

2020 Annual Report

MACH ONEHEALTH





ABOUT MACH ONEHEALTH

Madison Area Care for the Homeless (MACH) OneHealth is a non-profit organization that provides medical care and support to people experiencing homelessness. We meet people where they are at, both on the street and by providing trauma informed services that include harm reduction and housing first best practices because *housing is healthcare*. We envision a future where individuals experiencing homelessness have equitable access to housing and healthcare, and we strive to include people with lived experience in all aspects of our organization.

MACH OneHealth embodies the street medicine approach “go to the people.” Our organization serves our clients where they stay. Since its creation, our organization has expanded to have multiple outreach teams that serve in shelters, clinics, and encampments around the city. With a consistent outreach schedule, we are able to build trust and rapport with our clients using the “same places, same faces” model. In evidence-based practice, we modify outreach and services depending on the community and individual need in our Community Health Needs Assessment. To address these needs, MACH created Foot Care Clinics, Street Medicine, Telemedicine at the Beacon, and Care Connections services.

2020 AT A GLANCE



COVID-19

2020 was a difficult year for everyone. We halted all services due to the COVID-19 pandemic in March. After developing necessary protocols and procedures and gaining access to proper PPE, we began to resume original services in July and added telemedicine at the Beacon. We worked with Public Health Madison and Dane County to provide COVID-19 testing at temporary hotels, encampments, and other city locations. We also produced wellness packs for the Vulnerable Population and Medical Respite Hotels and added additional outreach throughout the remainder of the year.

ACTIVISM

During the peak of the pandemic, with many around the world, we watched with horror yet another murder of a Black American, George Floyd, at the hands of the police. Our volunteers marched as White Coats for Black Lives, but our work did not stop there. We re-examined our advocacy agenda and sought input from those most impacted to develop strategies that will address structural violence in our community. We committed to educating ourselves and improving equity within our organization, and we re-committed to our goal of increasing representation of people with lived experience in our organization.



STAFF

In March, we hired our first executive director, Brenda Konkel. In August, we bid farewell to Bridgette Wright, our AmeriCorps Volunteer Coordinator and welcomed Tijana Sagorac Gruichich into that role. In October, our staff doubled. Irene Schaible, an AmeriCorps Vista member started helping the organization increase its capacity. Then we were fortunate to hire a social worker, Maria Tran, to serve as our first ever housing coordinator.

MADISON STREET MEDICINE INITIATIVE (MSMI)

Madison Street Medicine Initiative

Street medicine started by going down State Street and around the Capitol Square with a doctor, nurse, mental health specialist and team manager providing outreach to people living along the route. MSMI added additional Telemedicine outreach that started in August 2020 where an in-person volunteer at the Beacon collects intake information and coordinates appointments and a physician sees patients and provides medical services via iPad.

95 Medical encounters on the street

50 Telemedicine patient visits



*First Street Rounds Since March
Summer 2020*



*Street Rounds
Winter 2020*

CARE CONNECTIONS (CC)

Care Connections first started outreach by tabling at First United Methodist Church. With the information provided by the Community Health Needs Assessment, Care Connections then quickly filled in the identified gaps. Volunteers help schedule doctors appointments, accompany individuals to appointments, serve as an advocate, and assist clients with enrollment in other services. Multiple encampments and temporary hotels opened once the pandemic started, and our Care Connections team crafted and delivered wellness packs and medical supplies to the people staying there. Towards the end of 2020, outreach visited McPike Park, Safe Haven, and the Highway 30 bridge on a weekly basis. Care Connections also partnered with Public Health Madison and Dane County for flu vaccine clinics at Safe Haven.

