



ANNUAL REPORT
FEBRUARY 2011 - JANUARY 2012



community
health
centers

407-905-8827/877-522-4235
www.chcfl.org

OUR MISSION:

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





TO THE MEMBERS OF OUR COMMUNITY

This year, Community Health Centers, Inc (CHC) celebrates 40 years of fulfilling its mission, “to provide quality and compassionate primary and preventive medical, dental, and pharmaceutical services to Central Florida’s economically and culturally diverse communities.” What started as a single clinic in Apopka has expanded to include 12 sites offering healthcare access to the area’s most vulnerable populations.

This remarkable growth bears strongly on the commitment of our community to lift the barriers to healthcare while stemming the tide of rising costs. Public partnership and investment in CHC has been an intrinsic part of our success and expansion and we applaud the belief that good health is indispensable to the future of our country. It is this support that continues to pave the way for continued growth.

As you peruse this annual report, you will see 2011 was one of our most successful years yet. More people than ever before received needed medical and dental care at one of our clinics. Most importantly, CHC continues to be recognized as a healthcare leader in the delivery of high quality, affordable care.

We are extremely grateful to all who have supported our efforts to expand access to high quality healthcare. Because of this support, CHC continues to ensure those with the greatest needs and fewest resources receive the medical and dental care they need.

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





THE YEAR IN REVIEW

CHC Hired New President/Chief Executive Officer

After a comprehensive national search, the Board of Community Health Centers selected Barbara Snell to serve as our new President/CEO. Ms. Snell started on September 19, 2011. She joins CHC with over 25 yrs of healthcare management experience in both the non-profit and for profit sector. For the past 14 years, she served as Chief Executive Officer for Federally Qualified Healthcare Centers located in Madison, WI, and Nashville, TN. As CEO, she has led a number of initiatives that significantly improved access to care for vulnerable populations. Ms. Snell holds a Master's degree from Lesley University in Cambridge, MA. She credits her early career as a hospital social worker as the source of her commitment to improving access to high quality, affordable care for underserved populations.

South Lake Family, Pediatric Medical & Dental Care Center's Ribbon Cutting Ceremony

CHC celebrated the opening of the new South Lake Family, Pediatric Medical & Dental Care center building with a Ribbon Cutting Ceremony on Monday, June 27, 2011. CHC has been providing medical and dental services to the Groveland community at the South Lake Family & Dental Health Center since 1978. CHC received a \$1.5 million Rural Development Community Facilities Guaranteed Loan and a \$500,000 Community Facilities Direct Loan from the U.S. Department of Agriculture, Rural Development to help build this new \$2.6 million dollar South Lake facility. The new 13,600 sq. ft. center replaced the old 9,450 sq. ft. facility. The new building was completed and opened on April 12, 2011. The new center provides expanded Family Practice, Pediatric, and Adult & Pediatric Dental care services.

New Center Opened In Bithlo

Our new Bithlo Family Care center opened on Monday, October 10, 2011. This is the first health center to be located in the Bithlo area, which also serves neighboring Christmas and Wedgefield. The Bithlo and surrounding area has doubled or even tripled in the past decade, now having a population of 47,408 people living within a five mile radius of this community. The new center offers Family Practice Care to all ages. As the demand increases, the plan is to add dental, pharmacy and additional providers.

Back to School Bash at Amway Center

CHC participated in the Back to School Bash at Amway Center on Saturday, August 13, 2011. Over 30,000 children attended this event, 12,000 receiving free backpacks full of school supplies. CHC had booths at the event providing Free Health Screenings for Adults and Free Dental Screenings for Children. CHC provided 506 children with a free dental screening, 180 adults received a Glucose screening, 190 adults received Blood Pressure checks, and 110 adults received Cholesterol screenings.





ADULT AND CHRONIC DISEASE CARE

To ensure our patients' well-being, we encourage them to receive screenings and take preventative measures, as well as treat illness and manage chronic disease. Our healthcare providers explore the best options for optimal health given all the circumstances of each patient. This means developing high-quality solutions that are realistic, affordable and manageable.

