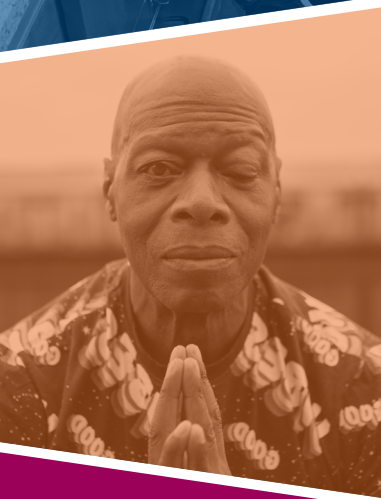


**“At Health Care for the Homeless I have been able to practice medicine the way I believe it should be done—through the framework of harm reduction and as a platform for social justice.”**

*Katharine Billipp, CRNP, Medical Provider*

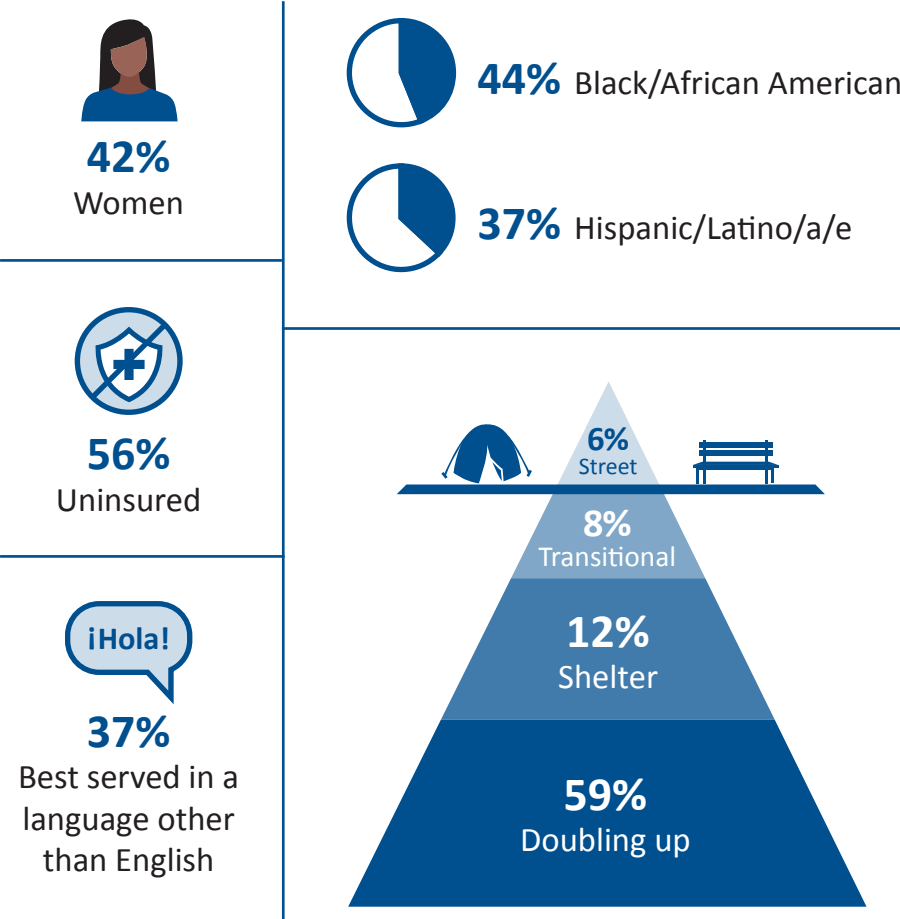


# 2022 ANNUAL REPORT

# Homelessness is rooted in injustice.

Discriminatory policies that create homelessness were designed to impact Black and Brown communities the most.

Of the nearly 12,000 people who got care in 2022:



Learn more about the root causes of homelessness at [hchmd.org/myth-busting](https://hchmd.org/myth-busting)

# Our Strategic Plan is grounded in core values and racial equity principles.

We created a new Strategic Plan, mission and vision statement—centering those of us most affected by the work of the agency: clients and staff.

## 2022-2025 Strategic Plan



### New Vision

Everyone is healthy and has a safe home in a just and respectful community.



### Revised Mission

We work to end homelessness through racially equitable health care, housing and advocacy in partnership with those of us who have experienced it.



### Goals

- 1. High Quality Care:** We provide consistently excellent care for clients when and how they want it.
- 2. Supportive Workplace:** We have a positive work environment where staff are valued, connected and can grow.
- 3. Strong Infrastructure:** We build the systems and tools necessary for quality, consistency and agility.



