

HOMELESSNESS HURTS. HEALTH CARE HELPS.



2019
ANNUAL REPORT
FOURTH STREET CLINIC

2019 ANNUAL REPORT

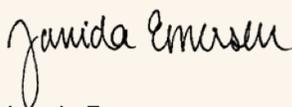
When our new 45-foot mobile medical clinic pulled into our parking lot in May 2019, years of hard work and dedication came to fruition and the next steps to reduce barriers to care were ready to roll.

Working in tandem with Mobile Health Care, the Nurse Care Management program is now fully operational at 11 locations—including the three new resource centers—and represents partnerships with six community partners.

Our community partners, volunteers, board of directors, consumer advisory board, staff and donors are incredibly proud of these innovative programs that reduce hurdles for people experiencing homelessness to obtain basic, quality health care.

Fourth Street Clinic also initiated integrated behavioral health services in 2019. This pairs mental health and substance abuse therapists with medical providers for a holistic, collaborative approach to care. The next phase is to launch integrated behavioral health in our Nurse Care Management and Mobile Health Care programs.

We're moving forward in 2020, continuously seeking new approaches to reduce barriers to care. Fourth Street Clinic is dedicated to be the medical home for those experiencing homelessness. Your dedication to our mission has moved us forward for more than 30 years; thank you for your support.



Janida Emerson
Interim CEO
Fourth Street Clinic

Services Offered:

PRIMARY CARE

DENTAL CARE

BEHAVIORAL HEALTH

SPECIALTY CARE

PHARMACY SERVICES

WELLNESS CLASSES

LABORATORY TESTS

**CHRONIC DISEASE
MANAGEMENT**

ACUTE CARE

CARE MANAGEMENT

RESPIRE CARE

TRANSPORTATION

**MEDICAID
ELIGIBILITY
SCREENINGS**

SURGERY REFERRALS

**MOBILE HEALTH
CARE**

OUR MISSION

Fourth Street Clinic helps homeless Utahns improve their health and quality of life by providing high quality health care and support services.

In 1988, Wasatch Homeless Health Care, Inc., began providing triaged care and coordinated medical services in a small room in the Salt Lake Community Shelter and Resource Center—what became known as The Road Home—at 210 S. Rio Grande Street in Salt Lake City.

Then in the early 90s, Wasatch Homeless Health Care purchased the building on the southwest corner of 400 West and 400 South, and Fourth Street Clinic was born.

From a small office to an extensive community health center more than 30 years later, Fourth Street Clinic serves more than 5,000 individuals and families each year.

Patients have easy access to primary, mental health, substance use disorder, dental and specialty care services—with onsite pharmacy, case management and empowerment services. Our mobile health care program delivers medical care at 11 locations throughout the valley, removing even more barriers to healthcare.

By increasing homeless Utahns' access to primary care, Fourth Street Clinic is a major partner in ending homelessness, promoting community health, and achieving across-the-board health care savings.



◀ Fourth Street Clinic's building, shown here in 1991 when it was purchased. Looking north from 400 West.

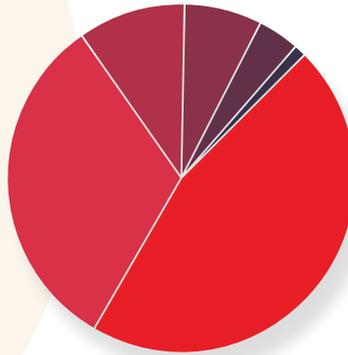
CLINIC NUMBERS

Fourth Street Clinic served **5,169** homeless men, women and children in 2019.

CLINIC SERVICES

24,483 total patient visits:

- Medical Services: **49%**
- Case Management Services: **24%**
- Mental Health Services: **14%**
- Dental Services: **7%**
- Substance Abuse Services: **5%**
- Vision Services: **1%**



AGE:

- 0-17: 4%
- 18-44: 49%
- 45-64: 43%
- 65+: 3%

SEX:

- Male: 62%
- Female: 38%

SLEEPING STATUS:

