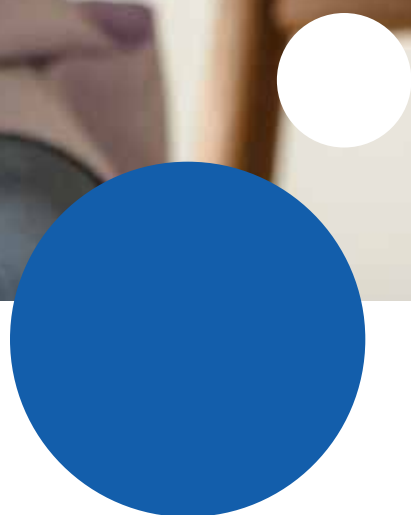
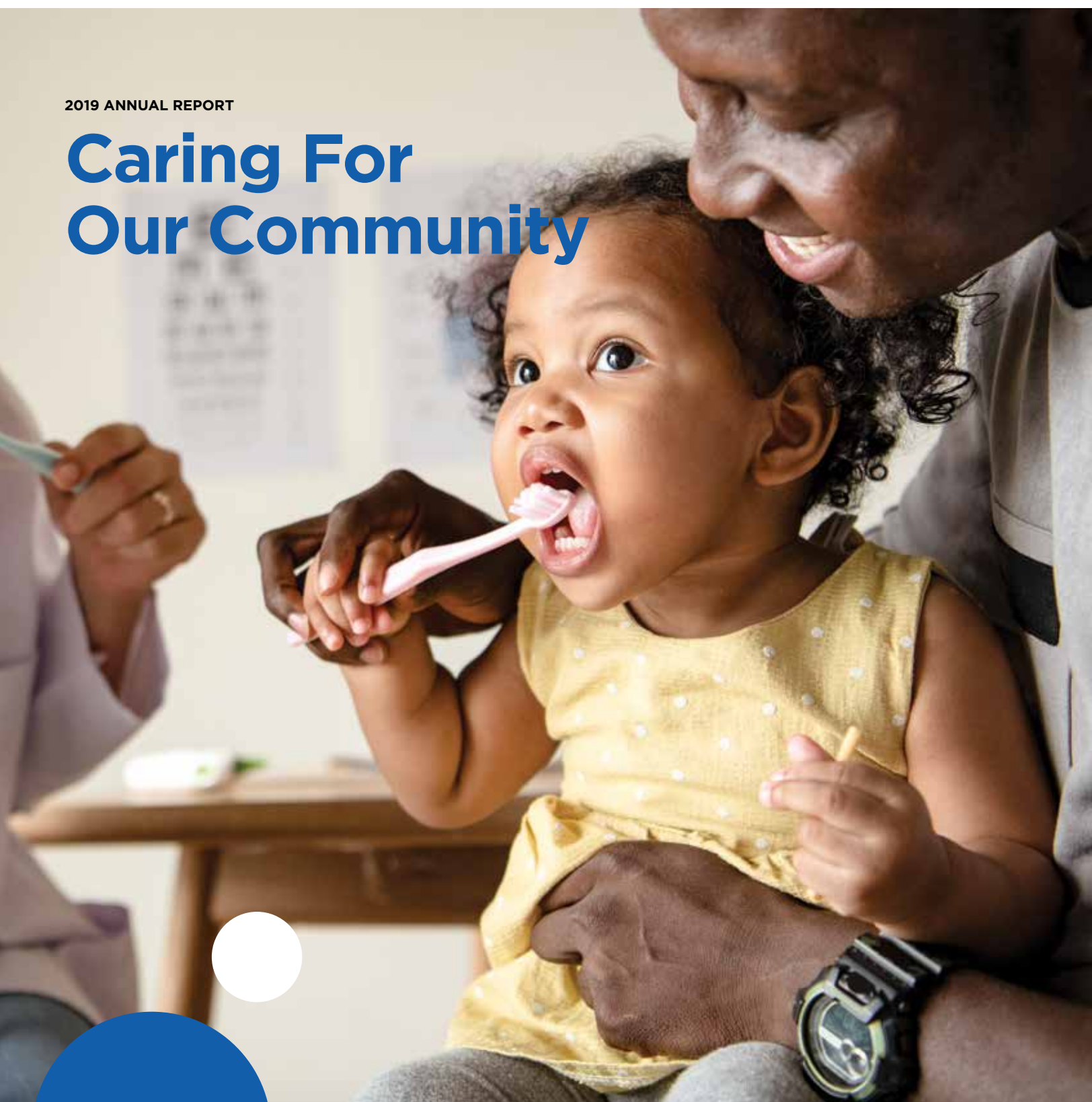
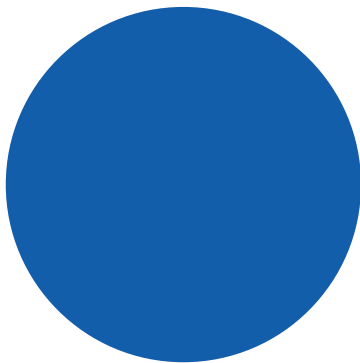


