



TRUE HEALTH
**ANNUAL
REPORT**

2023

MISSION

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



VISION

Healthy communities
through life-changing care.

SEVENTEEN

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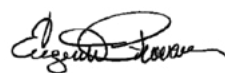
Letter from the Chairman of the Board

The Board and I are profoundly honored to bear witness to the remarkable accomplishments of our dedicated True Health Team throughout the past year. As we present this annual report for 2023, we, the Board of Directors, take great pride in affirming that our team continues to demonstrate unwavering commitment, resilience, and a sincere dedication to serving our community.

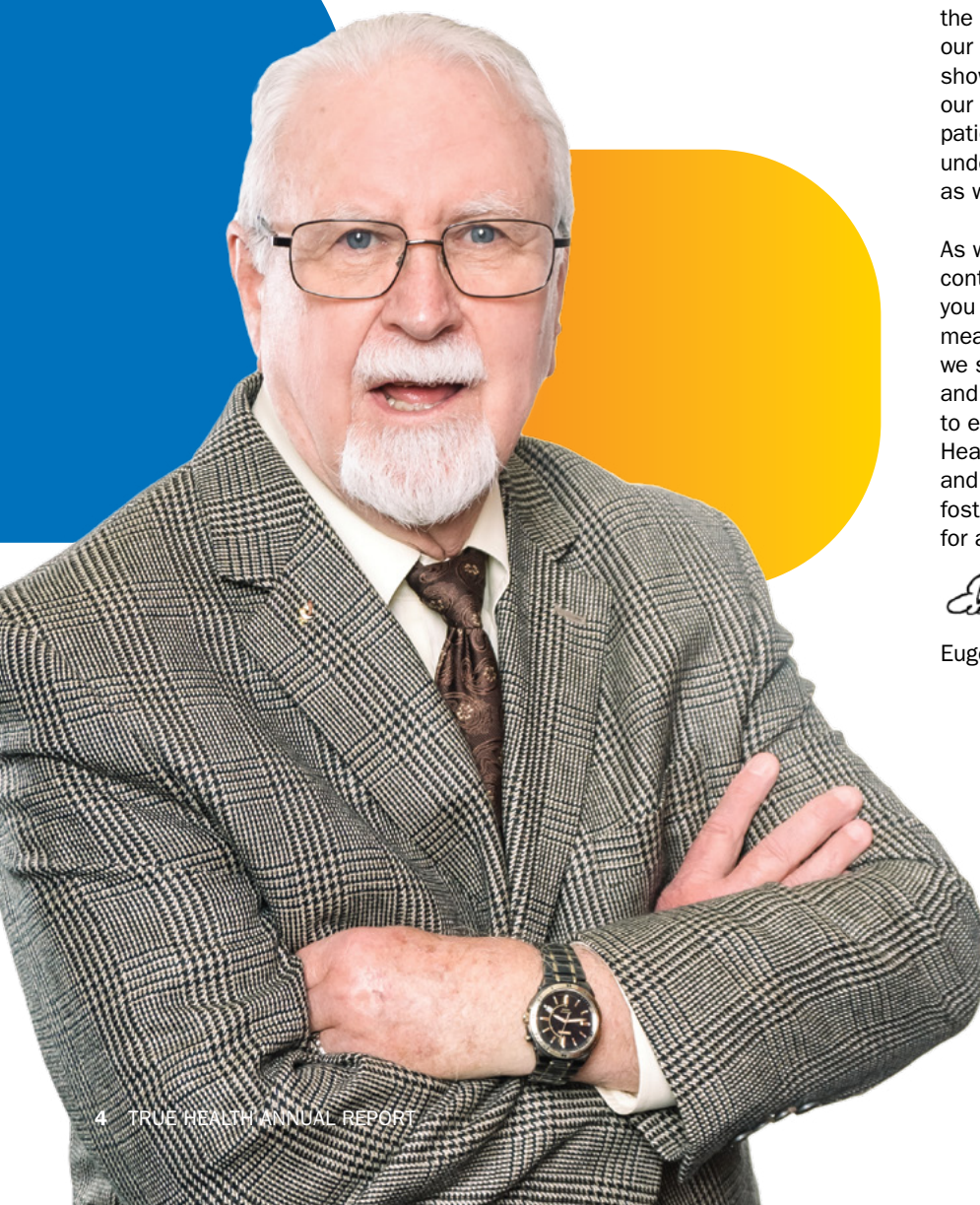
In the span of the past year, we have made significant strides forward, achieving remarkable progress in our mission. True Health remains steadfast in its commitment to providing accessible services to all individuals, regardless of their financial means. We continue to cultivate a warm, inclusive atmosphere akin to that of a family, supported by a team of empathetic and dedicated staff.

