



Florida Association of Community Health Centers

2018 ANNUAL REPORT

Members

Agape Community Health Center, Inc.

Mia Jones, CEO

Azalea Health

Laura Spencer, CEO

Banyan Community Health Care

Ileana Ruiz Garcia, CEO

Bond Community Health Center, Inc.

Temple Robinson, MD, CEO

Borinquen Health Care Center, Inc.

Paul Velez, CEO

Brevard Health Alliance

Lisa Gurri, CEO

Broward Community & Family Health Center

Rosalyn Frazier, CEO

C.L. Brumback Primary Care Clinics

Belma Andric, CEO

Camillus Health Concern

Francis Afram-Gyening, CEO

Care Resource Community Health Centers, Inc.

Rick Siclari, CEO

Center for Family and Child Enrichment

T. Delores Dunn, President & CEO

Central Florida Health Care, Inc.

Ann Claussen, CEO

Citrus Health Network, Inc.

Mario Jardon, President & CEO

Community Health Centers, Inc.

Margaret Brennan, President & CEO

Community Health Centers of Pinellas, Inc.

Elodie Dorso, President & CEO

Community Health Centers of Sarasota County

Linda Stone, President & CEO

Community Health of South Florida, Inc.

Col. Brodes Hartley, Jr., (Ret.), CEO

Empower U, Inc.

Belita Wyatt, CEO

Community Health Northwest Florida

Chandra Smiley, CEO

Family Health Center of Southwest Florida, Inc.

Frank Mazzeo, DDS, President & CEO

Family Health Source

Laurie Asbury, CEO

Florida Community Health Centers, Inc.

Dr. Wilhelmina Lewis, President & CEO

FoundCare, Inc.

Yollette Bonnet, CEO

Genesis Community Health, Inc.

DeAnna Warren, Executive Director

Healthcare Network of Southwest Florida

Mike Ellis, President & CEO

Heart of Florida Health Center

Jamie Ulmer, CEO

Jessie Trice Community Health System

Annie Neasman, RN, President & CEO

Langley Health Services

Thomas Chase, CEO

Lee Community Healthcare

Robert Johns, CEO

Manatee County Rural Health Services, Inc.

Patrick Carnegie, President & CEO

Miami Beach Community Health Center

Mark Rabinowitz, MD, CEO

Neighborhood Medical Center, Inc.

Jeanne' Freeman, CEO

New River Community Health Care Center

Amie Johns, Executive Director

North Florida Medical Centers, Inc.

Lane Lunn, CEO

Orange Blossom Family Health

Bakari Burns, President & CEO

Osceola Community Health Services

Belinda Johnson-Cornett, CEO

Palms Medical Group

Anita Riels, CEO

PanCare Health

R. Michael Hill, President & CEO

Pinellas Health and Human Services

Lourdes Benedict, Executive Director

Premier Community HealthCare Group, Inc.

Joseph Resnick, CEO

Rural Health Network of Monroe County

Rochelle Pearson, CEO

Sulzbacher Center

Kara Russell, Director of Health Service Operations

Suncoast Community Health Centers, Inc.

Brad Herremans, CEO

Tampa Family Health Centers, Inc.

Sherry Hoback, CEO

Treasure Coast Community Health, Inc.

Vicki Soule', CEO

True Health

Latrice Stewart, CEO

Walton Community Health Center

Holly Holt, Executive Director

President & CEO Message



Dear Friends,

Thank you for taking a moment to review our annual report. I believe it reflects the tremendous growth and outreach that has taken place over the past year, but the importance of our work means so much more.

Community Health Centers have provided a local source of health care, hope, and opportunity since their inception. Serving in their multiple roles as primary care providers, social support agencies and economic engines, health centers

strive to transform their underserved communities — one patient at a time.

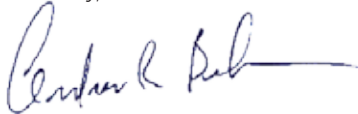
We strive to be the embodiment of Nelson Mandela's vision when he said: "What counts is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead." Every individual that spends their days working to improve the health and lives of underserved patients reflects a passion to make a difference, and that is what makes our Community Health Centers great.

As we reflect on the milestones of this past year, we are also strategically positioning our organization for the future. The fast-changing landscape of health care has major implications for our leadership as well as patients and we are committed to assist both through those changes.

We know that FQHCs are taking on a different role in the community — one that competes for more mainstream primary care patients, delivers more comprehensive services, and focuses on increased visibility. Yet the cohesiveness and laser like focus of our efforts from Pensacola to Key West, and a commitment to best practices in every aspect of our work, will continue to make us effective and viable, and enables us to offer a more diverse menu of services.