2019 ANNUAL REPORT

# Caring For Our Community



community  
health  
centers



# Dedicated to serving our entire community locally.

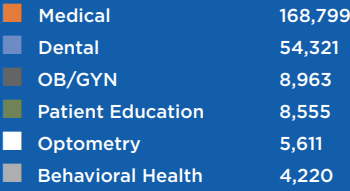
We view our patients as unique individuals who deserve personalized care. Each patient has a very special need. We strive to develop programs that not only meet needs, but also exceed the expectations of those receiving care.



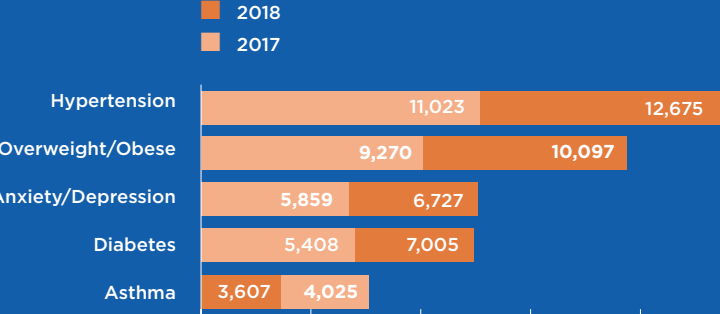
TOTAL PATIENTS SERVED



NUMBER OF VISITS



NUMBER OF PATIENTS WITH SPECIFIC DIAGNOSES





# Thank you

President/CEO—Margaret Brennan

As I conclude my final year as President and CEO of Community Health Centers, I want to take this opportunity to say thank you to all of the amazing patients, team members, physicians, colleagues, partners, donors, board members and friends that help make our organization the success it is today.

I was always taught by my parents to take chances and not be afraid to move forward. I was taught to think big dreams and then act on them. Having the privilege to serve as a leader within this organization was a dream I never would have imagined when I first began my career as a nurse many years ago.

We have achieved much during the past year and our accomplishments have provided us with the momentum we need as we head into 2020. I believe we are very well prepared and positioned to continue to achieve our mission of providing quality and compassionate primary healthcare services to Central Florida’s diverse communities.

We are a community-driven organization dedicated to serving our patients and their families locally, in the neighborhoods where they live. Our strength is our constant focus on being a community partner that cares for the whole person.

We view our patients as individuals who deserve specialized care. Each patient has a very unique need. We strive to develop programs that not only meet the needs, but also exceed the expectations, of each patient.

This annual report is a brief overview of the impact we have had on our communities and the lives of our patients. But, the true impact can be best seen in our medical practices and centers. Here, on a daily basis, we deliver much more than good health care. We provide trust, friendship and compassion to those who are in a crisis or time of need.

During my career, I have often said that you cannot provide the best care for a community and its residents alone. You need to establish and grow trusted relationships with your peers and partners to maximize the positive impact you can have on a population.

