

# TRUE HEALTH ANNUAL REPORT 2022







# 2022

ANNUAL REPORT

**WE ARE  
TRUE  
HEALTH**

## LETTER FROM THE CHAIRMAN OF THE BOARD

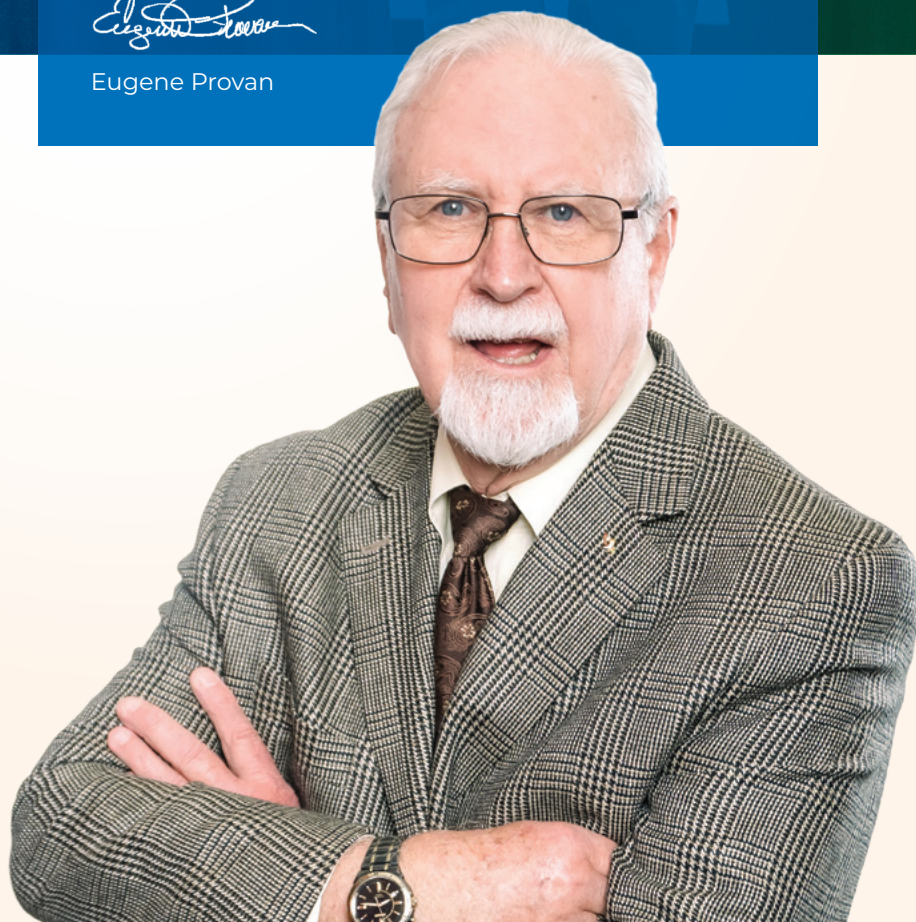
The Board and I are immensely honored to witness and support the exceptional work carried out by our dedicated True Health Team. We, the Board of Directors, take tremendous pride in stating that our team exhibits unwavering commitment, determination, and a genuine spirit of service to the community. In a brief time, we have achieved extraordinary progress.

True Health stands as an organization firmly dedicated to serving each and every individual who seeks our assistance. We offer affordable services for every budget, foster a welcoming family-like environment, and boast a team of compassionate employees. By joining forces with us, you too can make a significant impact and contribute to our community. Together, we will strive and succeed in realizing True Health's Vision.

Sincerely,



Eugene Provan







## LETTER FROM THE CEO

Dear Friends and Community Partners,  
I am thrilled to present this annual report, showcasing our team's remarkable accomplishments and valuable contributions throughout 2022. We have remained steadfast in our commitment to "do our part" by providing essential healthcare services and serving as a safety net provider for the Central Florida community.

