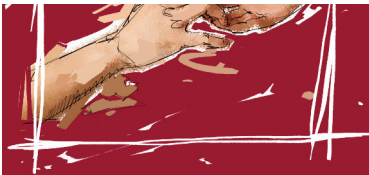


Reaching out to our **COMMUNITY**



ANNUAL REPORT
2017

A Message from the President & CEO



Community Health of South Florida, Inc. (CHI) has always understood that healthcare extends far beyond the walls of our health centers. From the beginning, outreach has been an integral part of what we do and today we are building upon that philosophy with innovative programs that care for our communities and ensure access for all to key services and programs. It is more than educating and providing services. It is also about building coalitions.

In 2017, we strengthened our partnerships with religious leaders and law enforcement officials. CHI's religious leader dinner and law enforcement luncheon recognized dozens of these community leaders for the work they do to bridge healthcare gaps in our communities. Our officers bring in mentally ill patients to our facilities daily. Our religious leaders help with the spiritual aspects of health and lead the way to positive health outcomes for our population. Together the mission is enhanced.

Our specialized therapeutic foster care program is part of that coalition helping to change young, fragile lives. CHI has a total of 24 specialized therapeutic foster homes, double the number from previous years and now CHI is considered the largest therapeutic foster care program in Broward and Miami Dade Counties. Our therapists regularly make visits to the homes and are called upon 24 hours a day to help diffuse difficult situations.

In addition, CHI has an outreach team of nearly 20 staff who go into the community and conduct health screenings, educational sessions and inform residents about CHI services and programs. Last year they helped more than 27,000 people and connected many of them to our health care services. Some of the outreach staff also helped to enroll about 3,500 people into insurance plans under the Affordable Care Act and other programs. Overall, in 2017, CHI cared for nearly 83,000 unduplicated patients.

Our roster of community enrichment programs is long and exceptional. Yet we continue to advocate to maintain these critical resources for South Florida. In 2017 many of you advocated on our behalf to try and get federal funding secured for our programs, services and our Teaching Health Center. We thank you for those efforts and ask you to continue well into the future to solidify health center funding, so that everyone has access to high quality healthcare regardless of economic or ethnic backgrounds.

Yours Truly,

Brodes H. Hartley Jr.
President and CEO
Community Health of South Florida, Inc.

Accomplishments

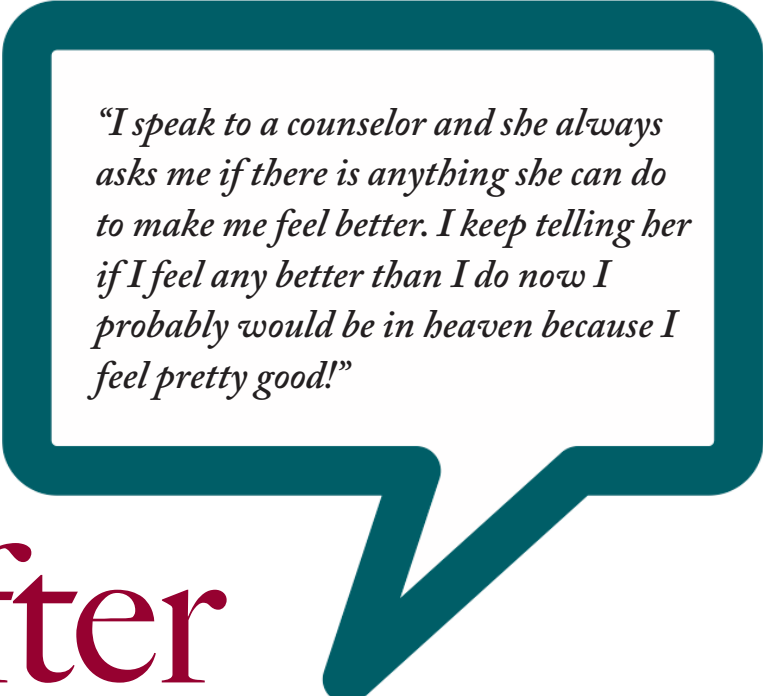
- CHI inaugural graduation for first class of medical residents.
- Submitted (ACGME) Accreditation Council for Graduate Medical Education Applications and received Pre-accreditation status for Teaching Health Center.
- Instituted new blood pressure monitoring and protocols program throughout CHI.
- Cared for nearly 83,000 unduplicated patients with about 289,000 visits.
- 26,000 new patients joined CHI.
- New Mobile Dental Vehicle and Outreach Program.
- CHI was invited to be one of 50 Health Centers nationwide to be part of the National Network for Oral Health Access – Improvement Collaborative.
- HRSA Health Resources and Services Administration Quality Improvement Award for nearly \$230,000.
- \$175,000 HRSA AIMS Award to address mental health and fight the opioid abuse crisis.
- Secured \$1.3 Million Forensic Grant.
- Successful recovery from Hurricane Irma.
- Created an in-house daycare for CHI employees' kids post Irma for half a week.
- CHI Foundation awarded 3 scholarships for Nursing students.
- Launched new behavioral health electronic health record.
- One of just 15 Federally Qualified Health Centers nationwide to be selected by National Council for Behavioral Health for a special early intervention and treatment training program for substance abuse.
- CHI pharmacies filled a total of 348,659 prescriptions in 2017 and delivered 10,170 medications.
- 70 adult and youth volunteers worked nearly 11,000 hours at a value of \$179,000.
- Record year for media coverage with 43 and a half minutes of free television time, 6 minutes of free radio time and about 15 print articles (both local and national coverage).



