



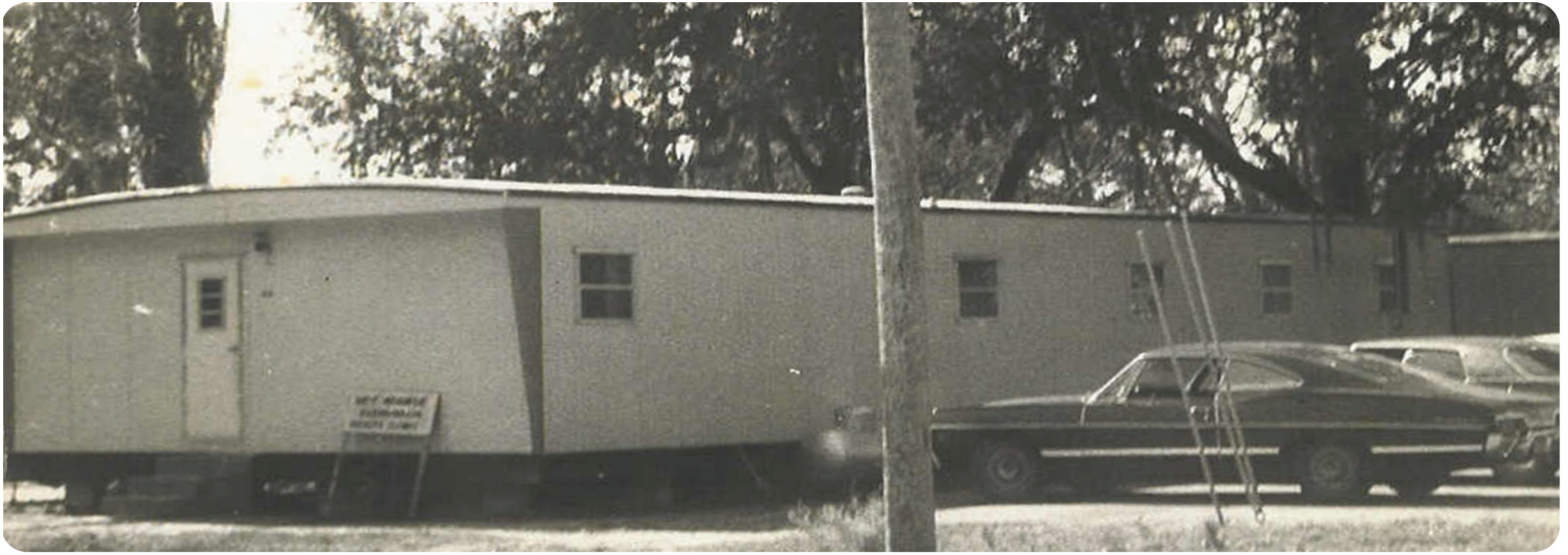
ANNUAL REPORT

2024 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.



A Vision Restored

Community Health Centers' Optometrist Dr. Mark Ossi has been caring for a 74-year-old Haitian woman since 2021, managing her glaucoma and witnessing cataracts steadily rob her of independence and joy. Her son shared how declining vision led to mood changes and depression, while her unevenly weighted glasses caused discomfort, offering little relief.

Determined to help, Dr. Ossi referred her for cataract and glaucoma surgery, but financial struggles and Medicare complications delayed progress. Refusing to give up, Dr. Ossi connected with a colleague at Bascom Palmer Eye Institute, discovered their insurance scholarship program, and facilitated the application process.

***Dr. Ossi's determination
proves that exceptional
care can overcome barriers,
transforming both health and spirit.***

The patient was accepted, underwent surgery, and is now regaining her vision and confidence. This story highlights Dr. Ossi's exceptional dedication, showcasing how compassion and persistence can profoundly improve a patient's quality of life.





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



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VICE PRESIDENT &
CHIEF OPERATING OFFICER



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DIRECTOR

Kathy Rovito
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.

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

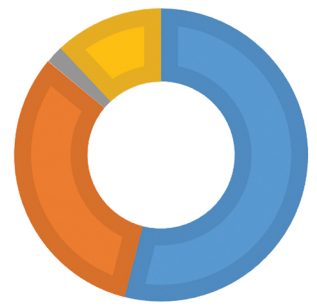


9,505
BEHAVIORAL VISITS



315,823
SCRIPTS FILLED

217,000+
TOTAL VISITS



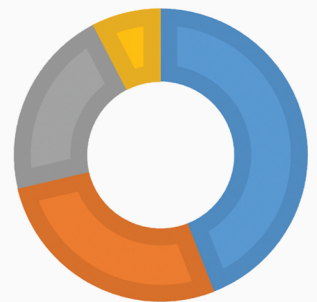
RACE

White (53%)

Black (35%)

Other (10%)

Asian (2%)

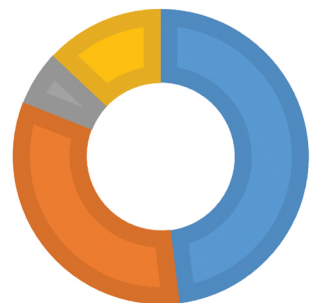


AGE

0-17 (46%)

18-64 (46%)

65+ (8%)



