

ANNUAL REPORT

2021



true health
REAL CHOICES. REAL CARE.

LETTER FROM THE CHAIRMAN OF THE BOARD

2021

I am honored, as Board Chairman and with the Board Members, to witness and support the great work performed by our True Health Team. I can proudly say that our team is steadfast, driven, and community servants at heart. We have made huge strides in a short period of time. True Health is an organization committed to serving everyone who walks through its doors. In case you are wondering why you should choose True Health—it's simple.

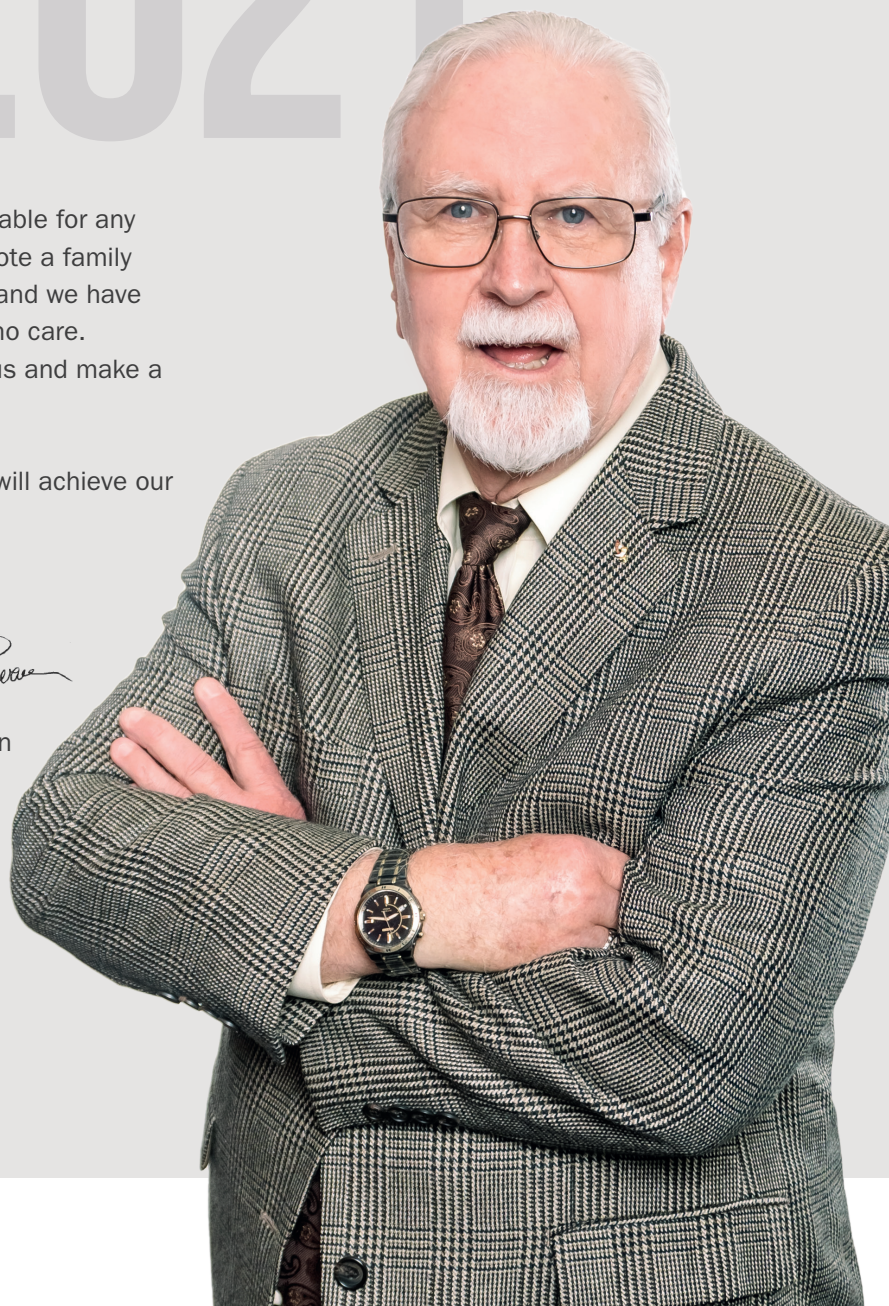
We are affordable for any budget, promote a family atmosphere, and we have employees who care. Partner with us and make a difference.