In 2022, True Health successfully served almost 50,000 individuals, fulfilling critical healthcare needs and bridging gaps in care. We opened a new pharmacy at our Alafaya location, our optometry department saw its first patients, and we even debuted our new mascot, Mr. Bee. We expanded our presence in the community by hosting Community Days at our Harvest Time and Lake Underhill locations and Impact Day at our Casselberry location.

I am deeply proud of our exceptional work and feel incredibly blessed to be part of such an extraordinary team. While we acknowledge that there is still much to be done, our collaboration with you, our esteemed community partners, will drive us forward in realizing our vision of cultivating healthy communities through life-changing care.

As we look forward to the upcoming year, I eagerly anticipate establishing connections with like-minded organizations and individuals who share our mission. I invite you to join us in becoming an integral part of the solution to our community's healthcare challenges.

Together, we can make a meaningful difference and transform the state of healthcare here in Central Florida.

Sincerely,

Janelle Dunn





# MISSION

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

# VISION

Healthy communities through life-changing care







# WE ARE...

## Patients

Our patients are the most important part of True Health. True Health is committed to doing everything in our power to give our patients the high-quality care they deserve at a price they can afford.

## Family

Here at True Health we know that healthcare is often a family affair. That's why we offer services for everyone in the family, from pediatrics to geriatrics and everyone in between.

## Healthcare Providers

True Health's providers care most about making you and your loved ones feel your best. Our providers embody compassion and professionalism in their daily work and are truly second to none.

## Leaders

True Health's executive leadership team is committed to advancing our mission. With the vision at the forefront of our work, we are seeking to transform the health of our community.

## Support Staff

Our support staff are an integral part of True Health. Working with both patients and providers, True Health's support staff ensure that the care we provide is comprehensive, seamless, and accessible.



# INTRODUCING MR. BEE

**Mr. Bee is True Health's official mascot, introduced in Fall 2022.**

So how did Mr. Bee find his way to True Health? Here's the buzzz....

Humans have collected honey from Western Honeybees for thousands of years dating back to 7000 BC. Pharaohs, such as King Tut and Cleopatra, were buried with jars of honey in their tombs. In the early 1600's, Spanish explorers brought beehives to Florida after learning of the magnificent healing properties of their honey. Essentially, honey provides a protective barrier to prevent infection. Raw honey is also a good source of antioxidants which help to protect your body, boost your immune system to prevent sickness, and may help to decrease your chances of developing cancer.

Besides healing, Mr. Bee does so much more for the community. One of the greatest contributions of Mr. Bee is his pollination of plants that produce 90% of the world's food. Oh yes, farmers love bees! Farmers understand that their crops depend on pollinators and bees play an important role in agriculture by improving the quality of produce and enhancing plant's resistance to pests.

In 2022, Mr. Bee's Queen was looking for a new place in Florida to lay her egg. She chose True Health because it was established in 1977 to offer health care to migrant farm workers. For over 45 years, True Health has grown to 8 locations and served as a safety net provider for Central Florida's expanding community. The Queen Bee felt this was the perfect place for Baby Bee to grow and carry out True Health's vision. After all, bees represent creativity, teamwork, and hard work which are characteristics of the True Health family.

True Health is happy to welcome Mr. Bee and we are so excited to share him with our community!





# SERVICES AND LOCATIONS

## Adult Primary Care

Care that extends beyond the scope of illness; we are here to empower you towards a healthier lifestyle through health education and disease prevention services. Our team of experienced and dedicated medical professionals is committed to delivering high-quality healthcare services, serving as your trusted point of contact for all your medical needs. With expertise and professionalism, we provide personalized care, ensuring your well-being remains our top priority. From coordinating your day-to-day healthcare to facilitating specialty referrals when necessary, we strive to meet your specific needs.