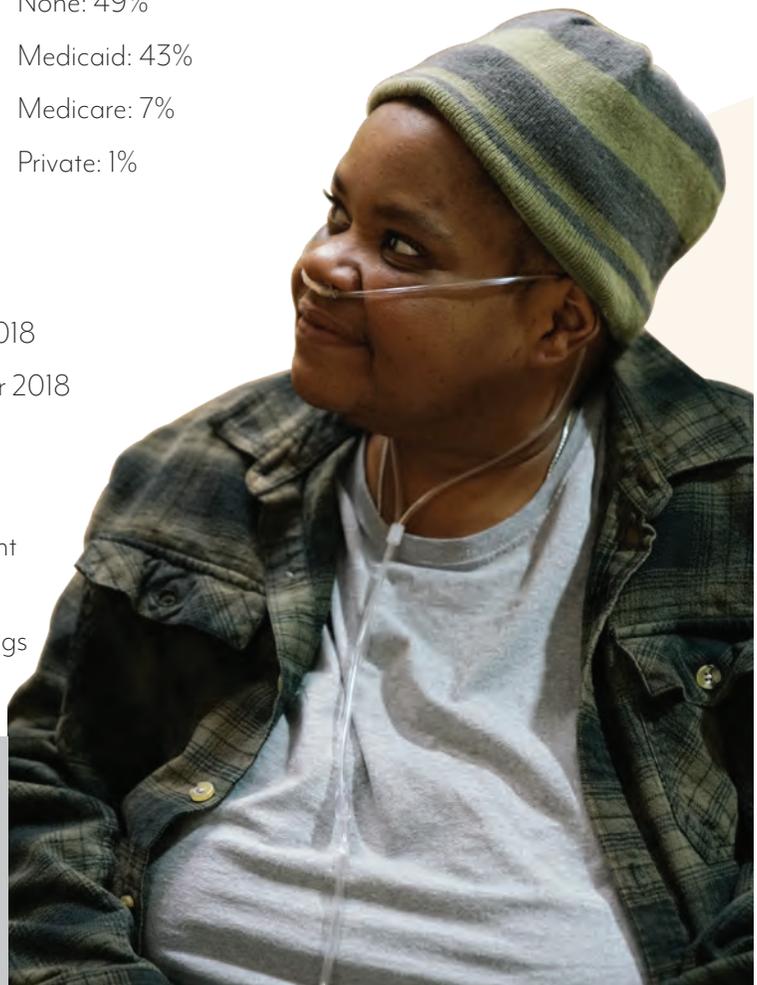
- Homeless shelter: 48%
- On the street: 5%
- Doubling up: 15%
- Transitional housing: 11%
- Other/unknown: 21%

INSURANCE STATUS:

- None: 49%
- Medicaid: 43%
- Medicare: 7%
- Private: 1%

HEALTH OUTCOMES:

- 19% increase in medical encounters over 2018
- 31% increase in behavioral health visits over 2018
- 49% increase in dental visits over 2017
- 17% increase in cervical cancer screenings
- 14% increase in children's weight assessment screenings
- 18% increase in clinical depression screenings and follow up



The ALSAM Pharmacy at Fourth Street Clinic filled **42,099** prescriptions in 2019.

FINANCIALS



STATEMENT OF ACTIVITIES

January 1 to December 31, 2019*

REVENUES:

Total revenue: \$10,019,482.81

Public grants: 44%

Donations and fundraising: 29%

In-kind donations and contributions: 14%

Patient insurance: 10%

Contract/other income: 3%

EXPENSES:

Total expenses: \$7,232,706.21

Program services and administrative expenses: \$5,636,200.00

In-kind expenses: \$1,596,506.21

***2019 financial data currently unaudited;
additional revenue earmarked for special projects**

VOLUNTEERS AT FOURTH STREET:

While homelessness is a short experience for most, they escape its downward spiral by accessing services available to the community.

Fourth Street Clinic is grateful to have dedicated members of the public volunteering their time and resources, helping their vulnerable neighbors out of the chaos of homelessness. From licensed professionals providing specialty care to community members making and donating hygiene kits, our volunteers work diligently to make health care accessible to all.

4084

Hours of service in 2019

122

Clinical volunteers

47

Connect2Health student volunteers

2300

Connect2Health volunteer hours

MOBILE HEALTH CARE

Reducing barriers to ongoing care is key to improving the lives of our patients.