Care Connections

209

 Medical and social support interactions

*McPike Park Outreach
Fall 2020*



*Assembling Wellness Packs
Summer 2020*

Foot Care Clinic

FOOT CARE CLINIC (FCC)

Since March 2016, we have provided foot soaks, medical care and new socks and shoes to over 700 housing insecure individuals. From 2016-2018, we hosted the Foot Care Clinics at First United Methodist Church in downtown Madison to build on the trusting relationship our clients have with FUMC. In 2019, we began offering the Foot Care Clinic at the Beacon Homeless Resource Center. Even through the pandemic, we hosted 7 clinics serving 31.5 clients on average per clinic. In December 2020, FCC hosted its first clinic at the Salvation Army after 3 successful shoe and sock clinics at the same location.

95 Clients visited
Sept. through Dec.

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91 Pairs of shoes
given in 2020



*Student Nurse Providing Foot Care
Fall 2020*



*Foot Care Clinic Volunteers
Winter 2020*

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

Community Health Needs Assessment

At MACH, we use evidence-based practice to better serve our clients and educate our community. In 2016, we surveyed individuals experiencing homelessness on their health needs and barriers. We then analyzed results from 128 surveys that helped inform our programs, and from that, we developed the programming we currently have in place. In 2020, we developed a new CHNA for distribution in 2021. We plan to assess causes that contribute to an individual's living situation, length of homelessness, substance abuse, factors negatively affecting health, etc. and COVID-19 specific questions. Our goal is to complete 300 surveys that will be administered by individuals with lived experience of homelessness. The results of the 2021 CHNA will help inform the community and assist in the development of future programming by prioritizing the needs of our clients.



Which of the following have negatively affected your health? (circle all that apply):

- a. Heart disease or stroke b. Cancer c. Lung disease d. Diabetes e. Teeth/mouth f. Lack of money
- g. Pollution h. Sexually transmitted infection/disease i. HIV/AIDS j. Mental illness k. Domestic violence
- l. Caring for family/friend(s) m. Lack of safety n. Rape/sexual assault o. Child abuse/neglect
- p. Teenage pregnancy q. Gun-related injuries r. Homicide s. Alcohol use t. Tobacco use u. Drug use
- v. Being overweight w. Physical disability x. Care of pets y. Traumatic events z. COVID-19
- aa. Asthma/difficulty breathing ab. Lack of friends/family/social support ac. Other _____

Which of the following have stopped you from getting health care in the past year? (circle all that apply):

- a. Can't pay b. Transportation c. Don't know where to go d. Can't get time off work
- e. Do not trust the healthcare system f. Problems with getting an appointment g. Unable to read
- h. No safe place to keep personal belongings i. Language (need interpreter) j. Need child care
- k. Fear of treatment l. Fear of being judged by healthcare staff m. LGBTQ+ identity n. Disability
- o. Fear of legal trouble for drugs or alcohol p. None of the above q. Other _____