## Pediatric Care

Experience true quality care for your little ones. Our dedicated team of primary care providers provides compassionate and comprehensive care for infants, children, and adolescents. With expertise in diagnosing and treating common childhood illnesses, we prioritize preventive care, aiming to identify and address minor health issues before they become serious concerns. Rest assured that the well-being of your family is our highest priority, and we are here to support you and your little ones every step of the way.

## Podiatry

As your feet lead you through countless journeys, we are committed to walking alongside you, providing unwavering support at every step. We understand the significance of foot care, especially for our diabetic patients, as it plays a pivotal role in minimizing complications. Our dedicated doctors emphasize the importance of regular examinations to safeguard the health of your feet, ensuring their well-being remains intact.

## Dental Care

Providing dental care for confident, healthy smiles. We understand the significance of good oral hygiene in maintaining a healthy mouth, strong teeth, and vibrant gums. Our dedicated dentists emphasize the importance of regular visits, as they play a crucial role in helping you prevent potential health problems.

## Behavioral Health

Behavioral Health is a collaborative journey, fostering a strong partnership between you and our dedicated team of professionals, including counselors and psychiatrists. Together, our goal is to empower you in enhancing communication, developing effective coping skills, boosting self-esteem, and ultimately nurturing a life of wellness and happiness. By providing comprehensive support, we strive to facilitate your personal growth, mental well-being, and overall quality of life.

## Pharmacy

Empowering health, one prescription at a time. Our dedicated team of fast and friendly pharmacists is here to support you. We understand the importance of proper prescription management and its impact on optimizing the results of your medication therapy. Our pharmacists will diligently assist you, ensuring that you receive the guidance you need, while also monitoring your progress along the way.

## Optometry

Your vision illuminates the path ahead, guiding your every move. At our facility, we understand the paramount importance of eye care for everyone, particularly our diabetic patients, in minimizing complications. With our convenient and affordable onsite services, we ensure that you receive the essential care your eyes deserve.

## X-Ray & Laboratory

Empowering accurate diagnoses and proactive healthcare. Our on-site x-ray services swiftly uncover answers, aiding your doctor in precise evaluations. Meanwhile, our laboratories facilitate an active role in your well-being, enabling regular testing for early detection and effective management of chronic illnesses. Together, we prioritize your healthcare quality, contain long-term costs, and empower you to take charge of your health journey.

## Telehealth

If visiting our office is not possible, our specialized telehealth service is here just for you. Telehealth breaks down barriers, extending access to care far beyond our physical walls. Whether you're at home or on the go, our telehealth platform empowers you to receive quality healthcare remotely. Your well-being remains our priority, and through this convenient and innovative approach, we bring the expertise and care you need directly to you, ensuring continuity of care and peace of mind.

# LOCATIONS

## MAIN SITE SANFORD

True Health's Sanford location is home to our administrative offices in addition to the health center.

**Services:**

Adult care  
Pediatric care  
OB/GYN  
Podiatry  
Eligibility  
Lab  
Pharmacy  
X-Ray  
Behavioral Health

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

**Telehealth extended hours:**

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM

**PATIENT QUOTE**

*Being new from out of state & trying to get my daughter signed up for high school with the correct medical records, ECG, vaccines, etc., has been unreal. Yasmine went above & beyond today to help us out and saved us an hour trip back. I am beyond grateful for everything she did for us! They are great with kids of all ages. Highly recommend!!*



## AIRPORT



### PATIENT QUOTE

*I had an awesome experience. My doctor was amazingly caring, didn't rush me through, was very thorough with my needs, very understanding and cared about me, I feel my health is in top notch hands. The entire staff was polite and very helpful and caring, all the rooms and hallways were clean, and I felt safe from Covid. I'm going to keep coming back. Happy patient for sure.*

#### Services:

Adult care  
Pediatric care  
Eligibility  
Lab  
Behavioral Telehealth

407-322-8645

400 W Airport Blvd, Sanford, FL 32773

#### Office Hours:

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

#### Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM

## ALAFAYA

#### Services:

Adult care  
Pediatric care  
Dental  
Eligibility  
Lab  
Pharmacy  
Behavioral Telehealth

