



# ANNUAL REPORT

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2023 EDITION

CELEBRATING  
**50** YEARS  
of Health Services

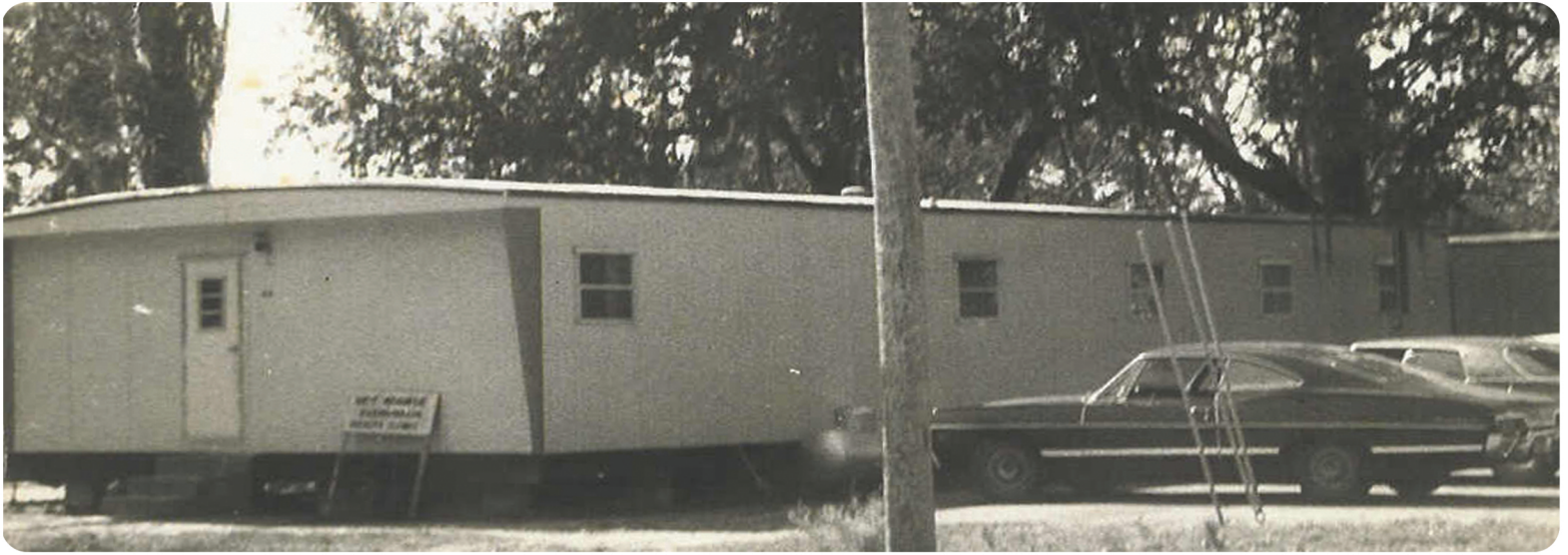




# **Dedicated to serving our entire community locally.**

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 16 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, BSN**  
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

## BOARD MEMBERS

**Jerry Kassab**  
CHAIRPERSON

**Melissa Singh**  
1ST VICE CHAIR

**Nilmarie Zapata**  
2ND VICE CHAIR

**Felicia Davis**  
TREASURER

**Timothy Scott Walker**  
SECRETARY

**Bennitta Edmeade**  
DIRECTOR

**Darryl Owens**  
DIRECTOR

**Gisela Laurent**  
DIRECTOR

**Karla Radka**  
DIRECTOR

**Secily Wilson**  
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.



**149,874**  
**MEDICAL VISITS**



**53,666**  
**DENTAL VISITS**



**6,761**  
**OPTOMETRY VISITS**



**14,528**  
**OB/GYN VISITS**



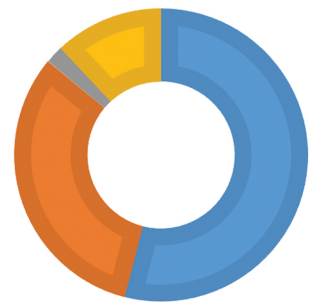
**9,505**  
**BEHAVIORAL VISITS**



**315,823**  
**SCRIPTS FILLED**

**217,000+**  
**TOTAL VISITS**





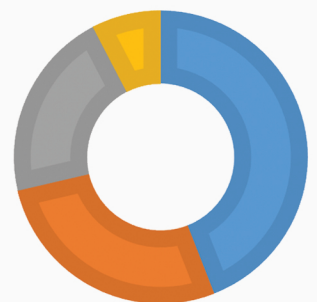
### RACE

White (53%)

Black (35%)

Other (10%)

Asian (2%)

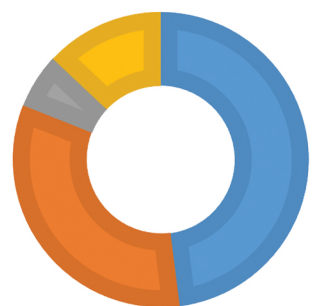


### AGE

0-17 (46%)

