

Lives of Torture and Trauma Eased at Fourth Street Clinic

After surviving severe torture and years of living in a refugee camp in his native Bosnia, Anton thought his troubles were behind him when he was granted refugee status in the United States. He was surprised to find how difficult it was to overcome his past and build a new life for his family in Utah. Anton found himself isolated and suffering from untreated post-traumatic stress disorder, chronic pain and other medical issues. Anton was brought to Fourth Street Clinic through the Utah Health and Human Rights Project, a nonprofit organization that works with refugees and victims of torture and trafficking, and for the first time in 10 years, Anton is receiving the medical and mental health treatment he desperately needs.



THEY COME FROM IRAQ, KUWAIT, MEXICO, GUATEMALA, PERU, THAILAND, BOSNIA, AFGHANISTAN, AND AFRICA TRYING TO FIND A PEACEFUL LIFE

The partnership between Fourth Street Clinic and the Utah Health and Human Rights Project has worked to bring consistent and high-quality medical care to many survivors of torture, victims of human trafficking, political refugees and political asylum seekers. They come from Iraq, Kuwait, Mexico, Guatemala, Peru, Thailand, Bosnia,

Afghanistan, and Africa trying to find a peaceful life, yet many times the horrors of their past prevent them from looking forward.

“The Fourth Street Clinic is a critical part of our clients’ recovery,” said Susan Ritter, Director of the Utah Health and Human Rights Project. Torture, physical assault, post-traumatic stress disorder, and sexual, emotional and physical traumas are common. “Trust is a major issue for some of the patients,” says Ritter. “In some cases, it was from a doctor’s hand where they received the torture or initial injury.”

The Fourth Street Clinic sees about 25 of the project’s patients a year, with 3-4 visits per patient. “First we treat their immediate needs with appropriate medical services,” says the clinic’s medical director, Dr. Christina Gallop, MD. “My main goal is to stabilize them, only then can we begin regular medical care.” **One \$520 donation to the Fourth Street Clinic treats the physical injuries and emotional traumas of one survivor of torture. Gifts can be made at www.fourthstreetclinic.org or go to www.uhnp.org for more information about the Utah Health and Human Rights Project.**



FOURTH STREET CLINIC

HEALTHCARE FOR THE HOMELESS

404 SOUTH 400 WEST SLC UT 84101

801.364.0058

www.fourthstreetclinic.org



FOURTH STREET CLINIC FACTS

5,700 PEOPLE ARE TREATED ANNUALLY THROUGH 26,000 OFFICE VISITS



25% OF REVENUE IS GENERATED FROM IN-KIND GIFTS AND VOLUNTEER SERVICES



THE COST PER OFFICE VISIT IS ONE-HALF THAT OF THE NATIONAL AVERAGE



FOURTH STREET CLINIC WORKS WITH 35 ON-SITE AND 210 OFF-SITE MEDICAL VOLUNTEERS



WHEN THE PHARMACY IS OPEN, IT DOES THE SAME VOLUME AS A TYPICAL WAL-MART OR COSTCO PHARMACY



EACH DAY, FOURTH STREET TURNS AWAY 4-5 PATIENTS WHO NEED HEALTH CARE SERVICES



\$.85 OF EVERY \$1.00 RECEIVED GOES DIRECTLY TOWARD PROGRAM SERVICES



EVERY \$1.00 SPENT ON FUNDRAISING GENERATES \$10 IN REVENUE

FROM THE MEDICAL DIRECTOR

With my goals of seeing a five percent increase in patients and stabilizing the pharmacy staff and hours complete, I look forward to the new challenges of 2008. Our tenured Pediatrician Joan

Sheetz, MD will be leaving in June to direct Primary Children's Medical Center's palliative care program helping parents make end of life decisions for their children. We are grateful to Joan's years of service and will grow her work into a full-time position with Lesley Brodie, MD. Dr. Brodie will put her board certifications in pediatrics, child and adult psychiatry to work as she directs both our pediatric and mental health programs.



CONTINUITY OF HEALTH CARE IS VITAL DURING THE VULNERABLE TRANSITION FROM HOMELESSNESS TO HOUSING

And with 4-5 patients still being turned away each day, much of 2008 will be spent on improving clinic efficiency to make room for more patients while still improving access to services and quality of care. In late spring, we will transition to electronic medical records reducing time spent compiling lab results, hospitalization services and chart notes as well as provide for almost instant third-party billing. We also need to find a way to provide more support to our

ever-growing diabetes program. Soon, our contract for our federally-loaned diabetic educator will expire, and we will need to raise \$60,000 annually to continue this service. And with more patients being diagnosed with diabetes, another \$20,000 will be needed to cover medications, supplies and lab costs. Finally, we need to raise \$50,000 to open two off-site clinics at local supportive-housing units. Continuity of health care is vital during the vulnerable transition from homelessness to housing, and Fourth Street needs to provide the most seamless service possible giving our patients the greatest chance of success in their new homes.