NUMBERS TO KNOW -

67,049

medical visits

9,048

adult flu vaccinations

4,584

diabetic patients

“My Doctor really cares about his patients and takes the time to listen to my concerns and makes sure I understand all medications and treatments. I have been a patient with Community Health Centers for 10 years. Everyone is always respectful, attentive and thorough.”

~Brian

Winter Garden





PEDIATRIC CARE

We recognize that for every parent, caring for a child's health is paramount. Yet it's not always easy to understand when or how often to schedule medical appointments. Community Health Centers simplifies this process by helping parents schedule routine visits like well-care checks, vaccinations, and school physicals, as well as providing same day appointments whenever possible for children with urgent health needs. Our goal is to provide a medical home for each child from birth through childhood and adolescence.

NUMBERS TO KNOW -

46,298

pediatric visits

20,590

pediatric patients



“ The entire pregnancy was well taken care of; the staff was very attentive and prompt with answers when we asked. Lorenzo is only 25 days old, but the Pediatric staff at Pine Hills has been wonderful! ”

*~Baby Lorenzo & Family
Pine Hills*



OBSTETRICS & GYNECOLOGY CARE

Obstetrics & Gynecology services, including prenatal and postpartum care, high risk pregnancy, delivery, gynecological surgery, family planning counseling and patient education, are available at our Apopka and Pine Hills centers. Case management is offered to assist patients in treatment, planning and post delivery care. CHC participates in the Presumptive Eligibility for Pregnant Women Program to authorize Medicaid coverage quickly. All providers are on call 24 hours a day, seven days a week.

NUMBERS TO KNOW -

11,512

ob/gyn visits

1,011

babies born

“I first came to the center when my relative – who isn’t from Orlando – referred me. I was a little nervous at first of my expectations, but I must say I am glad I came. Everyone is genuinely nice and caring. I’m a newly expectant mom, just starting to show with my first pregnancy.”

*~Jane
Apopka*





All too frequently, access to dental care has been out of reach for many low-income individuals – even those with Medicaid coverage. Over the past few years, we have greatly expanded our capacity to provide dental services to more patients than ever before. Pediatric dentistry was added at our new Apopka and South Lake centers, along with expanded adult dental care. We, also, provide full comprehensive and preventive adult and pediatric dental care at four additional CHC centers located in Eatonville, Lake Ellenor, Pine Hills, and Winter Garden.

NUMBERS TO KNOW -

31,219

dental visits

10,931

dental patients

“A friend referred me to Community Health Centers, this was Aleah’s first time at the dentist and it was a good experience for her. Everybody was very nice to her, she was comfortable and happy to be here.”

*~ Aleah’s Mother
South Lake/Groveland*





PHARMACY CARE

Because the road to health can often require the use of prescription medications, we provide a low-cost pharmacy program as a way of assisting patients. We participate in Pfizer's Sharing the Care Program and other Patient Assistance Programs which enable us to provide prescription drugs at a nominal fee to our patients. By enabling patients to obtain these medications prior to leaving the center, we can also ensure that they understand why and how they should be used. Pharmacy services are available to our patients within our Apopka, Pine Hills, South Lake and Winter Garden centers.

NUMBERS TO KNOW -

110,780

prescriptions filled

\$572,836

value of medications secured through
prescription assistance programs

"I truly want to say thank you. I'm not used to catching a break. The amazing prescription Patient Assistance Program you provided for me made it possible to keep my medicine regiment to maximize my life expectancy. I truly would have been unable to fight my illness without your help and assistance!"