Examples of Questions Taken from the 2021 CHNA

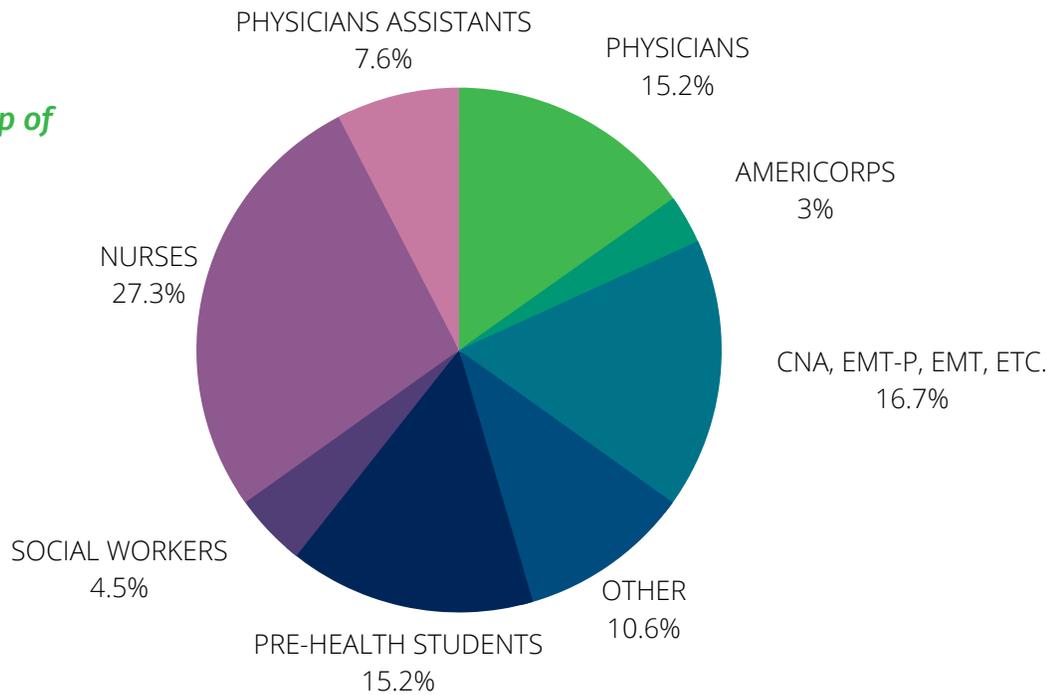
GRATITUDE



Volunteers

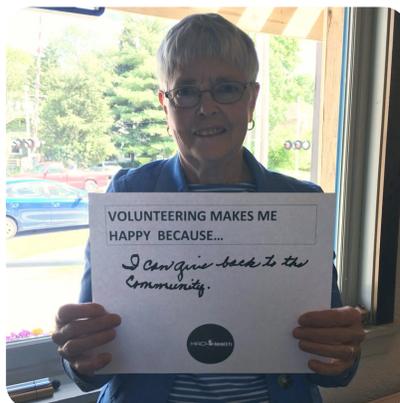
In 2020, we had 1340+ volunteer hours. Without the contributions of our dedicated volunteers, MACH OneHealth would not be where it is today. Thank you to all of our volunteers for your generous efforts and dedicated commitment to caring for people experiencing homelessness and housing insecurity in the Madison area.

Professional and Educational Makeup of MACH Volunteers



SPECIAL THANKS

In 2020, MACH OneHealth was lucky to have Mike Horowitz (left) serving as our Medical Director, Lea Cornell (middle) serving as our Foot Care Clinic Medical Director, and Bridgette Wright (right) serving as our volunteer coordinator. Through sociocracy, all three made major contributions via decision making and leadership at MACH.



GRATITUDE



2020 BOARD OF DIRECTORS

Pam Alsum
Ann Catlett

Brenda Konkel
Deb Lange

Garrett Lee
Julia Lusben

Chela O'Connor
Anne Reynolds

2020 VOLUNTEERS

Pam Alsum
Joanna Anderson
Alex Araki
Megan Barry-Luglio
Zachariah Baudry
Marjorie Blaschko
Kate Borromeo
Kate Brethauer
Mary Brethauer
Anne Brethauer
Kathryn Bro
Delaney Cairns
Ann Catlett
Jason Clark
Lea Cornell
Jamie Colon
Rachel Daniels
Dave Deci

Mark Diaz
Tess Ellens
Molly Finnegan
Claire Gervais
Saer Gilbertson
Ava Grotting
Gianna Hamman
Dan Hammes
Nick Haun
Jodi Herbst
Mike Horowitz
Lorrie Hylkelma
James Ircink
Doug Kirk
Adam Kleman
Deb Lange
Garrett Lee
Deanna Letts

Theo Lucas
Julia Lusben
Margaret Malone
Sally Manshardt
Bev Massey
Bette McCaulley
Janet Murphy
Erin Nemetz
Sarah Novak
Amy Parins
Kathryn Plitt
Alistair Polkinghorn
Maureen Quinlan
Scott Ringen
Marc Rosenthal
Tijana Sagorac
Gruichich
Sofia Sandoval