Furthermore, we are excited to announce the addition of three new members to our Board. These individuals have already shown a strong commitment to continuing our goals to improve the lives of our patients. Their expertise and dedication will undoubtedly enhance our collective efforts as we move forward.

As we welcome these new members and continue our journey together, we invite you to join us in our mission to make a meaningful difference in the lives of those we serve. Together, with our existing team and these new additions, we are poised to embark on the next chapter of True Health's mission with renewed energy and determination. Join us as we strive to foster a healthier, more vibrant community for all.



Eugene Provan, Board Chairman



Letter from the CEO

Dear Friends and Community Partners,

I am thrilled to share with you the highlights of our achievements from the past year in our 2023 Annual Report. True Health has continued to make significant strides in fulfilling the mission to provide high quality, comprehensive healthcare at a reasonable cost to everyone.

In 2023, we expanded our reach by opening our ninth location in the historic Goldsboro neighborhood, furthering our commitment to making healthcare accessible to all. Additionally, we successfully completed the construction of our Casselberry pharmacy, improving our ability to serve the community with convenient access to medication. Notably, we introduced “Buddy,” our innovative pharmacy robot, at our Casselberry location, streamlining operations and improving efficiency to better serve our patients.

Further, we implemented outpatient medication assisted treatment for patients overcoming opioid addiction. Two of our facilities were enhanced by renovating the Cheney Wellness Cottage and the Hoffner Health Center to create a welcoming and comfortable environment for our patients and staff alike. As True Health’s vision remains a clear focus, our dedication to promoting health and wellness in the community was evident as we hosted the 2nd Annual Be Healthy 5K & Kids’ Run at the Orlando Sanford International Airport, with an incredible turnout of over 600 participants.

Recognizing the importance of accessibility, Saturday hours were initiated at our Lake Underhill location, providing additional opportunities for individuals to access affordable healthcare and medications they need at their convenience. We also acquired mobile medical and a combined mobile medical/dental unit to deploy within health deserts throughout our community.

These achievements would not have been possible without the unwavering support of our dedicated team and valued community partners. As we reflect on our successes, we remain committed to our vision of ‘healthy communities through life-changing care’.

Looking ahead, I am excited about the opportunities to further expand True Health’s impact and reach more individuals in need. Together, let us continue to work towards our shared goal of transforming the state of healthcare in Central Florida.

True-ly,



Janelle Dunn, CEO



We are True Health

WE ARE PATIENTS

Our patients remain the cornerstone of True Health. We uphold our commitment to delivering top-tier care that prioritizes their well-being, ensuring they receive high-quality treatment tailored to their needs while maintaining affordability.

WE ARE FAMILY

Recognizing that healthcare encompasses entire families, True Health continues to extend its services to every member. From pediatrics to geriatrics, we offer comprehensive care, understanding the interconnectedness of health within families.

WE ARE HEALTHCARE PROVIDERS

True Health's providers continue our unwavering dedication to elevating the health and happiness of our patients. Rooted in compassion and professionalism, we strive to ensure optimal well-being for all, setting a standard of excellence in healthcare provision.

WE ARE LEADERS

True Health's leadership team remains steadfast in their commitment to driving our mission forward. With a clear vision guiding our endeavors, we persist in our efforts to revolutionize community health, striving for impactful change.