Together, we will achieve our vision!

Sincerely,



Eugene Provan



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MISSION
TO PROVIDE
HIGH QUALITY,
COMPREHENSIVE
HEALTHCARE AT
A REASONABLE
COST TO
EVERYONE

VISION
HEALTHY
COMMUNITIES
THROUGH LIFE-
CHANGING CARE

LETTER FROM OUR CEO

Hello Friends and Community Partners:

I am excited to share this annual report with you which highlights the great accomplishments and contributions our team has made throughout 2021! We continue to “do our part” by providing much needed healthcare and filling the care gaps as a safety net provider for the Central Florida community.

True Health served over 50,000 individuals in 2021, opened a new location at Harvest Time International, and launched a new service line, Optometry with Optical solutions, to meet the needs of our uninsured and underinsured patients. I am proud of the great work being done and consider myself blessed to be a part of such an amazing team. There is much more work to be done and we understand that collaboration with you, our community partners, will propel us forward to achieve our vision of healthy communities through life-changing care.

As we celebrate our 45th anniversary, I remain optimistic about the future and True Health’s impact on our community. In the coming year, I look forward to connecting with like-minded organizations and individuals to further our mission. I invite you to join us in being a part of the solution to our community’s healthcare problem!

Sincerely,



Janelle Dunn



WE ARE TRUE HEALTH

WE ARE PATIENTS

The most important part of True Health is our patients. They are why we exist. We are committed to doing everything in our power to ensure that they get the care they need and the quality they deserve at a price they can afford.

WE ARE FAMILY

We take care of the entire family from generation to generation; from pediatrics to geriatrics and everyone in between. We know that healthcare is a family affair.

WE ARE HEALTHCARE PROVIDERS

Our True Health providers are second to none. They share a passion for caring and they understand what it takes to make you feel better. In addition to being warm and compassionate professionals they have experience in caring for the families of our community.

WE ARE LEADERS

Our executive leadership team at True Health stays committed to the mission. We are not just seeking to provide care to friends and neighbors, we are working to transform the health of our community, one patient at a time.

WE ARE SUPPORT STAFF

Our support staff at True Health is a resource to both our patients and healthcare providers. They coordinate care that is seamless to ensure a high level of service is delivered at all times.





SERVICES

PRIMARY CARE

True quality care for you and your entire family. Our primary care physicians are able to diagnose and treat common illnesses and identify minor health problems before they become life threatening.

PODIATRY

Your feet take you down many paths; we will be there with you every step of the way. Foot care is essential for our diabetic patients to reduce complications. Regular exams by our doctors are the best way to ensure your feet remain healthy.

DENTAL CARE

Dental care for smiles that warm our hearts. Good oral hygiene is important to maintaining a healthy mouth, teeth, and gums. With regular visits, our dentists are able to help you avoid potential health problems.

BEHAVIORAL HEALTH

Behavioral Health is a collaborative process between you, the psychiatrist and your counselor. Our goal is to assist in improving communication and coping skills, strengthening self-esteem, and promote a healthy and happy life.

PHARMACY

Oftentimes, it takes more than an apple a day to keep the doctor away. Our fast and friendly pharmacists will assist with prescription management and monitor your progress to optimize results from medication therapy.

X-RAY

When you're experiencing pain or discomfort in an area, an x-ray may be important for your doctor to provide an accurate diagnosis. Our on-site x-ray services provide convenient and affordable diagnostic care for our patients.

LABORATORY

Our on-site laboratories help to ensure our patients maintain an active role in their healthcare. Regular lab testing is one of the keys to early detection and management of chronic illnesses and vital to improving healthcare quality and containing long-term costs.

OBSTETRICS AND GYNECOLOGY

From the first heartbeat to the first kick to the first cry; we will be there with you throughout your happy journey. Our providers are able to give your baby a healthy start to life.

OPTOMETRY

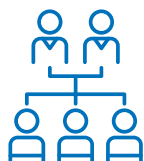
Your vision allows you to see the direction you are moving. Eye care is essential for everyone especially our diabetic patients to reduce complications. Our onsite services provide convenient and affordable care.

TELEHEALTH

If you cannot come into the office, this service is just for you. Telehealth expands access beyond our walls and allows you to visit with your medical provider from wherever you are.

TRUE IMPACT

ECONOMIC IMPACT OF TRUE HEALTH IN 2021 WAS \$61.1 MILLION.