Take a deeper dive into the priorities, strategies and deliverables for each goal:  
[hchmd.org/strategic-plan-2022-2025](https://hchmd.org/strategic-plan-2022-2025)



# Clients and front-line staff drove these changes:



**“We want to get to a place where clients can see providers who look like themselves, feel more at ease in treatment and get better health outcomes.”**

*Volunteer Manager  
**Marc Bowman,**  
MSW, MMin on  
partnering with  
HBCUs for clinical  
learners in our clinics.*

---

Read the full article at:  
**[hchmd.org/news/  
training-next-  
generation-0](https://hchmd.org/news/training-next-generation-0)**



**Better access to care:** We re-opened our dental clinic at West Baltimore, extended MAT walk-in availability by three hours and accommodated more in-person visits. 12,000 people got care, including 2,000 under the age of 24.

**More Spanish-speaking providers & schedulers:** We added Spanish fluency requirements and preferences for more positions – from call center staff to therapists and physicians – with a \$4,000 annual pay premium.

**Providers who resemble the people we serve:** We partnered with four HBCUs to create clinical learning opportunities and a pipeline for jobs at Health Care for the Homeless. By end of year, 70% of clinical learners identified as BIPOC.

**Taking syringe services to the community:** Our mobile clinic began offering syringe kits, along with Narcan and fentanyl testing strips, at sites across Baltimore City. We distributed more than 100 syringe kits during the year.

**Real-time client feedback to inform our work:** Clients can now give providers feedback after every appointment by text or email.

**“Homelessness is a systemic issue. We fix it through policy change.”**



*Athena, Board Member and Client*

## **We successfully advocated for Maryland lawmakers to:**

- **Expand Medicaid coverage to pregnant people** regardless of immigration status.
- **Expand Medicaid coverage of adult dental care:** 42% of clients (those with Medicaid) now have dental benefits.

## **Bills from 2021 took effect, including:**

- **Expanded telehealth coverage.** One third of all visits were over the phone in 2022, especially for therapy.
- **Tenants’ right to legal council** in eviction proceedings.





# We're building and supporting more housing in Baltimore.

People regain health and stability when they have a place they can afford and easy access to care. In 2022...



## We opened Sojourner Place at Oliver

- 70 families moved home, including 35 exiting homelessness
- Take a virtual tour here:  
[hchmd.org/videos/virtual-tour-421-fallsway](https://hchmd.org/videos/virtual-tour-421-fallsway)

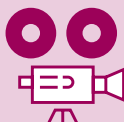


## Local foundations made major investments in our capacity to keep building homes

- The Harry and Jeanette Weinberg Foundation invested \$2 million; Mary Catherine Bunting Foundation and the Bunting Family Foundation invested \$1 million



## Around 500 households got and kept housing – supported by 42 housing services staff



## NEW short documentary

Watch *We are a Mirror of Love*, to hear from Kiona (pictured right with her son), Albert, Athena and Spencer, four people who share the experience of homelessness and the refusal to let it define them.





**“Only housing ends  
homelessness. Every clinical  
intervention we provide is made  
better and more effective if rooted  
in permanent housing.”**

**Kevin Lindamood, *President & CEO***

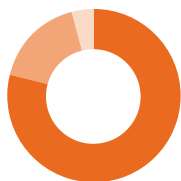


**Total Revenue: \$28,714,735**



**45%** Government Grants  
**35%** Reimbursement for Care  
**20%** Private Contributions + Other

**Total Expenses: \$30,246,423**



**79%** Program Services  
**17%** Administration  
**4%** Fundraising

*Too many households in Baltimore are denied insurance coverage for needed health services. Given that, expenses outpaced revenue in 2022. Your advocacy and philanthropic support are needed to address this imbalance.*

*You can find our 2022 audited financials at [www.hchmd.org/our-funders](http://www.hchmd.org/our-funders)*



We work to end homelessness through racially equitable health care, housing and advocacy in partnership with those of us who have experienced it.

**Headquarters:**  
**421 Fallsway**  
**Baltimore, MD 21202**

**410-837-5533**  
**[www.hchmd.org](http://www.hchmd.org)**



*Nationally recognized  
for quality*



**“To be heard and seen with compassion, not judgement – it’s what we all want for ourselves and our families. I am so proud of the work that the staff and Board are doing to bring about a more equitable and inclusive health care delivery system and workplace.”**

**Chelsea N. King Arthur, DrPH, MS**  
*Board President*

