



COMPLETE HEALTH SERVICES

Where and When You Need Them

CHI offers a "one-stop-shop" model where the organization and delivery of quality services are seamless, affordable, accessible and culturally sensitive.

With 7 convenient locations and 35 school based health programs, CHI provides primary and behavioral health care services to the residents of South Florida.

SERVICES PROVIDED

- Family Health
- Pediatrics
- Immunizations
- Dental
- OB/GYN
- Pharmacy
- Vision
- Podiatry
- X-Ray
- Laboratory
- School Based Health Care
- WIC Services on Premises
- Transportation
- Homeless Program
- HIV/AIDS
- Crisis Intervention & Stabilization
- Mental Health Services (child/adult)
- Day Treatment
- Individual & Group Counseling
- Medication Management
- Detox (24 hours)
- Social Services
- Substance Abuse
- Case Management
- Migrant Health Care
- Healthy Start
- **URGENT CARE SERVICES**

DORIS ISON HEALTH CENTER
 10300 SW 216 St. • Miami, FL 33190
 305-252-4820
 Monday - Sunday 1:00 pm - 11:00 pm

MLK JR CLINICA CAMPESINA
 810 West Mowry Dr. • Homestead, FL 33030
 305-242-6037
 Monday - Saturday 1:00 pm - 11:00 pm



CHI Health Centers:

<p>Doris Ison Health Center 10300 S.W. 216th Street Miami, FL 33190 (305)253-5100</p>	<p>Everglades Health Center 19300 SW 376 Street Florida City, FL 33034 (305) 246-4607</p>	<p>Naranja Health Center 13805 SW 264 Street Naranja, FL 33032 (305) 258-6813</p>
<p>Martin Luther King, Jr. Clinica Campesina 810 West Mowry Dr. Homestead, FL 33030 (305) 248-4334</p>	<p>Behavioral Health Care Center 10300 SW 216th Street Miami, FL 33190 (305) 252-4841</p>	<p>Marathon Health Center 2855 Overseas Hwy. Marathon, FL 33050 (305) 743-4000</p>
<p>South Dade Health Center 13600 SW 312th Street Homestead, FL 33033 (305) 242-6069</p>	<p>West Perrine Health Center 18255 Homestead Ave. Perrine, FL 33157 305) 234-7676</p>	

CHI School Based Programs:

- | | |
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| <ul style="list-style-type: none"> Airbase Elementary Avocado Elementary Bowman Foster Elementary Campbell Drive Elementary Colonial Drive Elementary Flagami Elementary Florida City Elementary Jane Roberts Elementary Laura Saunders Elementary Perrine Elementary Peskoe Elementary R.R. Moton Elementary Redondo Elementary South Miami Heights Elementary W.A. Chapman Elementary West Homestead Elementary Leisure City K-8 Campbell Drive Middle | <ul style="list-style-type: none"> Centennial Middle H.A. Ammons Middle Homestead Middle Howard D. McMillan Middle Mays Middle Royal Green Middle South Wood Middle West Miami Middle D.M. Wallace COPE South Braddock Senior High Homestead Sr. High John Ferguson Sr. High Miami Sunset Senior High Palmetto Senior High Robert Morgan Sr. High South Dade Senior High Southridge Senior High |
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Community Health of South Florida, Inc.

Telephone 305-253-5100
 www.chisouthfl.org



"Patient Care Comes First"

ANNUAL REPORT 2009





"Patient Care Comes First"

Our Mission

To deliver safe, compassionate, accessible and culturally competent quality health care services to the people of South Florida.

Declaración de la Misión

Brindar un cuidado de salud compasivo, accesible, y calidad de servicios culturalmente competentes a las personas del sur de la Florida.

Declarasyon de Misyon

Pou delivre services de santé de qualité sûrs compatisants accessibles et culturellement compétents aux gens de Floride du sud.



Please Pledge your support www.chshelps.org



COMMUNITY HEALTH OF SOUTH FLORIDA, INC.
10300 SW 216 Street • Miami, FL 33190 • 305-253-5100
www.chisouthfl.org



"Patient Care Comes First"

Greeting

I am most pleased to share this Annual Report for 2008 – 2009 with our constituents, supporters and friends. During this period of economic downturn, we have been negatively impacted, as many entities in our communities. However, we are proud to remain true to our mission "To deliver safe, compassionate, accessible and culturally competent quality health care services to the people off South Florida," especially the uninsured and the underserved populations.



During this reporting period, our dedicated staff served more than 78,000 unduplicated users, with more than 335,000 patient visits. The achievements of this multi-specialty organization did not go unnoticed by external agencies. We received numerous awards and recognition, organizationally and individually, throughout the year.

Allow me to highlight some items of note: 1.The laboratory was reaccredited by the Joint Commission. 2. Federal Stimulus Program provided additional staffing to address the increased demand for services, purchased ten (10) new buses for transportation of patients, funded the digitalization of dental radiography and radiology service, and the upgrade of EMR to Intergy. 3. All staff was trained by Miami Dade College in Service Excellence, and 4. Clinical experiences were provided to Family Medicine Residents from Nova Southeastern University, Pediatric Residents from Miami Children's Hospital, Students in Nursing, Advanced Registered Nurse Practitioners, Pharmacy, radiology Techs, Health Care Management and others from area universities and schools. We are please to be preparing the next generation of health professionals.

We express appreciation to our volunteer Board of Directors, which is composed of at least fifty percent consumers, and our Advisory Committees for their commitment, direction and strong support. Their governance is essential to assure that the special health needs of our communities are appropriately addressed.

