shelter for 200 homeless men and a 120-bed safe haven that will serve the unsheltered population of lower Manhattan. Both programs will host co-located health centers that will address the primary and behavioral health care needs of the residents as well as the surrounding communities.

The new programs we are launching are, sad to say, timely. Homelessness has continued to rise in New York City, including an increase in the unsheltered population to the highest level seen in a decade. Migrants have continued to arrive in New York City. And evictions began to increase again, making families and individuals vulnerable to becoming homeless.

However, the CFH team rose to meet these challenges. We have redoubled our efforts to serve our city's most vulnerable citizens and recommitted ourselves to the overarching goal of ending homelessness, one person and one family at a time.

Having carefully analyzed the rise in homelessness in New York City, our new strategic plan outlines our response to the crisis. The plan is guided by three key principles to which we commit our organization:

1. To offer our most vulnerable neighbors person-centered, high-quality health care and residential and social services *that end episodes of homelessness*.
2. To promote social justice, equity, and the reduction of health disparities.
3. To operate with sustainability and fiscal discipline.

These objectives will guide the work of each of our staff toward the overall goal of being able to report in future letters that homelessness is decreasing in New York City.

We were assisted in these efforts by a number of new resources that we would like you to know about. CFH is the proud recipient of a sizeable capital grant – our third in a row – from the New York State Department of Health that will allow us to construct up to four new health centers over the next five years. Additionally, we have secured two new grants from the United States Department of Housing and Urban Development that will fund care coordination and rapid re-housing services, assisting us to exponentiate our focus on reducing unsheltered homelessness in NYC.

Our team remains focused on addressing the health care needs of migrants in NYC. The New York Community Trust and Direct Relief (funded by the Pfizer Foundation) have provided critical support to allow us to dramatically expand our vaccine initiative to provide needed vaccinations to uninsured migrant children and adults. Over this past spring and summer, we focused, in particular, on vaccinating migrant children to ensure that they would be ready to enroll in school.

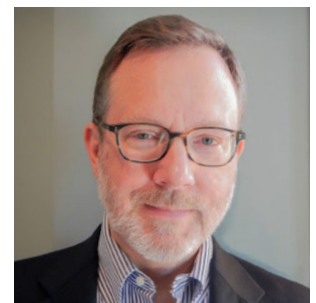
The critical work that the CFH team does every day depends on financial support from foundations, corporations, and individuals. You are key partners in helping CFH end episodes of homelessness every day. If you would like to become part of this winning team, or if you already are and would like to offer further assistance, please visit our website (careforthehomeless.org) and click on the Donate button at the top of the landing page.

We are grateful to have you as part of the CFH family.

Sincerely,

Surjit Chana
Chair, Board of Directors

George Nashak
President & CEO



Updates & Future Plans

Liberty Avenue: Our newest site is 486 Liberty Avenue in East New York. The site includes 157 beds for homeless men living with mental illness and an Article 28 community health center, which will serve the primary medical care and behavioral health needs of program residents and the surrounding community.

91 East Broadway and Blondell Avenue: Two new sites will open in 2024. In Lower Manhattan, 91 East Broadway will be a safe haven with 120 beds for street homeless men. In the Bronx, Blondell Avenue will have 200 beds for adult men. Both sites will have on-site, licensed health care with comprehensive medical and behavioral health services, including oral health care at the Lower Manhattan site.

“CFH saved my life”

M.A. Dennis has experienced homelessness throughout his life. At his lowest point, he even contemplated ending his life. Thankfully, he did not. Here’s what happened.

