

Madison Area Care for the Homeless  
MACH OneHealth



Annual Report  
2019

# Madison Area Care for the Homeless (MACH) OneHealth

## 2019 Annual Report

### Our organization

Madison Area Care for the Homeless (MACH) OneHealth **envisions** that individuals experiencing homelessness and housing insecurity in Dane County have equitable healthcare and housing. We are on a **mission** to bridge gaps in the local healthcare system by connecting with people experiencing homelessness and housing insecurity with compassion and respect. In everything we do, we integrate and uphold our **values** of compassion, respect, trust, empathy, justice, and co-creation.

MACH OneHealth was born by going to people experiencing homelessness and housing insecurity and listening to them voice their health needs and desires. We asked how people traveled around town and whether they were able to get the services and care that they needed, through transportation and community health needs assessments. People experiencing homelessness and housing insecurity informed us that there are significant barriers to getting the healthcare they need, despite an overwhelming majority having health insurance.

To address these needs, MACH OneHealth co-created Foot Care Clinics, Street Medicine, and Care Connections services to serve our community where they are at. MACH OneHealth remains dedicated to including the voices of people with lived experience at all levels of our work in order to improve health outcomes and wellbeing.

### Care we provide

We developed four programs to bridge gaps in the local healthcare system by connecting with people experiencing homelessness and housing insecurity with compassion and respect.

#### Community Health Needs Assessment (CHNA)

In 2016, we learned about the healthcare needs and barriers of 128 people experiencing homelessness and housing insecurity. The CHNA is a way to listen to and center the voices and needs of our clients in the design and development of the care that we deliver. We will be repeating the CHNA in 2020 in partnership with Public Health Madison & Dane County to update our understanding and continue to prioritize the needs of our clients.

#### Foot Care Clinic & Spa (FCC)

Since March 2016, we have provided foot soaks, medical care and new socks and shoes to over 700 housing insecure individuals. In 2016-2018, we hosted the Foot Care Clinics at First United Methodist Church (FUMC) in downtown Madison to build on the trusting relationship our clients have with FUMC. In 2019, we began offering the Foot Care Clinic & Spa at the Beacon homeless resource center. In 2020, we have planned 10 FCCs at the Beacon and are poised to offer the service as requested at other trusted locations.

#### Madison Street Medicine Initiative (MSMI)

In collaboration with the UW-Madison School of Medicine, with the support of a two-year \$100,000 award from the UW-Madison Baldwin Grant and Public Health, we launched the Madison Street Medicine Initiative in 2017. Guided by the Street Medicine Institute's motto, "go to the people," MSMI continues to deliver healthcare and connect with unsheltered individuals to build relationships and trust, and improve their health.

#### Care Connections

In order to continue building relationships and trust, our Care Connections team follows up and meets with our clients in spaces they trust to coordinate and facilitate medical care and accompany them to appointments in order to meet their whole health needs.

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### Major Milestones in 2019

We will look back on 2019 as a tipping point in our development. We have established our roots and developed our programs and services through the help of many hands. By strengthening our infrastructure we will increase our capacity to improve health for people experiencing homelessness and housing insecurity in the Madison area.

#### New Headquarters

In October we moved our operational headquarters to ensure that we can store our supplies, meet to organize our operations, and stay close to the downtown corridor where our Street Health Team can bring their empathy and expertise to unsheltered people. Our new address is: 520 University Avenue, Suite 155, Madison, WI 53703.

#### Transitioning the Madison Street Medicine Initiative

Our street medicine program was established when MACH OneHealth co-founder, Dr. Ann Catlett, led a team of core volunteers to prepare an Ira and Ineva Baldwin Foundation grant application. Upon being awarded this grant in September 2017, MACH OneHealth was connected to the UW School of Medicine and Public Health, which provided administrative support, fiscal sponsorship of the grant funds, and part-time funding for Medical Director Ann Catlett and Bootsie Harden as a half-time project coordinator. In September 2019, the two-year grant expired and the Street Health Team distributed management to our dedicated volunteers.