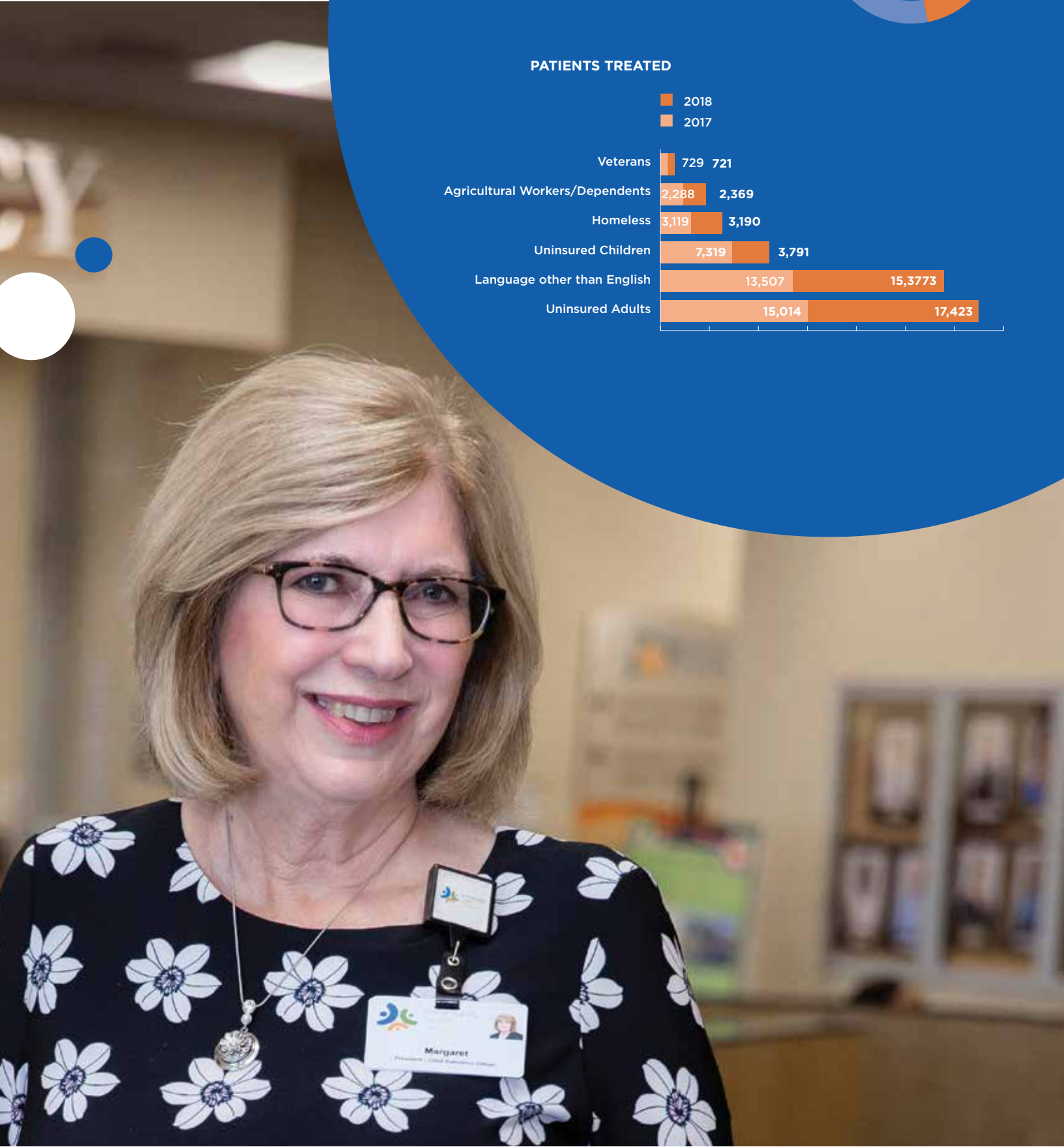
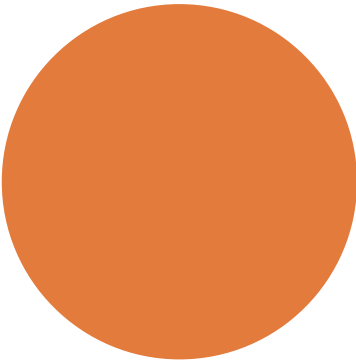
You are helping us continually make this impact and provide the best care for our patients, friends and neighbors. I am extremely proud of the dedication, commitment and compassion that our organization shows to our community each day and it is my hope that you feel the same.

Thank you for taking the time to learn more about our work and achievements.

