



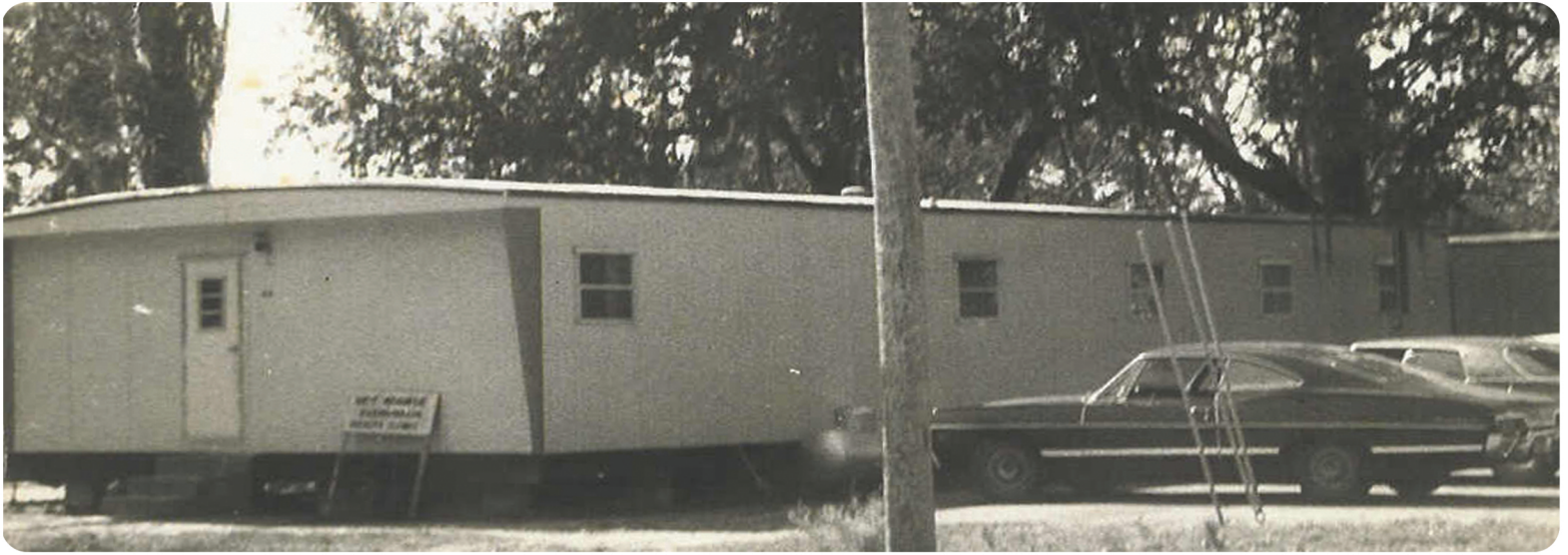
ANNUAL REPORT

2021 EDITION



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.



It all started as a simple health clinic operating out of a single-wide trailer in Apopka back in December 1972. We have come a long way since then.

-SISTER ANN KENDRICK

Originally called the West Orange Farmworker Health Association (WOFHA), we incorporated in 1972 as a non-profit health organization “to be operated by and for its consumers.” Although experiencing many obstacles and opposition, the WOFHA secured a federal grant and opened a clinic in a trailer donated by the Catholic Diocese of Orlando.

The Apopka Farmworker Clinic began operation under the leadership of Sister Cathy Gorman, Sister Ann Kendrick, Sister Teresa McElwee, and Sister Gail Grimes, all members of Notre Dame de Namur order of Catholic Nuns, in 1973. **Their mission was to provide the underserved in the community access to the healthcare they couldn’t afford.**

The original staff only included a Nurse’s Aide, a Medical Director, and an Administrative Director.





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





Community Partnerships

BUILDING A STRONG COMMUNITY FOCUS

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.





Our Health Centers

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 15 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 and dental home for health and wellness.



Meet Julio

PATIENT PROFILE

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.

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.

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.





Meet Annette

PATIENT PROFILE

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.

I felt that everyone on the team genuinely cared about how I was doing.

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.

Dynamic Leadership that Inspires Team Members



Debra Andree, MD
PRESIDENT &
CHIEF EXECUTIVE OFFICER



Mark Dickinson
VICE PRESIDENT &
CHIEF FINANCIAL OFFICER



Jocelyn Pichardo, MD
VICE PRESIDENT &
CHIEF MEDICAL OFFICER



Gregg Stewart, DMD
VICE PRESIDENT &
CHIEF DENTAL OFFICER



Cheryl Viadero
VICE PRESIDENT, CHIEF
HUMAN RESOURCES OFFICER,
& CHIEF COMPLIANCE OFFICER



Kathy Jo Bailey
VICE PRESIDENT &
CHIEF OPERATING OFFICER



Kim Barkman
VICE PRESIDENT &
CHIEF INFORMATION OFFICER

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DIRECTOR

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DIRECTOR

Nilmarie Zapata
DIRECTOR

Nathaniel Friends
DIRECTOR

Debra Andree, MD
EX-OFFICIO MEMBER

CHC CARE COUNCIL

CORE VALUES

AND VALUE STATEMENTS



PATIENT-CENTERED

We commit to put our patients first in everything we do.