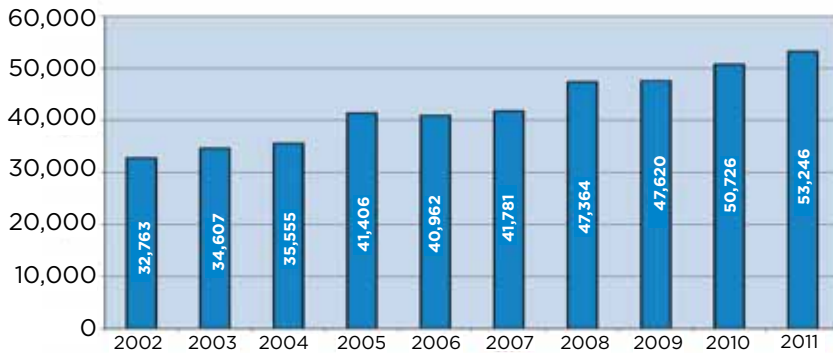
*- Jim
Winter Garden*



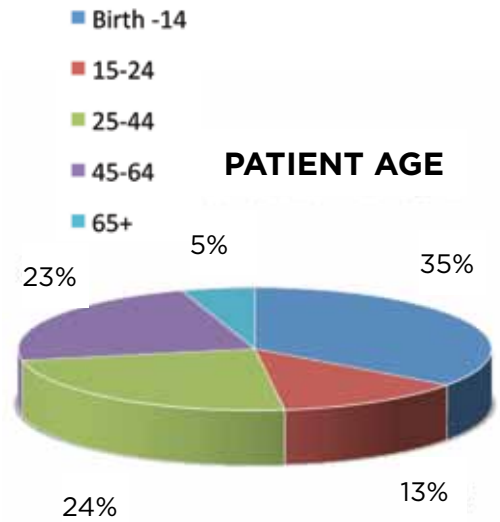


PATIENT DEMOGRAPHICS

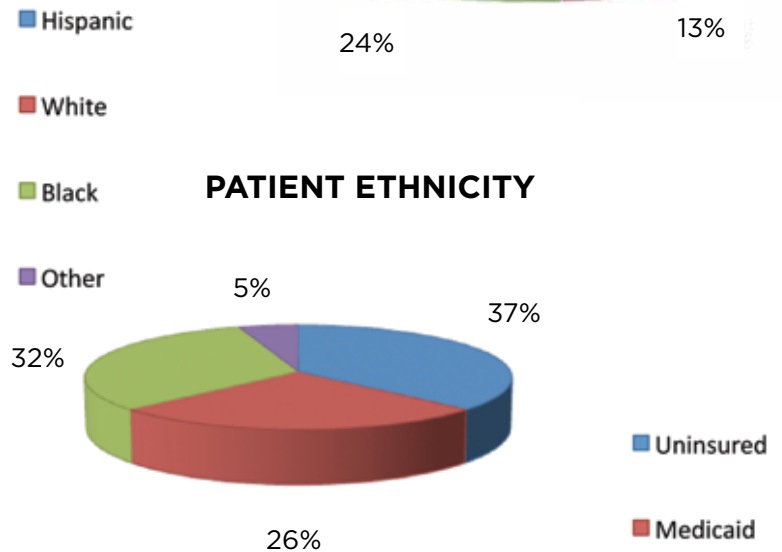
PATIENT GROWTH



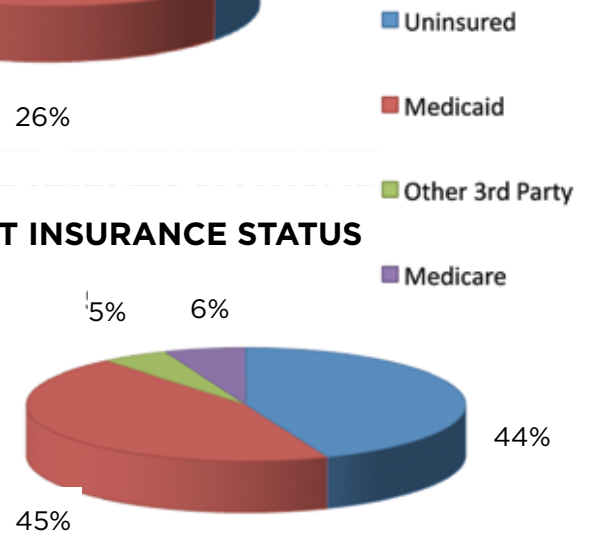
PATIENT AGE



PATIENT ETHNICITY



PATIENT INSURANCE STATUS





GRANTS & DONATIONS

GRANTS

\$1,000,001+

- Health Resources and Services Administration - Bureau of Primary Health Care

- Orange County - Health Services Department

\$500,001 - \$1,000,000

- Health & Human Services – Public Health Services – Office of Population Affairs

