



community
health
centers

Growing to Better Serve Our Communities



2013-2014 ANNUAL REPORT



To the Members of the Community

It has been another successful year for Community Health Centers — one that was focused on growth and expansion for our Central Florida communities. We have relocated our Winter Garden center to a larger, more convenient facility featuring evening and weekend hours, an expanded children's dental practice and optometry with future podiatry services to come later in 2014. Thanks to this new center, we've been able to complement the services we already offered and continue to deliver the high quality care our patients deserve.

This past year, we also saw the introduction of the Affordable Care Act (ACA). While the ACA helped some individuals receive health insurance, many of our patients still will be without health insurance coverage. For CHC, our services are needed more than ever and we will continue to be the medical home for our patients, regardless of their insurance status.

As an organization, we will continue to expand so that we may be accessible to even more underserved Central Floridians. Our team of healthcare professionals are dedicated to providing the high-quality, compassionate care our patients have come to expect from us. With the help of our valued community partners, we look forward to improving the health and well-being of even more patients for many years to come.



Sincerely,
Barbara Snell
Barbara Snell
President/Chief Executive Officer
Community Health Centers, Inc.

our mission

To provide quality and compassionate primary and preventive medical, dental and pharmaceutical services to Central Florida's economically and culturally diverse communities.

Quality Services Offered:

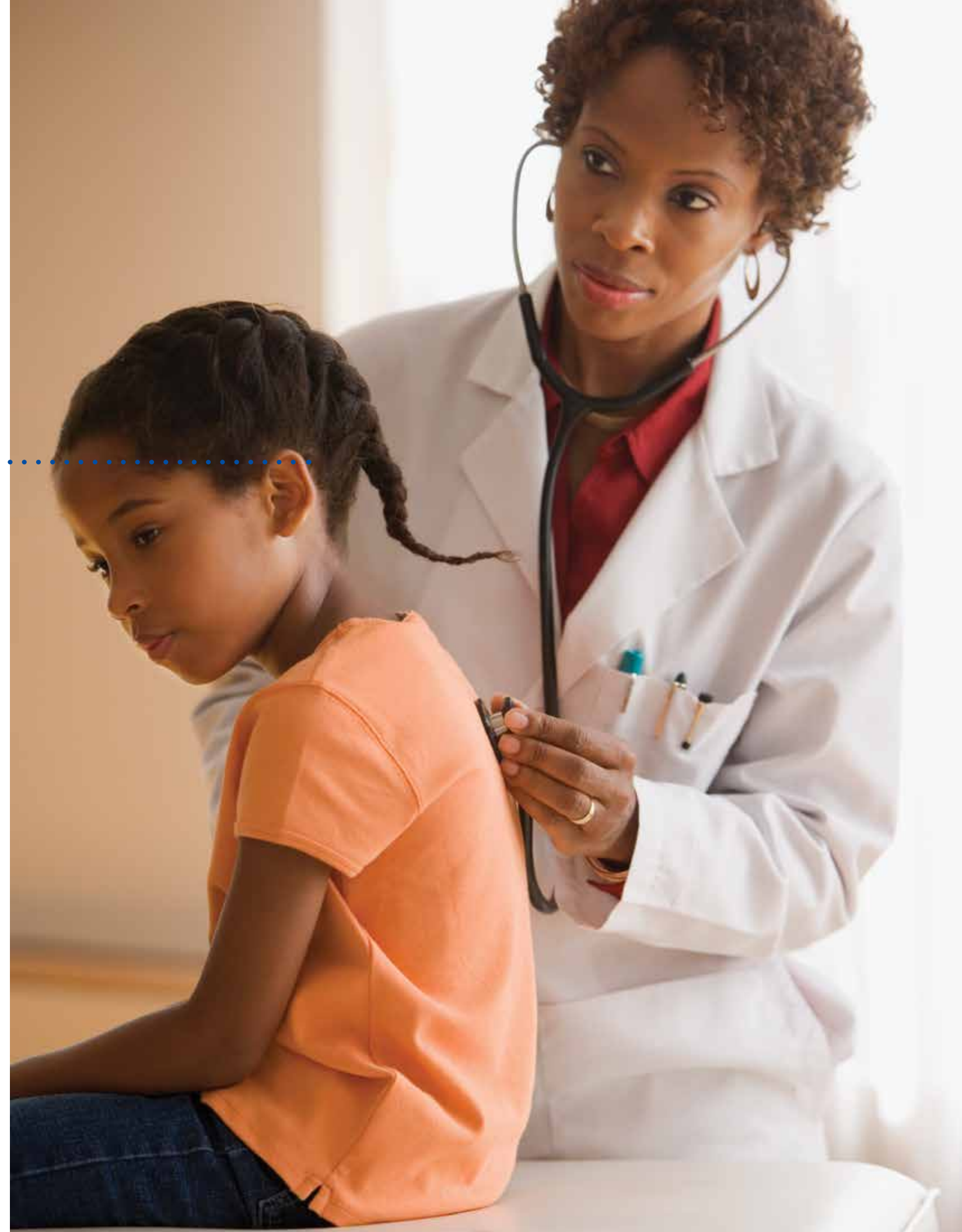
- Family Medicine
- Geriatrics
- Adult Dentistry
- Laboratory
- Family Planning
- Internal Medicine
- Obstetrics
- Pediatric Dentistry
- Behavioral Health
- Case Management
- Pediatric Medicine
- Gynecology
- Pharmacy
- Radiology