QUALITY

We offer high-quality healthcare services through innovation.



COMPASSION

We enthusiastically provide compassionate care.



RESPECT & INTEGRITY

We stand firm on integrity, ethics, and respect.



DIVERSITY, EQUITY, & INCLUSION

We value diversity and promote equity and inclusion.

THE MISSION OF COMMUNITY HEALTH CENTERS IS TO PROVIDE **QUALITY** AND **COMPASSIONATE** PRIMARY **HEALTHCARE** SERVICES TO CENTRAL FLORIDA'S DIVERSE COMMUNITIES.

Providing **Excellent Healthcare** to All Patients

Dedicated to serving the diverse communities and neighborhoods of central Florida with compassionate care. With medical, dental, and specialty services offered, our patients can get easy access to everything they need to stay healthy.



153,171
MEDICAL VISITS



43,915
DENTAL VISITS



5,897
OPTOMETRY VISITS



21,864
OB/GYN VISITS

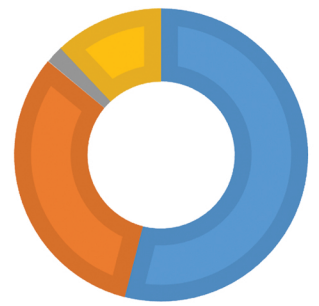


7,103
BEHAVIORAL VISITS



297,729
SCRIPTS FILLED

231,950
TOTAL VISITS



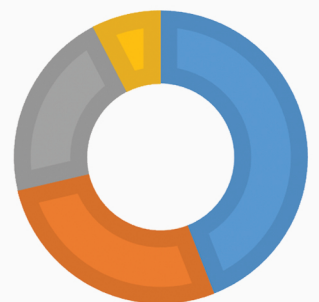
RACE

White (54%)

Black (32%)

Other (12%)

Asian (2%)



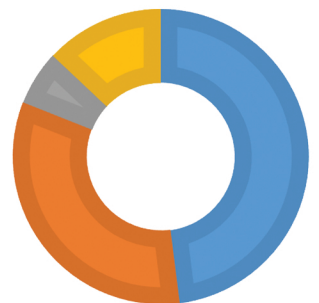
AGE

0-17 (44%)

18-44 (27%)

45-64 (21%)

65+ (8%)