Sincerely Yours,

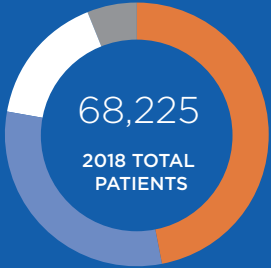


Margaret Brennan

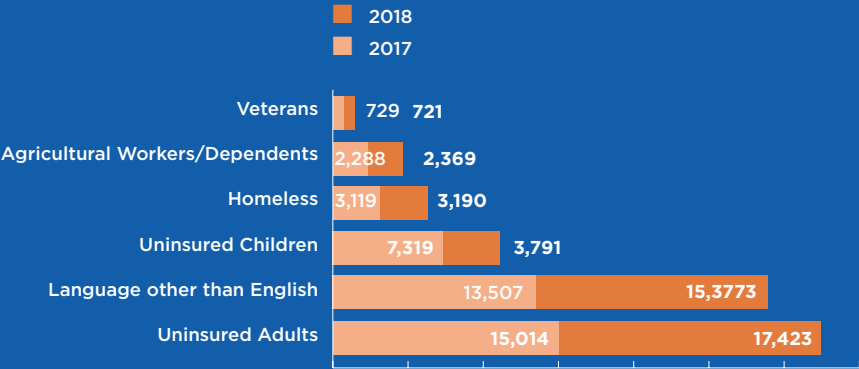


PATIENT INSURANCE STATUS

Medicaid	47%
Uninsured/None	31%
Private Insurance	16%
Medicare	6%



PATIENTS TREATED







PATIENT PROFILE - Annette

When Annette first moved to the Ocoee area, she knew that one of her first priorities would be to find a new medical home. As an uninsured patient, she felt her options were limited and decided to choose Community Health Centers for her medical and primary care needs.

Annette made an appointment with the center location in Winter Garden, where she met with a financial counselor to qualify for our Sliding Discount Program. While at her financial counseling appointment, Annette mentioned to our team member that she was having some heart issues. Recognizing the potential seriousness of the issue, our team member escalated her upcoming appointment.

During the appointment, Annette unfortunately experienced some unexpected medical issues and needed to be taken to a local hospital emergency room. During this time, Annette felt fortunate to have a physician and care team by her side throughout the ordeal.

“I felt that everyone on the team genuinely cared about how I was doing,” said Annette. “They took care of me and comforted me. It meant a lot and now I am much better because of them.”



# Community Partnerships

Building a strong community focus

You cannot provide the best care for a community and its residents alone. You need to establish and grow trusted relationships with your peers and partners to maximize the positive impact you can have on a population.

Community Health Centers, Inc. has been blessed with several outstanding partnerships since our founding in 1972. These relationships include academic partners such as Florida State University, Valencia College, University of Florida and the University of Central Florida, as well as close partnerships and alignment with health systems such as AdventHealth and Orlando Health, among others.

These valuable connections contribute to our success as a Federally Qualified Health Center (FQHC) in many ways. From financial support for the expansion of necessary services and facilities, to providing a training pipeline for the next generation of medical or dental providers, pharmacists, nurses, medical staff and dental assistants, we are grateful to those who share in our mission.



PATIENT PROFILE – Julio

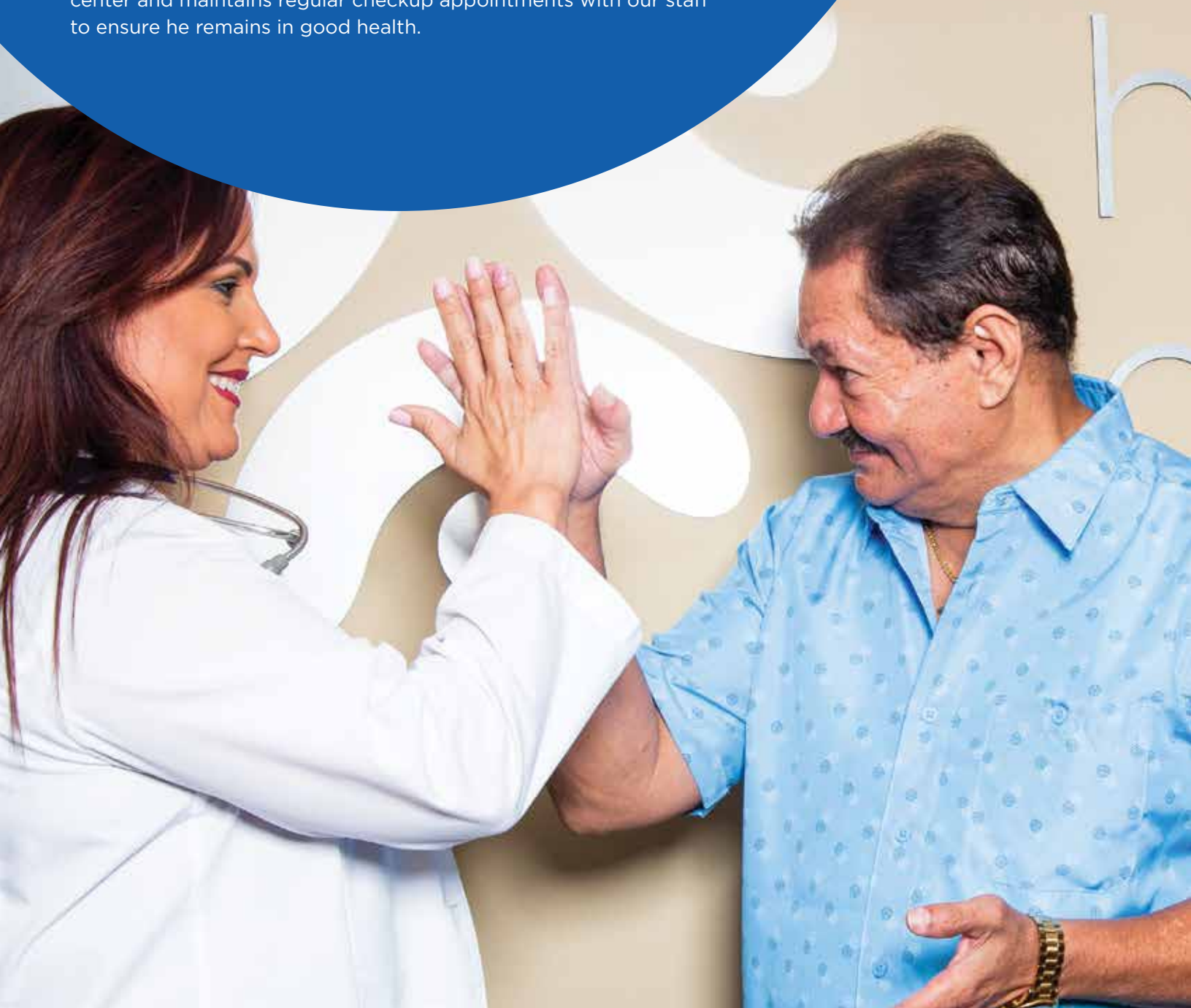
In 2017, when Julio was 55, he first became a patient of Community Health Centers. Although he has health insurance, he had neglected his annual checkups for years.

