



community
health
centers



Going Above & Beyond

Annual Report

February 2012 – January 2013



To the Members of Our Community

It has been another outstanding year for Community Health Centers. In December 2012, CHC celebrated our 40th year of providing quality and compassionate care to people in need. Starting in a small trailer in fields of Apopka, CHC has grown to a vibrant healthcare organization offering medical, dental and pharmaceutical services to more than 56,000 people last year. This incredible growth would not have been possible without supportive partners, funders and dedicated healthcare professionals.

Healthcare in America is rapidly changing as the Affordable Care Act is implemented. The demand for our services will be greater than ever before. While more uninsured individuals will have coverage, we know that they will continue to face many barriers when accessing care for themselves and their families. There will also continue to be thousands of people in Central Florida who will remain uninsured. CHC is prepared to meet the challenges ahead and we will continue our proud tradition of providing a healthcare home to underserved communities.

With the help of our supporters, we look forward to providing a healthcare home to our patients for the next 40 years! Our goal is to ensure our patients achieve and maintain optimum health so they live healthy productive lives.

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 Practice
- Internal Medicine
- Pediatrics
- Geriatrics
- Obstetrics
- Gynecology
- General Dentistry
- Dental Hygiene
- Pediatric Dentistry
- Laboratory (on-site and referral)
- Pharmacy
- Radiology
- Case Management
- Eligibility Assistance
- Patient Education
- Translation
- Title X
- Family Planning
- Behavioral Health (on-site and referral)

“I have trusted Community Health Centers with my health for over 20 years.

~ Tammy



About Us

Our Central Florida neighborhood health centers provide high-quality, comprehensive and affordable medical, pediatric, dental and pharmaceutical care accepting Medicaid, Medicare and most major insurance plans. For patients without insurance, who meet income guidelines, we offer a sliding discount program.

Founded in 1972, Community Health Centers, Inc. (CHC) is a private, not-for-profit, charitable organization. Designated as a Federally Qualified Health Center (FQHC), CHC operates 11 centers throughout Orange and Lake counties. People of all ages, ethnicities and cultures are patients of CHC. Most have limited resources and often face geographic, language and financial barriers when attempting to access care. Some of our patients have medical assistance or Kid Care, some patients have Medicare or private insurance and some patients have no insurance of any kind. All patients, however, choose CHC because they know our dedicated team of healthcare professionals will work with them achieve their optimal health.

“When I bring my son for checkups, the nurses and staff are wonderful and treat him like their own. Your centers have so many good doctors and staff.”

~ Michele



Going Above and Beyond the Call of Caring

935 babies were delivered by CHC's physicians last year.

Bringing home a new baby can be a stressful time for the entire family. To help ease the transition home with their new baby, CHC Outreach Coordinator Marie-Jose Francois meets with moms in the hospital the day after their delivery. Providing helpful information and encouragement, Marie also schedules their postpartum office visit and a checkup visit for their newborn. Moms love the convenience this provides and they also see firsthand CHC's caring approach to caring for their family.

"I can't thank you enough for your great treatment that you provided while I was at the hospital. You have great customer service. Thank you to all."

~ Erika



"I have confidence in the CHC doctor who takes care of me and my family." It's really nice to have that feeling of trust."

~ Angela

Over 137,000 medical visits were provided to low income adults and children. Our goal is to provide a healthcare home for all of our patients. Treating chronic conditions as well as offering preventative services like routine screenings and check-ups are critical to ensuring our each person achieves their optimal health. Patients also know they receive the highest quality of care as CHC has been accredited by the prestigious Accreditation Association for Ambulatory Health Care, Inc. (AAAHC).

"I just wanted to say thank you to all the staff, who are always friendly and helpful. I am truly thankful for having this health center in my town. There are wonderful group of doctors here. Thank you to everyone who works at Community Health Centers, Inc."

~ Tonya

CHC provided over 38,000 dental visits. People with medical assistance and/or limited incomes face significant challenges when trying to access dental care. At CHC's 5 dental clinics, our dentists and hygienists provide both restorative and preventative dental services for children and adults.

"For 20 years I have been treated by Dr. Stewart. He is a professional with love, respect and consideration for people. The cleanliness and order of center have made me feel at home in a safe environment. My family has made this our home for dental care."