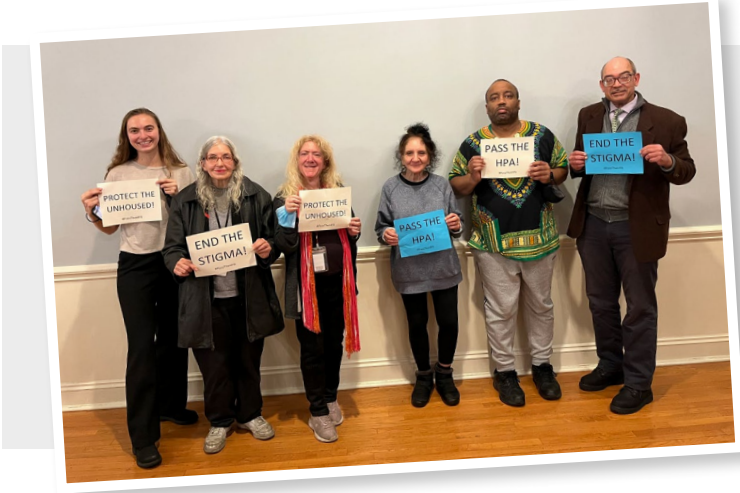
At the time, Dennis was staying in a shelter with a Care For the Homeless health center on site. A CFH outreach worker connected with Dennis and let him know about the services available just a convenient walk down the hallway. There, he was able to meet with the CFH health care team and learn that severe depression was the underlying cause of his homelessness.

CFH treats the whole person, not just a diagnosis. Not only did Dennis receive mental health counseling, but he also took advantage of our primary care

services to address his hypertension and diabetes. In time, his health stabilized to the point where he was able to secure permanent housing—where he has been for the past six years. To this day, Dennis continues to use CFH health services and credits CFH with saving his life.

This is our goal with each of our clients. We can do this with your support for our work.

Scan this code to hear M.A. Dennis tell his story:



TO SUPPORT CARE FOR THE HOMELESS, SCAN HERE:



23 + 23 = Life Saving Partnership!

Each year, we make space in this report to recognize a donor. And each year it is extremely difficult to choose because all our donors are greatly appreciated. But this year, it seemed natural to recognize the 23 consecutive grant awards made to Care For the Homeless by Broadway Cares/Equity Fights AIDS!

Managing your health when you are homeless can be a daily challenge when finding food and housing are higher priorities. It becomes even more complicated when diagnosed with HIV/AIDS. While both are now considered chronic diseases and can be successfully managed, it is still critical to get tested regularly and for people living with the disease to receive treatment.

That’s where Broadway Cares comes in. Their impact reaches far beyond the Broadway and entertainment industries. One of their missions is “To support organizations across the country which provide treatment or services for people specifically affected by HIV/AIDS and their families.” This work has helped homeless New Yorkers for 23 years.

The support from Broadway Cares allowed us to administer over 4,900 HIV tests in 2023. On top of that, 113 of our patients living with HIV/AIDS received primary care services and medication for HIV/AIDS and their other health needs.

When asked about the 23-year partnership, Tom Viola, Executive Director of Broadway Cares, said, “I’m very proud of BC/EFA’s longstanding support for Care For the Homeless! CFH does critical work for those buffeted on darkened streets, made a bit brighter by the generosity of those who love ‘the lights of Broadway.’” George Nashak, President and CEO of CFH responded, “And we are very grateful for this life saving support for 23 years!”



THE IMPACT OF YOUR DONATIONS

“Every patient receives the high-quality dental care they deserve”

Dr. Mary Zaklama explored many career paths before deciding to become a dentist. She wanted to work directly with patients, particularly New York City’s underserved patient populations. That’s why she decided to join Care For the Homeless as our Director of Dental Services.

As part of our decade-long partnership with Part of the Solution—a site in the Bronx where we have a health center—Dr. Zaklama sees patients and educates them on best oral health practices. She supports the CFH dental team and works with the CFH leadership team to grow our dental department across multiple boroughs.

Dr. Zaklama says, “Every patient that comes to our health center, regardless of their housing status, always receives the high-quality dental care that they deserve. In addition to providing dental care, we also make sure to teach our



patients about their conditions. This empowers them to make their own decisions for better oral health and overall health.”

One example that Dr. Zaklama shared was a patient who had just come to the U.S. with four of her children. She came to the health center to treat her toothache, something she normally doesn’t do. She was dealing with her housing situation and putting her kids in school. She also told Dr. Zaklama that she doesn’t go to the doctor or dentist or take her kids to the pediatrician because she doesn’t trust doctors.

But after Dr. Zaklama treated her toothache, the patient left happy. A few weeks later, she started coming back for preventative care: Exams, check-ups, and cleaning. The patient even started bringing her children to the health center and shared with Dr. Zaklama that her oldest child had just been accepted to college.