The future of Florida's Community Health Centers is bright and because of our work, Florida's future is healthier and more productive as we continue to care for those among us that are most in need of quality health care.

Sincerely,



Staff

Andrew Behrman
President and CEO

Benjamin Browning, MPA
Director of Policy and Regulatory Affairs

Linda Carmona-Sanchez
Director, Grants Management & Outreach

Michael Holbert
Services Coordinator
Special Projects Coordinator

Thomas J. Knox, MPA
Director of Emergency Preparedness and Education Programs

Niki Lacayo
Accountant

Clarissa Ortiz, MS
Director of Clinical Quality

Robert Reinshuttle, MPA
Director of Legislative Affairs

Brittany Roberson
Human Resources and Administrative Services Coordinator

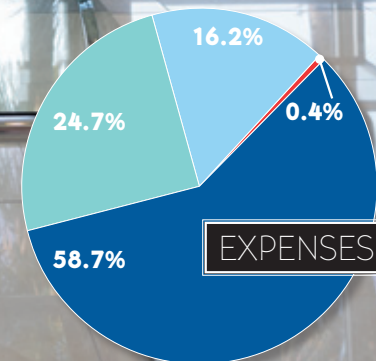
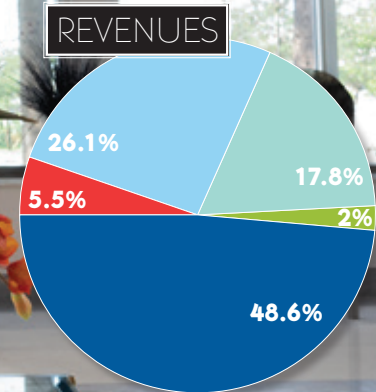
Dana Schultz, CPA
Chief Financial Officer

Jon Shiver
Communications Coordinator

Erin Sologaitoa, MS
Director of Community Development and Special Populations

FACHC FINANCIAL SUMMARY

REVENUES:	Percent	Dollars
Federal HRSA Grant	48.6%	\$1,109,444.23
Contracts	5.5%	\$126,200.00
FACHC Dues / Assessments	26.1%	\$595,810.48
Meeting / Training Revenue	17.8%	\$404,360.04
Other Revenue	2.0%	\$44,781.92
Total Revenue	100%	\$2,280,596.67



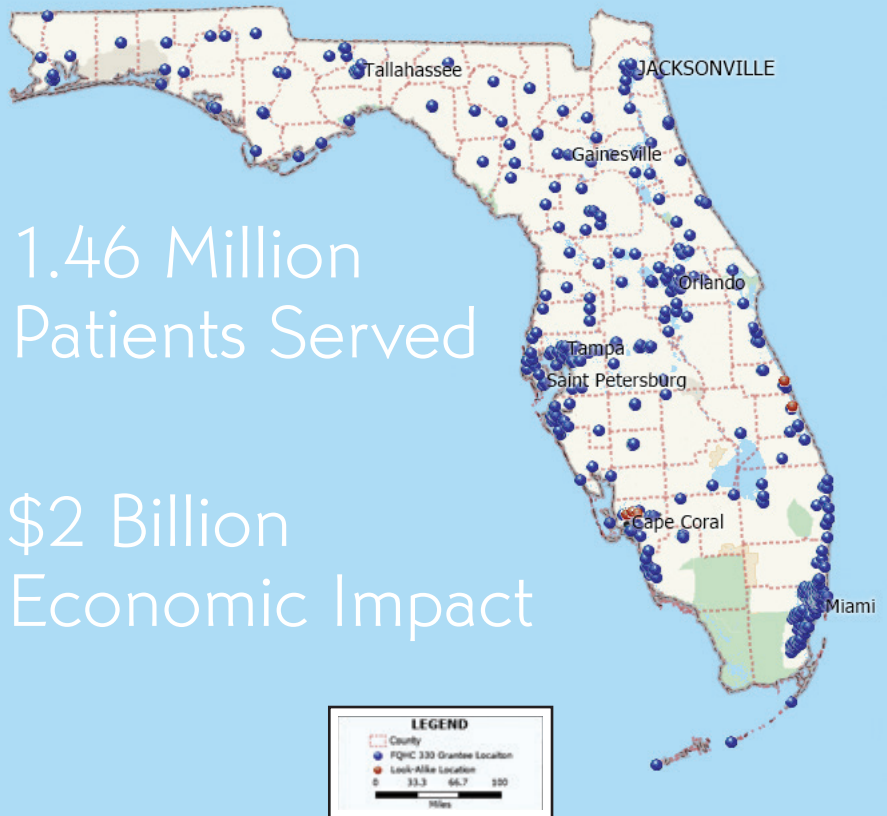
EXPENSES:	Percent	Dollars
Program Services	58.7%	\$1,301,639.26
Support Services	24.7%	\$ 548,785.17
Meetings and Trainings	16.2%	\$358,912.52
Other Expenses	0.4%	\$9,342.79
Total Expenses	100%	\$2,218,679.74



In Our Communities...