407-322-8645

11991-A East Colonial Dr, Orlando, FL 32826

#### Office Hours:

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

#### Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM



### PATIENT QUOTE

*It's been the most positive, hopeful experience I could have had as Dr. C. Nagaraju went above and beyond to help me in a severe time of need. This was a beautiful experience and made me feel like a child all over again – she brought the child out of me. Thank you so much for your professionalism and the way you explained my options and possibilities you made come true. What a blessing. I also thank her assistants for her patience and tender care. Awesome.*

## CASSELBERRY



### PATIENT QUOTE

*Absolutely everyone in this office is amazing! They made sure to help me in every possible way, honestly, they went above and beyond. I am grateful for the best experience ever.*

### Services:

Adult care  
Pediatric care  
Dental  
Eligibility  
Lab  
Pharmacy  
Behavioral Telehealth  
Express Walk-ins

407-322-8645

1120 State Rd 436, Casselberry, FL 32707

### Office Hours:

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

### Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM

## HARVEST TIME

### Services:

Adult care  
Pediatric care  
Dental  
Eligibility  
Lab  
Behavioral Telehealth

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

### Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM



### PATIENT QUOTE

*The dentist and ladies here at this office are so amazing and so helpful. I have been in so much pain and they were able to treat and help me manage my pain. I came in there in tears helpless not knowing what to do for the pain and they got to work and made it happen, so truly thankful for these amazing ladies at this location with out there compassion and caring hearts I'd still be in so much pain, they truly care about their patients and making sure they are comfortable and not in pain.*



# HOFFNER

## Services:

Adult care  
Pediatric care  
OB/GYN  
Podiatry  
Eligibility  
Lab  
Pharmacy  
Behavioral Telehealth

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

## Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM



## PATIENT QUOTE

*My experience at True Health has been by far the best ever since I've had the pleasure of being seen by Kislene St. Hubert. I will start by expressing how knowledgeable she is and warm, inviting. Every visit that I have with her is just like the first. She always takes the time to make sure I understand and inform me of any concern. I truly value the service that she provides.*

# LAKE UNDERHILL



## PATIENT QUOTE

*True Health truly helped my parents a lot during their stay in the US while they didn't have insurance but needed medical support. Every person working here has a kind heart helping people in need. Dr. Villegas is an incredibly professional and awesome psychiatrist! We highly appreciate Dr. Villegas and everyone in True Health that has helped us. Thank you!*

## Services:

Adult care  
Pediatric care  
Dental  
Optometry  
Eligibility  
Lab  
Pharmacy  
Behavioral Health  
Express Walk-ins

407-322-8645  
5730 Lake Underhill Rd, Orlando, FL 32822

## Office Hours:

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

## Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM  
Saturday: 9:00 AM – 3:00 PM



## SOUTHSIDE

### Services:

Adult care  
Pediatric care  
Eligibility  
Lab  
Pharmacy  
Behavioral Telehealth  
Express Walk-ins

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

### Telehealth extended hours:

Friday: 12:00 PM – 6:00 PM

Saturday: 9:00 AM – 3:00 PM



### PATIENT QUOTE

*I have taken my granddaughter to see Dr. Mapa for the past 15 months. The service, staff, and care given to her is exceptional. Kindness and thoroughness are shown by all involved. It has been a wonderful experience and all those who work here should be daily applauded in their dedication to the community.*





# TRUE IMPACT

## PATIENT IMPACT

**\$64.8  
MILLION**

The economic impact of  
True Health in 2022

**93%**

of patients at or below  
200% of the Poverty Level

**76%**

of patients either had  
no insurance or were  
enrolled in Medicaid



**48,664**

TOTAL PATIENTS



**118,944**

TOTAL VISITS

## ECONOMIC IMPACT

➔ True Health accounted for **534 jobs** in 2022 throughout Central Florida, providing for jobs both at the Center and throughout the neighborhoods and communities in which we are located. **An additional 185 additional indirect/induced jobs** are sustained as a result of activity generated by the Center and staff.

