

Central Florida Family Health Center, Inc.



General Information

Nonprofit
Address
Phone
Web Site
Facebook
Twitter
Email

Central Florida Family Health Center, Inc.
4930 East Lake Mary Boulevard
407-322-8645
www.mytruehealth.org
<https://www.facebook.com/mytruehealthFL>
<https://twitter.com/TrueHealthFL>
info@mytruehealth.org

Mission & Impact

Statements

Mission

"To provide high quality, comprehensive healthcare at a reasonable cost to everyone."

Background

Central Florida Family Health Center, Inc. dba True Health is a private, non-profit organization that has provided medical services to Central Florida residents for over four decades. Since 1977, True Health has been committed to providing a patient-centered model of care to the uninsured, underinsured, and underserved populations. We operate eight service delivery centers within Orange and Seminole counties. True Health provides patient-focused service in adults, pediatric family practice, obstetrics and gynecology (OB/GYN), dentistry, podiatry, pharmacy, optometry, laboratory, radiology, and behavioral health. As a federally qualified health center (FQHC), True Health offers a sliding fee scale discount program for patients who are uninsured and/or underinsured based on family size and income. True Health operates in-house pharmacies which are part of Section 403B Drug program to provide medication at significantly discounted costs for eligible patients. We also accept Medicare, Medicaid, and most major health insurance plans.

Impact

Needs

According to the US Census Bureau, over 21,000,000 people reside in the state of Florida. Roughly 16% of the total population are uninsured. This translates to nearly 3.4 million individuals without immediate access to care. It is imperative to enhance our efforts to reach the underserved and unrepresented populations in need of care who are faced with current health disparities and new threats daily. The global pandemic, COVID-19, has had an immense impact on unemployment rates and uninsured communities since its arrival. The Bureau of Labor Statistics reported 1.3 million individuals in Florida have been displaced from their jobs causing many to remain at a disadvantage and delaying care. Many of our patients face socioeconomic challenges that force them to choose

between healthcare and paying their rent or buying food for their families. As we continue to expand our service model to meet the increasing needs of the community, the need for funding becomes essential to our growth. We have recently added Psychiatry and Optometry services to our provision of care as these services were an identified need for our patients. We have a short-term goal of offering pharmacy services at all our Casselberry locations and a long-term goal of expanding dental, OB/GYN, and elderly care services. True Health also strives to meet the growing needs of our patients, specifically those who are uninsured. Lastly, we provide a True Compassion program to assist patients with their medical balances if they are unable to meet their financial obligations.

Statement from CEO/Executive Director

True Health offers comprehensive primary care for adults and pediatrics, OB/GYN, podiatry, dental, behavioral health, optometry, laboratory, and pharmacy services under one roof. We offer walk-in, same day appointments and three (3) True Health Express Centers that assists in diverting patients from unnecessary emergency room visits. In 2020, at the height of the global COVID-19 pandemic, True Health pivoted to offer testing in neighborhood hotspots, vaccinations, and we have the only FQHC-operated monoclonal antibody infusion center in Seminole County that has zero out-of-pocket costs for uninsured patients. Lastly, we serve as a teaching facility for future doctors, physician assistants, nurse practitioners, pharmacists, and other clinical support team members. Your donation to True Health yields a 201% return on investment for every dollar given. As an FQHC, True Health offers a sliding fee scale based on the federal poverty guidelines to discount healthcare and make costs affordable. We also offer payment plans to work with patients as they manage their health conditions. True Health has several areas of need to put your dollars to work. First, our patients need assistance financing their prenatal care. True Health offers comprehensive OB/GYN care at a low cost which helps pregnant moms access healthcare as soon as possible. The most recently available report by the Centers for Disease Control and Prevention (CDC) in 2017, reports Florida ranked as 15th in the nation for low birthweight rates and 21st for preterm birth rates. Medical evidence has proven that early prenatal care is critical to ensuring healthy outcomes for infants. Our second area of need is to help fund our mobile outreach initiative. According to the Coalition for the Homeless, there are approximately 2,000 people at any given time experiencing homelessness in Central Florida and there is a significant shortage of medical resources for these individuals. Moreover, throughout the pandemic, there was an increased need for homebound seniors to access healthcare. True Health seeks to fill these voids by launching two (2) mobile units. One unit is fully medical, and the other is a medical/dental trailer which will increase access to care for those experiencing transportation challenges. In addition to primary care, dental services, tele-behavioral health, and wraparound community resource support will also be available to assist individuals with applying for Medicaid, marketplace insurance, and to navigate them towards alternative resources such as housing assistance programs and career assistance to improve their situations. At True Health, our vision is healthy communities through life-changing care. We all know someone battling chronic conditions (asthma, high blood pressure, diabetes, etc.) but they may be unable to gain control of their situation because they lack health insurance or cannot afford their co-payments and prescriptions. These are the individuals that turn to True Health because we will not turn them away for their inability to pay. Your partnership and financial contribution greatly enhance and saves lives.