When Salt Lake County announced a transition to a scattered site model for sheltering and serving men and women experiencing homelessness, it became clear that Fourth Street Clinic needed to adapt to continue providing health care for clients spread further from the city center.

Our state-of-the-art mobile clinic delivers health services—ranging from basic check ups to diagnosis and treatment—to individuals and families unable to travel to a doctor for care at multiple sites.

Mobile Health Care means men, women and children experiencing homelessness have quality care comparable to your own private clinic.



From July 1-Dec. 31, 2019

373

Unique patients seen

463

Mobile Health Care appointments

56

days on the road in 2019

82%

screened for depression (PHQ-9)

47%

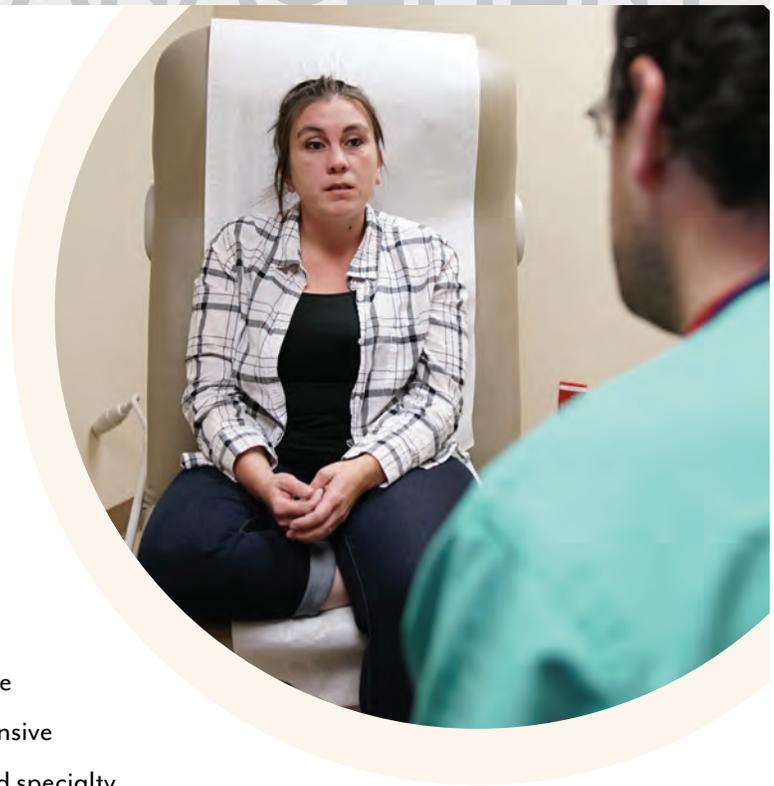
reduced high blood pressure



NURSE CARE MANAGEMENT

Our Nurse Care Management and Mobile Health Care programs work together at 11 locations throughout the valley, ensuring clients of our six community partners have ongoing care while they escape the spiral of homelessness.

A team of registered nurses rotate between these locations, providing chronic disease management services and coordinated care. Nurse Care Managers can then provide referrals to see a provider on the mobile clinic. More extensive services, like dental, behavioral health and specialty care, remain at our downtown clinic.



In 2019, our Nurse Care Managers had over 1,400 visits at our partners' 11 locations.

COMMUNITY PARTNERS:

Catholic Community Services:

- Gail Miller Resource Center

YWCA, Utah:

- Downtown Salt Lake City campus

Volunteers of America, Utah:

- Youth Resource Center
- VOA Detox
- Geraldine E. King Resource Center

First Step House:

- Rose Park residential campus

The Road Home:

- Midvale Family Resource Center
- Palmer Court
- Men's Resource Center

Housing Connect:

- Gracy Mary Manor supportive housing
- Kelly Benson supportive housing

INTEGRATED BEHAVIORAL HEALTH



A PATIENT-CENTERED APPROACH TO CARE

For too long, primary care and behavioral health care have been kept separate within the realm of healthcare. This creates many problems for men, women and families experiencing homelessness.

In 2019, Fourth Street Clinic received funding to begin Behavioral Health Integration with our primary care team. Behavioral Health Consultants meet with the patient after their visit with a medical provider. They address with the client any mental health and substance abuse conditions, health behaviors, life stressors and stress-related physical symptoms.