Left to right: Dr. Hilary Gerber and Dr. Patricia Nunez became the first two graduates of the Brodes H. Hartley Teaching Health Center at the inaugural graduation ceremony June 20, 2017.



With the closure of public schools post-hurricane Irma, many employees had trouble finding childcare. CHI created a solution with an in-house daycare program to get them through the week. President/CEO Brodes Hartley sits in the center surrounded by the kids and staff.



"I speak to a counselor and she always asks me if there is anything she can do to make me feel better. I keep telling her if I feel any better than I do now I probably would be in heaven because I feel pretty good!"

Life after HIV

Eighty-three-year-old Sergio Pages is the picture of good health. The slim, athletic senior citizen is happy, he works out three times a week at the gym, loves to read and take long walks with his golden retriever. He is living his best life. Pages certainly doesn't look or act his age. From the outside, no one would ever guess that Pages has been living with HIV for more than 30 years. He is literally living proof that life with HIV can be long and advantageous.

"I speak to a counselor and she always asks me if there is anything she can do to make me feel better," he said. "I keep telling her if I feel any better than I do now I probably would be in heaven because I feel pretty good!"

Pages is one of about 500 patients in Community Health of South Florida's Comprehensive AIDS Resources and Education Services (CARES) program. The program connects HIV/AIDS patients to medical care, behavioral health care, social services, medication and other resources such as housing and food stamps. CHI's CARES department is the largest provider in the South Dade area offering Ryan White services and other grant

funded services. This means that patients like Pages don't have to pay. Considering medicine can cost as much as \$1,000 per month, this benefit alone is monumental for most.

Case manager, Michelle Pierre goes along with Pages to doctor visits, the pharmacy and government agencies to help him receive aid. She helps clear up any questions or concerns he has. Pierre makes home visits for many of her clients.

"Sergio is a phenomenal, brave fighter," said Pierre. "He is my favorite because of his positive attitude and his personality is so bubbly. It just gives you hope."

The virus is now undetectable in his body, a sharp contrast to when he was first diagnosed in the 80s. He didn't believe the doctor when his test came back positive, so he went to another doctor and took the test again with the same results.

"It was the beginning of the epidemic, cases were springing up and people were flipping out getting scared," recalled Pages.

He doesn't know how he contracted HIV, but

remembers many of his close friends also got the virus.

"They were young intelligent vibrant young men and a great deal of them died. They were my family." Pages kept everything to himself and began to live a more solitary life. He didn't want to frighten his sisters with the news. He says he became more religious and followed his doctor's orders precisely to put his body and mind on the road to recovery.

"We help a lot of people in the CARES department by breaking the stigma, going out into the community and educating people," said Tabitha Hunter, CARES manager. "Sometimes these people are doing well clinically. But they are dying a social death that causes them to have more issues than the virus itself."

To some patients, the CARES team is the only friend or family that they have left. Many are reluctant to tell loved ones or are ostracized once they have broken the news.

"There is so much stigma still with HIV especially in the minority community," said Hunter. "Nobody wants to say that they are HIV positive because then people treat them differently. They are not allowed to use the same toilet or eat from the same utensils."

With a holistic approach, the CARES program is making a major impact. More than half of the patients are virally suppressed and more than 75 percent of them are on antiretroviral medications.