Statement from Board Chair

My passion about healthcare and serving others is one of the main reasons why after being honorably discharged from the Navy, I became a pharmacist 50 years ago. Before I joined the board, I was aware of True Health, but I did not realize how many services the organization provided nor the dynamic impact they had within our community. As a Board Member for almost 6 years and current Board Chair, I am proud to be a part of this team and support the mission and vision of True Health. True Health is not your regular doctor's office. They have so many services under one roof, including pharmacies, and I have witnessed, first-hand, how tirelessly the team works every day to ensure healthcare is affordable, accessible, and of high quality for everyone. I have seen our front-line workers go out of their way to make sure patients smile and feel comfortable at the doctor's office. And what is most important is that everyone is treated the same regardless of their income or insurance status. During the height of the pandemic when we knew very little about the virus, I

went to several of the COVID-19 pop up events and I left amazed at how dedicated these individuals were. There were hundreds of cars lined up for testing, it was over 90 degrees outside, and for more than 4-5 hours at a time-this team worked in full protective equipment, standing next to overheating cars, sweating-but smiling as they eased their patient's fears. True Health pivoted from primary care to pandemic response in a matter of days. They would not be a resource without each of you, so your support is needed. I cannot think of a better way to honor the front-line workers that serve our most vulnerable population. A financial donation to True Health goes directly back to our community.

Service Categories

Primary Category
Secondary Category

Health Care - Community Clinics

Areas Served

True Health's principle objective is to remain the catalyst for affordable, primary health care throughout Central Florida. All seven True Health service sites are located within Orange and Seminole counties. However, future expansion efforts include an additional service site erected in Sanford, FL for underserved patients in need of Dental services, as well as extending our reach to medically underserved areas such as Volusia County.

In a specific U.S. city, cities, state(s) and/or region.,In a specific U.S. city, cities, state(s) and/or region.

Programs

Primary Care Services
Description True Health provides high-quality health care for infants, children, adults, and elders who reside in Orange and Seminole Counties, regardless of income, immigration status, or insurance. Medical care is provided by board-certified physicians in the following specialty areas: Family Practice, Pediatrics, and Family Medicine services are available at all of our sites. We create a medical home for patients emphasizing health promotion and disease prevention. Primary care services include Physical Examinations, Primary Gynecology, Diabetes Screening, Blood Pressure Screening, TB Screening, Immunizations, Family Planning, Cancer Screening, HIV Screening, Health Education, Nutritional Guidance, Disease Prevention, Interpreter services for the hearing impaired, and more. Budget Category Health Care - Group Health Practices Population Served Families, Poor,Economically Disadvantaged,Indigent Short Term Success Long Term Success Program Success Monitored By
Dental Program
Description

True Health offers preventive and emergency-based oral care for adults and children as needed. Our dentists are equipped to perform an evaluation and take x-rays, wisdom tooth extractions, or provide referrals who also provide low-cost oral procedures for underinsured or uninsured patients. On-site pharmacy services also allow patients to pick up their medication upon leaving their dental visit.