18-64 (46%)

65+ (8%)



### INSURANCE

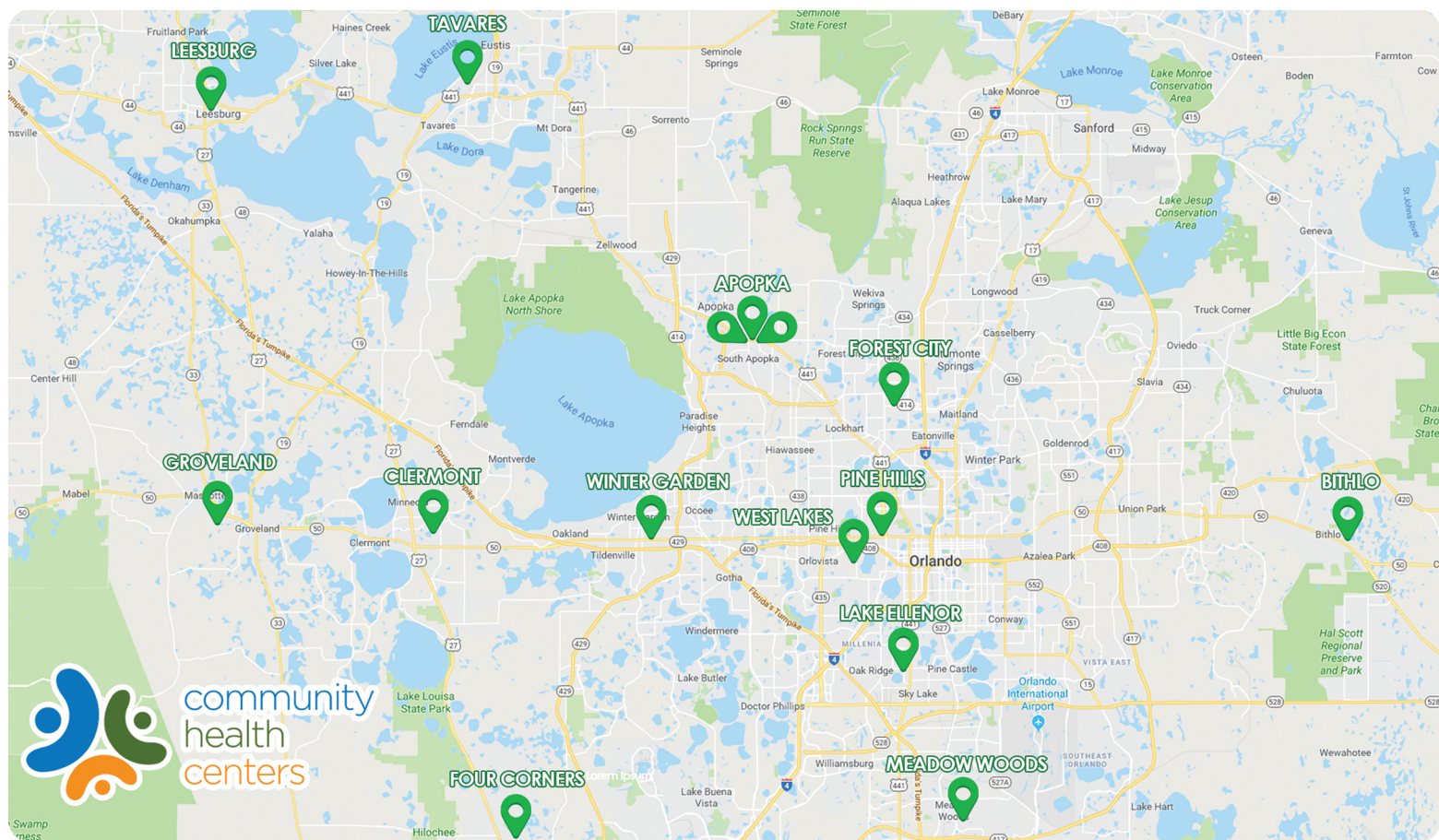
Medicaid (57%)

Uninsured (19%)

Private (18%)

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 & DENTAL 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**