116,000

TOTAL VISITS



53,962

TOTAL PATIENTS

94%

OF PATIENTS WERE AT
OR BELOW 200% OF
THE POVERTY LEVEL

SEMINOLE COUNTY

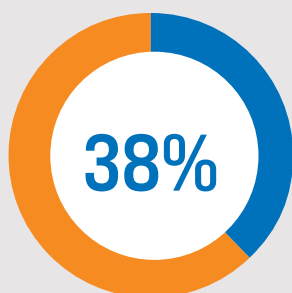
UNINSURED – 5,028
MEDICAID – 5,537

ORANGE COUNTY

UNINSURED – 10,558
MEDICAID – 14,496

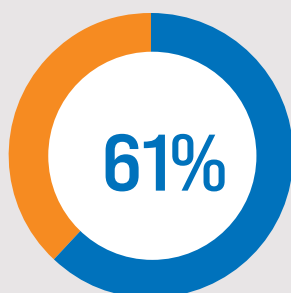
TRUE IMPACT 2021

MALE
PATIENTS



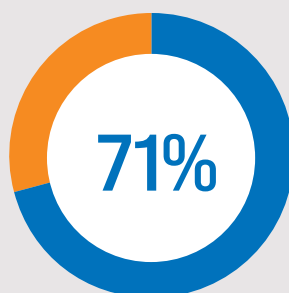
20,360

FEMALE
PATIENTS



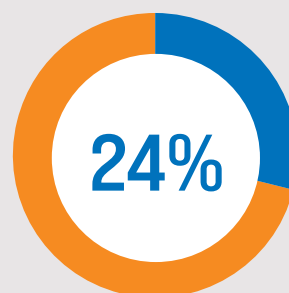
32,734

ADULT
PATIENTS



38,147

PEDIATRIC
PATIENTS



12,719

36%
19,547



Uninsured

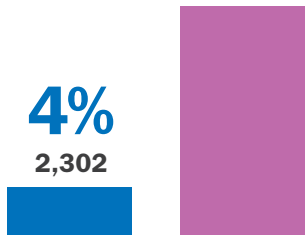
42%
22,424



Medicaid

53,962
UNDUPLICATED
PATIENTS

18%
9,689



Private

4%
2,302



Medicare



CORE DATA 2021

206

INDUCED JOBS
THROUGH TRUE
HEALTH

329

DIRECT
POSITIONS

535

TOTAL IMPACT
OF EMPLOYMENT
IN CENTRAL
FLORIDA

“THERE IS A RETURN ON INVESTMENT
OF 203% FOR EACH \$1.00 INVESTED
IN TRUE HEALTH. ADDITIONALLY,
\$629,927 IS GENERATED IN LOCAL
TAX REVENUE AND \$770,271 IN
STATE TAXES.”

”

“EVERYTHING IN THIS CLINIC IS GREAT. DOCTORS AND STAFF ARE VERY
POLITE AND HELPFUL. EVEN WITH NO HEALTH INSURANCE THEY HELP YOU A
LOT. I RECOMMEND THIS PLACE.”

—PATIENT

1 YEAR LATER...

WE'RE STILL FIGHTING FOR OUR COMMUNITY



On March 11, 2020, the World Health Organization (WHO) declared the COVID-19 global pandemic. Thus far, more than 6 million people have died. In the beginning of the pandemic, there were so many unknowns, uncertainties, and fear. We could not have imaged how the world would change but we were ready to do our part to keep the community safe. True Health was one of the FIRST organizations providing FREE COVID-19 testing regardless of age or symptoms being present and we made the choice to host drive through pop-up testing within communities considered to be a “hot-spot” because of rising positive cases.

Now one year later, the world has been impacted by several variants of the COVID-19 virus and we are proud to say that True Health has remained on the front lines providing free testing and face masks to members of the community. Once the coronavirus vaccine was available, we began vaccinating efforts at our health centers and out in the community. Misinformation surrounding the virus and vaccine spread quickly so we provided educational content and held open forum discussions with members of the community to boost vaccine confidence. In April of 2021, we opened a monoclonal infusion center to treat COVID-19—the only one operated

by a federally qualified health center in Central Florida. True Health continues to partner with organizations to host testing and vaccination events throughout the community. All these efforts assist in flattening the curve and spread of COVID-19.

