

A Message from the President

I told you that 2013 was going to be a lucky year for Community Health of South Florida Inc. and we have certainly fulfilled that prediction. We have accomplished so much including the opening of two new health centers in Coconut Grove and South Miami. Our human resources department has been working overtime to process the 175 staff members that have joined our team. Our school based health program grew tremendously and now has an impressive 42 school based centers.

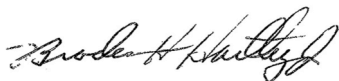
CHI kicked off open enrollment of the Affordable Care Act with 20 outreach and enrollment assistants and community education programs. We landed one of the largest grants of any federally qualified health center nationwide to fund our outreach and enrollment program. CHI had a very successful year in getting grants with a total of more than 32 million dollars to help fund critical programs in our communities such as Health Connect in our Schools, HIV outreach and medical services, mental health and substance abuse for unfunded patients and much more.



I am proud of our growth, proud of our success stories and very proud of the accomplishments of our staff. Our journey to excellence is helping to make sure we take patient care to the next level.

I want to wish all of you a very happy holiday season. May you and your families find the joy and happiness that you all deserve. Remember to reach out and help others who are not as fortunate. We have all received a helping hand from time to time and it is important to remember that we do the same for others. It could mean the difference between a troubling holiday season or a peaceful one.

Warmest Regards,



Brodes H. Hartley, Jr.

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

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

Everglades Health Center
 19300 SW 376th Street
 Florida City, Florida 33034
 (305) 258-6813

Marathon Health Center
 2855 Overseas Highway
 Marathon, Florida 33050
 (305) 743-4000

MLK Clinica Campesina
 810 W. Mowry Drive
 Homestead, Florida 33030
 (305) 248-4334

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

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

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

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

CHI Launches Affordable Care Act Enrollment with Outreach Event



Audience members listen to valuable information from a number of speakers at CHI's launch event for the Affordable Care Act.

Linda Epps has spent her career caring for others. Yet this self-employed Home Health Care provider has struggled to maintain her own healthcare.

“I just couldn’t afford it on my salary,” she confessed with misty eyes.

Epps has been without health insurance for seven years. Five years ago she was diagnosed with type two diabetes. Without insurance she has not been able to properly care for herself and take the suggested medication to control her sugar levels.

“I know that’s dangerous. I am the sole supporter of two daughters and I need to be healthy for them,” she continued.

So like many others eager for help, Epps went to Community Health of South Florida, Inc. (CHI) on October 2, 2013. It was the enrollment launch event date for the Affordable Care Act, also known as Obamacare.

It’s been a complicated issue for many over the past few years that left many wondering how it would affect them. Coverage, pricing and eligibility questions seemed confusing for some. To address those concerns and help educate the community, CHI held an informational program and invited speakers from various agencies to explain everything about the new health care program. The event also involved one on one enrollment assistance.

Hundreds showed up at the Doris Ison Center, 10300 SW 216th St. in Miami for CHI’s program. However, outreach and enrollment staff had to take down names and contact information because the government’s website wasn’t functioning properly. By the end of the day they had close to 250 people to follow up with for enrollment assistance as soon as the Marketplace website was functioning again. One of those names on the list was Linda Epps. Despite the temporary setback she was enthusiastic. Just knowing that help was in the pipeline meant the world of difference to her.

“Today I have been rescued,” said Epps excitedly. “And now with my new insurance plan, my girls will have coverage too, until they are twenty six years old. Me and my girls have been rescued!”

The online Insurance Marketplace offers several different levels of coverage to choose from. The services covered and the corresponding premium costs vary, allowing people to select the type of care and the affordability appropriate to each family. These options can be viewed and compared online, or with a trained insurance plan specialist. There are out of pocket limits based on income.

Enrollment for ACA is from October 1, 2013 through March 31, 2014. In order for the plan to be active by January 1, 2014, the person must apply by December 23, 2013. Those who do not make the December 23rd deadline will have the start of their coverage delayed. Next year, those without health insurance will be charged a penalty on their income taxes if they have not enrolled by early May 2014.

Enrollment assistance will continue to be available at all nine of the CHI locations as well as additional satellite sites throughout the Keys, South Dade and Miami. Anyone can make an appointment with an outreach and enrollment assistant by calling CHI at (786)272-2100.