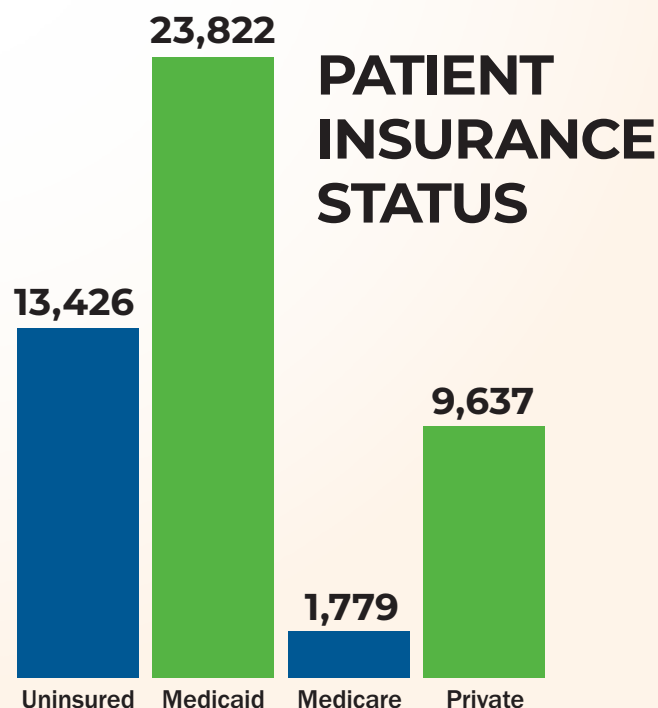
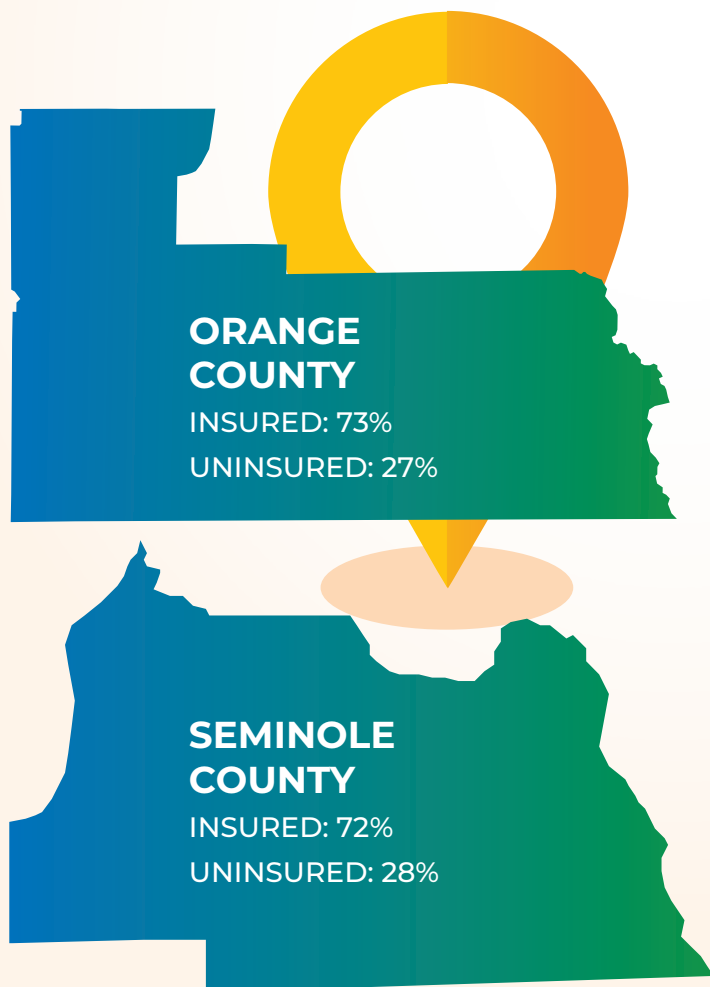
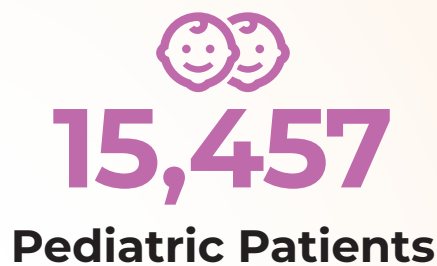
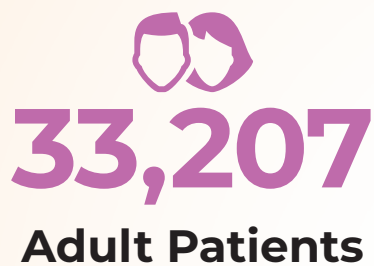
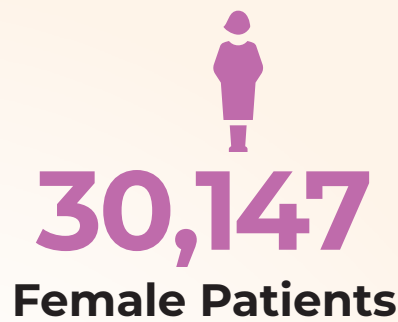
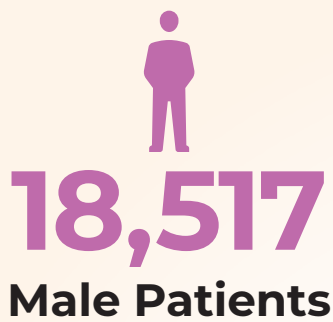
➔ There is a return on investment of **191% for each \$1.00** invested in True Health.