"The program allows our patients to have care and treatment regardless of their immigration status," said Hunter. "Without CHI, a lot of patients wouldn't have the service that they need and they would have to travel far north to get services. Many of them are unemployed and some are homeless. They don't have the finances to go far north."

Pages lives in Homestead and said he enjoys the convenience of having his CARES services at the Martin Luther King/Clinica Campesina Health Center on Mowry Drive. He knows the help he receives from CHI extends much further than that facility.

"They make sure you go to the doctor when you are supposed to go," he said. "They ensure you follow the doctor's advice on taking your medications and that the health center you go to has all the departments you need. The help they provide is invaluable."

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CHI leadership visit Capitol Hill to advocate for Community Health Centers. CHI team gives Rep. Carlos Curbelo (R-FL 26th Dist.) a copy of the CHI history book. (left to right) Monica Mizell, CNO, Blake Hall, COO, Johnny Brown, Board Chair, Rep. Curbelo and Brodes H. Hartley Jr., President/CEO.

2017 HIGHLIGHTS



CHI and community leaders cut the ribbon for the new dental trailer.

Dr. Forest examines Firdes Ozdemir at the Marathon Health Center. The 9 month pregnant patient was grateful the center was open soon after Hurricane Irma.



Above: CHI celebrated black history month by dedicating the UCC to the late Dr. Edwin S. Shirley. His family attended the dedication (left to right) Michael Shirley (son) and Iris Shirley (wife) with Brodes H. Hartley Jr., President/CEO.

Miami Dade Police enjoyed lunch and received awards at CHI's law enforcement luncheon in August.



Below: Dr. Tanya Roman stands in a new state of the art pediatric exam room at the South Miami Health Center.



CHI's Dr. Patricia Nunez (second from the left) on the set of Te Veo Bien (I See Well) Show on Azteca TV.



CHI PATIENT DEMOGRAPHICS

■ Male	42.8%
■ Female	57.2%
■ Children	42.7%
■ Adults	57.3%
■ Hispanic	59.3%
■ Black non Hispanic	21%
■ White non Hispanic	11.3%
■ Other races and unreported/refused	8.4%
■ Patients best served in a language other than English	38.7%
■ 40% of patients are 100% below the poverty level	



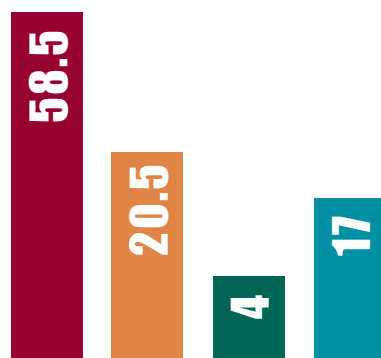
UNINSURED STATUS

■ Uninsured	58.5%
■ Medicaid	20.5%
■ Medicare	4%
■ Private Insurance	17%

REVENUES

2017

Grant Revenue	\$36,054,557
Patient Revenue	32,428,070
Other Revenue	1,271,933
Total Revenue	\$69,754,560



Source UDS 2017 submission



CHI LEADERSHIP



Board of Directors

Top Row left to right: Carlo St. Cyr; Nicolas Alvarado; Luis Torrens; Edward Borrego; Johnny Brown, Board Chair; Abraham Levy, Treasurer; Susan Squella-Scott, Secretary; Jeffrey Coldren, 2nd Vice Chair.

Front Row left to right: Cesar V. Caicedo; Ingrid Mapelli; Claudia Gonzalez; Teresita Roldan; Pinky Sands; Brodes H. Hartley Jr., Pres./CEO
Not pictured: Arjun Saluja, 1st Vice Chair; Maria Garza, Carolyn T. Pates, Anita Youngkin.



Executive Team

Back Row left to right: Sean St. Louis, Chief Finance Officer; Jean Pierre, VP for Behavioral Health; Tiffani Helberg, VP for Communications and Development; Dr. Robert Johnson, Director of Oral Health; Dr. Saint Anthony Amofah, Chief Medical Officer/Chief Academic Officer.

Front Row left to right: Juan Reyes, Asst. VP for Human Resources and Risk Management; Monica Mizell, VP and Chief Nursing Officer; Brodes H. Hartley Jr., President/CEO; Natalie Windsor, Chief of Staff; Blake Hall, Chief Operating Officer.

STATE OF THE ART MOBILE DENTAL TRAILER DELIVERS SMILES ON THE GO

Dr. Lisa Campbell, DDS always felt she had a rewarding job working at Community Health of South Florida, Inc (CHI). But in May of 2017, when she began going out in the non-profit's new dental trailer she said that sense of gratification was magnified.