~ Maria

109,000 low cost prescriptions were filled at a CHC Pharmacy saving patients time and money. Medication costs often are such that patients are unable to fill their prescriptions. At CHC, we help our patients get the medications they need to achieve their optimum health. Through our 340B Prescription Program and our Patient Assistance Program, CHC pharmacies pass along significant savings to our patients.

"It is really nice having an on-site pharmacy. It has made filling my prescriptions fast, easy and convenient. I save so much money."

~ Edward



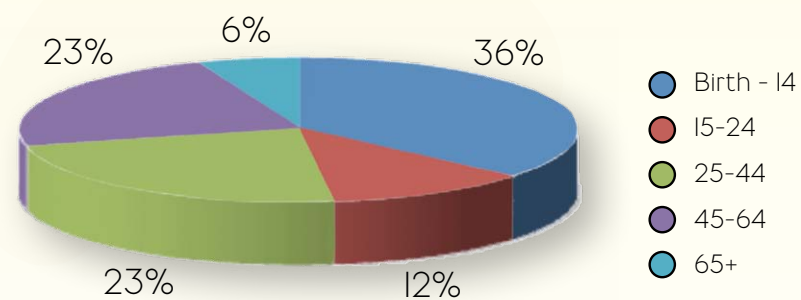
"We were amazed when visiting your center. Everything was so new and high-tech."

~ Nita

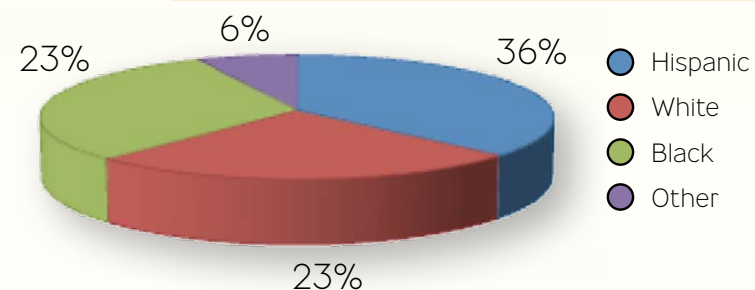
Who We Served

Community Health Centers provided medical and dental care to **56,310** patients with **137,019** medical visits and **38,141** dental visits. 41% of our patients were uninsured and without us would have little or no access to healthcare.

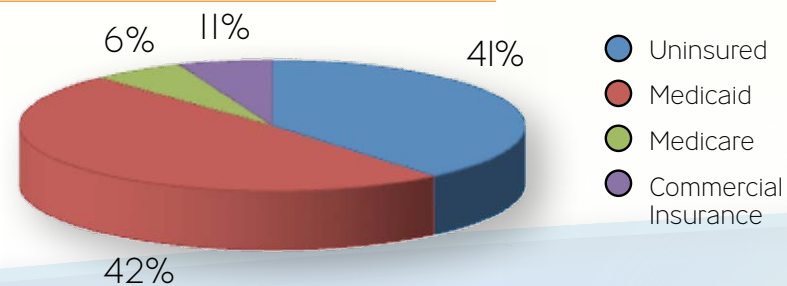
Patient Age



Patient Ethnicity

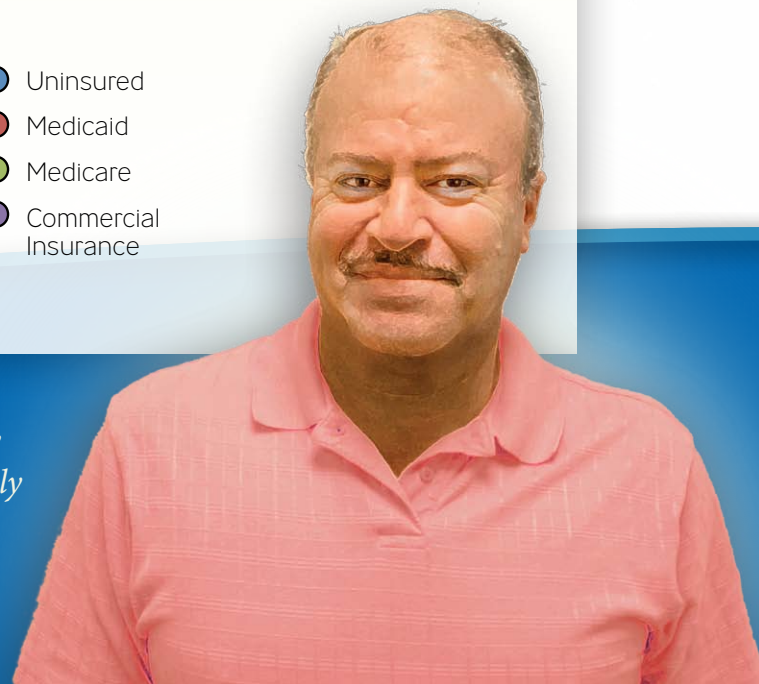


Patients by Insurance Status



"For years, I've been coming to CHC for my medical and dental needs and I am extremely happy with the care that I receive."