The following list demonstrates existing Dental services at True Health:

Adult Dental Services

- *Comprehensive exams
- *X-rays
- *Limited exams
- *Periodic exams
- *Restoratives (White Fillings)
- *Simple Extractions
- *Prophylaxis (Cleanings)

Child Dental Services

- *Comprehensive exams
- *X-rays
- *Limited exams
- *Periodic exams
- *Restoratives (White Fillings)
- *Extractions
- *Prophylaxis (Cleanings)
- *Pulpotomies & Crowns
- *Space maintainers (Unilateral & Bilateral)
- *SDF (Silver Diamine Fluoride)

Budget \$697,258

Category Health Care - Group Health Practices

Population Served Children and Youth (0 - 19 years), At-Risk Populations, General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Pharmacy

Description

True Health's pharmacy program has a Director of Pharmacy, staff of pharmacists, and pharmacy techs all working hard to bring effective and affordable medications to all of our patients. They fill prescriptions, provide education regarding medications, diabetes and refer to our on-site smoking cessation. Pharmaceuticals are purchased under the Federal 340b program. Our Discount Pharmacy for Patients enables True Health to deliver lower-cost medications to our growing patient population.

Pharmacy benefits include the following:

- *\$4 Prescription List
- *Competitive Pricing
- *Accept most insurance plans including Medicare Part D and Medicaid
- *Patient Assistance Programs for eligible patients

- *90-day Prescriptions
- *In-house pharmacies
- *Automatic Refill Program
- *Prescription Reminder Notifications

Budget

Category Health Care - Pharmacies & Drug Stores

Population Served Adults, Children and Youth (0 - 19 years), General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Behavioral Health

Description

Counseling is a collaborative process between the counselor and the client. We seek to improve communication, strengthen self-esteem, and promote change that leads to optimal mental health.

Behavioral Health services include:

- *Opioid Addiction
- *Alcohol Addiction
- *Drug Addiction
- *ADHD
- *Adjustment or Change in Life Issues
- *Anger Management
- *Anxiety & Panic Disorders
- *Bipolar Disorder
- *Communication Skills Training
- *Crisis Intervention
- *Depression
- *Dual Disorders
- * Family Counseling
- *Pain Management
- *Post-Traumatic Stress Disorder
- *Obsessions/Compulsions
- *Relationship Counseling

Budget

Category Mental Health & Crisis Intervention - Community Mental Health Centers

Population Served At-Risk Populations, Families, Poor, Economically Disadvantaged, Indigent, General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Obstetrics and Gynecology (OB/GYN)

Description

OB/GYN services are aimed to diagnose, treat, and prevent diseases and disorders that affect a woman's reproductive system. Exceptional obstetrical care and treatment for women before, during, and after pregnancy is a priority for our OB/GYNs. Whether you are here for an annual exam, diagnostic testing, or want to learn more about sexual health and disease prevention in a confidential and safe atmosphere, we are here to help you maintain a healthy system.

Midwifery

True Health's Certified Nurse-Midwives are trained professionals who support women to maintain healthy pregnancies. They offer woman-centered, individualized care for mothers and their infants. At True Health, our Certified Nurse-Midwives are there to meet your physical, mental, emotional, spiritual, and cultural needs. They can help with preconception planning, perform gynecological exams, assist during labor and delivery, as well as offer guidance about breastfeeding and other issues that arise after childbirth.

Budget

Category Health Care - Family Planning

Population Served At-Risk Populations, Families, Poor, Economically Disadvantaged, Indigent, General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Psychiatry

Description

Psychiatry is one of the newest services offered at True Health. It allows patients to receive counseling, coordination, medication management and treatment to improve mental health access and interventions.