Our Policy & Advocacy Work

To sponsor a future seminar, contact **Nathalie Interiano** at ninteriano@cfhnyc.org.

CFH actively advocates for policies that prevent and end homelessness. We focus on three key issues:

1. Ensuring that the health care system is responsive to the needs of people experiencing homelessness
2. Increasing access to safe, stable, and affordable housing
3. Addressing social justice and equity issues that challenge the roots of oppression that fuel homelessness.

To implement this work, we facilitate a variety of public education efforts to contribute to the conversation about solutions to ending homelessness in NYC, including presentations to a diverse set of audiences, a monthly newsletter, and in-person policy seminars focused on a variety of topics relevant to homeless New Yorkers. In 2023, we held two seminars focused on addressing barriers to health care access and an assessment of the effectiveness of services provided to unsheltered folks in NYC.

The policy seminars were generously sponsored by MasterCard and allowed us to engage over 300 participants in these discussions. We also included policymakers and government representatives as speakers, including NYC Council Members, NYC Department of Homeless Service representatives, and

members from the Office of NYC Mayor Eric Adams, among other notable participants.

Our public education efforts are key to influencing the policy debate about homelessness because it contributes to a more informed, empathetic, and equitable society. These efforts also allow us the opportunity to center the voices of folks that have been impacted by homelessness, so that our work is guided by their experiences, and so they can participate in the public dialogue about solutions to ending homelessness.



Demographics & Numbers

PATIENTS SERVED
11,398

VISITS
38,674

93%

of patients live at or below the federal poverty line

37%

uninsured

AGE

11% 0-17
89% 18-85+

HOUSING STATUS

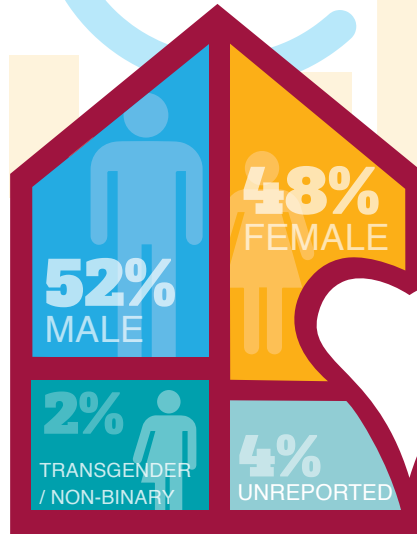
8% public housing site

6% temporary/unstable

3% street

2% unknown

81% homeless shelter



GENDER

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Government Supporters

New York City Council

New York City Department of Health and Mental Hygiene/ Public Health Solutions

New York City Department of Homeless Services

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

U.S. Department of Housing and

Urban Development

2023 Partners & Supporters:

Care For the Homeless appreciates your kind support and generosity. All individual and institutional donors who made gifts to CFH from January - December 2023, 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 Contacts:	33,029,051
Patient Services Revenues:	4,651,124
Miscellaneous:	1,445,250
Contributions and Special Events:	978,183
Total:	40,391,126

Expenses

Program Services:	29,928,123
Supporting Services Management:	7,114,608
Fundraising:	472,874
Total Operation Expenses:	37,515,605
Depreciation and Amortization:	(1,415,693)

Change in Net Assets - Operations

Change in Net Assets from Operations	1,459,828
Net Assets - end of year	9,662,451

*These financials represent FY2023. Complete financial statements, audited by Mayer Hoffman McCann CPAs, are available upon request to Care For the Homeless.

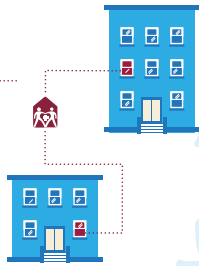


MISSION - Care For the Homeless fights homelessness by delivering high-quality and client-centered healthcare, human services and shelter to homeless individuals and families, and by advocating for policies to ameliorate, prevent, and end homelessness.

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.

SHELTER

CFH operates four transitional shelters and two safe havens for adults, providing over 870 beds for individuals experiencing homelessness and the related complex medical and mental health issues. This includes four new sites since 2022. Five of these sites provide on-site health care services, reducing the multiple barriers to high-quality and trauma-informed health care for homeless New Yorkers.

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.