WE ARE SUPPORT STAFF

Integral to True Health's operations, our support staff play a vital role in delivering seamless care. Through their tireless efforts, they ensure that patients and providers alike experience comprehensive, accessible services, fostering an environment of support and efficiency.



“

Tina and Serese Brooks are great servers to the community! They made me feel comfortable and the experience gave me a new perspective of my expectation of what a typical dentist appointment entails. This is a great place for you and your family to visit.”



Services

ADULT PRIMARY CARE: True Health's Adult Primary Care services transcend mere illness treatment. We are dedicated to empowering you towards a healthier lifestyle through comprehensive health education and disease prevention services. Our experienced and committed medical professionals remain steadfast in delivering high-quality healthcare, serving as your trusted point of contact for all your medical needs. With expertise and professionalism, we provide personalized care tailored to prioritize your well-being. From coordinating day-to-day healthcare to facilitating specialty referrals, we strive to meet your specific needs effectively.

PEDIATRICS: At True Health, our commitment to providing exceptional Pediatric Care remains unwavering. Our dedicated team of primary care providers delivers compassionate and comprehensive care for infants, children, and adolescents. With expertise in diagnosing and treating common childhood illnesses, we prioritize preventive care to address minor health issues before they escalate. Your family's well-being is our highest priority, and we stand ready to support you and your little ones every step of the way.

OBSTETRICS AND GYNECOLOGY: True Health's Obstetrics and Gynecology services cater to the unique healthcare needs of women. Our team of experienced obstetricians and gynecologists provides comprehensive care, encompassing prenatal care, childbirth, and postpartum support, as well as addressing a wide range of gynecological concerns. With a focus on personalized care and patient empowerment, we strive to ensure the well-being of women at every stage of life. From routine screenings to specialized treatments, our commitment to women's health remains unwavering.

BEHAVIORAL HEALTH: True Health's Behavioral Health services offer a collaborative journey towards wellness. Our dedicated team of professionals, including counselors and psychiatrists, work in partnership with you to enhance communication, develop effective coping skills, and boost self-esteem. By providing comprehensive support, we strive to facilitate your personal growth, mental well-being, and overall quality of life.

DENTISTRY: True Health's Dental Care services are dedicated to ensuring 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. From routine cleanings to advanced procedures, we provide comprehensive dental care to support your oral health needs.

OPTOMETRY: Your vision guides every step, and True Health understands its importance. Our Optometry services provide essential eye care, particularly for our diabetic patients, to minimize complications. With convenient and affordable onsite services, we ensure your eyes receive the care they deserve.

PODIATRY: True Health's Podiatry team supports foot and ankle health with precision and care. From routine foot exams to specialized diabetic foot care, our team monitors and address any issues early, helping to prevent more serious complications such as foot ulcers or infections. With personalized attention and a focus on proactive care, we're your partners in maintaining strong and healthy feet, essential for navigating life confidently, especially for those living with diabetes.

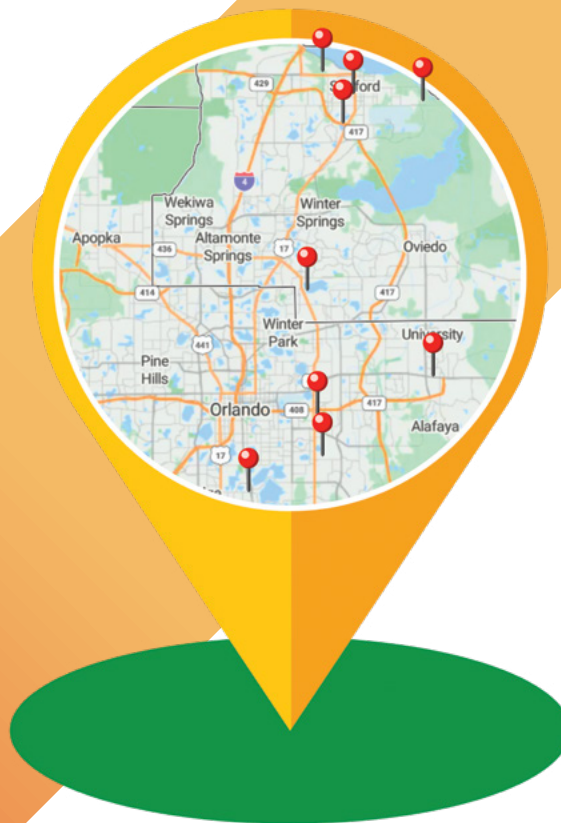
X-RAY & LABORATORY: True Health's X-Ray and Laboratory services empower accurate diagnoses and proactive healthcare. Our onsite x-ray services aid in precise evaluations, while our laboratories enable regular testing for early detection and effective management of chronic illnesses. Together, we prioritize your healthcare quality, containment of long-term costs, and empowerment in your health journey.