Drew Schaefer
Kaitlin Schwartz
Dan Shirley
Amy Skaife
Jessica St. Clair
Austin Steward
Eric Somerville
Dave Tillman
Carolyn Virginia
Jayne Von der Linden
Rachel von
Paumgarten
Alyssa Vosberg
Kim Walker
Michele Wensman
Nan Wild
Brenda Wright
Emily Zimmerman

2020 STAFF

Brenda Konkel
Tijana Sagorac
Gruichich

Irene Schaible
Maria Tran
Bridgette Wright

MACH OneHealth is thriving because of the drive and dedication of our committed, hard-working volunteers. If you would like to join MACH OneHealth, contact our Volunteer Coordinator at volcoord@machonehealth.org.

GRATITUDE



Partners



Wolfpack



H2



EDGWOOD COLLEGE

Henry Predolin School of Nursing



Wisconsin Medical Society Foundation



KABBA RECOVERY SERVICES



WI Medical Project

Donors and Supporters

We are thankful for our supporters who equip our volunteers and organization with the resources needed to provide compassionate care to our clients. In 2020, we were grateful to have 200+ individual donors. We are energized by the generosity of our contributors. If you would like to contribute and help us fulfill our mission, please contact us at info@machonehealth.org or visit <http://machonehealth.org/donate/>.

FINANCIAL SUMMARY



Statement of Financial Position

As of December 31st, 2020

Assets

Cash	\$21,711
Promises to give	\$10,344
Prepaid expenses	\$2,871
Fixed assets, net	\$4,302
Total assets	\$39,218

Net Assets

Without donor restrictions	\$25,348
With donor restrictions	\$13,031
Total net assets	\$38,379

Liabilities and Net Assets

Accounts Payable	\$839
Total liabilities and net assets	\$39,218

FINANCIAL SUMMARY



Statement of Activities

As of December 31st, 2020

Revenues

Total revenues without donor restrictions	\$88,489
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Expenses

Program Services	\$52,319
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Management and general	\$38,122
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Total expenses	\$90,441
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Net Assets Released from Restrictions

Satisfaction of purpose restrictions	\$2,969
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Change in net assets without donor restrictions	\$1,017
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Changes in Net Assets with Restrictions

Contributions	\$6,000
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Net assets released from restrictions	(\$2,969)
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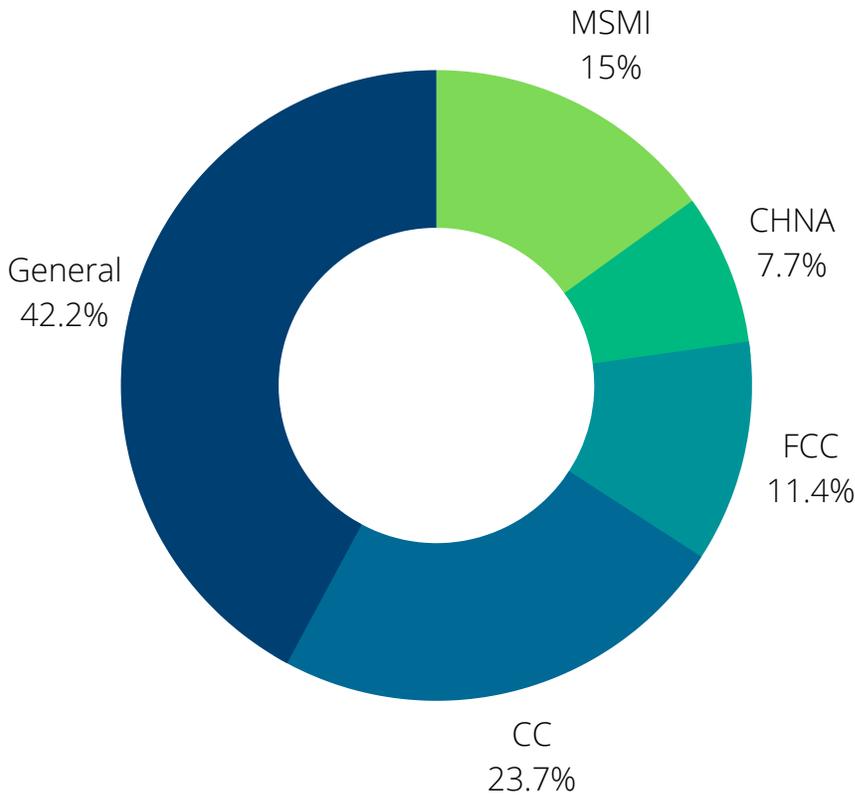
Change in net assets with donor restrictions	\$3,031
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Changes in Net Assets