**534 JOBS**

IN 2022 THROUGHOUT  
CENTRAL FLORIDA



# PATIENT DEMOGRAPHICS







## DONORS AND PARTNERS

Advent Health  
Advent Health University  
Aetna  
Athenahealth, Inc.  
Be A Player  
Cambridge College of Healthcare and Technology  
CarePlus Health Plans  
Central Florida Collaborative  
Chase Bank  
City of Orlando  
City of Sanford  
Community Health Centers, Inc.  
Community Legal Services of Mid-Florida  
Cox Media Group  
Direct Relief  
Equal Ground  
Fifth Third Bank  
First Horizon Bank  
Florida Association of Community Health Centers  
Florida Department of Health Orange County  
Florida Department of Health Seminole County  
Florida KidCare  
Florida Southern College  
Florida United Methodist Children's Home  
Hajjden International College  
Harvest Time International  
Hebni Nutrition Consultants  
Herzing University  
Hispanic Federation  
Humana

Insurance Office of America  
Ivanhoe Park Brewing Company  
Joie De Vie Weddings & Events, LLC  
LabCorp  
Laboratory Corporation of America Holdings  
Meritain Health  
Mutual of America  
National Basketball Players Association  
Nemours Children's Health  
Nova Southeastern University  
Nova Southeastern University School of Medicine  
OneDigital  
Orange County Government  
Orlando Diagnostic Center  
Orlando Health  
Primary Care Access Network  
Quest Diagnostics  
Seacoast Bank  
Seminole County Government  
Seminole County Office of Emergency Management  
Seminole County Sheriff's Office  
Seminole High School  
Simply IOA  
The Poinsette Foundation  
Track Shack Fitness Club, Inc.  
University of Central Florida  
University of Central Florida School of Medicine  
University of Central Florida School of Nursing  
Wright Works, LLC



# IN THE COMMUNITY

## INAUGURAL BE HEALTHY 5K

On September 24, 2022, True Health launched its inaugural Be Healthy 5K. The event took place along Sanford's beautiful Riverwalk along lake Monroe while supporting True Health's vision of creating healthier communities through life-changing care.