Our funding agencies which make our success possible, including the Bureau of Primary Health Care, HRSA; Public Health Trust of Miami-Dade County; Department of Children and Families; South Florida Providers Coalition; Department of Health; Baptist Health South Florida; Health Foundation of South Florida are all recognized for their continuing support and consultation.

Finally, we thank the many sponsors of our fundraising activities who enhance our ability to serve.

Sincerely,

Brodes H. Hartley Jr.

Brodes H. Hartley Jr.
President/CEO



CHI is a not-for-profit corporation partially sponsored/funded by the Florida Department of Children & Families, District II; the Florida Department of Health; HRSA, Bureau of Primary Health Care; Public Health Trust of Miami-Dade County; The Children Trust; and the Health Foundation of South Florida

2009 ACHIEVEMENTS

CHI offers a one stop shop model with seven convenient locations and thirty five school based programs providing primary and behavioral health care to the residents of South Florida.

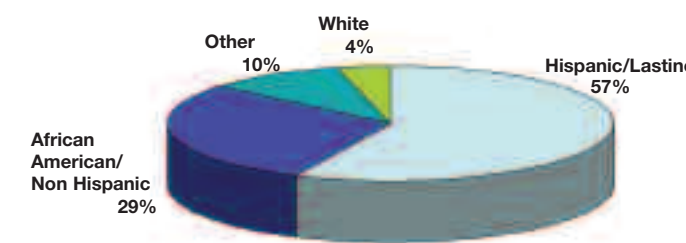
During 2009, CHI provided primary and behavioral health services for over 71,188 residents of South Miami Dade County and the Florida Keys representing over 365,000 patient care visits. 62% of CHI patients are uninsured and 64% are at or below the federal poverty level.

- ★ CHI Employee Wellness Department received the 2009 South Florida Worksite Wellness Award in the Mid-Sized business categories from Mayor Carlos Alvarez.
- ★ CHI received \$1.1m for Increased Demand for Services (IDS) and \$2.5m for Capital Improvement Projects (CIP) as a result of Stimulus Funding.
- ★ Purchased a fleet of 10 transportation buses to reduce barriers of care for our patients.
- ★ CHI provides Wellness Centers in Miami-Dade County Public schools through \$1.5m grant from the U.S. Department of Education.
- ★ Awarded three Expansion Grants from HRSA for:
 - \$212,500 for Expanded Mental Health & Substance Abuse Services.
 - \$141,667 for Expansion of Enabling Services for Special Population.
 - \$212,520 for Expansion of Comprehensive Pharmacy Services.
- ★ Opened our third Pharmacy location at the Naranja Health Center.
- ★ Awarded funding by HRSA & Florida Department of Health for a new pharmacy at the Marathon Health Center.
- ★ Increased prescription volume system wide (169k vs. 135k in 2008)
- ★ Awarded a \$50,000 grant from the DentaQuest Institute to initiate a school based oral health program in Miami-Dade County Public Schools.
- ★ Converted from traditional dental x-ray system to Digital Radiography in all dental units.
- ★ Enrolled 300 Elderly in the Chronic Disease Self Management Program funded by the Health Foundation of South Florida.
- ★ In December of 2009 passed the reaccreditation survey by the Joint Commission for Laboratory Services.
- ★ In December of 2009 CHI Board approved and launched CHI's Sunshine Volunteer Club.

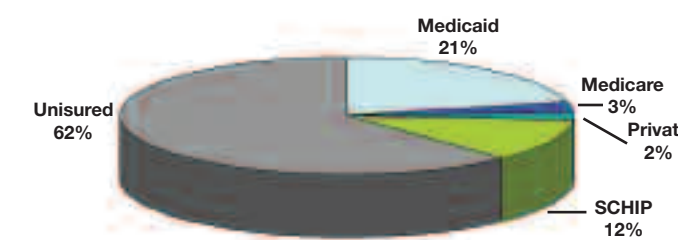
Who do we SERVE?



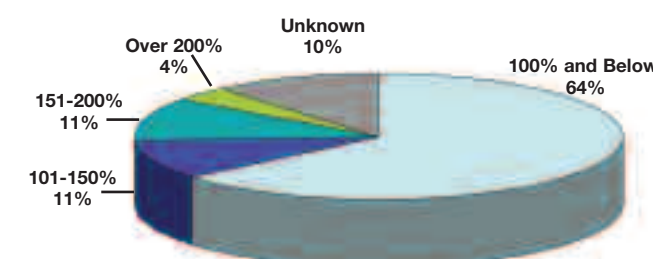
CHI Patients by Race/Ethnicity, 2009



CHI Patients By Insurance Status, 2009



CHI Patients By Income Level, 2009



Income Statement

Revenues:	2009	2008
Grant revenue	\$26,047,501	\$23,567,342
Net patient revenue	19,080,000	20,626,899
Other revenue	168,246	298,933
Donated facilities	1,488,000	1,380,000
Total Revenue	\$46,783,747	\$45,873,174

Expenses:	2009	2008
Salaries and benefits	32,929,257	28,137,973
Other than personnel services	11,552,868	12,927,553
Rent - In Kind	1,488,000	1,380,000
Total Expenses	\$45,970,125	\$42,445,526

Operating income prior to depreciation and amortization	813,622	3,427,648
Depreciation and amortization	775,497	620,550

Increase (decrease) in unrestricted net assets	\$38,125	\$2,807,098
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Unrestricted net assets at beginning of year	9,085,361	6,278,263
Unrestricted net assets at end of year	\$9,123,486	\$9,085,361

BOARD OF DIRECTORS

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Vice Chair

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SECRETARY

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