7900-7912 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

### **West Lakes**

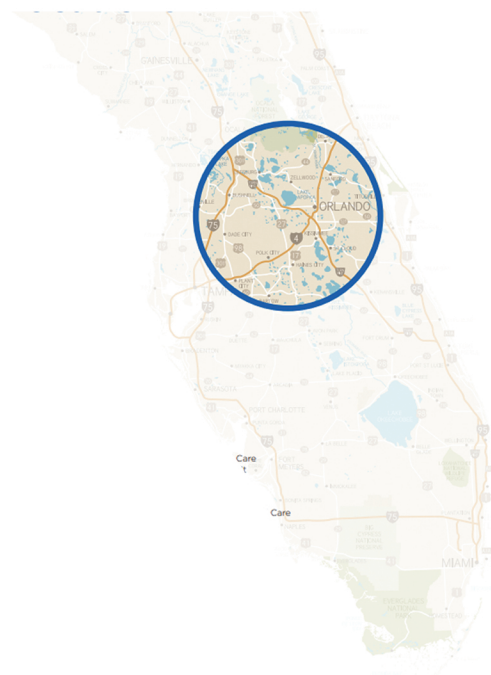
#### **CHILD · ADULT MEDICAL & SPECIALTY CARE**

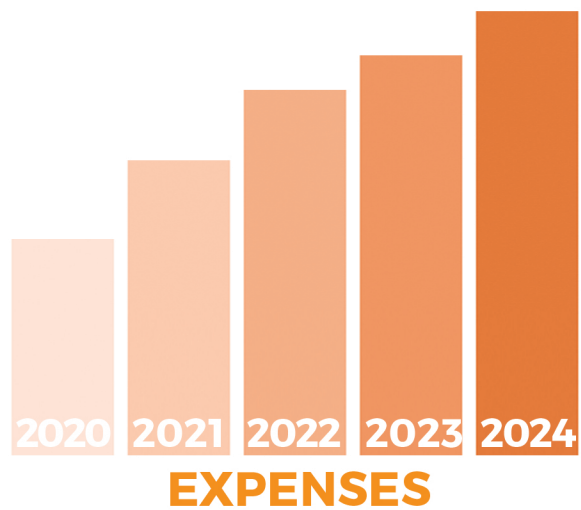
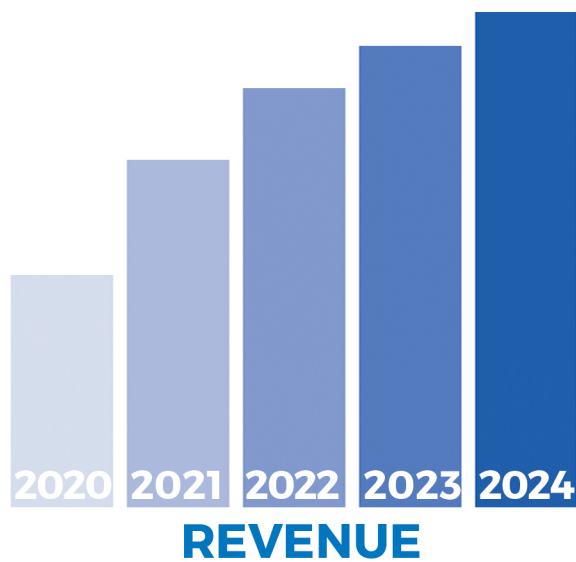
710 S Tampa Ave, Suite 203  
Orlando, FL 32805

### **Winter Garden**

#### **CHILD · ADULT MEDICAL & DENTAL CARE**

13275 W Colonial Dr  
Winter Garden, FL 34787





	FY 2021	FY 2022	FY 2023	FY 2024
Revenues				
Patient Fees	\$43,324,354	\$45,194,892	\$51,647,072	\$51,373,041
Grants	\$18,271,824	\$20,690,777	\$23,422,838	\$16,617,180
Other	\$1,238,845	\$4,277,410	\$7,863,002	\$9,304,037
Investments		(243,328)	(632,215)	\$2,536,738
<b>Total Revenues</b>	<b>\$62,835,023</b>	<b>\$70,163,079</b>	<b>\$82,300,697</b>	<b>\$79,830,996</b>
Expenses				
Salaries and Benefits	\$40,110,283	\$42,432,208	\$45,915,932	\$47,646,526
Supplies	\$5,040,245	\$5,364,601	\$5,829,900	\$7,068,632
Contract Services	\$1,733,229	\$1,769,034	\$1,771,996	\$2,267,692
Occupancy	\$2,238,997	\$2,621,383	\$2,943,004	\$2,782,457
Utilities	\$1,235,561	\$1,164,614	\$1,409,186	\$1,628,544
Other	\$7,104,567	\$7,952,427	\$9,061,356	\$7,767,450
<b>Total Expenses</b>	<b>\$57,462,882</b>	<b>\$61,304,267</b>	<b>\$66,931,374</b>	<b>\$69,161,301</b>
<b>Gain (Loss)</b>	<b>\$5,372,141</b>	<b>\$8,858,812</b>	<b>\$15,369,323</b>	<b>\$10,669,695</b>
<b>Total Assets</b>	<b>\$56,067,054</b>	<b>\$79,127,544</b>	<b>\$91,676,747</b>	<b>\$100,471,298</b>
<b>Total Net Assets</b>	<b>\$45,389,831</b>	<b>\$54,248,643</b>	<b>\$69,617,966</b>	<b>\$80,787,657</b>