

NATIONAL  
HEALTH CARE  
*for the*  
HOMELESS  
COUNCIL

# ANNUAL REPORT

JULY 1, 2016-JUNE 30, 2017



# INTRODUCTION

## Letter from Our CEO

This Annual Report illustrates the [National Health Care for the Homeless Council's](#) ongoing work for health care justice.

The most significant change in 2016-17 was the retirement of the Council's founder and Executive Director John Lozier. We wish him well in his active retirement, and I am extremely pleased to have been selected by the [Board of Directors](#) to serve as John's successor.



The Council is the premier national organization working at the nexus of homelessness and health care, and our mission is to eliminate homelessness by ensuring comprehensive health care and secure housing for everyone. We unite thousands of health care professionals, people with experience of homelessness, and advocates—and our [200+ Organizational Members](#) include HCH programs, Medical Respite programs, and housing and social service organizations across the U.S. We work to improve homeless health care through [Training and Technical Assistance](#), [Research](#), and sharing best practices, and our [National Consumer Advisory Board](#) helps us incorporate consumer voices at all levels.

In changing times, the Council remains resolutely on the front lines of ensuring high-quality health care for people without homes and addressing the systemic causes of our nation's homelessness crisis. Read about our progress in 2016-17, and join us so we can achieve more in the coming year. There is much to do.

**In Solidarity,**

Bobby Watts, MPH, MS, CPH  
CEO

## Our Values



QUALITY



ACCESS



JUSTICE



COMMUNITY

# MEMBERSHIP

## Introduction

Our members include Health Care for the Homeless (HCH) grantees, medical respite organizations, clinicians, consumers, advocates, and other stakeholders.

## Organizational Members

220

Total organizations representing 42 states, D.C., & Puerto Rico

Includes **162** HCH grantees and **58** other stakeholders (PCAs, medical respite programs, HCH subcontractors, & advocacy organizations, etc.)

## Individual Members

Total individuals

4,089

Including more than 2,000 members of the National Consumer Advisory Board, more than 1,000 members of the HCH Clinicians' Network, and more than 1,000 members of the Respite Care Providers' Network

## Not a Member Yet? Join Us!

Individual membership is free. With dues starting as low as \$500, organizational membership provides a host of practical benefits and community support. Join today to:

- Receive critical Conference discounts and cost-saving opportunities, attend our annual Leadership Summit, & more as an Organizational Member.
- Help guide the Council by joining a committee or being nominated to our Board.
- Become a part of a collaborative, supportive community of peers working to end homelessness.

[nhchc.org/join](https://nhchc.org/join)

# EDUCATION & TRAININGS

## National HCH Conference

Every year, the Council holds the National HCH Conference & Policy Symposium, a singular gathering of providers, consumers, advocates, and administrators working at the intersection of health care & homelessness. **HCH2017** united 879 individuals in Washington, D.C., for four days of sessions, plenaries, and networking.



879

REGISTRANTS

135

HCH GRANTEES

56

CONSUMERS

97%

ATTENDEES AGREED  
THAT LEARNING OBJECTIVES WERE MET

3,147

CME CREDIT  
HOURS CLAIMED

## Selected Highlights

- Keynote Speech by Dr. Jeffrey Brenner, Senior VP of Integrated Health and Human Services at UnitedHealthcare
- Medical Respite Care: Accessing Health & a Pathway Home
- Pressing On With Health Reform in Turbulent Times
- Implicit Bias as a Barrier to Health Care and Health Equity
- Constructing Powerful Stories: Tips from NCAB's Storytelling Manual
- "Shining a Light on Housing & Health Care for All" Rally

Our free [webinars](#) offer vital trainings about homelessness and health care to individuals across the U.S. In FY17, our webinars examined [trauma-informed care](#), [documenting homelessness](#), [medication-assisted treatment](#), and more.

28

Webinars hosted

2,902

Total attendees

93%

Attendees agreed that learning objectives were met

3

Webinar series

**Most Popular Standalone Webinar:**

Treating Opioid Addiction in Homeless Populations

## Communications

Our reach is expanding: in FY17, the Council received coverage in publications ranging from *MOTHER JONES* and *STAT* to *HEALTHLINE* and *MODERN HEALTHCARE*. Over 223,000 people visited [www.nhchc.org](http://www.nhchc.org), generating nearly 1 million views of our resources—a 71% increase over FY16.

### Four Ways to Stay Engaged

Click below to [join us](#) as an Individual Member to receive our emails, like us on [Facebook](#), follow us on [Twitter](#), or subscribe to our [YouTube channel](#).



# EDUCATION & TRAININGS

## Regional & Virtual Trainings

In addition to our annual National HCH Conference, the Council hosts trainings on health care and homelessness across the U.S. both in-person and electronically.

### Fall Regional Training

SEPT. 22-23 | LOUISVILLE, KY

110

REGISTRANTS

97%

ATTENDEES AGREED  
THAT LEARNING OBJECTIVES WERE MET

105

CME CREDIT  
HOURS CLAIMED

Louisville's two full days of sessions examined Kentucky's Medicaid expansion, collecting sexual orientation & gender identity information, & more.

### Selected Session Highlights

- Becoming Trauma-Informed (TI): Moving Organizations from Awareness to Action
- Hand in Hand: TI Care & Motivational Interviewing

### Spring Virtual Training

MARCH 2017 | ONLINE

479

AVG. REGISTRANTS  
PER WEBINAR

97%

ATTENDEES AGREED  
THAT LEARNING OBJECTIVES WERE MET

254

CME CREDIT  
HOURS CLAIMED

The Council's first Virtual Training featured nine webinars on trauma-informed care, colorectal cancer, UDS data analysis, & more.