At his first new patient appointment, his primary care physician Jocelyn Pichardo, MD, provided Julio with a colon cancer screening kit to complete at home. The American Cancer Society guidelines recommend screenings begin at age 50, but Julio had yet to undergo a screening.

The submitted screening sample came back testing positive for colon cancer. Dr. Pichardo immediately coordinated an appointment for Julio to undergo a colonoscopy and eventually have surgery to remove his cancer.

The surgery was successful and it was determined that the tumors had not spread any further. Julio is currently a patient of our Pine Hills center and maintains regular checkup appointments with our staff to ensure he remains in good health.

“ I am cancer free today thanks to the attention and care I received from the health center. It is because of them that I am a cancer survivor. ”



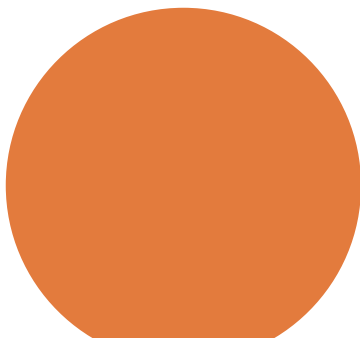
# Serving Our Patients

The right care at the right place

Our strength is our constant focus on being a community partner that cares for the whole person. We view our patients as individuals who deserve personalized care. Each patient has a very unique need and we strive to develop programs that not only meet the need, but also exceed the expectation.

We are proud to serve culturally diverse communities and our workforce reflects that. Throughout our history, there have been numerous instances where our patients later became our employees. It is an amazing feeling to see a patient, who trusts you with their care, want to give back and serve other patients in a similar way.

Our centers are staffed with friends and neighbors caring for other friends and neighbors. This is ultimately what partnerships are about and demonstrates the positive impact and influence a Federally Qualified Health Center can have within a neighborhood.







# Our Medical Practices

Caring for patients locally

As a FQHC, we provide community-driven care that is dedicated to serving our patients and their families locally, in the neighborhoods that they live and trust.

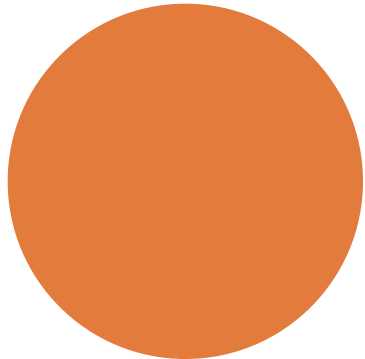
Our mission is to provide quality and compassionate healthcare services to many diverse communities, and do so in a way that consistently overcomes economic, cultural and geographic barriers.