"I feel on top of the world," said Dr. Campbell. "It is like it's all worthwhile to have those patients who have healthy teeth. They are proud and head out into society with a greater sense of confidence." Now Campbell and team head out in the state of the art dental trailer on a full-time basis. She cherishes a photo of one man, smiling ear to ear, that she helped in the Coconut Grove area. She remembers he was recently released from prison and preparing to head back out into the world. Dr. Campbell said she repaired two front teeth and provided preventative services.

"He was so happy to get the oral care treatment and have the proper aesthetics," recalls Dr. Campbell. "It was the boost he needed to go out and

maybe land that job."

They say your smile is your calling card. The outside of the trailer is adorned with the phrase, "Smiles on the Go!" As the team rolls through different neighborhoods, many take note and comment on the large mobile operatory.

"When we are on the road people come up to us and ask us about it," said Dr. Campbell. I think it helps to build the CHI brand and connects us to parts of the community that don't have a CHI health center."

When Mirim Morris stepped into the trailer, the first-time dental patient was amazed. "It's perfect," she remarked. "It makes it easier for people like me. I also think it is more comfortable."

The trailer has three operatories and allows the dental team to do cleanings and other basic preventative services along with restoration and minor oral surgeries. It also has digital x-rays, the latest dental equipment, Wi-Fi and an educational TV system.

"This is an exciting resource and opportunity for CHI," said Brodes H. Hartley, Jr., President and CEO, regarding the million-dollar mobile project. "We are always improving the services that we provide to the community. We are not just waiting on people to come to us."

Director of CHI Dental, Dr. Robert Johnson DDS said he hopes to build upon the partnerships that CHI is developing through the mobile dental unit. "We have been doing valuable work at other health centers, schools, health fairs and in the migrant community," said Dr. Johnson.

When CHI held the ribbon cutting for the new mobile dental trailer in front of its corporate headquarters in April, community leaders, board members and others attended.



Dr. Lisa Campbell (left) talks to patient Mirim Morris prior to her exam as, oral health educator Reinaldo Gonzalez prepares to assist.



“What a great opportunity for residents to get the much-needed dental care that they need in their own community and not have to worry about trying to find transportation,” said Peggy Bell, Mayor of Cutler Bay. “I think it’s really very forward thinking of the Colonel (Hartley) and CHI. And I hope this is expanded to bring even more service.”

It’s a benefit Joanne Carswell knows firsthand. She lives in the Coconut Grove area and regularly gets treatment in the mobile dental unit.

“They are very nice people,” she said. “They are concerned about the teeth and very helpful. It’s a blessing because some people don’t have that. It helps out in the community, cares for kids and others.”

After the ribbon cutting ceremony leaders tour the state of the art dental trailer. (left to right) Cipriano Garza Jr., former board member, Maria Garza, board member, and Maura Valerias from school board offices of Dr. Lawrence Feldman.

SERVICES & PROGRAMS

Quality Convenient Care

CHI offers a “one stop shopping” model. Patients can access a wide variety of services all under one roof. Our services are seamless, affordable and culturally sensitive in our 11 health centers and 35 school-based centers.

Services Provided

Primary Care
Pediatrics
Immunizations
OB/GYN
Urgent Care/Walk-in
Care Coordination
Vision

Pharmacy/Free RX Delivery
Medication Management & Assistance
Laboratory
Radiology
Dental
Behavioral Health(Adult/Child)
Insurance Enrollment

Crisis Intervention & Stabilization
Detox (24 hours)
WIC
Complimentary Transportation
Live Scan Fingerprinting

Special Programs

BREAST AND CERVICAL CANCER program focused on free and low cost breast and cervical cancer screening.

BUILDING HEALTHY COMMUNITIES targets families to provide insurance enrollment assistance as well as public assistance benefits.

CHI COMMUNITY INITIATIVE a service project that takes CHI teams from various specialties into the community’s affordable housing centers.

COMPREHENSIVE AIDS RESOURCES AND EDUCATION SERVICES (C.A.R.E.S) HIV/AIDS testing and counseling linked to medical and dental care, prescription services, community outreach and more.

CHRONIC DISEASE SELF MANAGEMENT program teaches patients new skills for living better with chronic conditions.

