

Florida Association of Community Health Centers

2019 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.
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CenterPlace Health
Linda Stone, President & CEO

Central Florida Health Care, Inc.
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Citrus Health Network, Inc.
Mario Jardon, President & CEO

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Margaret Brennan, President & CEO

Community Health Centers of Pinellas, Inc.
Elodie Dorso, President & CEO

Community Health of South Florida, Inc.
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Community Health Northwest Florida
Chandra Smiley, CEO

Empower U, Inc.
Belita Wyatt, CEO

Family Health Center of Southwest Florida, Inc.
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Family Health Source
Laurie Asbury, CEO

Florida Community Health Centers, Inc.
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FoundCare, Inc.
Yolette Bonnet, CEO

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DeAnna Warren, Executive Director

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Robert Johns, CEO

MCR Health
Patrick Carnegie, President & CEO

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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
Daisy Rodriguez, Executive Director

Premier Community HealthCare Group, Inc.
Joseph Resnick, CEO

Rural Health Network of Monroe County
Rochelle Pearson, CEO

Sulzbacher Center
Cindy Funkhouser, 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,

Tikkun Olam is a Jewish principle most broadly understood as "repairing the world." Each person has an opportunity and responsibility to take action toward the betterment of his or her own existence as well as the lives of future generations. Today, this powerful concept is applicable to the field of health care, where success is largely defined by the health and wellness of the people we serve. No better example of this principle can be found than in the mission and service of Community Health Centers.

As we embark on another year, the Florida Association of Community Health Center's 38-year legacy as a prominent and assertive advocate for Community Health Centers (CHCs) has positioned us to continue providing a positive impact. Our future success will be defined in part by our ability to contribute to solutions that foster health equity for all Floridians, bringing to bear the full might of our Association's breadth and depth.

FACHC's public ethos has driven our work as advocates throughout our history. In the face of an ever-increasing demand for CHC services, initiatives and new endeavors are helping to unleash creativity to produce better oucomes for society at large. Collaborations with state agencies and powerful relationships with legislative leaders are driving work to realize the strength of our commitment to stand alongside Florida's Community Health Centers and improve access to quality health services for all.

Today, one in five uninsured people living in the state rely on CHCs for their primary medical, dental, and behavioral care, as well as a range of pharmacy and specialty services. Our centers have made great strides by maintaining high standards of accountability, demonstrating cost effectiveness and efficiency in the delivery of care, and empowering communities to address unmet health needs.

In 2018, 93% of health center patients that reported their income were at or below 200% of the poverty line. Our Centers strive to achieve 100% access and zero health disparities by providing service to individuals, regardless of their ability to pay. Last year, CHCs provided service to over 1.5 million Floridians and were a medical home to well over half a million uninsured and many more Medicaid enrollees.

The outstanding care CHCs provide affects the lives of millions of people, and we are committed to supporting their efforts. In 2018, Florida's Community Health Centers accounted for $2.1 billion in economic impact, while also contributing to the employment of more than 18,000 Floridians. This represents an increase of more than 50% over the past five years and every dollar invested into the centers was returned to local communities and the state by 177 percent. These numbers prove that Community Health Centers are one of the best health care investments Florida makes for the well-being of its residents.

Reliable health care is essential for living. People are counting on Community Health Centers for access to comprehensive, quality primary care and I am continuously energized by the thousands of dedicated and caring workers at our centers across the state. FACHC's efforts to support the centers continue to result in success in every facet of the work we undertake every day. I look forward to continued collaborations with our Board of Directors, partners and supporters of Florida's CHCs, as well as executive and legislative branches of our state and federal government as we aspire to higher levels of excellence and impact for those in need in the years ahead.

Sincerely,



Executive Committee

Annie Neasman
Chair

Vicki Soule
Vice Chair

Temple Robinson, MD
Treasurer

Brad Herremans
Secretary

Yolette Bonnet
Parliamentarian

Anita Riels
Past Chair

Chandra Smiley
North Regional Representative

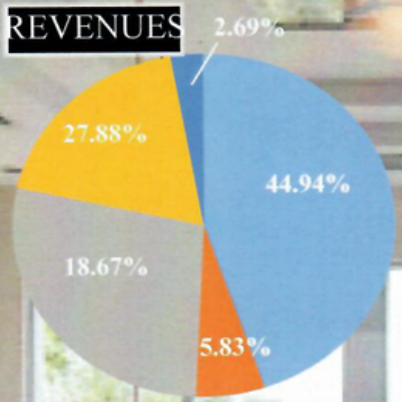
Patrick Carnegie
Central Regional Representative