With 13 locations throughout central Florida, we are able to provide convenient access to primary care services for children, adults and seniors. Our centers provide care for physical, emotional and dental health needs. We do more than just treat the sick, we provide a medical home for health and wellness.

## PRESCRIPTIONS FILLED

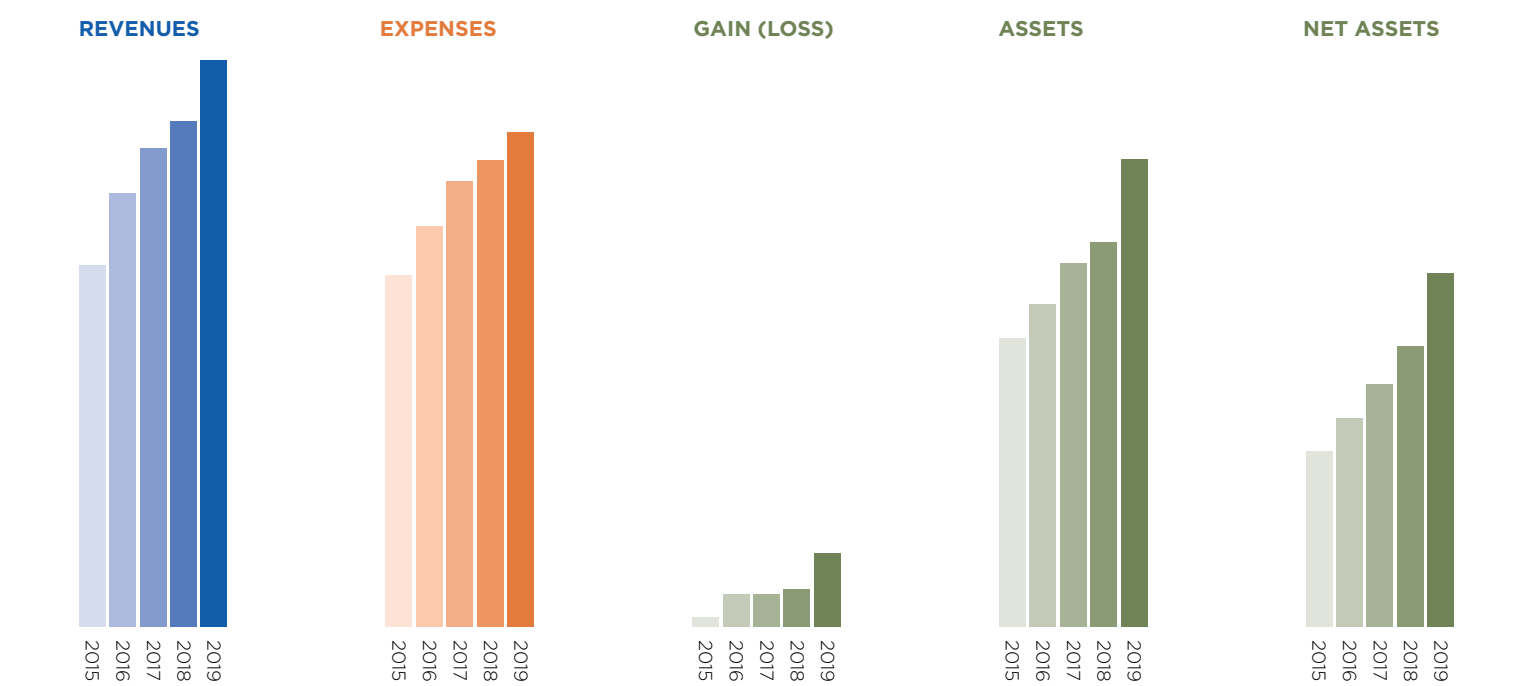


**\$3,000,000+ PHARMACY SAVINGS TO PATIENTS**





# Financials



Financial Year	2015	2016	2017	2018	2019
REVENUES					
Patient Fees	\$24,873,421	\$ 31,371,574	\$35,574,519	\$38,247,665	\$ 42,163,003
Grants	\$11,621,518	\$11,907,483	\$12,889,980	\$12,942,327	\$15,236,518
Other	\$272,137	\$787,964	\$158,754	\$96,770	\$148,541
Total Revenues	\$36,767,076	\$44,067,021	\$48,623,253	\$51,286,762	\$57,548,062
EXPENSES					
Salaries and Benefits	\$25,577,974	\$28,535,450	\$32,391,942	\$34,011,489	\$35,511,352
Supplies	\$2,842,007	\$3,465,312	\$4,027,773	\$3,927,132	\$4,592,006
Contract Services	\$2,188,033	\$1,894,085	\$1,274,360	\$1,358,789	\$1,699,974
Occupancy	\$1,254,835	\$1,500,347	\$2,448,717	\$1,603,016	\$1,780,864
Utilities	\$704,232	\$785,250	\$870,528	\$948,025	\$1,022,306
Insurance/Other	\$3,167,089	\$4,550,843	\$4,196,303	\$5,540,881	\$5,597,385