As of December 2021, we have provided the following:

- 29,053 COVID tests
- 2,758 positive test results
- 531 patient encounters at the Infusion Center

Within the Central Florida community, one of the greatest impacts of the pandemic we have witnessed is the increase in behavioral health needs. Isolation, loss of loved ones, economic insecurity and the general emotion of uncertainty have all contributed to the rise in psychological distress. True Health has pivoted to expand our Behavioral Health service to include telehealth in addition to face-to-face visits. We continue to pivot as necessary to ensure we achieve our vision: Healthy communities through life-changing care.



HERE WE GROW AGAIN



On November 3, 2021, we hosted a ribbon-cutting ceremony to commemorate the opening of our True Health — Harvest Time location. This marks True Health's fourth location in Seminole County and eighth location overall. Harvest Time is currently our only location with face-to-face Saturday appointments, which benefits individuals who are unable to receive medical services during traditional hours due to competing obligations.

Located at 225 Harvest Time Drive, Sanford, FL, this location provides

medical, dental, and outreach and enrollment services. We have a wonderful partnership with Harvest Time International, a nonprofit humanitarian organization with a mission to provide a hand up to children and families in need. Patrons of Harvest Time International can shop in the Community Hope Center for food, clothing, and household goods at a fraction of retail prices. Our ability to provide healthcare services to many individuals that walk through the doors of Harvest Time will help to build a stronger community.



LOCATIONS



Services Offered

Adults
Pediatrics
OB/GYN
Podiatry
Behavioral Health
Pharmacy
Lab
X-Ray
Eligibility

407-322-8645

4930 East Lake Mary Blvd.
Sanford, FL 32771

Office Hours

Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours

Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM

MAIN SITE

SANFORD

Our Sanford location is home to our administrative offices as well as a site providing clinical services. True Health covers most of your healthcare needs. From the treatment of chronic illnesses and nutrition consultations to disease prevention, X-rays, and OB-GYN, we are not only a great first point of entry into the health care system but offer a comprehensive list of services. We are here to guide you toward a healthier lifestyle through health education and disease prevention services. Together we can work to create a better, healthier you!



ALAFAYA

Services Offered

- Adults
- Pediatrics
- Dental
- Behavioral Health
- Lab
- Eligibility

407-322-8645

11881-A East Colonial Dr.
Orlando, FL 32826

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM

AIRPORT

Services Offered

- Adults
- Pediatrics
- Behavioral Health
- Lab
- Eligibility

407-322-8645

400 West Airport Blvd.
Sanford, FL 32773

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM



LOCATIONS



LAKE UNDERHILL

Services Offered

Adults
Pediatrics
Dental
Behavioral Health
Pharmacy
Lab
Eligibility
Express
Optometry

407-322-8645

5730 Lake Underhill Rd.
Orlando, FL 32807

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM

HOFFNER

Services Offered

Adults
Pediatrics
OB/GYN
Podiatry
Behavioral Health
Pharmacy
Lab
Eligibility

407-322-8645

5449 S. Semoran Blvd., Suite #14
Orlando, FL 32822

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM





SOUTHSIDE

Services Offered

Adults
Pediatrics
Behavioral Health
Pharmacy
Lab
Eligibility
Express

407-322-8645

6101 Lake Ellenor Dr., Suite #105
Orlando, FL 32809

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM

CASSELBERRY

Services Offered

Adults
Pediatrics
Dental
Behavioral Health
Lab
Eligibility
Express

407-322-8645

1120 State Road 436, Suite 1600
Casselberry, FL 32707

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM



LOCATIONS



HARVEST TIME

Services Offered

Adults
Pediatrics
Eligibility
Lab
Dental
Behavioral Health

407-322-8645

225 Harvest Time Dr., Suites MS-1 & DS-1
Sanford, FL 32771

Office Hours

Tuesday – Friday 8:00 AM - 6:00 PM
Saturday – 8:00 AM – 12:00 PM

Virtual Extended Hours

Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM



WE TRUE-LY CARE

I would like to let everyone know about my visit with Dr. Kim and her partner. I'm 62 years old and have not been in the hospital or to a doctor since I was born. This is my second visit with Dr. Kim. I had been in the hospital for 3 days in Sept before my first visit. I was a total mess, I was so afraid of doctors. Dr. Kim was so compassionate and caring. It was a wonderful experience to say the least. She is a wonderful doctor and such a great person.