Mario Jardon
South Regional Representative

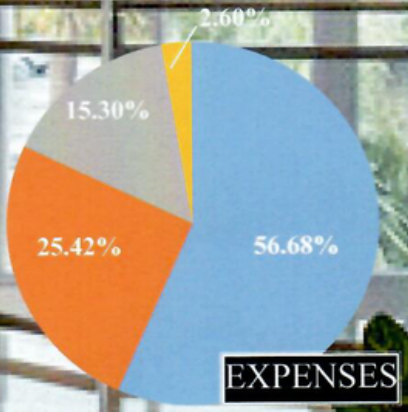
Debra Andree, MD
Clinician Representative

FACHC FINANCIAL SUMMARY

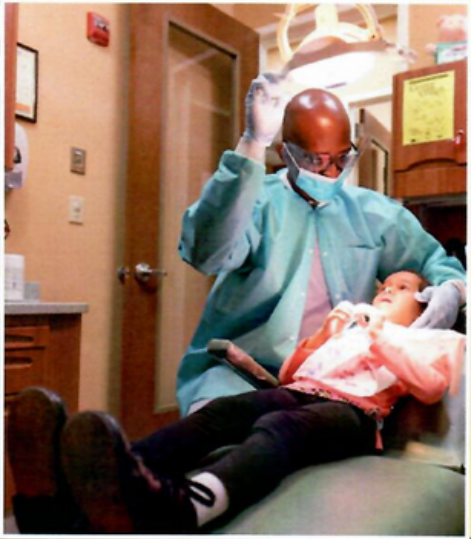
REVENUES:	Percent	Dollars
Federal HRSA Grant	44.94%	$1,220,280.01
Contracts	5.83%	$158,193.69
FACHC Dues / Assessments	27.88%	$756,986.73
Meeting / Training Revenue	18.67%	$506,988.00
Other Revenue	2.69%	$72,971.87
Total Revenue	100%	$2,715,420.30



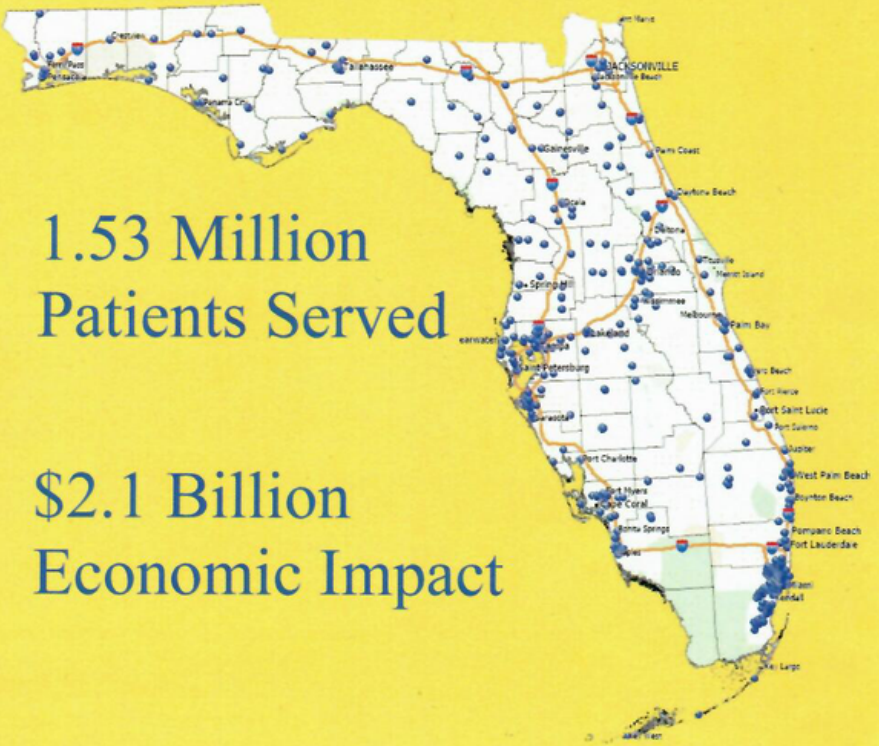
EXPENSES:	Percent	Dollars
Program Services	56.68%	$1,331,557.87
Support Services	25.42%	$ 597,248.72
Meetings and Trainings	15.30%	$359,482.33
Other Expenses	2.60%	$61,140.95
Total Expenses	100%	$2,389,492.55







In Our Communities…



1.53 Million
Patients Served

$2.1 Billion
Economic Impact

Florida's Community Health Centers
BY THE NUMBERS

Patient Growth 2009-2018

YEAR	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Patients	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	1,527,751



530+ Locations



18,700+ Jobs



49 FQHCs
(Includes 2 Look-A-Likes)



$2.1B Impact

Special Populations	
Veterans	11,180
Migrant/Seasonal	50,705
Public Housing	299,881
Homeless	84,939
School-Based	71,809

Patient Insurance		
Uninsured	559,148	36.6%
Medicaid	562,970	36.8%
Medicare	105,617	6.9%
Public Insurance	14,129	0.9%
Private Insurance	285,887	18.7%