Budget

Category Mental Health & Crisis Intervention - Community Mental Health Centers

Population Served Poor, Economically Disadvantaged, Indigent, General Public, unspecified, People with a specific illness/Families of person with a specific illness, People with addiction/substance abuse issues

Short Term Success

Long Term Success

Program Success Monitored By

Podiatry

Description

Our doctors of podiatric medicine specialize in providing medical diagnosis and treatment of various foot and ankle problems. From bunions to fractures, we can prevent, diagnose, and treat conditions associated with the foot and ankle. Whether you recently injured yourself or have been dealing with an ongoing condition, True Health's podiatrists can find a solution for you to help you treat and maintain healthy feet.

Budget

Category Health Care - Community Health Systems

Population Served Poor, Economically Disadvantaged, Indigent, General Public, unspecified, People with a specific illness/Families of person with a specific illness

Short Term Success

Long Term Success

Program Success Monitored By

Laboratory

Description

All True Health locations are fully equipped with quality labs available for all patients. We offer full service, on-site diagnostic laboratories to obtain results even faster and help diagnose or rule out a suspected illness or condition. Our staff perform blood tests, urine tests, as well as administer vaccines in order to diagnose and treat medical conditions. Services are conveniently located within the same office and on the same day as your

medical appointment.

Budget

Category Health Care - Community Health Systems

Population Served Poor, Economically Disadvantaged, Indigent, General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Telehealth

Description

Telehealth began as a True Health service available to patients primarily for behavioral health counseling. However, due to the impact caused by the global COVID-19 pandemic. The pandemic established a precedent to provide virtual care for individuals/households impacted by economic shutdowns, pre-existing and newly diagnosed health conditions, and other barriers to care. Telehealth includes services such as Behavioral Health, Adult and Pediatric care, and Obstetrics and Gynecology (OB/GYN) for an integrated model of care. Extended telehealth hours are also available for patients with competing obligations (Fridays 12 pm - 5 pm, and Saturdays 9 am - 3 pm).

Budget

Category Health Care - Community Health Systems

Population Served Poor, Economically Disadvantaged, Indigent, General Public, unspecified

Short Term Success

Long Term Success

Program Success Monitored By

Program Comments

Governance

Board Chair

Company Affiliation

Term

Email

Eugene Provan

Board Chair

January 2020 - December 2022

Board of Directors

Name

Ms. Cynthia Aguero

Ms. Berthenia Bobb

Linda Cappadona

Rose Carron

Ajeem Evans (Treasurer)

Natasa Ghica

Ms. Debbie Lenzen (Secretary)

RN

Ms. Dulce Rodriguez

Mrs. Monique Simmons McIntyre
(Vice Chair)

Affiliation

Advent Health - Altamonte

Retired

Northrop Grumman

Nemours

Fifth Third Bank

Community Volunteer

Central Florida Regional

Hospital

Seminole County Board of
Education

Community Volunteer

Status

Voting

Voting

Voting

Voting

Voting

Voting

Voting

Voting

Voting

Voting

Board Demographics - Ethnicity

African American/Black	3
Asian American/Pacific Islander	0
Caucasian	4
Hispanic/Latino	0
Native American/American Indian	0
Multi-Racial	3
Other	0

Board Demographics - Gender

Male	2
Female	8
Unspecified	0

Governance

Board Term Lengths	3
Board Term Limits	10
Board Meeting Attendance	
Does the Organization have written Board Selection Criteria?	Yes
Does the Organization have a Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	0%
Percentage Of Board Members Making In Kind Contributions	100%
Does the Board include Client Representation?	Yes
Number of Full Board Meetings Annually	12

Standing Committees

Personnel
Advisory Board / Advisory Council
Finance
Program / Program Planning

Management

Executive Director	Janelle Dunn
Email	janelle.dunn@mytruehealth.org
Term Start	July 2020
Janelle's Experience:	