And thank you all who support our patients by giving your time, opening your hearts and financially supporting our programs. It is a great joy to be able to tell my patients that they can get treatment, they can fill their medications and that they will get better.

Christina Gallop, MD, MPH
Medical Director

Celebrating 20 Years with a New Clinic

Fourth Street Clinic turns 20 in 2008 and will be hosting a celebration to show off its newly remodeled clinic facilities. Thanks to federal and county grants, Fourth Street is currently undergoing an extensive remodel that will allow for more patients to be seen each day, create work spaces for volunteers and several paid staff, and install energy-efficient lighting and mechanical systems.

Visit www.fourthstreetclinic.org for information on the celebration.





FOR SOME PATIENTS, UNDIAGNOSED AND UNTREATED DIABETES CAUSED AND PERPETUATES THEIR HOMELESSNESS, SINCE IT LED TO ADVANCED DISEASE SUCH AS DIABETIC RETINOPATHY REDUCING EYE SIGHT AND LIMITING WORK OPPORTUNITIES.

Quality Improvement Comes to Fourth Street Clinic

The Fourth Street Clinic is pleased to announce that Carol Oldshield, R.N. has joined its staff full time as the Quality Improvement Manager and Registered Nurse. She has 25 years of nursing experience and comes to the clinic from the University of Utah Hospital where she worked as a case manager. The Quality Improvement Manager, funded by a federal grant, will focus on maximizing Fourth Street Clinic’s medical processes to make room for more patients, reduce wait times for appointments, and improve our medical services.

“My first project at Fourth Street Clinic is to make HIV testing available to all of our patients,” says Oldshield. Currently, Fourth Street Clinic has enough resources to test 80 percent of patients, leaving 20 percent untested and possibly some untreated. Funding for the additional tests and staff time will come from a \$15,000 HIV grant awarded by the Department of Health. The grant also allows for some rapid-response tests, so high-risk patients can receive results in 20 minutes and providers don’t have to spend time tracking down patients days later with results.



Oldshield also plans to expand Fourth Street Clinic’s Diabetic Education Clinic. More patients are being diagnosed with diabetes and the wait time to see a specialist is getting longer. “With more education, treatment and testing supplies, we can significantly improve the overall health and quality of life of our patients and prevent the need for other services such as surgery or cardiology,” says Oldshield. For some patients, undiagnosed and untreated diabetes caused and perpetuates their homelessness, since it led to advanced disease such as diabetic retinopathy reducing eye sight and limiting work opportunities. “We want to stop and reverse this process; good health is the first step.”

Fourth Street Clinic Deputy Director Tiia Libin is sure that Oldshield’s expertise will pay off. “Carol recently came to me asking for a cast cutter to remove casts in the Orthopedic Specialty clinic. She saw that a \$3,000 cast cutter would allow us to cast broken bones in-house, saving the community thousands in uninsured emergency room visits.” Welcome aboard, Carol!

To help support the diabetic education and orthopedic clinic, contact Tiia at tiia@fourthstreetclinic.org.

Utah's Disabled Homeless Get Assistance

The first thing a landlord wants to see when considering renting out an apartment is a lessee's proof of stable income. And it is this very thing that most disabled people struggling with homelessness cannot prove. Government assistance programs such as the state's General Assistance program and Social Security Disability can help by providing a small, dependable monthly income. However, Utah's poor have the highest rate of being declined and the longest wait period for benefits in the United States. With an average wait-time of two years, many disabled Utahns are kept in utter poverty and chronic homelessness. Fourth Street Clinic is happy to launch a new partnership with the State of Utah Department of Workforce Services to reduce this wait-time and move people into homes sooner by helping patients apply for public benefits.



The State of Utah Department of Workforce Services has placed two eligibility workers, Lusuba Paul and Sandy Piper, on-site at Fourth Street Clinic to help patients correctly apply for disability, primary care network insurance and CHIP benefits, in addition to Medicaid and food stamps. The two also train Fourth Street Clinic's physicians on how to effectively testify

on behalf of their disabled, homeless patients. And in true Fourth Street Clinic fashion, Paul has continuously gone above and beyond his job description by also researching declined cases and reopening them to the process. For our patients, this partnership is a light at the end of the tunnel.