1.46 Million Patients Served

\$2 Billion Economic Impact



Florida's Community Health Centers BY THE NUMBERS

Patient Growth 2008-2017

YEAR	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Patients	877,522	997,110	1,040,464	1,080,695	1,136,458	1,128,651	1,197,948	1,313,406	1,400,249	1,466,904



500+ Locations



17,700+ Jobs



49 FQHCs

(Includes 2 Look-A-Likes)



\$2.0B Impact

Special Populations

Veterans	8,880
Migrant/Seasonal	52,765
Public Housing	192,233
Homeless	87,223
School-Based	65,325

Patient Insurance

Uninsured	532,865	36.3%
Medicaid	572,733	39.0%
Medicare	103,361	7.0%
Public Insurance	17,664	1.2%
Private Insurance	240,281	16.4%

THOSE REPORTING INCOMES:

Below 200% FPL:	92.4%
Below 100% FPL:	76.4%

Expenses by Service Type

	Medical	60.4%
	Dental	15.3%
	Behavioral	11.2%
	Enabling	6.6%
	Other Services	6.5%

Total Patients:	1,466,904	Increase of 67,000
Total Visits:	5,484,855	Increase of 236,00
Visit Per Patient:	3.74	
Total FTEs:	10,496	Increase of 429 FTEs
Cost Per Patient:	\$737	
Cost per Encounter:	\$197	

Source: information from 2017 UDS report and IMPLAN, an economic impact assessment software system.



LEGISLATIVE AFFAIRS OUTLOOK

Federal Watch

Fiscal Cliff — Congress initially funded the Community Health Center Fund (CHCF) for five years to pay for the operation, expansion, and construction of health centers throughout the nation. To date, Congress has provided two extensions of the CHCF in 2015 (FY16 and FY17) and March 2018 (FY18 and FY19). For FY18, the nation's health centers are funded with \$1.6 billion from discretionary funds, and were provided with \$3.8 billion from the CHCF in the Bipartisan Budget Act of 2018. The Bipartisan Budget Act also included \$4.0 billion in mandatory funds for FY19. However, Florida's Community Health Centers continue to lobby Congress to build upon the investments of the Bipartisan Budget Act of 2018 which will further expand access to primary care and to offer a long-term solution rather than going over the fiscal cliff every two years. Among the bills we need to support are HR 3770 the (CHIME) Act and SB 1899, its counterpart in the Senate.

Title X — FACHC has significant concerns about the changes outlined in the recently proposed rule to alter the federal requirements around the Title X program. The proposed rule would interfere with the patient-physician relationship by limiting a providers ability to give their patients comprehensive information according to evidence based clinical guidelines, even when the patient directly asks for this information, and would remove the guarantee that people get full and accurate information about health care from their doctors.

State of Florida Update

Direct Primary Care legislation now allows physicians, chiropractors and group practices to sign agreements with patients that let them charge patients monthly fees in advance of providing services, ostensibly to provide services later at no additional charge. Ensures that these "primary-care" agreements don't violate insurance agreements. Legislators are looking for ways to be more creative, to offer different service delivery models here in Florida, and this is an approach that would allow direct primary care physicians who want to take advantage of this opportunity to enter into agreements and avoid the 30% to 35% of their staff time that ends up getting consumed in dealing with insurance companies. Because the practice is relatively new, there is not enough available research showing its effects on Community Health Centers.

Opioid Addiction and Overdose Prevention addresses the opioid crisis and includes the Florida Department of Health to establish Guidelines for prescribing controlled substance; creates a licensure requirement for all prescribers to complete; makes several changes to the prescription drug monitoring program (PDMP); Appropriates over \$27 million nonrecurring funding and over \$14 million in recurring funding to DCF to expand access to various support services to address the opioid crisis.

Helping Health Centers Work Smarter and More Effectively



BUILDING RESILIENT HEALTH CENTERS

Recovery funding continues to move forward with major non-profits assisting during hurricanes and other emergency issues affecting communities. Direct Relief, a humanitarian aid organization, with a mission to improve the health and lives of people affected by poverty or emergencies awarded \$4.5 million dollars to 18 Florida Community Health Centers that sustained damages from Hurricane Irma in September 2017. Despite good preparation, many of the Community Health Centers dealt with the after effects of recovery for several weeks, including loss of electricity, reduced access to sites due to damages, and vendor supply availability after the storm. Recovery is continuing to this day through planned outreach by the local Florida Emergency Management community and Florida's Medical Coalitions, who all play a key role in recovery activities.