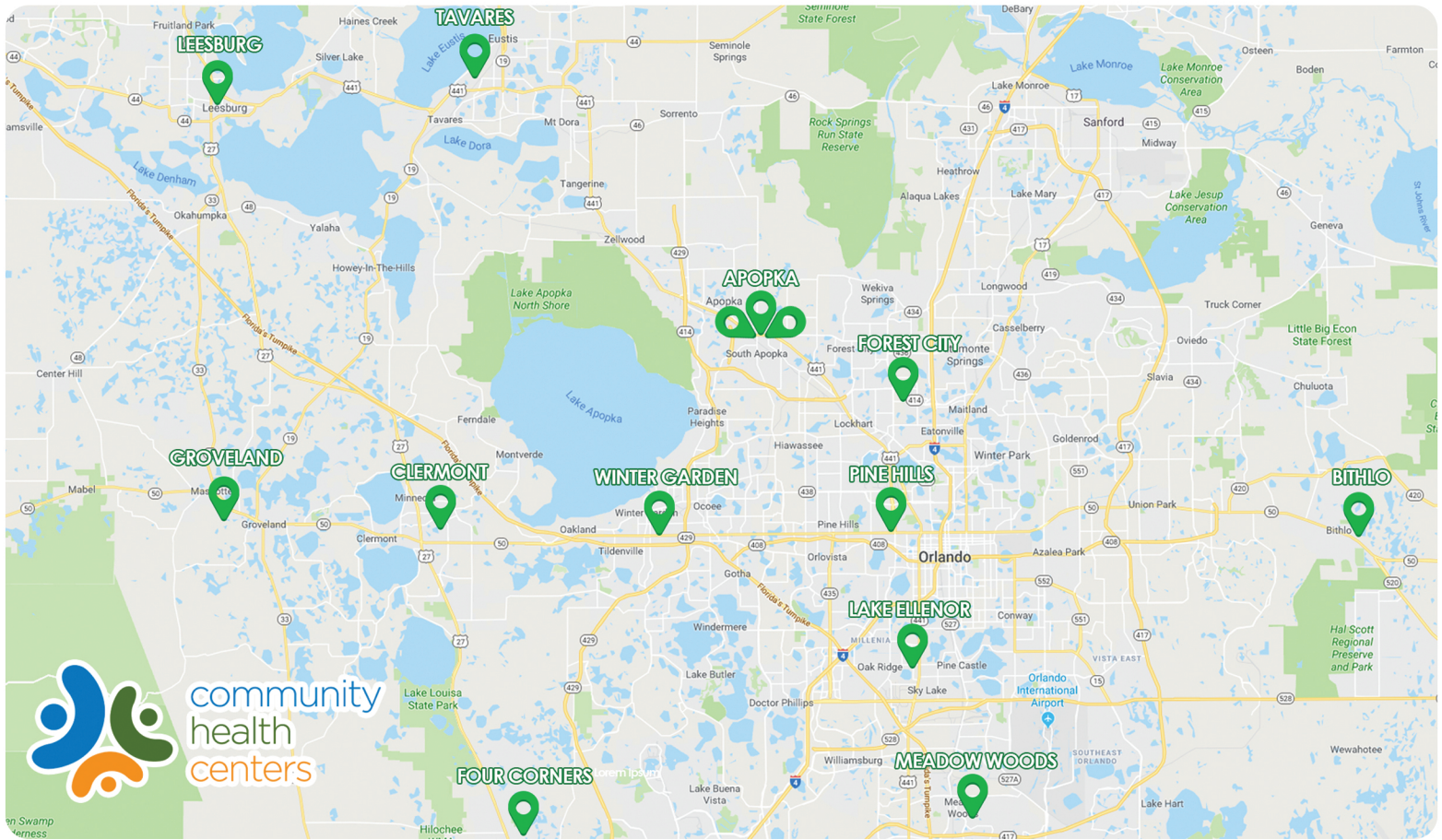
INSURANCE

Medicaid (48%)

Uninsured (33%)

Private (13%)

Medicare (6%)



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 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

CHILD - ADULT 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, 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

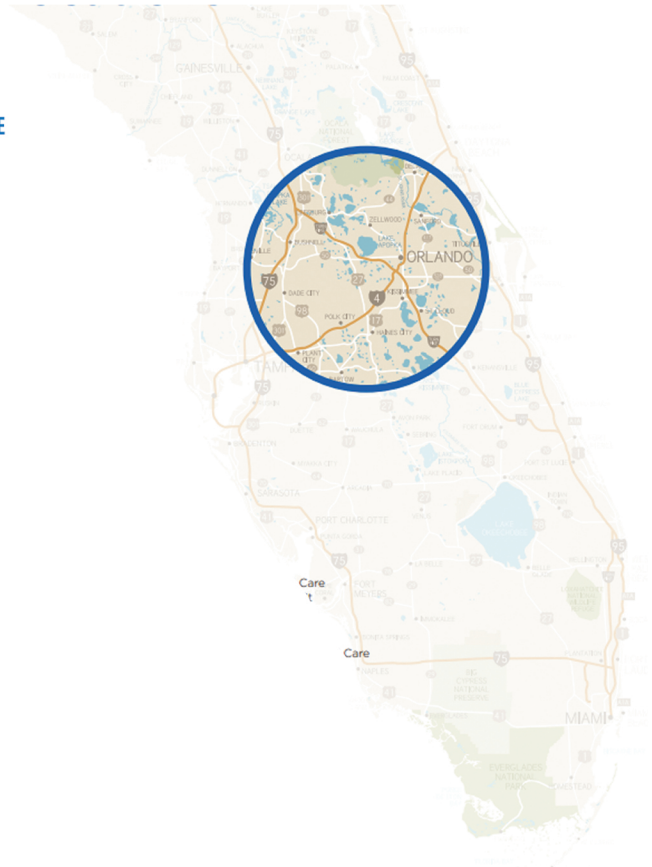
FAMILY, PEDIATRIC, OB/GYN & DENTAL CARE
840 Mercy Dr
Orlando, FL 32808

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





	FY 2018	FY 2019	FY 2020	FY 2021
Revenues				
Patient Fees	\$38,247,665	\$42,163,003	\$44,119,828	\$43,324,354
Grants	\$12,934,689	\$15,111,681	\$14,204,854	\$18,271,824
Other	\$137,228	\$289,594	\$516,183	\$1,238,845
Total Revenues	\$51,319,582	\$57,564,278	\$58,840,865	\$62,835,023
Expenses				
Salaries and Benefits	\$34,011,489	\$35,511,352	\$38,906,243	\$40,110,283
Supplies	\$3,927,132	\$4,592,006	\$4,167,927	\$5,040,245
Contract Services	\$1,358,789	\$1,699,974	\$1,709,014	\$1,733,229
Occupancy	\$2,254,814	\$2,482,328	\$2,509,748	\$2,238,997
Utilities	\$948,025	\$1,022,306	\$1,053,679	\$1,235,561
Other	\$4,921,903	\$4,912,137	\$6,348,650	\$7,104,567
Total Expenses	\$47,422,152	\$50,220,103	\$54,695,261	\$57,462,882
Gain (Loss)	\$3,897,430	\$7,344,175	\$4,145,604	\$5,372,141
Total Assets	\$39,111,694	\$47,485,726	\$51,372,986	\$56,067,054
Total Net Assets	\$28,527,911	\$35,872,086	\$40,017,690	\$45,389,831