



# ANNUAL REPORT

2023 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 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
Darryl Owens
DIRECTOR
Gisela Laurent
DIRECTOR
Karla Radka
DIRECTOR

Secily Wilson DIRECTOR

Debra Andree, MD EX-OFFICIO MEMBER

# CHCCARE 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.







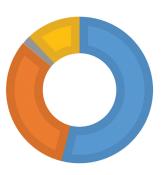




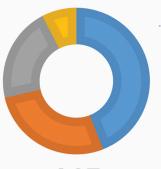


# 217,000+ TOTAL VISITS

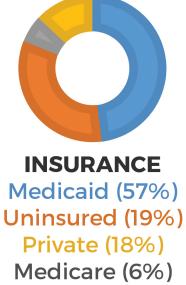


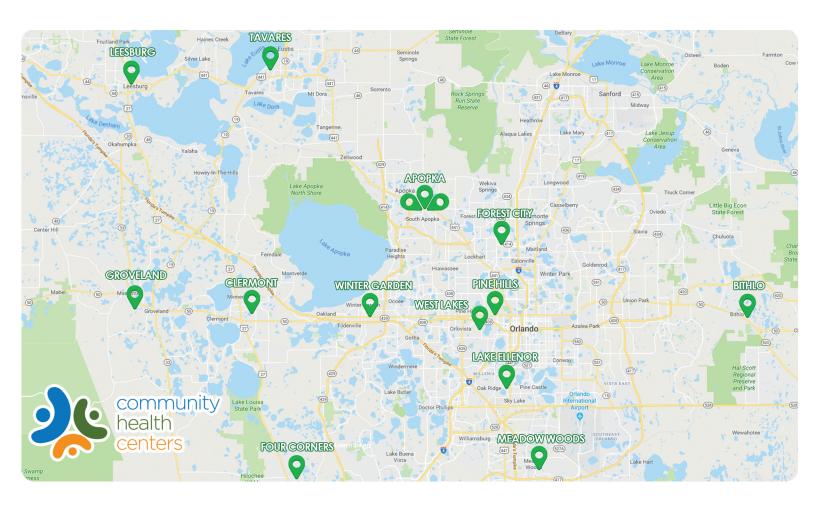


# RACE White (53%) Black (35%) Other (10%) Asian (2%)



AGE 0-17 (46%) 18-64 (46%) 65+ (8%)





#### **A**popka

#### **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**

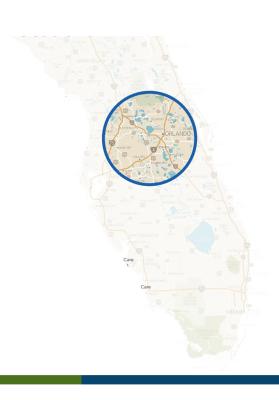
#### **CHILD · ADULT MEDICAL & SPECIALTY CARE**

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	
Total Revenues	\$62,835,023	\$70,163,079	\$82,300,697	\$79,830,996	
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>	\$57,462,882	\$61,304,267	\$66,931,374	\$69,161,301	
Gain (Loss)	\$5,372,141	\$8,858,812	\$15,369,323	\$10,669,695	
Total Assets	\$56,067,054	\$79,127,544	\$91,676,747	\$100,471,298	
Total Net Assets	\$45,389,831	\$54,248,643	\$69,617,966	\$80,787,657	