about

us

Founded in 1972, Community Health Centers, Inc. (CHC) is a private, non-profit organization that provides healthcare to low income and underserved children and adults in Central Florida. We are a Federally Qualified Health Center (FQHC) that operates 11 centers throughout Orange and Lake counties for people of all ages, ethnicities and cultures – many of whom have limited resources and face geographic, language and financial barriers to accessing healthcare.

Our Central Florida neighborhood health centers provide high-quality, comprehensive and affordable medical, pediatric, dental and pharmaceutical care, and accept Medicaid, Medicare and most major insurance plans. For patients without insurance that meet income guidelines, we offer a sliding discount program. For all of our patients, our goal is to help each and every one acquire and maintain maximum wellness with the highest possible level of service.





my story

When Joselene and her husband were planning the joy of having a child, her aunt recommended Community Health Centers. Soon after, she began using CHC as her own OB/GYN provider, and she instantly fell in love with the service from CHC's friendly, knowledgeable staff. Once baby Thalia decided to make her entrance into Joselene's family, CHC was right there every step of the way. "I love the care that CHC provided to me and my family while I was at the hospital. A CHC Family Health & Outreach Specialist visited with me in my room and scheduled upcoming medical appointments for our baby and me. It was a very nice touch and it was one less thing to worry about when I got home from the hospital." It was due to the high level of care, service and hospitality that Joselene and her family received during her pregnancy and childbirth, that CHC gained another patient that day. "I received outstanding care as an OB/GYN patient and I wanted my daughter to have the same quality pediatric care."

Obstetrics

With a large variety of comprehensive services ranging from routine exams, preventative care visits and family planning to delivering the newest addition to your family, our women's care is unparalleled in Central Florida— with some locations even offering everything in one spot. With over **8,000 OB/GYN visits** and more than **900 babies** delivered in the last year alone, you can count on the care you'll receive here at Community Health Centers.

Pediatrics

Full, comprehensive pediatric care is something we're very proud to offer our patients here at Community Health Centers. From vaccinations, immunizations and physicals to treatment of chronic illnesses and injuries, CHC has your little ones covered. And the **44,018 pediatric visits** we've managed in the last year is proof of the confidence Central Florida has in us.



my story

For brother and sister Brinia and Derrick, Community Health Centers have been part of their family ever since they can remember. From childhood up into their teens, they've both been CHC patients and have enjoyed every happy, healthy moment that it has brought them. For this duo, it's not just about the amazing healthcare they receive, but the atmosphere and attitude that comes with it. "We like our doctors so much. They are funny and kind and have a very caring spirit. They don't just ask about my health — they ask about my school life and my hobbies. They're great." With waiting rooms and offices filled with colorful images, toys and friendly staff, Brinia and Derrick feel right at home. "We like that they've gotten to know us and we feel much more comfortable that way. **At CHC, we can see that family is a priority and it's why we bring ours here.**"



my story

When Cammy felt she wasn't receiving the attention she needed from her healthcare provider, she decided to give Community Health Centers a try. Since that day, she hasn't looked back. "I am so happy now. My provider listens to me and makes sure I'm on the right medicines and taking them. They really care about me." And not only do her prescriptions cost considerably less, when Cammy ran into car trouble, CHC mailed them to her the next day — for free — thanks to CHC's free mail order service. "They have never disappointed me and my medicine is always ready on time. I love my CHC center and staff."

Adult Care and Pharmacy

Our services are designed to meet the needs of anyone, any age and in any medical condition. We provide quality, comprehensive care through all stages of your life — from birth to senior care services. We are also proud that we can offer affordable pharmacy services for our patients, with a staff of experienced pharmacists who have filled more than **134,000 prescriptions and provided over a million dollars in savings** within the past year alone. Because we purchase our products through the Federal 340b program, we are able to deliver these medications at a much lower cost. CHC makes sure that every adult patient receives the care they deserve at a price they can feel comfortable about.

