



community
health
centers

2017 Annual Report

Building For A Healthier Central Florida



Letter from Our CEO

At Community Health Centers, we are constantly planning for growth and expansion in order to meet the healthcare needs of Central Florida's underserved, underinsured and uninsured patient population. In the last year, we were able to expand our services and assist more than 62,000 patients.

In January 2017, we relocated our Pine Hills center to a more convenient and larger facility allowing us to add more exam rooms for our growing patient needs, as well as, allow us to enhance the delivery of healthcare to our patients. The new center, also, boasts new services including: Adult Dental, Behavior Health, and Optometry services.

Our organization places the importance of quality as a top priority, so we have elected to be accredited through the Accreditation Association for Ambulatory Health Care (AAAHC), who ensures that we promote safe and high-quality patient care. By being accredited our patients and families can be confident that they will receive the very best care.

With a staff of nearly 500, our team members ensure that we continue our mission to provide quality and compassionate healthcare services to Central Florida's diverse communities. Together we will find creative and effective ways to deliver high-quality, affordable care to people in need. We are a strong organization thanks to our dedicated team members whom I truly appreciate for their hard work.

Sincerely,

Margaret Brennan

President/Chief Executive Officer



Community Health Centers provides
QUALITY and **COMPASSIONATE** primary
HEALTHCARE services to Central Florida's
diverse communities.



Health Services Offered



Pediatric Medicine



Family Medicine



OB/GYN



Pediatric Dental



Adult Dental



Optometry



Behavioral Health



Internal Medicine



Pharmacy



Lab



Accredited by
Accreditation Association
for Ambulatory Health Care, Inc.



Total Patients
62,840

BY THE NUMBERS



Medical Visits:
152,872



Case Mgmt Visits:
6,990



Behavior Health Visits:
1,431



Pharmacy Savings to Patients:
\$3,000,000



Dental Visits:
53,231



Optometry Visits:
4,003



Prescriptions:
215,000+

Insurance Status



Medicaid: 47%
Uninsured/None: 36%
Private Insurance: 11%
Medicare: 6%

Sex



Female
61%

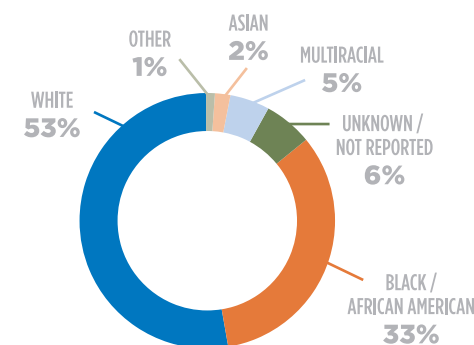


Male
39%

Age

0-17: 47%
18-64: 47%
65 & up: 6%

Race



Ethnicity

Hispanic/Latino: 39%
Non-Hispanic/Latino: 59%
Unreported/Refused to Report: 2%



Patients Income

(as % of Federal Poverty Guideline):



100% & below: 32,038
101-150%: 8,114
151-200%: 3,403
Over 200%: 3,384

Patients Treated



Homeless: 3,119
Public Housing Residents: 1,358
Agricultural Workers or Dependents: 2,288
Uninsured Children: 7,319
Uninsured Adults: 15,014
Patients Best Served in a Language other than English: 13,507
Veterans: 729

Patients with Specific Diagnoses



Hypertension: 11,023



Overweight/Obese: 9,270



Asthma or COPD: 4,025



Anxiety or Depression or other mood disorder: 5,408



Diabetes: 5,859



Mari Holderby, OD
Optometrist

Our Optometry Services Provide More than a Vision Check-up

“A couple of months ago a 14-year-old girl entered our center who was experiencing decreasing vision over the past two weeks. She was unable to see anything out of her right eye, and could barely see out of her left eye. After checking the health of her eyes, I found that she had Optic Neuritis, an inflammation that damages the optic nerve in both eyes, as well as a mass in the back of her left eye. Because of the urgency of this diagnosis and our strong relationships with specialists in the community, we were able to refer her immediately to a pediatric ophthalmologist. The mass was caused by a parasitic infection in her left eye. The patient was also diagnosed with an Acute Disseminated Encephalomyelitis, a fast and intense disease that could have led to paralysis or neurological deficits. After treatment, her vision in her right eye has improved to the point where she is no longer considered legally blind, and her vision will continue to improve with treatment.”

Mari Holderby, OD

Community Health Centers – Optometry

A Letter from a Parent

At the end of each appointment, we thank our parents for bringing their child to Community Health Centers. Recently, a mother of one of our dental patients said, “Thank you for saying that, rarely do people thank me before I thank them.”