Total Expenses	\$35,734,170	\$40,731,287	\$45,209,623	\$47,389,332	\$50,203,887
TOTAL					
Gain (Loss)	\$1,032,906	\$3,335,734	\$3,413,630	\$3,897,430	\$7,344,170
Total Assets	\$29,344,668	\$32,770,259	\$36,914,007	\$39,111,694	\$47,485,726
Total Net Assets	\$17,881,117	\$21,216,851	\$24,630,481	\$28,527,911	\$35,872,086

# Our Team

## Board Members

- Mr. Nathaniel Friends  
Chairperson

Ms. Karla Radka  
1st Vice Chair

Dr. Lauren Josephs  
2nd Vice Chair

Ms. Sonya Young  
Treasurer

Dr. Melissa Singh  
Secretary

Mr. Adler Labossiere  
Director

Mr. T. Scott Walker  
Director
- Mr. Jerry Kassab  
Director

Ms. Gisela Laurent  
Director

Mr. Darryl Owens  
Director

Ms. Dale Budha-Price  
Director

Ms. Nilmarie Zapata  
Director

Mr. Timothy McKinney  
Director (Past Chair)

## Management Team

- Margaret Brennan  
President / Chief Executive Officer

Mark Dickinson  
Vice President / Chief Financial Officer

Debra Andree, MD  
Vice President / Chief Medical Officer

Gregg Stewart, DMD  
Vice President / Chief Dental Officer
- Kathy Jo Bailey  
Vice President / Chief Operations Officer

Cheryl Viadero  
Vice President / Chief Human Resources Officer /  
Chief Compliance Officer

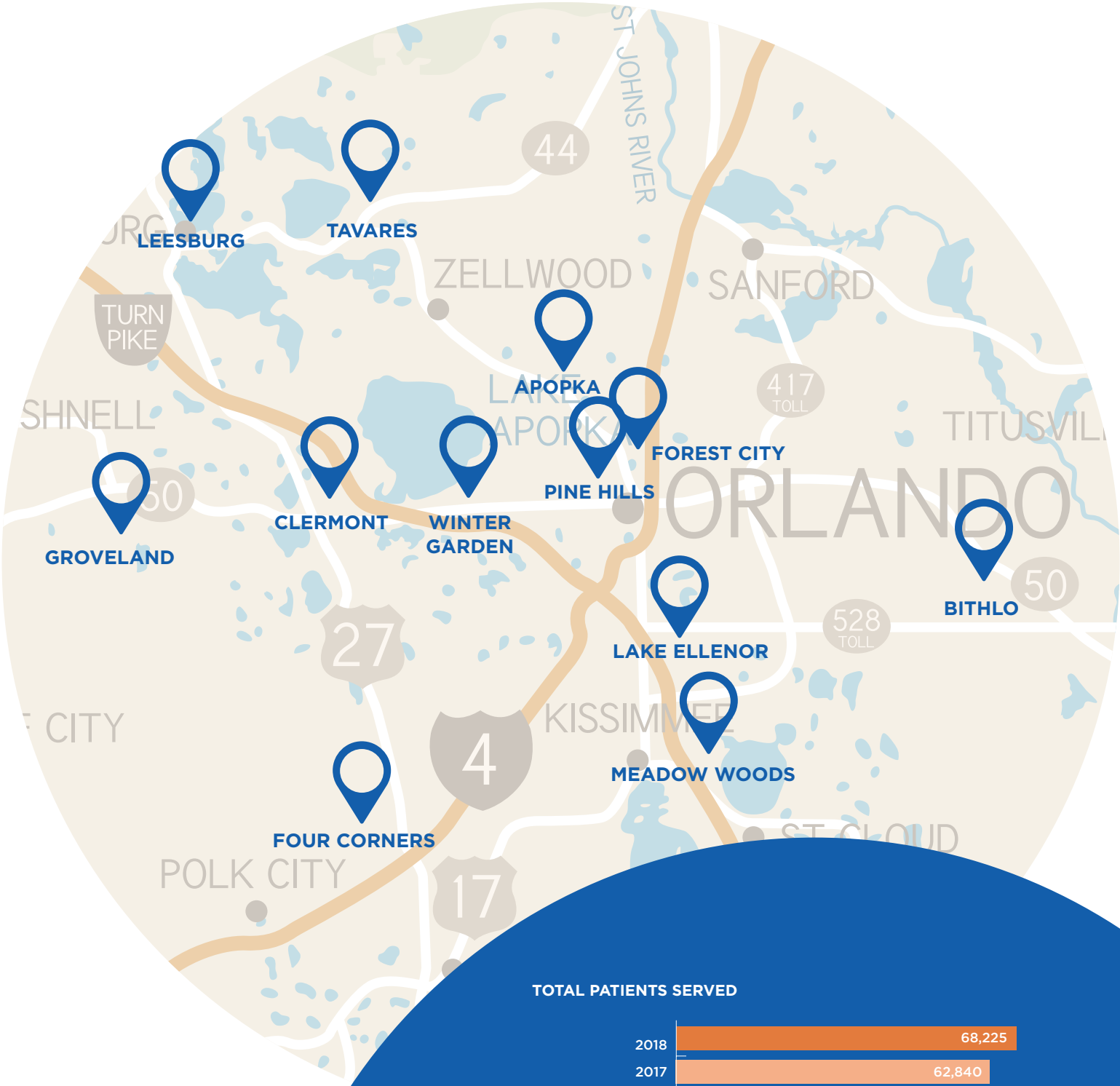
Kim Barkman  
Vice President / Chief Information Officer