New Partnerships are being formed with the Florida Department of Health (DOH) and HRSA to allow our members to formally contract with DOH for nursing staff to support special needs shelters during disasters.

Increasing access to care for the most vulnerable Floridians throughout the state, where in 2017 over 90% of Community Health Center (CHC) patients lived in families with incomes below \$50,000 for a family of four. This percentage also includes more than 300,000 migratory and seasonal agricultural workers, homeless individuals and families, residents of public housing, and veterans with significant barriers to care beyond having low incomes. Our training and technical assistance helps CHCs address patient barriers, increase access and provide linkages with resources, such as housing and food.

Florida Community Health Center Mobile Units currently operate 39 mobile medical and dental units, bringing services where they are needed most, and helping patients overcome transportation and availability barriers. Centers work closely with schools, head start programs, homeless shelters, farmworkers, veteran groups, and other community organizations. Services currently offered on mobile units include medical and dental exams, physicals, preventative medical and dental screenings, dental hygiene, tooth extractions, Xrays, HIV testing and more.

Recruiting and retaining the best employees involves consistent training and technical assistance. A priority for FACHC is supporting health centers in their goal to be the "Employer of Choice" in each of their service areas and to develop and retain their best employees. We are partnering with Health Choice Network to educate Community Health Centers about their role in cultivating companies that are successful at recruiting and retaining the best talent. Our operations round-table, webinars, and Board trainings address best practices for creating a culture of safety that prioritizes shared accountability and learning from mistakes. We also emphasize accountability skills and quality patient experience through workplace transparency and relationships between employees and patients in our employer trainings.



Quality Care for All

The **FACHC Clinicians Network Educational Conference (CNEC)** met the educational needs of various clinical staff, including primary medical, dental, behavioral health, and supporting services. There were multiple breakout sessions and trainings related to the current issues of today's health professional. Participants also received Continuing Medical Education credits at CNEC, which serve to maintain, develop, and increase the knowledge, skills, and professional performance in the healthcare profession.

A focus on **growing partnerships** was successful in the past year as we continued to expand our relationship with Florida Department of Health and partnered with them to address hypertension, diabetes, and colorectal cancer screening initiatives.

The National Association of Community Health Centers awarded a grant to FACHC and two Community Health Centers with four total locations to work on the **Childhood Obesity Initiative**. The purpose of this initiative is to reduce overweight and obesity rates in children receiving services within federally funded health centers. The primary focus of the initiative is to implement integrated, multidisciplinary teams specializing in overweight and obesity management interventions at health centers.



Providing Assistance in Our Communities

This year the federal administration presented us with many new policies which require all **Certified Application Counselors (CACs)** to be well-informed and familiar with the updates to help consumers navigate through the complex health insurance enrollment process. CACs were instrumental in enrolling 1,715,227 people in healthcare plans through the Florida Exchange during the open enrollment period for 2018 coverage. This was by far the highest in the country. FACHC has been at the forefront of encouraging CACs to acquire additional certification as Community Health Workers, this strategy improves the future employability of job candidates by enhancing their professional capacity to provide non-clinical preventive services under the direction of a licensed healthcare professional. Such employee changes have proven to yield greater patient engagement and fidelity to treatment plans.



Providing Access to Healthcare to Florida's Underserved

FACHC worked with the Medicaid Agency to include the FQHCs in the **Low-Income Pool (LIP)** for \$250M over the next five years. The LIP is designed to offset the cost of uncompensated care, strengthening the safety net provided to uninsured patients across Florida and enhance opportunities to expand access and improve health outcomes for the state's vulnerable populations.

The **340B Drug Pricing Program** requires drug manufacturers to provide outpatient drugs to eligible organizations such as Community Health Centers at significantly reduced prices in exchange for the ability to participate in Medicare and Medicaid programs. This program enables our health professionals to stretch scarce resources and reach more eligible patients. Multiple bills are now before Congress, which propose changes to the 340B program. FACHC is coordinating with state and national partners and elected officials to work toward the best possible outcomes for Florida's Community Health Centers, who depend upon the viability of this program.



**We're Re-Branding
What It Means to
be a FQHC in our
Communities!**



ROLL-OUT HIGHLIGHT ITEMS:

Community Health Center Program Videos Social Media Impact Informational One-Pagers

These messaging items will assist with telling our Community Health Centers' stories and help all Florida to speak with a consistent voice to further advocate and promote how we contribute to Florida's healthcare system, and the value they bring to communities across the state.





Florida Association of Community Health Centers
2340 Hansen Lane • Tallahassee, FL 32301
Phone: 850.942.1822 • Fax: 850.942.9902
www.fachc.org