~ George



Our Leadership Team

Executive Management

Barbara Snell, MS
Mark Dickinson
J. Michael Ham-Ying, MD
Jeffrey Bowman, MBAHCM
Gregg Stewart, DMD
Cheryl Viadero, MS
John Riordan
Janice Scales, RN

President/Chief Executive Officer
Executive Vice President/Chief Financial Officer
Vice President/Chief Medical Officer
Vice President/Chief Operations Officer
Vice President/Chief Dental Officer
Vice President of Human Resources
Corporate Director of Development & Community Relations
Corporate Director of Nursing, Safety & Risk Management

2012-2013 Board of Directors

Ray Schleichkorn, Chairperson
Mercedes Fonseca, 1st Vice Chairperson
Maria L. Rodriguez-Scott, 2nd Vice Chairperson
Chaz Kelly, Treasurer
Dr. Lauren Josephs, Secretary
Pascale Vincent, Parliamentarian

Beverly Paulk, Past Chairperson
Adler Labossiere, Director
Richard Reyes, Director
Aracely Robledo, Director
John Sanders, Director

"I always feel comfortable with the dentist and technicians at my CHC dental center."

~ Marco



Financials

	FY 2013	FY 2012
Patient Fees	\$19,574,826	\$18,578,536
Grants	\$11,828,249	\$12,976,275
Others	\$486,861	(\$177,494)
TOTAL REVENUES	\$31,889,936	\$31,377,317
EXPENSES		
Salaries and Benefits	\$22,506,848	\$21,787,005
Supplies	\$2,397,903	\$2,473,952
Contract Services	\$1,710,690	\$1,284,444
Occupancy	\$1,067,486	\$890,959
Utilities	\$562,289	\$502,481
Other	\$734,045	\$711,274
Total Expenses	\$31,042,285	\$29,152,033
Gain (Loss)	\$847,651	\$2,225,284
Total Assets	\$24,294,771	\$22,652,395
Total Net Assests	\$16,283,648	\$15,435,997



CHC hosts an annual golf tournament to raise funds that directly benefit patient care. Thanks to the overwhelming response that we receive from our supporters, we have been able to enhance our technology and patient care.

- Apopka**
FAMILY & OB/GYN CARE
225 E. Seventh St
Apopka, FL 32703
- Apopka**
DENTAL CARE
210 E. Seventh St
Apopka, FL 32703
- Apopka**
PEDIATRIC CARE
618 Forest Ave
Apopka, FL 32703
- Bithlo**
FAMILY CARE
19108 E. Colonial Dr
Orlando, FL 32820
- Eatonville**
FAMILY & DENTAL CARE
434 W. Kennedy Blvd, Suite D & E
Orlando, FL 32810
- Lake Ellenor**
PEDIATRIC DENTAL &
ADULT EMERGENCY DENTAL CARE
6101 Lake Ellenor Dr, Suite 106
Orlando, FL 32809

Locations

- Leesburg**
FAMILY, PEDIATRIC & WOMEN’S CARE
225 N. First St
Leesburg, FL 34748
- Meadow Woods**
PEDIATRIC 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**
FAMILY, PEDIATRIC & DENTAL CARE
1210 E. Plant St
Winter Garden, FL 34787
- Administrative Office**
110 S. Woodland St
Winter Garden, FL 34787

“My daughter is happy to see her dentist when she visits our CHC dental clinic. The staff is wonderful.”
~ Teri





Apopka • Bithlo • Eatonville • Lake Ellenor
Leesburg • Meadow Woods • Pine Hills
South Lake • Winter Garden

407-905-8827

877-552-4235

www.chcfl.org



[chcfl.org](http://www.chcfl.org)



[@CHCFL](https://twitter.com/CHCFL)

Administration Office
110 S Woodland St
Winter Garden, FL 34787

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