Staff

Number of Full Time Staff	290
Number of Part Time Staff	17
Volunteers	0
Contractors	1
Staff Retention Rate	90%

Plans & Policies

Fundraising Plan?	Under Development
Strategic Plan?	Under Development
Years Strategic Plan Considers	3
When Strategic Plan Adopted?	November 2020
Management Succession Plan?	No
Policy and Procedures Plan?	Yes
Nondiscrimination Policy?	Yes
Whistle Blower Policy?	Yes
Document Destruction Policy?	No

Senior Staff

Name	Title
L. Karenn Senors	CMO
Deana Montella	Chief Nursing Officer
Nurez Madhany	Chief Operations Officer

Formal Evaluations

Is there a formal evaluation for...	Frequency
CEO/Executive Director	Annually
Senior Management	Annually
Non-Management	Annually

Financials

Financials

Fiscal Year Start
 2022-01-01
Fiscal Year End
 2022-12-31
Projected Revenue
 34765404
Projected Expenses
 34483820

Detailed Financials

Revenue and Expenses

Fiscal Year	2020	2019	2018
Total Revenue	\$33,619,815	\$23,410,056	\$24,945,848
Total Expenses	\$27,995,605	\$24,534,864	\$24,190,225
Revenue Less Expense	\$5,624,210.00	(\$1,124,808.00)	\$755,623.00

Revenue Sources

Fiscal Year	2020	2019	2018
Foundation and Corporation Contributions	\$0	\$0	\$0
Government - Federal	\$0	\$0	\$0
Government - State	\$0	\$0	\$0
Government - Local	\$0	\$0	\$0
Government - Unspecified	\$15,210,289	\$8,225,189	\$9,036,025
Individual Contributions	\$261,825	\$75,014	\$424,142
Indirect Public Support	\$0	\$0	\$0
Earned Revenue	\$17,935,221	\$14,953,459	\$15,137,870
Investment Income, Net of Losses	\$19,073	\$48,234	\$18,223
Membership Dues	\$0	\$0	\$0
Special Events	\$6,123	\$34,884	\$59,693
Revenue In-Kind	\$129,828	\$31,327	\$179,213
Other	\$57,456	\$41,949	\$90,682

Expense Allocation

Fiscal Year	2020	2019	2018
Program Expense	\$22,147,101	\$19,173,410	\$19,509,222
Administrative Expense	\$5,486,174	\$5,041,072	\$4,547,060
Fundraising Expense	\$362,330	\$320,382	\$133,943
Total Revenue/Total Expenses	120%	95%	103%
Program Expense/Total Expenses	79%	78%	81%
Fundraising Expense/Con	1%	1%	1%

tributed Revenue			
------------------	--	--	--

Top Funding Sources

Fiscal Year	2020	2019	2018
Top Funding Source & Dollar Amount	Earned Revenue - \$17,935,221.00	Earned Revenue - \$14,953,459.00	Earned Revenue - \$15,137,870.00
Second Highest Funding Source & Dollar Amount	Government - unspecified - \$15,210,289.00	Government Unspecified - \$8,225,189.00	Government Unspecified - \$9,036,025.00
Third Highest Funding Source & Dollar Amount	Individuals - \$261,825.00	Foundations, Corporations and Individuals - \$75,014.00	Foundations, Corporations and Individuals - \$424,142.00

Assets and Liabilities

Fiscal Year	2020	2019	2018
Total Assets	\$17,233,267	\$11,568,455	\$13,042,581
Current Assets	\$13,040,360	\$7,215,129	\$8,967,139
Long-Term Liabilities	\$111,956	\$166,916	\$214,255
Current Liabilities	\$2,514,959	\$2,419,397	\$2,721,376
Total Net Assets	\$14,606,352	\$8,982,142	\$10,106,950

Endowment Info

Do you have an endowment?

No

Capital Campaign Info

Currently in a Capital Campaign?

Yes

Solicitation Permit Info

State Charitable Solicitations Permit