CHI Outreach Workers Tanesha Taft and Flor Martin answer some of the most frequently asked questions about enrolling in the Affordable Care Act.

What happens if I don't register before the deadline of March 31, 2014?

The government has recently extended the registration deadline for six more weeks due to complications with the website. This additional time will allow more citizens to access the website and choose a plan best suited for their family.

What will my new plan cost?

There are four levels of care you can choose from. Within each level there are many other plans. Your personal information is entered into the site and that information will guide you to the plans that best fit your income level. The cost of a plan is unknown until all of the appropriate information is entered into the system. So it is impossible to give a quote of how much your plan will cost without your information.

Who qualifies for subsidies?

Subsidies are granted based on family income. Salary information is entered into the system which will be calculated and a determination will be decided based on this information.

If I have coverage at work, do I need to apply?

That depends. If the plan you have at your job covers the minimum requirements set forth in the Affordable Care Act, then you do not need to register. However, if your employer's plan does not meet the minimum requirements, your employer will be required to purchase new insurance for the employees with inadequate plans. If your employer doesn't do this, then you will be required to register on your own.

Hope 4 L.Y.F.E Walk Provides Mammograms and Saves Lives



This year 250 women will see a doctor and get a comprehensive mammogram because of the goodwill of strangers. These are women who wouldn't normally be able to afford these life saving medical tests. But thanks to the Hope for L.Y.F.E Walk for Breast Cancer Awareness those women will get the preventative treatment that all women should be afforded.

More than 200 runners and walkers participated in this year's walk. The event took place on October 26th, 2013 at the Homestead Air Reserve Park. It is a charitable collaboration between Community Health of South Florida Inc. (CHI) and Chicks N Wings.

The goal was to double last year's fundraising efforts. But they are still shy of their \$5,000 target. You can still contribute to the cause by buying a t-shirt for \$10 or you can donate by contacting Romanita Ford, Director of Community Affairs and Government Relations at Community Health of South Florida, Inc. by phone at (305) 252-4853 or via e-mail at rford@chisouthfl.org.



CHI employees pose after receiving awards at the quarterly ice cream social. The event is designed to acknowledge and appreciate the employees who have done outstanding work.

New CHI Program Fights Truancy with Comprehensive Home Visits



Each day of school that a child misses puts them farther and farther behind academically and the simple act of missing school leads to much bigger problems. Last year, 70,000 children in Miami Dade public schools missed at least 21 days or more of class. Chronic absenteeism can lead to dropping out of school all together.

But Community Health of South Florida Inc. (CHI) just launched a new program to help. It is called the Service Partnership. It is made possible by three grants that the Children's Trust recently awarded to CHI totaling close to a million dollars.

The program targets children between the ages of 5 to 18 in the Richmond Heights, Perrine, Goulds, Florida City and Homestead areas.

CHI has a team of mental health professionals that go into the home and work with families to fight chronic absenteeism, truancy, youth violence and child maltreatment.

"Some other areas of focus are improved school performance, family involvement, and access to healthcare," said Celia Mion, Licensed Mental Health Counselor and Coordinator of Specialized Children's Programs. "Involving the entire family is an important part of correcting these behaviors."

For more information on the program call CHI's service partnership at (786)293-5509.

Friendship Games Help form Special Bonds for CHI Patients



Volleyball, kickball, baton relays. Sounds like a family reunion or a church picnic.

Not quite. These are the Friendship Games.

Community Health of South Florida's Behavioral Health Department brought 72 of its clients to participate in the Friendship Games. It was a special program designed to help patients deal with their diagnoses through personal interactions and competitive play.

"These games are designed to teach patients about themselves while they are well," explained Greg Ivey Psychosocial Rehabilitation Instructor with CHI's Behavioral Health Department. "They can discover things about themselves through these interactions."

CHI's clients competed with patients from 15 outpatient programs in Miami-Dade and Broward Counties.

One attendee, Gwinnett Muse, a client of CHI's Behavioral Health Outpatient Program recounts, "At the games we get to know not only those in our own group, but those in the other groups as well. But mostly we get to know ourselves better."

Muse experienced some of her own growth at this event. After observing many others in attendance she had major advances with her self-confidence.

"I felt like I was at a higher level. Not better than the others, just more advanced mentally," she said. "I have grown today with that realization."

That is a big part of the purpose of friendship games.