Dental

A smile is one of the first things people notice about a person, and at Community Health Centers, we want to keep them all bright and healthy. From routine check-ups and preventative care to oral surgery, the staff at CHC can take care of any dental need for both children and adults. With more than **14,000 dental patients** treated over the last year, we're making Central Florida smile.

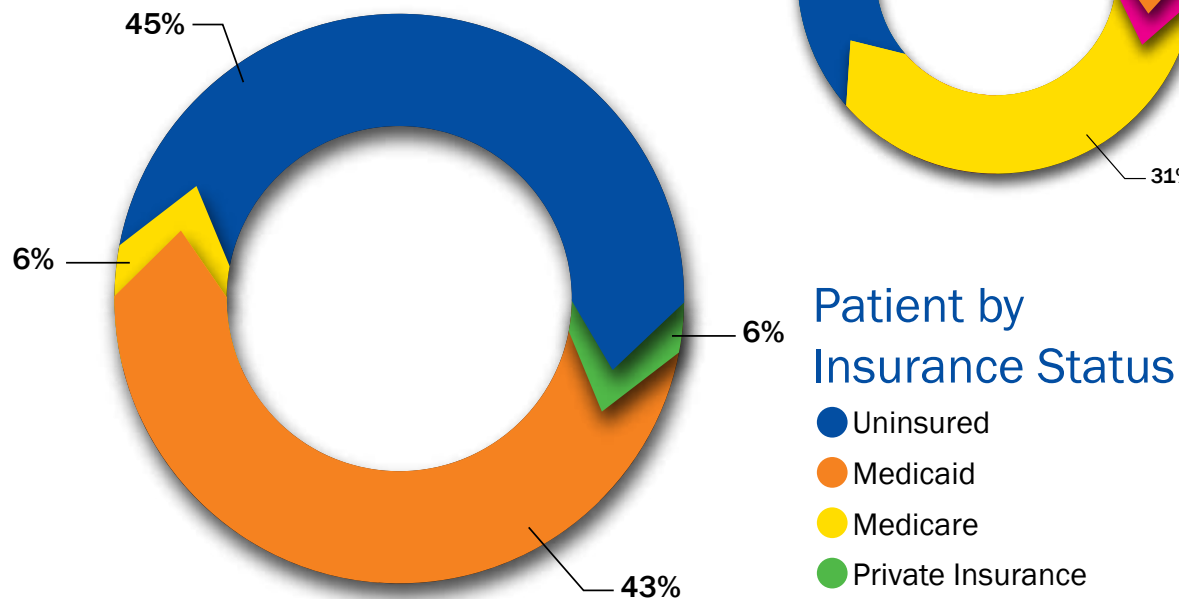
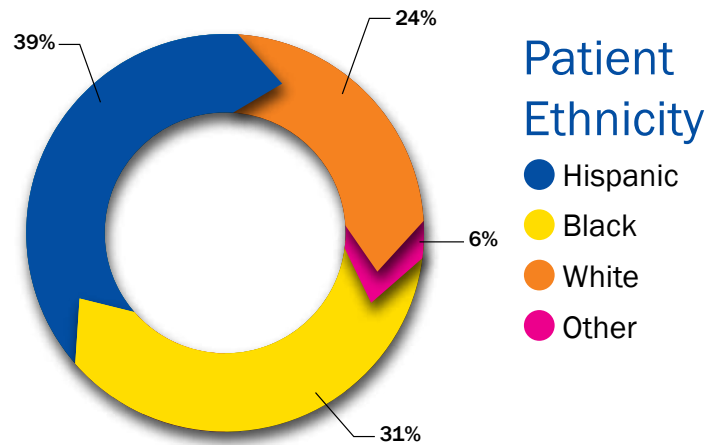
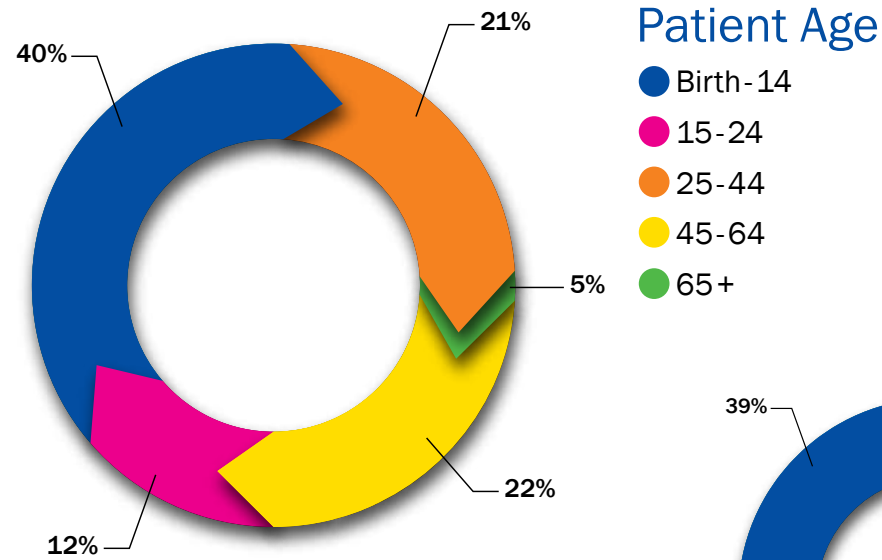