\$100,001 - \$500,000

- Florida Department of Health - Expanded Access to Primary Care Grant

- State of Florida - Agency for Health Care Administration - Enhanced Primary Care Grant

\$50,001 to \$100,000

- Heart of Florida United Way

- Orange County - Citizens' Commission for Children

\$5,001 - \$50,000

- Blue Cross and Blue Shield of Florida Blue Foundation

- United Way of Lake & Sumter Counties, Inc.

\$5,000 & Under

- Community Foundation of South Lake

DONATIONS

\$5,001 +

- Laboratory Corporation of America
- Prestige Health Choice
- Refined Benefits/Sullivan

\$2,501 - \$5,000

- Heckman Consulting Group, LLC
- Rieker Duley Construction Company *

\$1,001 - \$2,500

- BankFIRST
- Bright House Networks
- Florida Hospital
- Henry Schein Medical
- McKesson Medical-Surgical
- Quest

\$501 - \$1,000

- Bouchard Insurance, Inc.
- CIGNA Healthcare
- Coca-Cola *
- Cuhaci & Peterson Architects
- Flair Graphics and More
- Maggie Flavhan *
- Florida Community Health Centers, Inc
- Holland & Reilly
- Kim E's Flowers *
- Lakeside Behavioral Health Care
- McKesson Pharmaceutical
- Optical Eyeland
- Primerica/MFS
- Rainbow Dental – Danilo Hernandez, DDS *
- Roper Family Foundation, Inc.

\$500 & Under

- Allen, Norton & Blue, P.A.
- Bill Arrowsmith
- Asma & Asma, P.A.
- Dee Bradshaw
- Bridge IT Solutions
- Care Fusion – Wendy Torres & Abel Cortez *
- Colonial Life
- Clinical Pathology Laboratories Southeast
- Copytronics Information Systems
- DATIS Payroll Processing, Inc. *
- Jill & Patrick Dunn
- Robert Ferris, DDS *
- Mercedes Fonseca
- Gettysburg Commercial Corporation
- Brian Giessuebel
- Healthcare Support Staffing
- Tom Hirsch
- Intercommunity Cancer Institute, LLC
- Irma Keys
- Kraus-Manning, Inc.
- Fran & Paul Kujda
- Luckner Millien
- Nova Southeastern University *
- Beverly & Glenn Paulk *
- Publix *
- Catherine & Aaron Ratcliffe
- Sam's Club #6218 *
- John & Margaret Sanders
- Ray Schleickorn *

- Maria Rodriguez-Scott & Kenneth Scott
- Charles Snell
- Stahl Insurance Company
- Tanya Stewart
- Stump, Dietrich & Spears, P.A.
- Trophies Unlimited
- Visionary Vanguard Group, Inc. - Lauren Josephs, Ph.D.
- Mary Wallace
- Wal-Mart Superstore – Apopka *
- Wealth & Business Planning Group, LLC - Richard Reyes
- Evelyn Wilson
- Wong Family Dental Center, PA – Anthony Wong, DDS

* In Kind Donation



COMMUNITY HEALTH CENTERS, INC. STATEMENT OF FINANCIAL POSITION

January 31, 2012

ASSETS

Current assets:

Cash and cash equivalents	5,756,875
Patient receivables, net	2,287,106
Grants and contracts receivable	1,943,266
Inventories	59,590
Prepaid expenses	77,302
Total current assets	10,124,139