Client Kesia Ann Holland was touched in a different way when a client from another center befriended her.

"I didn't even know her. She came up to me and took my hand and walked with me," said Holland as her voice quivered with emotion. "No one has ever treated me like that. She treated me like a friend. I don't have friends, but now I know I do."

Holland twisted and admired a wrist watch her new friend had won at the games and gave to her. She displayed it proudly.

"This is from my friend, my new friend," she said with a sparkle in her eyes.

As the games continued, other friendships formed. Age, gender, ability, intellect: none of that mattered.

"Personal interaction with each other is actually healing," said Ivey. "Here at the games they are competing, but they learn that there are no losers."

And The Oscar Goes To?...

CHI Glams It Up for the Annual Awards Banquet



Gowns, glam and glitter galore floated down the red carpet as it beckoned them in. The paparazzi's camera flashed as guests arrived. Is this Hollywood? Not exactly.

But the people walking the red carpet were certainly stars in their own way. It was the scene at the Miami Airport Hilton for Community Health of South Florida's Annual Employee Awards Banquet. The theme was "Old Hollywood Glamour". This was CHI's night to honor employee excellence Hollywood style, complete with the wacky antics of emcees Lucille Ball, Charlie Chaplin and Marilyn Monroe.

Marilyn Monroe vamped it up as she escorted Colonel Brodes Hartley to the stage. The impersonator went on to sing to CHI's President and CEO Hollywood style. Lucille Ball offered him a gulp of her Vitameatavegamin drink.

But beyond the fun and games, Colonel Hartley took to the stage to speak to the hundreds of employees in attendance with a heart-felt message.

"This night is to recognize and celebrate the most outstanding Oscar-worthy performances by the staff and we have no shortage of them," he said with pride. "Thank you for your compassion, thank you for your dedication and thank you for going above and beyond your duties to put patient care first.

Dozens of employees were recognized as Charlie Chaplin waddled to the stage with them to receive their awards. The biggest honor of the night, the Oscar for Employee of the Year, was aptly presented to Oscar San Martin of the Security Department. "An Oscar for Oscar," he grinned.

Security Staff

★★Wins★★

Big at Employee Awards Banquet



Back Row: Commander Lothario Grier; Commander Morris Bagley; Corporal Jose Colon; and Lieutenant Oscar San Martin.
Front Row: Commander Michael Merritt; Chief Maurice M. Hamilton, Sr.; Major Theodore Lazier and Sergeant Dwayne Thompson

When Oscar San Martin's name was called to receive the employee of the year award for all of Community Health of South Florida Inc., applause erupted in the ballroom but San Martin was nowhere to be found. "Oscar San Martin!" the emcees of the CHI employee awards banquet repeated multiple times as their eyes scoured the audience for the honoree.

San Martin, recently promoted to Lieutenant with the CHI Security Department, missed this opportunity because he went to the restroom. That is the exact moment he was announced as CHI's newest Employee of the Year. Earlier in the evening, he was named Employee of the Year for the Doris Ison Health Center, so he was completely caught off guard with this additional honor.

The humorous set of circumstances just adds to the fun evening for San Martin and many others. "If I could have only held it a few minutes longer," joked San Martin, referring to his missed opportunity to receive his Employee of the Year.

San Martin and his co-workers in the security department were among the biggest winners at the awards banquet. Chief Maurice Hamilton beams with pride as he counts the awards. Six other security officers received Special Meritorious trophies. Hamilton, who was runner-up for Supervisor of the Year, celebrated his whole team with new service pins and many received rank promotions.

"I'm so proud of my team," said Hamilton, "In all of my twenty-five years with CHI we have never had an Employee of the Year, let alone so many other recognitions and Oscar did it!"

CHI's Cultural Awareness Day Bigger Than Ever

It's not everyday that you have jerk chicken, lechon asado and grio all on the same plate. That was the feast and more at Community Health of South Florida's Cultural Awareness Day. With more than 40 different cultures represented, the day was rich with flavor, music and tradition.

Cultural Awareness Day is a time for CHI's diverse staff to get to learn about each other's backgrounds. Each culture had a table with its typical food, many wore traditional clothing and some displayed artwork from their native land.

Meanwhile, the DJ rotated through a variety of hits from Reggae to Salsa and more. This was the first year that employees from all of the various centers gathered together at the Doris Ison Health Center for this celebration.