my story

Moving means finding a new dentist, and that's exactly what led Sarah and her family to Community Health Centers. When switching over to a new provider, there is always a bit of apprehension and anxiety but for Sarah, not only was CHC's environment inviting, so were her dental assistants, hygienist and dentist. "They were extremely nice and made me feel great as a new patient. The kid-friendly theme of the office made the experience fun." But CHC's quality care doesn't stop there. "Sarah's post-exam counseling was very detailed and educational — we were able to ask any question. They were great and put us all very much at ease," says Sarah's mother.

who we served

Community Health Centers provided medical and dental care to **53,610 patients** with **132,246 medical visits**, **40,821 dental visits** and **44,018 pediatric visits**. We provided over **\$1 million of savings** to patients by filling **134,634 prescriptions**. 45% of our patients were uninsured and without us would have little or no access to healthcare.



our leaders

Executive Management

Barbara Snell, MS.....President/Chief Executive Officer
 Mark Dickinson.....Executive Vice President/Chief Financial Officer
 J. Michael Ham-Ying, MD.....Vice President/Chief Medical Officer
 Jeffrey Bowman, MBAHCM.....Vice President/Chief Operations Officer
 Gregg Stewart, DMD.....Vice President/Chief Dental Officer
 Cheryl Viadero, MS.....Vice President of Human Resources/Chief Compliance Officer
 John Riordan.....Corporate Director of Development & Community Relations
 Janice Scales, RN.....Corporate Director of Nursing, Safety & Risk Management
 Darren Marsh, PHARM.D.....Director of Pharmacy

2013-2014 Board of Directors

John Sanders, Chairperson
 Maria Rodriguez-Scott, 1st Vice Chairperson
 Pascale Vincent, 2nd Vice Chairperson
 Richard Reyes, Treasurer
 Timothy McKinney, Secretary
 Mercedes Fonseca, Past Chairperson

Dr. Lauren Josephs, Director
 Adler Labossiere, Director
 Aracely Robledo, Director
 Ray Schleichkorn, Director

our financials

Revenues	FY 2014
Patient Fees	\$19,652,762
Grants	\$12,324,898
Other	\$203,605
Total Revenues	\$32,181,265
Expenses	FY 2014
Salaries and Benefits	\$23,401,369
Supplies	\$2,377,606
Contract Services	\$1,407,828
Occupancy	\$1,147,402
Utilities	\$601,397
Other	\$2,681,100
Total Expenses	\$31,616,702
Gain (Loss)	\$564,563
Total Assets	\$26,122,108
Total Net Assets	\$16,848,211

our locations

APOPKA
FAMILY & OB/GYN CARE
225 E Seventh St
Apopka, FL 32703

DENTAL CARE
210 E Seventh St
Apopka, FL 32703

PEDIATRIC CARE
618 Forest Ave
Apopka, FL 32703

BITHLO
CHILD & ADULT MEDICAL CARE
19108 E Colonial Dr
Orlando, FL 32820

EATONVILLE
FAMILY & DENTAL CARE
434 W Kennedy Blvd, Suites D & E
Orlando, FL 32810

LAKE ELLENOR
PEDIATRIC DENTAL, ADULT EMERGENCY
DENTAL CARE
6101 Lake Ellenor Drive #106
Orlando, FL 32809

LEESBURG
FAMILY, PEDIATRIC & WOMEN'S CARE
225 N First St
Leesburg, FL 34748

MEADOW WOODS
CHILDREN'S MEDICAL & DENTAL CARE
849 Greenway Professional Ct
Orlando, FL 32824

PINE HILLS
FAMILY, PEDIATRIC, OB/GYN & PEDIATRIC
DENTAL CARE
1800 Mercy Dr, 2nd Floor
Orlando, FL 32808

SOUTH LAKE
FAMILY, PEDIATRIC & DENTAL CARE
1296 W Broad St
Groveland, FL 34736

WINTER GARDEN
CHILD, ADULT MEDICAL & DENTAL CARE
13275 W Colonial Dr
Winter Garden, FL 34787



Administration Office
110 S. Woodland St.
Winter Garden, FL 34787
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www.chcfl.org

Community Health Centers, Inc. is a private, not-for-profit, charitable 501(c)(3) organization.
We are a Federally Qualified Health Center (FQHC).