PATIENT LETTER

BOARD OF DIRECTORS

Eugene D. Provan, Board Chair
Monique Simmons-McIntyre, Vice Chair
Debbie Lenzen, Board Secretary
Ajeem Evans, Treasurer
Cynthia Aguero
Berthenia Bobb
Rose Carrion
Natasa Ghica
Dulce Rodriguez
Linda Cappadonna

EXECUTIVE TEAM AND DIRECTORS

Janelle Dunn, Chief Executive Officer
Karenna Senors, MD., Chief Medical Officer
Deana Montella, Chief Nursing Officer
Nurez Madhany, Chief Operations Officer
David Momberg, Interim Chief Financial Officer

Adianiz Martinez Almeida, Controller
Ashley Baker, Director of Marketing
Bonnie Strickland, Director of Quality
Christina Iliff, Director of Risk and Compliance
Darryl Henry, Director of Facilities
Jafet Rios, Associate Director of Operations
Jami Thomas, Director of Human Resources
Jennifer Simpkins, MD., Director of OB/GYN
Jo Cerra, Director of Revenue Cycle
Joseph Lebert, Director of Nursing
Larry Owens, Provider Relations Liaison
Luisa Mena, MD., Medical Director
Michael Douse, Director of Information Technology
Michelle Mangum, Director of Government Relations
Sabrina Mussari, PharmD., Director of Pharmacy
Serese Brooks, D.D.S., Director of Dental
Sheyla Almedina, Director of Operations



THE DOCTORS
AND STAFF
REALLY
CARE ABOUT
PATIENTS.
THEY ARE
SUPER
FRIENDLY AND
OUTSTANDING.
I FEEL LIKE
FAMILY.

—PATIENT

WE CAN “SEE” YOU

We are happy to announce that we now offer Optometry services at our Lake Underhill location. Significant barriers exist for underserved populations seeking eye health and vision care. Our goal is to always meet the needs of the community. According to the American Optometric Association “chronic vision impairment or blindness affects some six million Americans while another 48 million live with refractive errors amounting to an economic toll of nearly \$145 billion. As the U.S. population ages and demographics shift, vision impairments are expected to double while cost quintuple to \$417 billion unless existing infrastructure and resources are expanded to address vision health.”

The ability to address this shortfall by integrating a Doctor of Optometry and Optician into our comprehensive model of care can be life changing for many patients. We are proud of the wide selection of fashionable frames available for selection. The following services are provided to adults and children aged 4 and above.

- Routine full eye exams
- Red eye diabetic exam
- Glaucoma check
- Eye glass frames
- Contact Lens



DONORS & COMMUNITY PARTNERS

Advent Health
Aetna
American Cancer Society
Alfond Inn
American Girl
Ashley Baker
Athenahealth
Casa Leon Jewelers
Catholic Charities
CarePlus Health Plans
C-Biz
Chicago Bears
Chicago Cubs
Chipotle
Christini's Italian Ristoranti
Community Coffee
Community Health Centers
Complete Care
Consulate of Mexico
Crayola Experience
Cynthia Agüero
Darryl Henry
Deana Montella
Debbie Lenzen
Disney
Dubsdread Golf Course
Emma Herrera, MD.
Etho's Vegan Kitchen
Eugene Provan
Fifth Third Bank
Florida KidCare
Foxtail Coffee
Gail Woods
Hebni Nutrition
Hispanic Federation
Jeanette Andriola-Carr



Jennifer Simpkins, MD.
Jimmy Caldwell's Allstate
Insurance Office of America
Elaina Rose Beauty Salon
Equal Ground
Florida Association of Community Health Centers
Florida Healthy Kids
Hajgden International College
IBERIABANK
Jafet Rios
Janelle Dunn
Jami Thomas
Java J's
Jeremiah's Ice
John Curtin





Kaitlyn Robles
Karenn Senors, MD.
Ken Peach
Kendra Feola
Kerline Docteur
Kerry Wiggins, Sr.
LabCorp
Larry Owens
Linda Cappadona
Luisa Mena, MD.
Luke's Kitchen & Bar
McCree General Contractors & Architects
Maria Quintero
Martha Stewart
Miami Dolphins
Michelle Mangum
Mission BBQ
Monique Simmons-McIntyre
Mutual of America
Mylika Morton
Nova Southeastern University
Nurez Madhany
OneDigital
Orange Blossom Family Health
Orange County Emergency Management
Orange County Government
Orange County Health Department
Orange County Alumnae Chapter of Delta Sigma
Theta Sorority, Inc.
OrlandoHealth – South Seminole Hospital
Orlando City Soccer
Orlando Solar Bears
OUC