#### Custom Electronic Health Record (EHR) Developed

MACH OneHealth has been tracking meaningful encounters and patient interactions with paper records. As we scale up our operational capacity, it is crucial to record, analyze, report, and promote patient goals, needs, outcomes, and progress in a secure, digitally accessible format. We selected the local firm **TenForward Consulting** to custom-build a patient-centered EHR. We have launched our EHR, maintain the intellectual property rights, and will strategically develop it to track and coordinate care for our patients. Having an EHR means that we need more expertise on privacy and portability so we sought a Privacy Officer and welcomed an experienced professional to serve in this volunteer role.

#### Volunteer Health Care Provider (VHCP) Program Victory

In partnership with the Wisconsin Association for Free and Charitable Clinics, we approached Wisconsin state legislators to update the criteria for organizational eligibility in VHCP. Previously, the VHCP program—which provides medical malpractice coverage and legal support for providers who volunteer their services at free clinics—required free clinics to serve a minimum of 50% of patients that are uninsured. Our Community Health Needs Assessment in 2016 informed us that more than 80% of people experiencing homelessness in the Madison area have health insurance. Our advocacy led to the crafting of a set of companion bills, AB 162 and SB 155, that have been passed and include people who identify as homeless as a VHCP eligibility criterion. On November 25, Governor Evers signed SB 155 into law. We registered with the Wisconsin Department of Health Services as a VHCP program. The VHCP provides added support and security for our volunteer clinicians to provide free, professional care to our clients.



Street Medicine Medical Director, **Michael Horowitz**  
MACH OneHealth Co-founder and President, **Garrett Lee**  
Wisconsin State Governor **Tony Evers**  
MACH OneHealth Co-founder and former MSMI Medical Director, **Ann Catlett**



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## Major Milestones in 2019 (continued)

### International Street Medicine Symposium Inspires and Educates

Each year, the Street Medicine Institute convenes an international street medicine symposium. This year, MACH OneHealth was fortunate enough to send seven members from our Street Health Team to attend, connect, learn, and report back the impactful work being done on the streets around the globe. Street Medicine Institute founder, Jim Withers, was presented with the Key to the City of Pittsburgh for his career in revolutionizing patient care by following the street medicine motto, “go to the people.”



### Resource Development Team Launches

MACH OneHealth became a tax-exempt 501(c)(3) non-profit in the last quarter of 2018, making us eligible for new resource development opportunities in 2019. In-kind donations included thousands of pairs of socks from Bombas, hundreds of pairs of shoes from UW Athletics, abundant medical supplies from Quartz, GHC, and the Wisconsin Medical Project, and a significant portion of the Electronic Health Record software development cost by TenForward. We also received generous support from American Family YourCause, Americorps, Epic Charitable Foundation, Navitus, UW Health | Meriter | Unity Point | Quartz, Wisconsin Medical Society Foundation, two artist-sponsored fundraisers, and numerous individual contributors. Our greatest success was securing a **4-year, \$400,000 Community Collaborations grant from the Wisconsin Partnership Program** housed in the UW–Madison School of Medicine and Public Health. With this grant we will build capacity to improve the health of people experiencing homelessness in the Madison area.

## New Directions in 2020

### Executive Director

We're hiring! With our significant award from the Wisconsin Partnership Program, we will be hiring our first executive director to build upon our successes, support our dedicated volunteers, and further develop resources and community collaborations to improve the health outcomes and health equity of people experiencing homelessness and housing insecurity in the Madison area.

### Electronic Health Record (EHR)

We will work with experts in health care improvement, data, and software to develop modules to our electronic health record (EHR) that put the patient and their specific goals at the center of our user-friendly, homeless patient-focused tool. While maintaining security and privacy, we will improve our EHR by incorporating social determinants of health and reporting tools to enhance care coordination.