# Our Locations

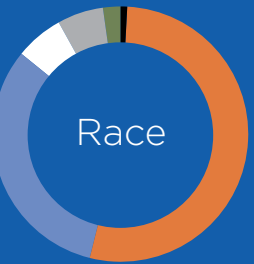
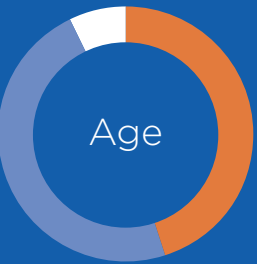
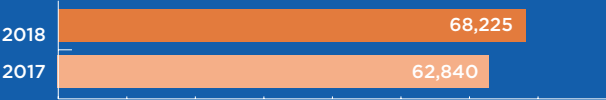
- APOPKA**  
Family & OB/GYN Care  
225 E Seventh St  
Apopka, FL. 32703

Dental Care  
210 E Seventh St  
Apopka FL. 32703

Pediatric Care  
618 S Forest Ave  
Apopka, FL. 32703
- BITHLO**  
Child & Adult Medical Care  
19108 E Colonial Dr  
Orlando, FL. 32820
- CLERMONT**  
Child & Adult Medical Care  
2140 N Don Wickham Dr  
Clermont, FL. 34711
- FOREST CITY**  
Child & Adult Medical & Dental Care  
7900 Forest City Rd  
Orlando, FL. 32810
- FOUR CORNERS** *Opening 2020*  
Family Medical & Dental Care  
509 Cagan View Rd  
Clermont, FL. 34714
- GROVELAND**  
Child & Adult Medical & Dental Care  
1296 W Broad St  
Groveland, FL. 34736
- LAKE ELLENOR**  
Pediatric Dental & Adult Emergency  
Dental Care  
6101 Lake Ellenor Dr Suite 106  
Orlando, FL. 32809
- LEESBURG**  
Family Medical & Dental 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 & Dental Care  
840 Mercy Dr  
Orlando, FL. 32808
- TAVARES**  
Child & Adult Medical & Dental Care  
212 E Main St  
Tavares, FL. 32778
- WINTER GARDEN**  
Child & Adult Medical & Dental Care  
13275 W Colonial Dr  
Winter Garden, FL. 34787



TOTAL PATIENTS SERVED







110 S Woodland St  
Winter Garden, FL 34787

[questions@chcfl.org](mailto:questions@chcfl.org)  
407-905-8827

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



community  
health  
centers

©2019 Community Health Centers  
Community Health Centers (CHC) is a private, non-profit organization that  
provides healthcare services to insured, uninsured, under-insured and  
under-served children and adults within Central Florida.