Net assets at beginning of year	\$34,331
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Net assets at end of ear	\$38,379
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FINANCIAL SUMMARY

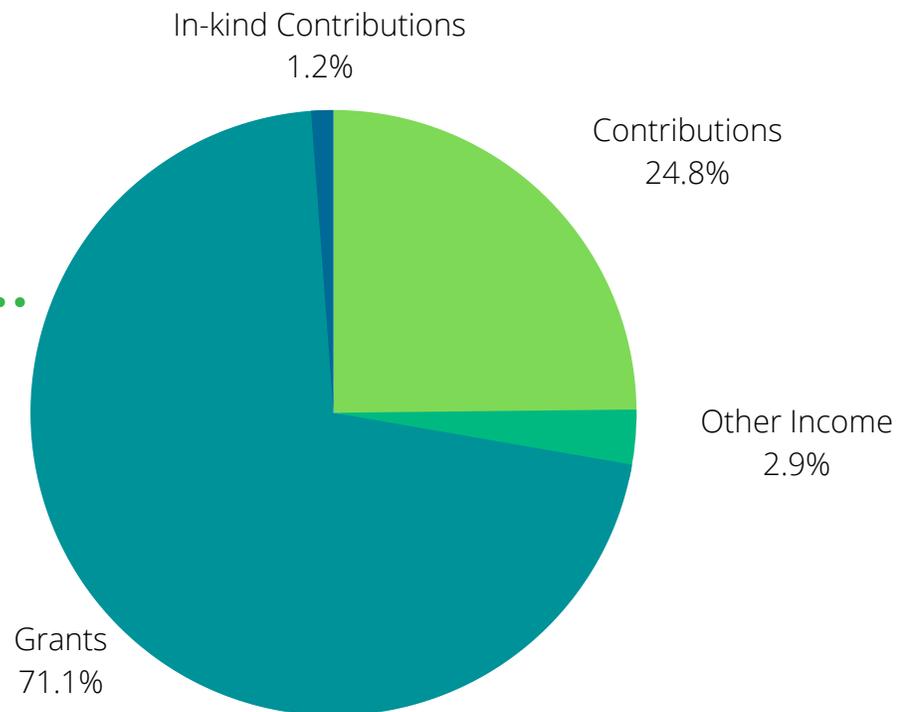


\$52,319

Expenses by Program

\$88,489

Total Revenue Without Donor Restrictions



New Directions in 2021



STAFF

With increased funding, we are continuing to expand our staff to increase organizational capacity. This includes housing and medical staff. We also look to hire people with lived experience that can help in all levels of the organization including decision making and outreach.

REIMAGINING SOCIOCRACY

MACH OneHealth uses a shared governance model called sociocracy to ensure inclusive, equitable, non-hierarchical participation and consent in service of our mission. Given all the change 2020 brought us, we are looking to reimagine our internal structure in 2021.

NEW SOURCES OF REVENUE

Federal grants under the Cares Act and American Rescue Plan Act will serve as a major source of revenue to address long standing issues and grow our services. Contributions from a major donor campaign will build infrastructure to support that growth.

NAME CHANGE

In the short course of our organization's history, we realized the implications of our full name: Madison Area Care for the Homeless (MACH) OneHealth. We feel a new name would better represent our values and aims of care within the community. In 2021, we plan to choose a new name and work on rolling it out in the coming years.