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## New Directions in 2020 (continued)

### Community Health Needs Assessment

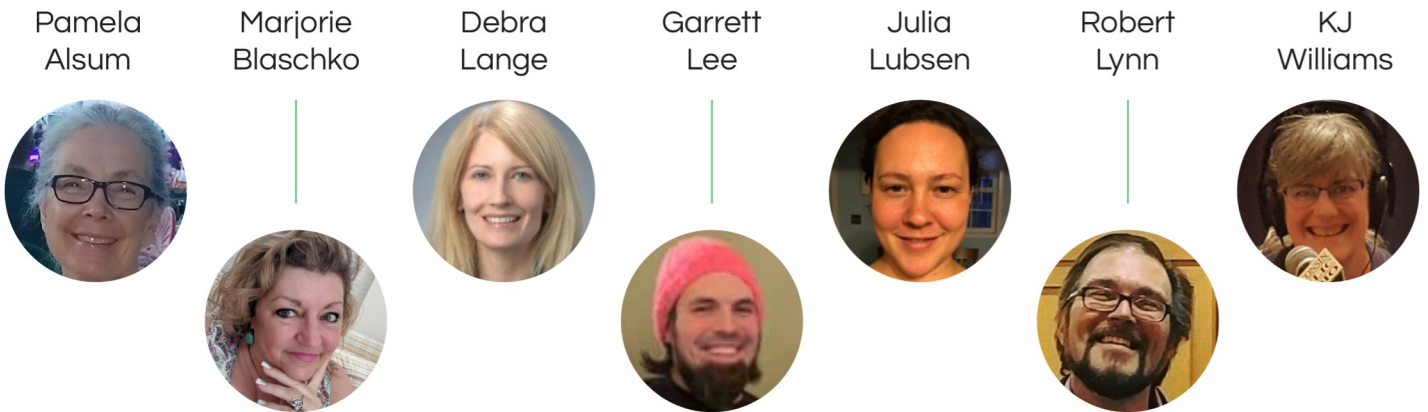
In 2016, we conducted our first Community Health Needs Assessment (CHNA), which gave us an invaluable opportunity to listen, build trust, and learn about the needs and barriers of the community, which led our efforts. In 2020, we will conduct our second CHNA with people experiencing homelessness in the Madison area so that we can adapt our programs to meet their needs and dismantle barriers, leading to better health.

## Gratitude

### Volunteers

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.

### 2019 Board of Directors



### Partners

We are able to bridge gaps in the local housing and healthcare systems with our amazing partners.



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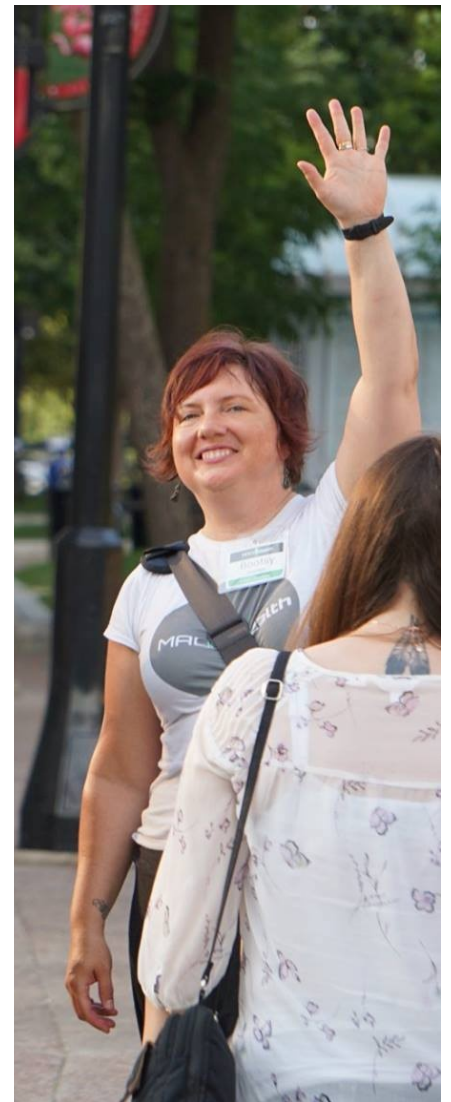
## Gratitude (continued)

### Volunteers

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.