At Community Health Centers, we are grateful that you have chosen us for either your or your children’s healthcare needs.

The mother mentioned that she used to feel embarrassed taking her child to another dentist office because her daughter had cavities. She felt like it was her fault which made her reluctant to bring her daughter to the dentist at all. “I didn’t know why she had cavities since she brushes her teeth and rarely drinks soda or eats candy,” said mom.

At Community Health Centers, our dental team works with our parents and their children on understanding good oral hygiene, as well as, nutrition counseling. “They taught me about cavities and the causes and helped me understand prevention. I had no idea that I could help prevent my daughter’s cavities. After a careful review of oral hygiene techniques, they taught us how to properly brush her teeth. That is when I realized that we were brushing her teeth wrong,” states mom.

The mother and daughter were so happy with the care that our dental team provided, that she now comes to us for her Pediatric care too.





Patient Story

As a young mother, Brittany needed to find a pediatrician that would be best for her and her newborn daughter, Ariel. Brittany desired a pediatrician to be there to provide preventative care to her daughter when she is healthy, and medical care when she is sick. She was also looking for someone to provide physical, mental, and emotional support.

Brittany and Ariel found that at Community Health Centers. Her pediatricians have really helped her with evaluating Ariel's growth and development, making sure she is up to date on her immunizations, being there when she wasn't feeling her best, but most of all it was the caring support that she received. "They not only kept me up to date on my daughter's health, they taught me how to be a Mom," states Brittany.

Compliments

Dear Community Health Centers,

We need more caring doctors like Dr. Olivia Chaney. All of my children, ages 7 -22, have been patients with Dr. Chaney since they were born. Now, my 22-year-old is a Registered Nurse. Dr. Chaney is awesome, personable, and very professional. I can't find the words to express how I feel about her. Keep up the great work that you are doing. God Bless.

Patricia,
Mother of Jordan, Jasmine, and Michael

Dear Community Health Centers,

We think Dr. Chaney is an excellent doctor. She is always there to answer our questions and is sensitive to what she says in front of our child. She has made our family feel very warm. The center is not the closest for us, but we are willing to travel the extra distance because Dr. Chaney is worth it.

James and Sally,
Father of Kaley



Olivia Chaney, MD
Pediatrician

Financial Information

Revenues	FY 2015	FY 2016	FY 2017
Patient Fees	\$ 24,873,421	\$ 31,371,574	\$ 35,574,519
Grants	\$ 11,621,518	\$ 11,907,483	\$ 12,889,980
Other	\$ 272,137	\$ 787,964	\$ 158,754
Total Revenues	\$ 36,767,076	\$ 44,067,021	\$ 48,623,253

Expenses

Salaries and Benefits	\$ 25,577,974	\$ 28,535,450	\$ 32,391,942
Supplies	\$ 2,842,007	\$ 3,465,312	\$ 4,027,773
Contract Services	\$ 2,188,033	\$ 1,894,085	\$ 1,274,360
Occupancy	\$ 1,254,835	\$ 1,500,347	\$ 2,448,717
Utilities	\$ 704,232	\$ 785,250	\$ 870,528
Insurance/Other	\$ 3,167,089	\$ 4,550,843	\$ 4,196,303
Total Expenses	\$ 35,734,170	\$ 40,731,287	\$ 45,209,623

Total

Gain (Loss)	\$ 1,032,906	\$ 3,335,734	\$ 3,413,630
Total Assets	\$ 29,344,668	\$ 32,770,259	\$ 36,914,007
Total Net Assets	\$ 17,881,117	\$ 21,216,851	\$ 24,630,481