UTAH'S POOR HAVE THE HIGHEST RATE OF BEING DECLINED AND THE LONGEST WAIT PERIOD FOR BENEFITS IN THE UNITED STATES.



Another Round of Successful Events!

Governor John Huntsman spoke at the **Fourth Street Clinic's Annual Candlelight Vigil held at sunset on December 20, 2007**, the eve of winter and the longest night of the year. Regardless of the big snowstorm, 200 people gathered to honor the 50 homeless people who died in 2007.

On October 16, 2007, 250 people attended the **Fourth Street Clinic's Annual Breakfast Fundraiser at Salt Lake City's Holy Trinity Greek Orthodox Church**. The event raised \$110,000 with the keynote speaker being Kaylynn Boone, a former Fourth Street Clinic patient and current board member. Lehman Brothers was a proud sponsor of the event.





THE DEMAND FOR MENTAL HEALTH SERVICES AT FOURTH STREET CLINIC IS RISING TO A CRITICAL LEVEL AS AGENCIES THAT PROVIDE PSYCHIATRIC AND MENTAL HEALTH SERVICES ARE HAVING THEIR PUBLIC FUNDING BUDGETS CUT FORCING THEM TO SERVE FEWER UNINSURED PATIENTS.

Pediatrician Joan Sheetz Leaves Fourth Street's Littlest Patients in Good Hands

After 10 years of valued and dedicated service, Fourth Street Clinic wishes Pediatrician Joan Sheetz, MD well in her new endeavor as Palliative Care Director at Primary Children's Medical Center. Dr. Sheetz created Primary Children's palliative program to help families make end of life medical decisions for their children.



Dr. Sheetz started as a Fourth Street Clinic pediatric volunteer in 1997 and became a paid staff physician in 1999. She also created the Open Door Clinic in 1998—a walk-in medical clinic where homeless teens receive consistent and thorough care. Dr. Sheetz also mentors new doctors and pediatric residents, raising awareness that it is not easy for homeless people to receive good medical care.

In June, pediatrician, child and adult psychiatrist Dr. Lesley Brodie, MD will continue Joan's pediatric work at Fourth Street and also head up and expand Fourth Street Clinic's mental health program. The demand for mental health services at Fourth Street Clinic is rising to a critical level as agencies that provide psychiatric and mental health services are having their public funding budgets cut, forcing them to serve fewer uninsured patients. Many of these patients then face employment and housing issues due to untreated disorders and ultimately end up homeless. We look forward to Brodie's direction in helping to provide beneficial health care access solutions and reverse this trend.

Fourth Street Clinic Awarded 2008 Small Business Award

The Fourth Street Clinic is pleased to receive the Salt Lake Chamber 2008 Small Business Award for Community Service. The award highlights the entrepreneurial spirit at the heart of small business, and recognizes growth, innovation, and community involvement. The clinic was chosen from 50 applicants. The Fourth Street Clinic has worked closely with many Salt Lake Chamber members during the clinic's growth and is honored to be recognized with such a prestigious award.

Save the Date

Saturday, April 26
Fourth Street Clinic Triathlon/5k

Monday, June 16
A Toast to Good Health
at Tuscany Restaurant

Tuesday, October 2
Annual Breakfast
at Squatter's Pub Brewery

Fourth Street Volunteer Corner

Scott Burton, MD has a full-time internal medicine practice at Intermountain Healthcare's Salt Lake Clinic, is the husband of a practicing physician, and the father of two pre-teen sons. Needless to say, Dr. Burton has limited free time, yet he has found time to volunteer at the



Fourth Street Clinic since 1995. "It is not always easy to do: I have had to change my work schedule a few times so I could continue to volunteer," says Dr. Burton. "I do it because I like the interaction with the patients. They want to get better and are so appreciative. If I didn't need to make money, I'd work here for free full time."

At the Fourth Street Clinic, Dr. Burton has diagnosed and treated everything from the common cold to life-threatening illnesses. Recently, he talked to patient Miguel about his medical test results and evaluated a heart mummer Miguel has had since childhood. "All of the clinic's patients are blessed to have a doctor like Dr. Burton," said Miguel. "He dedicates his time here when he could be at home with his family." The Fourth Street Clinic thanks Dr. Scott Burton for 13 years of continued volunteer service.