#### MACH OneHealth volunteers in 2019

Pamela Alsum	Margaret Jankowski	Kate Reedy
Megan Barry-Lugilo	Elizabeth M. Kelly-Schultz	Amanda Reese
Marjorie Blaschko	Janet Kilsdonk	Brian Robertson
Anne Brethauer	Doug Kirk	Rosario Rhoden
Delaney Cairns	Debra Lange	Marc Rosenthal
Ann Catlett	Garrett Lee	Sofia Sandoval
Robert Chubb	Deanna Letts	Alexander Satchie
Spencer Cleland	Julia Lubsen	Hayley Schreiter
Megan Collins	Jen Lynch	Seth Schroerlucke
Lea Cornell	Sally Manshardt	Minaliza Shahlapour
Veronica Daniel	Beverly Massey	Daniel Shirley
David Deci	Bette McCaulley	Amy Skaife
Bryce de Venecia	Mary McCutcheon	Samantha Swancoat
Sarah Emerson	Lisa Miller	Carolyn Virginia
Saer Gilbertson	Janet Murphy	Ashley Vlack
Nicholas Haun	Mary Mussey	Jayne Von der Linden
Michael Horowitz	Grace Newton	David Watts
Grace Hovde	Jessica Nguyen	Michele Wensman
John Hylkema	Sarah Novack	Nancy K. Wild
Emma Ide	Kathryn Plitt	Brenda Wright
James Ircink	Alyson Pohlman	Bridgette Wright
Ashley Janke	Alistair Polkinghorn	Emily Zimmerman
	Maureen Quinlan	



Christine "Bootsy" Harden

In addition to our volunteers and partners, MACH OneHealth street team has had the great pleasure to benefit from the services of **Christine "Bootsy" Harden**. Bootsy was employed with funds managed by the University of Wisconsin–Madison School of Medicine and Public Health from our Ira and Ineva Baldwin Grant that supported the establishment of our street medicine program. **Thank you Bootsy!**

MACH OneHealth is thriving because of the passion and dedication of our committed, hard-working volunteers. **If you would like to collaborate with MACH OneHealth, please contact our Volunteer Coordinator, Bridgette Wright, at [bwright7@wisc.edu](mailto:bwright7@wisc.edu).**



Madison Area Care for the Homeless (MACH) OneHealth  
[www.machonehealth.org](http://www.machonehealth.org)



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## Gratitude

### Supporters

We are thankful for our supporters who equip and supply our volunteers with the resources needed to provide compassionate care to our clients.

### Individual contributors

Pamela Alsum  
Anonymous  
Cathy Ban  
Mary Vein Barrett  
Mike Batka  
Sharon Baudry  
Elizabeth Benn  
Will Burn  
Mary Campbell  
Sidney Capati  
Adria Carter  
Cathy Douglas  
Marsha Dymzarov  
Arvind Ebbe  
Laurie Nason Fellenz  
Ariel Ford

Saer Gilbertson  
John Grigas  
Nick Haun  
Suzanne Horowitz  
Sara Johnson  
Joanie Juster  
Layla Kaiksow  
Martha Kemble  
Marissa Kossiski  
Annie Krause  
Laura Kwait  
Debra Anne Lange  
Garrett Lee  
Jodypeg Lela  
Rob Lera  
Beth Maglio

Sally Manshardt  
Alice Mathis  
Martha McCamy  
Jennifer Owens  
Christine Maidl Pribbenow  
Elon Roti Roti  
Curtis Ryals  
Daniel Shirley  
Jane Shirley  
Janet Shulze Swain  
Dean Vanden Bush  
Elizabeth Weiss  
KJ Williams  
J Napoleon Winston  
Robin Worth

### Organizational contributors



Bootsy La Vox - entertainer



Dominican Fathers and Brothers



Wisconsin Idea  
Baldwin Grant

Wisconsin Medical Project



Wisconsin  
Medical  
Society



Wisconsin Moovers, LLC.

MACH OneHealth is energized by the generosity of our contributors. If you would like to contribute to help us fulfill our mission, please contact us at [machonehealth@gmail.com](mailto:machonehealth@gmail.com) or visit <http://machonehealth.org/donate/>.



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