# PATH TO TRUE SUCCESS SCHOLARSHIP

Navigating the college process can be difficult, especially when trying to determine how to pay for one's education. That's why in Spring 2022, True Health announced the Path to True Success Scholarship. This scholarship program provides four (4), one-thousand-dollar (\$1,000) scholarships to college students pursuing a career in public service.

True Health's intent is to ensure individuals are aware of the value of Federally Qualified Health Centers and similar safety net resources within communities that face socioeconomic barriers.



## TRUE HEALTH IN THE COMMUNITY



In 2022, True Health stood by its commitment to community service. True Health hosted two Community Day events at our Harvest Time and Lake Underhill locations where we created a weekend option for individuals and families to utilize our services to meet their healthcare needs. Our providers performed wellness check-ups for all ages, cervical cancer screenings, dental checkups, immunizations, diabetic eye & foot exams, behavioral health services, community resources, and more!

We also hosted our annual Impact Day in November. In partnership with the Hispanic Federation and The Poinsette Foundation, Impact Day attendees received a free turkey and other food items in addition to financial literacy resources provided by Fifth Third Bank and Seacoast Bank.

It doesn't stop there, though. In 2022 True Health also launched its Adopt-A-Road initiative to help keep the community clean at our Sanford and Casselberry locations, served over 1,000 children at our Annual Back to School Bash series, and more.

# AWARDS & RECOGNITION

- True Health honored by the Seminole County Board of County Commissioner's Proclamation of Black History Month
- Janelle Dunn, CEO, honored as a Hometown Hero during Black History Month at Millenium Middle School



## BOARD MEMBERS

Eugene Provan, Board Chair  
Monique Simmons-McIntyre, Vice Chair  
Debbie Lenzen, Board Secretary  
Ajeem Evans, Board Treasurer  
Natasa Ghica, Board Member

Linda Cappadona, Board Member  
Berthenia Bobb, Board Member  
Dulce Rodriguez, Board Member  
Cynthia Aguero, Board Member

## EXECUTIVES

Janelle Dunn, MHA, CMPE - Chief Executive Officer  
Roy Carlton, MAcc - Chief Financial Officer  
Karenn Senors, MD - Chief Medical Officer

Deana Montella, MSN, RN - Chief Nursing Officer  
Nurez Madhany, MPH - Chief Operations Officer  
Sabrina Mussari, Pharm.D. - Chief Pharmacy Officer

## DIRECTORS

Gloria Rosario - Controller  
John Curtin - Director of Behavioral Health  
Serese Brooks, D.D.S - Director of Dental  
Rosanna Cabello - Director of Electronic Health Records  
Aleia Roberts - Director of Government and Community Engagement  
Jami Thomas - Director of Human Resources  
Daniel Adeyemo - Director of Information Technology  
Ashley Baker - Director of Marketing  
Jennifer Simpkins, MD - Director of Obstetrics and Gynecology  
Jo Cerra - Director of Revenue Cycle  
Christina Iliff - Director of Risk and Compliance

Luisa Mena, MD - Medical Director  
Selenita Delgado - Project Director  
Joseph Lebert - Regional Director of Nursing  
Mikerlange Pierre - Regional Director of Nursing  
Sheyla Almedina - Regional Director of Operations  
Jafet Rios - Regional Director of Operations



# LOOKING AHEAD

- New location opening in Goldsboro, a historically black community in Sanford
- Expansion into Volusia County
- Increasing healthcare accessibility with mobile medical and dental units
- Reopening our Wellness Cottage on the grounds of Cheney Elementary School
- Adding services at the Casselberry location to include an onsite pharmacy and OB/GYN care.





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



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