Staff Happenings

Fourth Street Clinic **Executive Director Allan Ainsworth, PhD** was awarded the National Association of Community Health Center's "Betsey Cooke Advocacy MVP Award" in Washington, D.C on March 13. The award is given for hard work and dedication to strengthening health center advocacy and furthering the health center policy.

Fourth Street Clinic **Client Service Manager Monte Hanks** sat on a "Medical Respite Care for Persons Experiencing Homelessness" panel at the Association of Standardized Patient Educators 2008 conference held in Washington DC. The conference is part of a government-funded study examining respite care programs role in ensuring quick recovering times for homeless patients who have had major medical procedures or treatments.

Godo Delgado has been promoted to the newly created position of Information Service Director. He will oversee the Fourth Street Clinic's information systems and report data for Fourth Street's Quality Improvement Program and grant requirements.

John Humphries, PCA, has been working as one of Fourth Street Clinic's Physician Assistants part-time for nine years. In March he joined us full-time.

Welcome New Volunteers

Stephanie Gelman MD Infectious Disease

Breck LeBegue MD Psychiatrist

Elizabeth Miller RPh Pharmacist

Shelley Williams RPh Pharmacist



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FROM THE DIRECTOR'S DESK

This year will be Fourth Street Clinic's 20th birthday, and it has been my pleasure to be its founder and director all these years. My goal

has always been to end homelessness in Salt Lake County and to put our project out of business, but 20 years later, we still see patients turned away due to capacity issues. More than a few of these patients have later appeared in local emergency rooms. Fourth Street is still very much the last hope for many people who suffer from mental and chronic health issues, grew up in dysfunctional environments or experienced unspeakable traumas. Last year alone, 50 Utahns died at an average age of 46 due to homeless related issues—advanced chronic illnesses, depression, violence and substance abuse. With access to health care and housing, these issues are greatly reduced and many of these deaths can be prevented.

Over these 20 years, I have met thousands of people whose health and quality of life have been directly affected by their housing situation and ability to see a doctor or get a prescription filled. When they have housing and health care, their overall health and quality of life improves: When they don't, everything declines. Affordable housing and health care play such a strong role in health and quality of life that they can be nothing but basic human rights. Without one, you cannot have the other; without either, you will not survive. But with Fourth Street Clinic's services and our participation in supportive housing programs, there is access to both. In fact, I invite you for a clinic tour to learn more about our services, to see how financial gifts are put to work, to meet our patients. We haven't gone out of business yet, but maybe by the time I retire . . .

Allan D. Ainsworth, PhD
Executive Director

AFFORDABLE HOUSING AND HEALTH CARE PLAY SUCH A STRONG ROLE IN HEALTH AND QUALITY OF LIFE THAT THEY CAN BE NOTHING BUT BASIC HUMAN RIGHTS.

Understanding Mental Illness

In November 2007, Fourth Street Clinic staff participated in a Voices Simulation Training to increase understanding of what life is like for someone with a mental illness. The training began with each person putting on headphones and listening to voices recorded not by actors but by people who simply echoed the words—and their volume—that they heard at that moment. The group was then asked to perform everyday tasks requiring reading, retention and recall with the trainer simulating societal pressure by asking “Are you done yet?” or “Don't you understand?” After 45-minutes, the staff reported that they wished the trainer would have spoken more slowly and softly, giving them more time to answer questions. Most people suffering from schizophrenia report that they hear voices around the clock and that the best medications quiet their volume to a dull murmur, but never eliminates them completely.

Thanks to Our Donors

Without donations, Fourth Street Clinic simply could not operate. We would like to thank all of those who gave generously to the clinic in 2007. Your help facilitated primary medical care; purchased prescriptions, medical supplies and equipment; and funded our volunteer on-site specialty clinics.

Your Donations are Important!

Fourth Street Clinic provides specialized and high-quality health care services for our patients, and the donation that goes the furthest is a financial contribution. **Ongoing monthly and annual pledges of support are the most effective.**

Your tax-deductible contribution of

- \$30,000** will pay for 14 eye surgeries and prevent patients from losing their eyesight
- \$5,000** will fund the Early Cervical Cancer Detection Clinic for one year
- \$2,000** will give two families a warm, safe place to recover from surgery
- \$1,000** will fill 100 prescriptions
 - \$500** will bring a new pair of eye glasses to 33 patients
 - \$250** will provide diabetic testing supplies for four patients
 - \$130** will fund one office visit (half the national average)
 - \$50** will pay for the transportation of 10 sick patients to specialist appointments
 - \$35** will fund seven blood tests or other lab work



Use the enclosed remittance envelope or log on to www.fourthstreetclinic.org to give today.



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