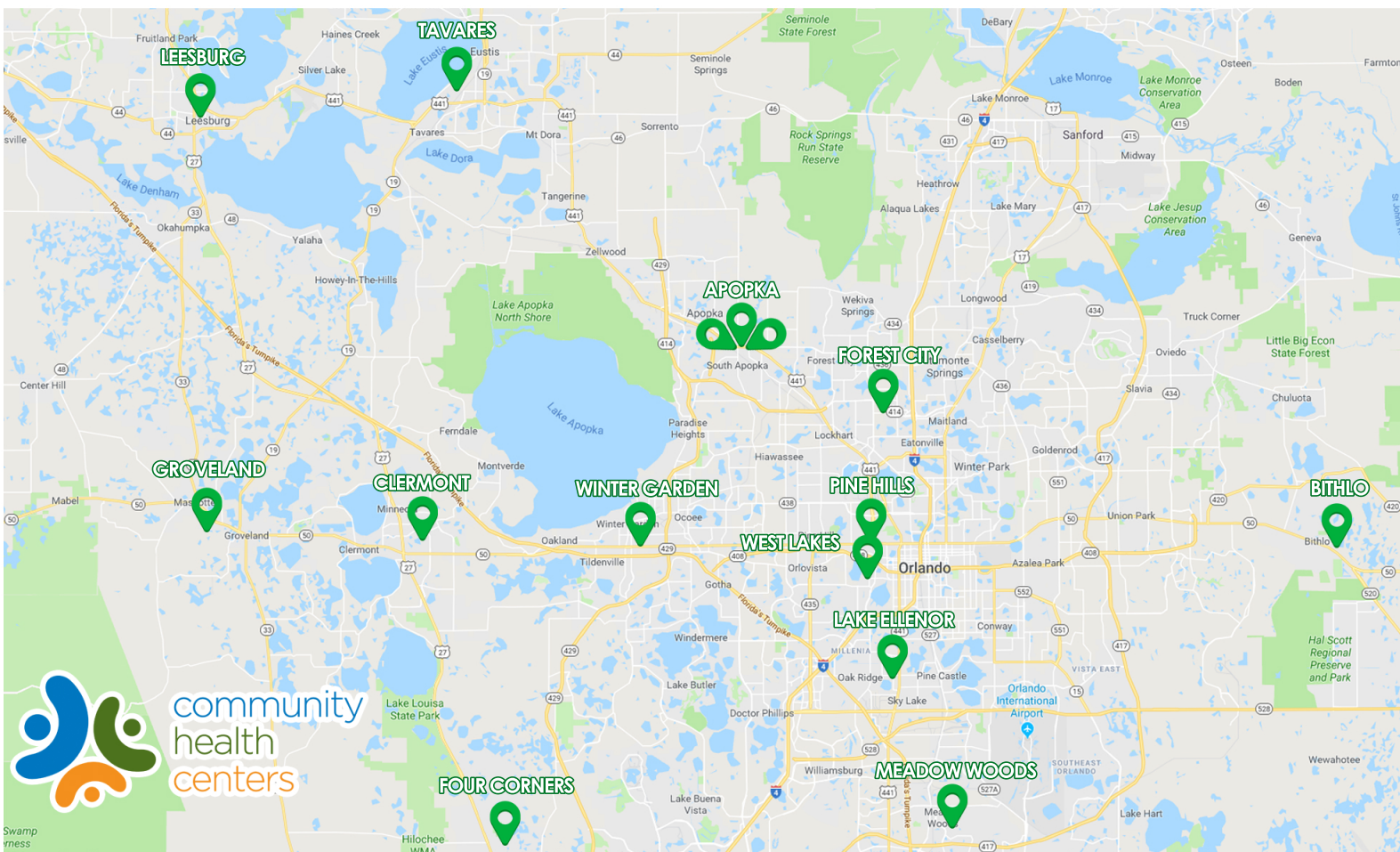
INSURANCE

Medicaid (57%)

Uninsured (19%)

Private (18%)

Medicare (6%)



Central Florida Locations

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

7900-7912 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

CHILD - ADULT MEDICAL & DENTAL CARE

225 N First St
Leesburg, FL 34748

Meadow Woods

ADULT MEDICAL, PEDIATRICS, & PEDIATRIC DENTAL

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

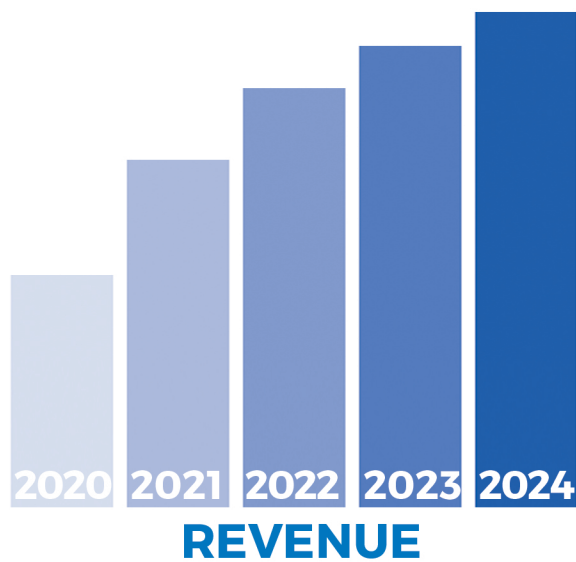
CHILD - ADULT MEDICAL & SPECIALTY CARE

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
Total Expenses	\$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