Together, our behavioral health and primary care teams can develop a shared care plan and coordinate on an ongoing basis.

Robert, a patient at Fourth Street Clinic, only made his appointments sporadically. At a recent appointment with his doctor, he expressed concerns about managing his diabetes. During his visit, he met with a Behavioral Health Consultant and found that regularly taking his prescribed insulin triggered his previous history with substance abuse. The behavioral health consultant worked with his doctor and our on-site pharmacy to prescribe pre-measured insulin injections. After just two weeks, his blood sugar levels dropped significantly. Since then, Robert's scheduling and making regular appointments at Fourth Street Clinic.

Vulnerable populations need to feel safe. They need trusted relationships with the agencies serving them. By integrating primary care with behavioral health through a trauma-informed lens, homeless men, women and children can begin the healing process and escape the stress of homelessness.

TRAUMA-INFORMED CARE

Integrated Behavioral Health

Integrated Behavioral Health's pilot program began November 11, 2019, running four days a week.

282

Integrated Behavioral Health visits in 2019

7-9

Average IBH visits per day

10-12

2020 target goal of IBH visits per day

21%

Primary care clients seen by a BH Consultant the first month of the program

24%

Primary care clients seen by a BH Consultant in the second month

30%

2020 target goal, IBH clients seen each month

Fourth Street Clinic's Trauma-Informed Care initiative is much more than a new program serving its clients. It is a cultural shift in the way we interact with our patients. It is learning to ask the question "What happened to you?" instead of "What is wrong with you?"

Over the past year, our newly-formed Trauma-Informed Care Committee meets biweekly to address areas in clinic that are less trauma-informed and provide the tools for staff to become more aware of the trauma affecting men, women and children experiencing homelessness.

TRAUMA & HOMELESSNESS:

The Adverse Childhood Experiences (ACE) questionnaire asks 10 yes or no questions about potential traumatic events in childhood. Scored from 0-10, each 'Yes' response adds a point to the total score. Research revealed that scores of 4 or more led to the following:

240%

Greater risk of Hepatitis

390%

More likely to have COPD

12

Times more likely to attempt suicide

240%

Greater risk of STIs

10

Times more likely to have used IV drugs

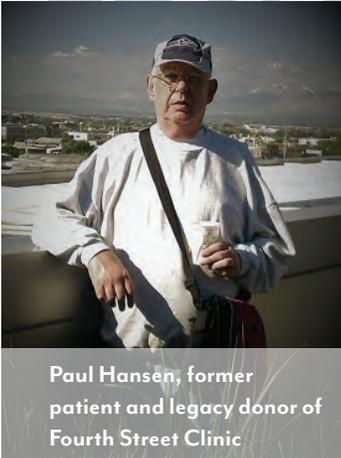
7

Times more likely to be an alcoholic

More than 70% of men and women experiencing homelessness in the US report ACE scores of 5 or more. At Fourth Street Clinic, recognizing trauma is the first step to improving the lives of our patients.



PAUL HANSEN LEGACY FUND



Paul Hansen, former patient and legacy donor of Fourth Street Clinic

HE WAS IN PRISON. HE WAS HOMELESS. BUT PAUL STILL LEFT A LEGACY.

Paul Hansen spent ten years in prison. On December 22, 2015, a prison guard dropped him off at the Draper TRAX station. Clothed only in a sweatshirt and sweat pants, he had nothing else to prepare him for life on the outside.

Once he reached the Old Greektown station downtown, two homeless men took Paul under their wing. They got him a warm coat and introduced him to Fourth Street Clinic, where he received treatment for his diabetes and developed a relationship with the providers. These two men also helped Paul realize he still had Social Security funds, left untouched during his time in prison.

This unexpected windfall helped Paul secure a room at the Rio Grande Hotel, where he met Mike, Guest Advocate for the low-income housing unit. The two became close friends, enjoying coffee nearly every day. Paul recounted to Mike the care he received at Fourth Street Clinic, and the two decided they'd walk to Fourth Street Clinic every year and make a small donation together.