### Selected Session Highlights

- Harm Reduction Interventions in Supportive Housing
- Consumer Engagement: Fostering Leadership Development

# EDUCATION

## Technical Assistance

The Council provides [technical assistance](#) and [targeted training](#) to Health Care for the Homeless health centers, medical respite providers, and other agencies working at the intersection of homelessness and health care.

**599** Total TA Requests\*  
55% INCREASE OVER FY2016

41

States, territories, and districts represented (including P.R. & D.C.)

9

TA Site Visits & Reverse Site Visits

*\* Includes 228 inquiries for direct services not included in other data shown.*

### TA Requests by Category

Administrative (51%)

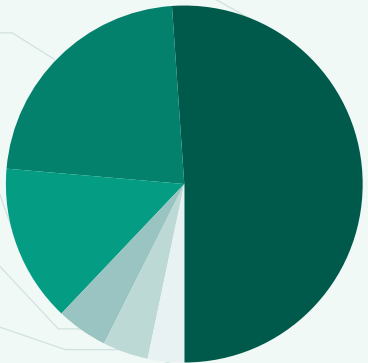
Medical Respite (23%)

Research (14%)

Clinical (5%)

Policy (4%)

Housing (3%)



In FY17, the Council continued to strive to improve the state of homeless health care through the dissemination of best practices, publications, and other resources.

12

Publications on best practices, research, and policy issues in homeless health care released in FY17

- *Serving Transgender and Gender Nonconforming Persons: Establishing and Improving Models of Care for Those Without Homes*
- *Safety in the Health Care for the Homeless Settings: Consumer Perceptions and Advice*
- *A Quick Guide on Consumer Engagement in Governance of Health Care for the Homeless Projects*
- *Health Care for the Homeless: A Vision for Health for All*
- *Social Determinants of Health: Predictors of Health among People without Homes*
- *Shelter Health: Opportunities for Health Care for the Homeless Projects*
- *Medication-Assisted Treatment: Changes in Federal Law and Regulation*
- *Nicotine Anonymous Peer Support Groups - Can They Work in Homeless Care Settings?*
- *Storytelling Guide from the National Consumer Advisory Board*
- *Medical Respite Care: Financing Approaches*
- *Medication-Assisted Treatment: Changes in Federal Law & Regulation*
- *Insurance Coverage at HCH Projects, 2013-15*



The Council tirelessly advocates for policies addressing the systemic causes of American homelessness. In FY17, the Council addressed the shifting health care landscape by educating lawmakers about the impact of policies on HCH, participating in coalitions, commenting on federal policies, and more. This work is supported by Membership dues and by the generosity of private donors.

Policy briefs published

(SEE PUBLICATIONS)

3

Mobilizer action alerts and other advocacy materials

30+

Congressional office visits made by HCH advocates during HCH2017

70

## Consumer Voices

The Council's **National Consumer Advisory Board** serves as a vehicle for consumers of HCH programs to become a collaborative voice on national issues. In FY17, NCAB released new publications, upheld consumer voices and storytelling, and honored events such as Homeless Persons' Memorial Day.

### Selected Publications



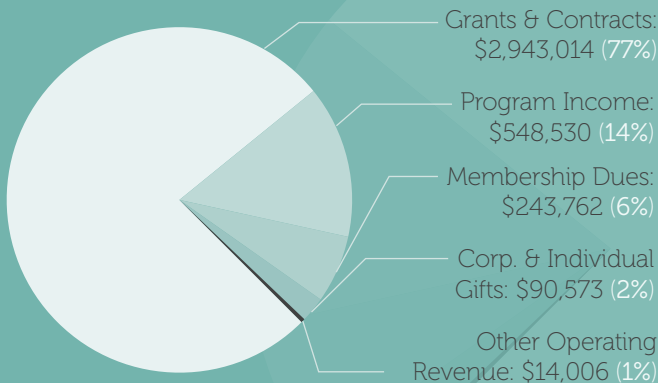
**Storytelling Guide:** offers practical advice for people seeking to relate their experience of homelessness.



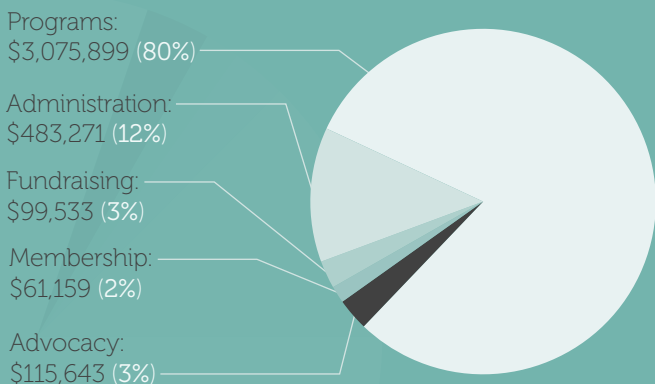
**2015-16 Consumer Participation Outreach Survey:** explores safety at HCH sites as factors in access and quality of care.

# FINANCES

Total Revenue: \$3,839,885



Total Expenditures: \$3,835,505



## Donors

Thank you to the

**PEOPLE & ENTITIES**

*(click to see full list)*

who supported our advocacy  
and operations in FY17.

Your generosity helps make our work—and especially our advocacy—possible. Please give.

[nhchc.org/donate](http://nhchc.org/donate)