Property and equipment, net of accumulated depreciation and amortization

12,325,011

Other assets:

Deposits	12,266
Loan costs, net	21,782
Investment in HMO	169,197
	203,245

Total assets

\$22,652,395

LIABILITIES AND NET ASSETS

Current liabilities:

Accounts payable	301,713
Current portion of long term debt	707,353
Current portion of obligation under capital lease	19,235
Accrued payroll and taxes	1,962,035
Accrued expenses – other	419,293
Pension plan payable	33,101
Deferred revenue	485,838
Total current liabilities	3,928,568

Long-term debt, net of current portion

2,836,908

Obligations under capital lease, net of current portion

450,922

Net assets:

Unrestricted:	10,533
Designated for board discretionary funds	859,246
Designated for capital improvements	14,291,337
Undesignated	15,161,116
Temporarily restricted	274,881
Total net assets	15,435,997

Total liabilities and net assets

\$22,652,395

COMMUNITY HEALTH CENTERS, INC. STATEMENT OF ACTIVITIES

For The Year Ended January 31, 2012

SUPPORT:

	UNRESTRICTED	TEMPORARILY RESTRICTED	TOTAL
Federal grants	7,691,467		\$7,691,467
Other grants and contributions	4,522,565	762,243	5,284,808
Net assets released from restrictions:			
Restrictions satisfied by time passage	696,327	(696,327)	-
Total support	\$12,910,359	\$65,916	\$12,976,275

REVENUE:

Patient service fees, net of provision for adjustments of \$11,410,259	19,041,428	-	19,041,428
Investment income	34,396	-	34,396
Loss on disposition of property and equipment	(295,287)		(295,287)
Special event, net	41,057	-	41,057
Miscellaneous income	42,340	-	42,340
Total revenue	18,863,934	-	18,863,934

Total public support and revenue

\$31,774,293 \$65,916 \$31,840,209

EXPENSES:

Medical	17,229,457	-	17,229,457
Dental	4,183,482	-	4,183,482
Pharmacy	2,230,381	-	2,230,381
Administration	5,617,467	-	5,617,467
Fundraising	354,138		354,138
Total expenses	\$29,614,925	-	\$29,614,925

Increase in net assets

\$2,159,368 \$65,916 \$2,225,284

Net assets, beginning of year

\$13,001,748 \$208,965 \$13,210,713

Net assets, end of year

\$ 15,161,116 \$274,881 \$15,435,997



LEADERSHIP

SENIOR MANAGEMENT

Barbara Snell, President/Chief Executive Officer
Mark Dickinson, Executive Vice President/Chief Financial Officer
J. Michael Ham-Ying, MD, Vice President/Chief Medical Officer
Jeffrey Bowman, Vice President/Chief Operations Officer
Cheryl Viadero, Vice President of Human Resources
Gregg Stewart, DMD, Vice President/Chief Dental Officer
Paul Kujda, RPh, Corporate Director of Pharmacy Services
Janice Scales, RN, Corporate Director of Nursing
Pete Clarke, Corporate Director of Government and Community Relations

2011-2012 BOARD OF DIRECTORS

Beverly Paulk –Chairperson
Ray Schleickorn – 1st Vice Chairperson
Mercedes Fonseca - 2nd Vice Chairperson
Maria Rodriguez-Scott – Treasurer
Pascale Vincent - Secretary
Anthony Wong, DDS - Parliamentarian
Marc Grossman – Past Chairperson
Lauren Josephs, PhD - Director
Chas Kelly - Director
Irma Keys - Director
Luckner Millien - Director
Richard Reyes - Director
Aracely Robledo- Director
John Sanders - Director
Evelyn Wilson - Director
Steve Deviese – Director Emeritus
Thom George – Director Emeritus
Jim Norman – Director Emeritus
Matthew Seibel, MD – Director Emeritus





**110 South Woodland Street
Winter Garden, FL 34787
407-905-8827/877-522-4235
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).

PARTNERS