THOSE REPORTING INCOMES:	
Below 200% Federal Poverty Line:	92.5%
Below 100% Federal Poverty Line:	80.4%

Expenses by Service Type	
Medical	60.6%
Dental	14.9%
Behavioral	10.7%
Enabling	6.5%
Other Services	7.2%

Total Patients:	1,527,751	Increase of 60,847
Total Visits:	5,731,417	Increase of 246,562
Visit Per Patient:	3.8	
Total Full-Time Employees:	10,550	Increase of 54 FTEs
Cost Per Patient:	$755	
Cost per Encounter:	$199	

Source: information from 2018 UDS report and IMPLAN, an economic impact assessment software system.

LEGISLATIVE AFFAIRS

Advocating for Community Health Centers

Influence and advocacy are intricately linked, and are integral to producing better outcomes for individuals, communities, and society at large. Influence can be understood as the power to cause change, preferably change that positively affects others or advances an important issue. FACHC has been highly engaged in representing our beliefs and values in the state capitol and in Washington D.C. Our organization works hand in glove with our leadership and community health centers who inspire and influence us to achieve the best outcomes for those we serve. Advocacy is active support of a cause, and our cause is the best possible health care for every Floridian. Through effective use of strategies and methods that influence views, choices, and—most importantly—actions of individuals, communities, or organizations, we address areas of need. What we do at FACHC, can be best understood as standing up and speaking out for a moral good, voicing concerns of disadvantaged people, and collaborating with individuals or groups who need support in exerting their rights and preferences. This is our objective and what we strive for every day.

Solutions for Low Income Patients

This year we have made tremendous progress protecting the 340B drug pricing program from the predatory practices of Pharmacy Benefit Managers. We have worked tirelessly with policymakers to ensure that health centers and their patients receive the discounted pricing that Congress intended. This is a top priority for our organization. The Low-Income Pool is also under our watchful eye, and our goal with LIP is to seek an amendment to the 1115 Medicaid waiver to increase the authorized cap. This would offer health centers greater potential resources, and likely strengthen patient access to health care across the state. AHCA has been a good partner and is helping us achieve this goal, and we anticipate that through our determined advocacy this relationship will continue to grow and result in additional favorable outcomes. Health centers are at the leading edge of addressing some of the most vexing problems of our health care system, including facilitating access to health insurance coverage for low-income residents and eliminating health disparities between racial and ethnic populations. Our work in addressing these problems and many more, sometimes involves introducing legislation, educating policymakers or occasionally attempting to block a bill that is adverse to the interests of our centers and their patients. We know that this work makes a difference for millions seeking high quality health care across the state of Florida and we are proud to continue our advocacy to ensure that many of the most underrepresented individuals and families are given a voice and have influence in the halls of power.



HEALTH CENTER RESILIENCY

Florida rarely goes more than a few years without experiencing a major hurricane. Seasonal forecasts don't tell us anything about how likely we are to be struck in any given year. Experiencing a major hurricane in 2017 and then 2018 doesn't let us off the hook for the 2019 season. This year and every year, we must be ready. The only thing we know for sure is that we will get hit again.

Natural disasters don't affect all communities the same. People who are elderly or disabled, have mobility impairments or special medical issues, lack transportation or don't speak English are more vulnerable to health and financial crises in a disaster and may require more help to recover. Essential resources and services are often already limited in areas of high-poverty, and disasters only make these resources less accessible. The key is having a plan.

Every year FACHC and Florida's CHCs are getting better at navigating these issues and utilizing partnerships with national relief organizations to provide Florida's communities with resources and access to quality care during times of disaster and need. After braving the onslaught of Hurricane Michael this past year, the Florida Panhandle sustained significant damage and most health care sites, including the main hospital in Bay County, closed for months for repair. Florida's Community Health Centers, on the other hand, were able to reopen quickly. PanCare of Florida, North Florida Medical Centers, Bond Community Health Center, and Neighborhood Medical Services were fully operational, proving invaluable in meeting community medical needs. FACHC connected mobile medical units from Community Health Centers not impacted by the storm, and even outside of Florida, to Centers in areas of need. The medical units provided staff and medical supplies, and the Association provided financial support through its Hurricane Relief Fund.

Just as every storm is different, FACHC and the CHCs across Florida execute emergency preparedness outreach activities with the foresight of threats critical to the state. Florida's hot climate, beautiful beaches and exotic wildlife make it one of the most travelled and frequented by tourists. Consequently, these variables make for an infectious disease disaster.