Persimmon Hollow Brewing Company
Quest Diagnostic
Renaissance Orlando
Rocco's Tacos
Ron Ben-Zeev
Sabrina Mussari
Seacoast Bank
Sean & Natasa Heffernann
Seminole County Emergency Management
Seminole County Government
Seminole County Health Department
Senator Randolph Bracy
Serese Brooks, MD.
Shake Shack
Shannon McClain
Simply Healthcare
Star Cares
Robert Cruz
Sharon Wallace
Tampa Bay Buccaneers
The Capital Grille
The Florida Aquarium
The Glass Knife
Theodora Regina Berry
Tijuana Flats
Todd Hunt
TrackShack
Uncle Nearest
Universal Orlando
University of South Florida
Walmart
WaWa
Wine & Corks

TRUE HEALTH GIVES BACK

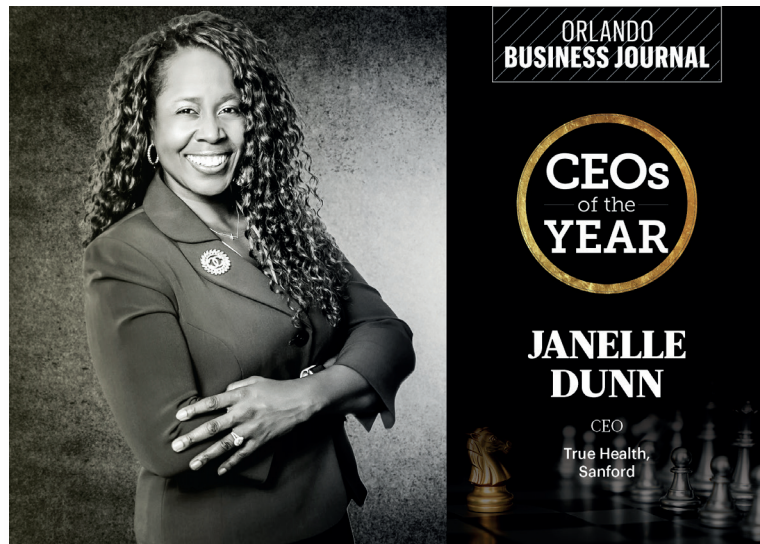
Healthcare is why our organization exists however, service to others is the fundamental principle of our mission and vision statements. The holiday season can be the most challenging time of year for families. This year we hosted our inaugural IMPACT DAY on November 18, 2021. It gave us immense pleasure to assist our community with needed resources.

At this event we were able to provide turkeys and dry goods with the support of Hispanic Federation and the Orange County Alumnae Chapter of Delta Sigma Theta Sorority, Inc. The Fifth Third Bank Financial Empowerment Mobile was onsite to provide assistance with viewing credit reports, home ownership seminars, financial decision tools, resume and interview tools. Catholic Charities was also present to provide rental assistance. Additional resources of voter registration, application and eligibility assistance and health insurance information were available. As the community navigates the impact of a global pandemic we are here to support.

Why stop at Thanksgiving when Christmas is right around the corner. For the last five years our employees have generously donated new toys to support the families in need where we work and live. In Seminole County we support Sheriff Lemma in his annual Christmas Village which provides a toy shopping experience for families. In Orange County, we take pleasure in helping Santa Claus and Mayor Demings deliver toys to the community ensuring families experience a wonderful Christmas.



AWARDS & RECOGNITION



I've been having a hard time getting into providers office since moving to FL from NY. Even though I was late to the appt. due to me placing it incorrectly on my calendar. Your staff was extremely helpful, polite & caring. The receptionist worked to quickly get me into a time slot someone had canceled so I could see the doctor. Especially since I have multiple chronic illness that I needed to be seen since they have flared up and are worsening. The nurse in the back was very caring & polite. As a healthcare worker myself I can honestly say your staff was exceptional!!

PATIENT LETTER





TRUE HEALTH
4930 EAST LAKE MARY BLVD.
SANFORD, FL 32771
407-322-8645



INFO@MYTRUEHEALTH.ORG

MYTRUEHEALTH.ORG