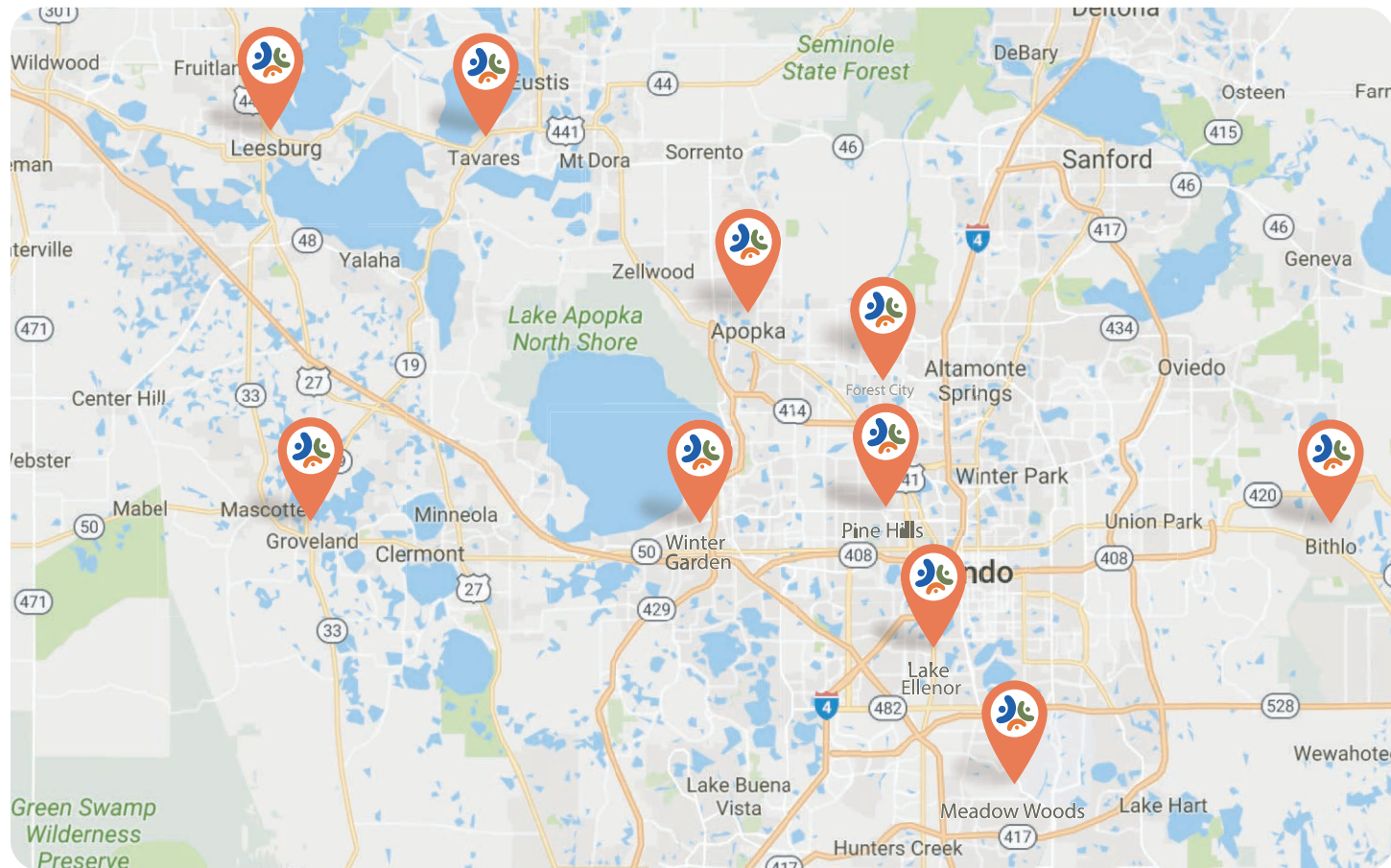
Our Organization

Management Team

- Margaret Brennan**
President/Chief Executive Officer
- Mark Dickinson**
Executive Vice President/Chief Financial Officer
- Debra Andree, MD**
Vice President/Chief Medical Officer
- Gregg Stewart, DMD**
Vice President/Chief Dental Officer
- Jeff Bowman**
Vice President/Chief Operations Officer
- Cheryl Viadero**
*Vice President/Chief Human Resources Officer/
Chief Compliance Officer*
- Kim Barkman**
Vice President/Chief Information Officer

Board Members

- Mr. Timothy McKinney**
Chairperson
- Mr. Nathaniel Friends**
1st Vice Chairperson
- Ms. Karla Radka**
2nd Vice Chairperson
- Ms. Sonya Young**
Treasurer
- Ms. Melissa Singh**
Secretary
- Mr. Ray Schleichkorn**
Director
- Dr. Lauren Josephs**
Director
- Mr. Adler Labossiere**
Director
- Mr. T. Scott Walker**
Director
- Mr. Jerry Kassab**
Director



Locations

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

FOREST CITY
CHILD • ADULT MEDICAL & DENTAL CARE
7900 Forest City Rd
Orlando, FL 32810

PINE HILLS
**FAMILY, PEDIATRIC, OB/GYN
& DENTAL CARE**
840 Mercy Dr
Orlando, FL 32808

APOPKA
DENTAL CARE
210 E Seventh St
Apopka, FL 32703

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

SOUTH LAKE
CHILD • ADULT MEDICAL & DENTAL CARE
1296 W Broad St
Groveland, FL 34736

APOPKA
PEDIATRIC CARE
618 S Forest Ave
Apopka, FL 32703

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

TAVARES
CHILD • ADULT MEDICAL & DENTAL CARE
212 E Main St
Tavares, FL 32778

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

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

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





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