FACHC recently signed a significant contract to deliver Health Center Management for Emerging Infectious Diseases and Other Public Health Emergencies training classes. These training enable Florida's Community Health Centers to respond quickly and effectively to any type of outbreak or public health emergency. During the 2016 Zika Virus outbreak in Miami-Dade County, health centers in the area developed procedures to provide an appropriate facility-wide response. Training health centers and expanding their expertise, reinforces how the centers should respond to these incidents, who their partners are, and serve as critical opportunities to proactively plan for the safety of staff and the communities they serve.

Connectivity To Care

We aim to empower low-Income and economically vulnerable populations by providing resources to support the issues faced by traditionally underserved Floridians. Eight hundred twenty-three thousand of Community Health Center (CHC) patients that report their income are at or below 200% of the poverty line. Of those thousands, more than 300,000 migratory and seasonal agricultural workers, veterans, residents of public housing, and housing-challenged or homeless families face significant barriers to accessing the healthcare they need. High rates of mobility and poverty, lack of health insurance, and language barriers are only a few of the obstacles requiring extra effort to reach these populations.

Florida's CHC Mobile Units play a critical role in providing quality, low-cost care to vulnerable populations. There are more than 30 mobile medical and dental units serving communities throughout the state, which reaches to many communities, offering services covering vision, various health screenings, and education outreach.



FACHC partners with health centers to expertly undertake both technical and hands-on assistance with needs-assessment, strategic planning, outreach and performance improvement activities. Our Vulnerable Populations Resource File features county-level data on vulnerable populations, and the HRSA Hot Spot Map and Data File provides a snapshot of Florida's highest need zip codes prioritized by HRSA for New Access Point funding.



FACHC's outreach, strategic planning and governance training activities strengthen the capacity of Florida's CHC boards and board members to represent the needs of their communities, provide effective leadership and oversight, identify strategic priorities and monitor their health center's performance.

Outreach and enrollment is critical to the success of any Community Health Center. Florida is leading the nation, once again, in the enrollment of 1,783,304 patients in federally-facilitated Health Insurance Marketplace plans for Plan Year 2019. Additionally, outreach and enrollment staff actively maintain existing patients and recruit new ones to the CHCs through case management and community education programs. Despite the changes in funding and other public policies, these efforts ensure that health centers demonstrate improved access, patient-centered outcomes and reduced health care costs.

Upholding Quality Care

Regular health exams and tests can help find problems before they start. They also can help find problems early, when chances for treatment and cure are better. Health centers are at the leading edge of addressing some of the most vexing problems of our health care system, including facilitating acces to quality care for low-income residents and elminating health disparities between racial and ethnic populations.

FACHC partnered with the American Cancer Society Primary Care Division and the Florida Department of Health Cancer Control Program to form an intensive learning collaborative to increase colorectal cancer screening rates among a cohort of fourteen community health centers. There were three regional trainings held this past year to address this initiative. We teamed up with our partners to form provider champions and care teams, increase care coordination, implement global AIM statements, gap analysis, process mapping, data analysis, and program evaluation to maintain impactful quality improvement teams around the colorectal cancer screening clinical quality measure.



We teamed up with our partners to form provider champions and care teams, increase care coordination, implement global AIM statements, gap analysis, process mapping, data analysis, and program evaluation to maintain impactful quality improvement teams around the colorectal cancer screening clinical quality measure. We also began a Behavioral Health Substance Use Disorder Initiative with the Health Resources & Services Administration (HRSA) to increase training and technical assistance.

Expert speakers addressed the opioid crisis, behavioral health interventions, resources, and toolkits. This past year, FACHC held a series of webinars with HRSA, Health and Human Services, and other state and national organizations focusing on Mental Health and Ethical Issues, Trauma Informed Care, Provider Resources on Substance Abuse, Behavioral Interventions for Depression in Primary Care, 5th Vital Sign and Best Practices, and Barriers to Substance Abuse Disorder Treatment. The Clinical Resources and toolkits include requirements for E-FORCSE, the Florida Prescription Drug Monitoring Program, Medication Assisted Treatment certification, and opioid prescribing resources.



FACHC

THE VOICE OF PRIMARY CARE

Staff

Andrew Behrman
President & CEO

Benjamin Browning, MPA
Vice President, PCA Operations, Programs & Policy

Dana Schultz, CPA
Chief Financial Officer

Robert Reinshuttle, MPA
Director of Legislative Affairs

Ashley Austin
Clinical Quality Performance Improvement Coordinator

Linda Carmona-Sanchez
Director, Grants Management & Outreach

Michael Holbert
Events & Office Manager

Thomas J. Knox, MPA
Director fo Emergency Preparedness & Education Programs

Jessica Lumpkin, MBA
Public Affairs & Communications Manager

Shelly Martinson
Accountant, Grants, Contracts Manager

Clarissa Ortiz, MS
Director of Clinical Quality

Brittany Roberson
Human Resources & Administrative Services Coordinator

Erin Sologaistoa, MS
Director of Community Development & Special Populations

Florida Community HEALTH CENTERS

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