ENABLING PROGRAM (VIVA BIEN) provides services to migrant seasonal farm workers and the homeless population in the South Dade and Everglades migrant communities.

HEALTHY BODY, HEALTHY SOUL (HBHS) screens, evaluates and educates women ages 18-65 on breast and cervical cancer.

MIGRANT HEALTH services are provided at CHI’s Everglades and South Dade Health Centers, located in Farmworker housing communities to decrease the limited access to health care and reduce barriers to care.

PREVENTATIVE MANAGEMENT PROGRAM FOR THE EFFECTIVE RECOVERY (P.A.M.P.E.R) reduces health disparities and improves care outcomes for patients with chronic diseases or those at risk for defined cancers.

SCHOOL-BASED HEALTH efficient and cost-effective health care services that bridge the gap, keeping our children strong, healthy and ready to learn.

SENIOR CENTER FOR EXCELLENCE program specifically designed to improve and maintain the health and wellness of local seniors.

SERVICE PARTNERSHIP targets children and their families who need help with chronic absenteeism, youth violence and/or child maltreatment.

SOUTH FLORIDA CENTER FOR REDUCING CANCER DISPARITIES (S.U.C.C.E.S.S) recruits African-American and Hispanic women ages 30-65 years who have not had a pap smear within the last three years.

SPECIALIZED THERAPEUTIC FOSTER CARE is an alternative to regular foster homes, group homes and psychiatric residential treatment for children with severe emotional disturbances.

HEALTH CENTERS

Doris Ison Health Center
10300 SW 216th Street
Miami, FL 33190
(305) 253-5100

Coconut Grove Health Center
3831 Grand Avenue
Miami, FL 33133
(786) 245-2700

Everglades Health Center
19300 SW 376th Street
Florida City, FL 33034
(305) 246-4607

Marathon Health Center
2855 Overseas Highway, MM 48.5
Marathon, FL 33050
(305) 743-4000

Martin Luther King, Jr. Clinica Campesina
810 West Mowry Drive
Homestead, FL 33030
(305) 248-4334

Naranja Health Center
13805 SW 264th Street
Naranja, FL 33032
(305) 258-6813

South Dade Health Center
13600 SW 312th Street
Homestead, FL 33033
(305) 242-6069

South Miami Health Center
6350 Sunset Drive
South Miami, FL 33143
(786) 293-5500

Tavernier Health Center
91200 Overseas Highway, Unit 17
Tavernier, FL 33070
(305) 743-0383

West Perrine Health Center
18255 Homestead Avenue
Perrine, FL 33157
(305) 234-7676

West Kendall Health Center
13540 SW 135th Avenue
Miami, FL 33186
(786) 231-0800

URGENT CARE CENTERS

DORIS ISON HEALTH CENTER
10300 SW 216 St., Miami, FL 33190
(305) 252-4880
Mon.-Sun. 3pm-10pm

**MARTIN LUTHER KING JR.
CLINICA CAMPESINA**
810 W. Mowry Dr., Homestead, FL 33030
(305) 242-6006
Mon.-Fri. 3pm-10pm

SCHOOL-BASED HEALTH CENTERS

Avocado Elementary
Bent Tree Elementary School
Bowman Ashe/Doolin K-8 Lower Academy
Bowman Ashe/Doolin K-8 Primary
Learning Center
Campbell Drive K-8 Center
Colonial Drive Elementary
Cutler Bay Middle
Dorothy M. Wallace Cope South
Dante B. Fiscella Elementary School
Dr. Henry E. Perrine Academy of the Arts
Dr. William A. Chapman Elementary
Florida City Elementary

Gateway Environmental K-8 Learning Center
Holmes Braddock High School
Goulds Elementary School
H.A. Ammons Middle School
Homestead Middle
Homestead Senior High
Howard D. McMillan Middle
Irving & Beatrice Peskoe K-8 Center
Jane S. Roberts K-8 Center
John Ferguson Senior High School
Laura Saunders Elementary
Leisure City K-8 Center
Marjory Stoneman Douglas Elementary

Main 3-5
Marjory Stoneman Douglas Elementary
Early Learning Center
Marjory Stoneman Douglas Elementary
Primary Learning Center
Paul W. Bell Middle School
Redondo Elementary
Royal Green Elementary
R.R. Moton Elementary
South Dade Senior High
Southwood Middle
West Homestead K-8 Center
Zora Neale Hurston Elementary



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**South Florida
Behavioral
Health Network, Inc.**

Jackson
HEALTH SYSTEM