Lifelong complications led to Paul's passing in early 2019. But before he died, he asked Mike to be the executor of his will. Paul chose to leave behind a portion of his estate to Fourth Street Clinic. At the end of the year, Mike walked into the doors of the clinic, recalled with staff the brief time they got to share with Paul, and handed over two checks:

Mike's yearly donation and the legacy gift from Paul's estate.

You can leave a legacy too.

To honor Paul, Fourth Street Clinic named our endowment fund through the Community Foundation the **Paul Hansen Legacy Gift Fund**

If you've already included Fourth Street Clinic in your estate, or are interested in including the clinic in a trust, contact Laurel Ingham, Development Director, at laurel@fourthstreetclinic.org.

Head to fourthstreetclinic.org for a full list of 2019 donors

BOARDS & COMMITTEES

2019 Board of Directors:

As a Federally Qualified Health Center, it is required that our Board of Directors meet monthly and understand and meet the requirements set by the Health Resource and Service Administration (HRSA). This includes overseeing policies for financial management, budget compliance, long-range planning, scope of services, quality of care, and patient satisfaction.

Jeff Jensen, Chair

Medical Finance Group,
Intermountain Healthcare

Kim Wirthlin, Vice-chair

CEO, Wirthlin Strategies

George Durham II, MD, Treasurer

Pediatrician (ret.), Intermountain Healthcare

Marilynn Paine, Secretary

Retired, University of Utah Health Sciences

Garrett Barnes

SVP Private and Executive Banking,
Zions Bank

Jeanne DePaulis

Retired, Primary Children's Hospital

Libby Ellis

Senior Director of Development,
Grand Canyon Trust

Kencee Graves, MD

Internist, University of Utah

Glen Lambert

Retired, Executive Director, Odyssey House

David Leta

Senior Of Counsel, Snell & Wilmer

Alex Meade

Principal Broker, Miller Insurance Group LLC

Karen Okabe

Former Deputy Mayor, Salt Lake County

Karen Shepherd

Former member, US Congress

Scott Williams, MD, Past-chair

Executive Director, HEAL Utah

2019 Corporate Council:

Randy Atkin | Colliers

Vicki Baldwin | Parsons, Behle & Latimer

Jane Barker | IC Group

Lanissa Bell | CHG Healthcare

Ryan Bingham | Wells Fargo Bank

Jaci Brenchley | UBS Bank USA

Kristina Brown | Chevron

Randall Carlisle | Odyssey House

Rory Hume | School of Dentistry, Univ. of Utah

Brian Jones | Sentry Financial

Korry Kieffer | American Express

Martin Lipsky | Roseman University

Ryan Mack | Downtown Alliance

Liz McOmber | Snell & Wilmer

Valerie Nagasawa | GSBS Architects

Tiffany Shimada | Dorsey & Whitney

Doug Waddoups | Parr Brown Gee & Loveless



FOURTH STREET CLINIC

HOMELESSNESS HURTS. HEALTH CARE HELPS.
409 WEST 400 SOUTH SLC UT 84101 fourthstreetclinic.org

How can you help?

+ Donate.

Go to fourthstreetclinic.org/donate today and help men, women and families experiencing homelessness get high-quality health care.

Become a sustaining donor and reduce barriers to care each month!

+ Volunteer.

Want to help end homelessness in Utah? Head to fourthstreetclinic.org/volunteer to see our available volunteer opportunities and join the fight!

+ Follow us.

Keep up to date on our new programs and events by following us on social media!

“Homelessness has changed a lot in the 25 plus years I’ve worked at Fourth Street. What doesn’t change is the impact I get to make in the lives of people in need every day. That’s why I work here.”

Lorinda Bailey, Case Manager

Consumer Advisory Board

The Consumer Advisory Board (CAB) is comprised of current or former patients in various stages of transitioning out of homelessness. Members of CAB work with Fourth Street Clinic staff to provide outreach to homeless residents and advise Senior Management on how to improve the service Fourth Street Clinic provides its unique patient population.

CAB Members:

Gwen White | Chair

Meg Kisselburg | Co-chair

Maggie Grimyser | Secretary

Katherine Barrett

Suzanne Gagon

Georgia Gregersen

Mellissa Hunt

Dawn NiSol

Rebecca Thomas

John Wright



Lorinda Bailey, Case Manager at Fourth Street Clinic in 1995.