PHARMACY: True Health's Pharmacy services empower health, one prescription at a time. Our fast and friendly pharmacists are committed to supporting you in proper prescription management, optimizing the results of your medication therapy. With diligent assistance and progress monitoring, we ensure you receive the guidance needed for your well-being.

TELEHEALTH: If visiting our office isn't feasible, True Health offers specialized telehealth services. Breaking down barriers, telehealth extends access to care beyond physical walls. Whether at home or on the go, our platform brings quality healthcare directly to you, ensuring continuity of care and peace of mind.

ELIGIBILITY AND ENROLLMENT: True Health has a team of certified application counselors and financial navigators that assist patients and members of the community with access to coverage via Medicaid, KidCare, and the Federal Health Insurance Marketplace. Additionally, these team members assist patients with getting assistance to programs that can help address social determinants of health, such as housing and food insecurity, which impact overall health and well-being.

LOCATIONS



**TO MAKE AN APPOINTMENT, CALL
407-322-8645**

Standard hours:

Monday – Thursday: 8AM–6PM

Friday: 8AM–12PM

Saturday: 8AM–12PM *At select locations

Telehealth extended hours:

Friday: 12PM–6PM

Saturday: 9AM–3PM

“

“Dr. Simpkins was absolutely amazing! Her bedside manners were A1. She was able to listen, laugh, and make us feel comfortable. Michelle was our nurse, she was so sweet. Thank you ladies for making a complicated situation simple. My daughter can breathe easily now.”



Sanford

True Health's Sanford location is home to our administrative offices in addition to the health center. 4930 East Lake Mary Blvd, Sanford, FL 32771

Services

Adult Primary Care
Pediatric Care
Obstetrics and Gynecology
Behavioral Health
Podiatry
Eligibility and Enrollment
Lab
Pharmacy
X-Ray

Office Hours

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

LOCATIONS



Airport

400 West Airport Blvd, Sanford, FL 32773

Services:

Adult Primary Care
Pediatric Care
Behavioral Telehealth
Eligibility and Enrollment
Lab

Office Hours:

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

Alafaya

11881-A East Colonial Drive,
Orlando, FL 32826

Services:

Adult Primary care
Pediatric Care
Behavioral Telehealth
Dental
Eligibility and Enrollment
Lab
Pharmacy

Office Hours:

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



LOCATIONS

Casselberry

1120 State Rd 436, Casselberry, FL 32707

Services

Adult Primary Care
Pediatric Care
Behavioral Telehealth
Dental
Express Walk-Ins
Eligibility and Enrollment
Lab
Pharmacy

Office Hours

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



Goldsboro

905 Historic Goldsboro Blvd, Sanford, FL 32771

Services

Adult Primary Care
Pediatric Care
Behavioral Telehealth
Podiatry
Eligibility and Enrollment
Lab

Office Hours

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



Harvest Time

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

Services

Adult Primary Care
Pediatric Care
Behavioral Telehealth
Dental
Eligibility and Enrollment
Lab

Office Hours

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

Hoffner

5449 South Semoran Blvd, Suite 14,
Orlando, FL 32822

Services:

Adult Primary Care
Pediatric Care
Obstetrics and Gynecology
Podiatry
Behavioral Health
Eligibility and Enrollment
Lab
Pharmacy

Office Hours:

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



LOCATIONS

Lake Underhill

5730 Lake Underhill Rd, Orlando, FL 32807

Services

Adult Primary Care
Pediatric Care
Behavioral Health
Dental
Optometry
Express Walk-Ins
Eligibility and Enrollment
Lab
Pharmacy

Office Hours

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



Southside

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

Services

Adult Primary Care
Pediatric Care
Behavioral Telehealth
Express Walk-Ins
Eligibility and Enrollment
Lab
Pharmacy

Office Hours

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



Growth and Expansion

Goldsboro

OUR NEWEST HEALTH CENTER

True Health was warmly welcomed into the Historic Black Neighborhood of Goldsboro in the Summer of 2023.

Mobile Units

True Health launched two mobile health units to expand our reach in the community. In addition to primary medical care, one unit is equipped to offer dental care as well!

New Pharmacy at Casselberry

True Health is excited to introduce the newest member of our pharmacy team – ‘Buddy’! Buddy is a Parata Max 2 high-speed, prescription filling robot that will allow us to offer centralized prescription services from our newest pharmacy location in Casselberry. We are excited to grow and expand our operations with our amazing pharmacy team, including Buddy, and the opening of our 6th pharmacy.



'Buddy,' True Health's new Pharmacy Robot



Addition of Healthy Start Services

True Health entered into a contract with the Healthy Start Coalition of Orange County in December 2023 to provide Healthy Start Care Coordination and other evidenced-based Healthy Start services in Orange County, in an effort to reduce infant mortality and infant morbidity. The goals of the services supported under this effort are two-fold: 1) to ensure pregnant women and infants are provided information on available home visiting programs in Orange county by providing a coordinated intake and referral system that coordinates home visiting services in each community by identifying and providing support for eligible pregnant women, infants, and children who are at risk for poor health and developmental outcomes.; and 2) To provide Healthy Start services to pregnant women, children and their families that will contribute to the reduction of infant mortality, improve pregnancy outcomes and enhance the health and development of children up to age three.

True Health's Patient Profile

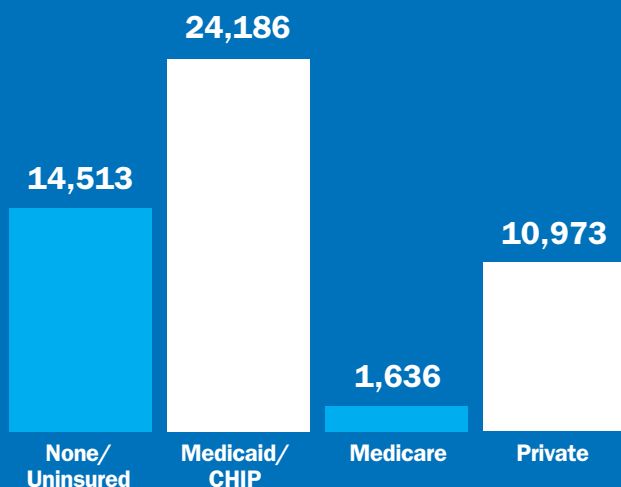


51,308
TOTAL PATIENTS



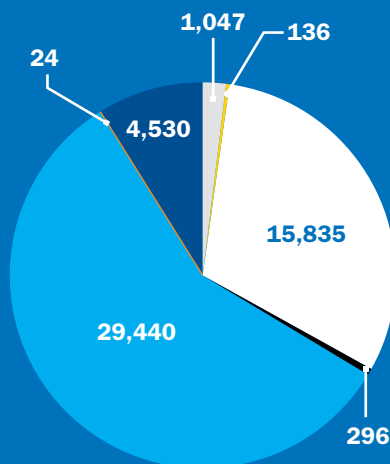
134,741
PATIENT VISITS

Insurance Status



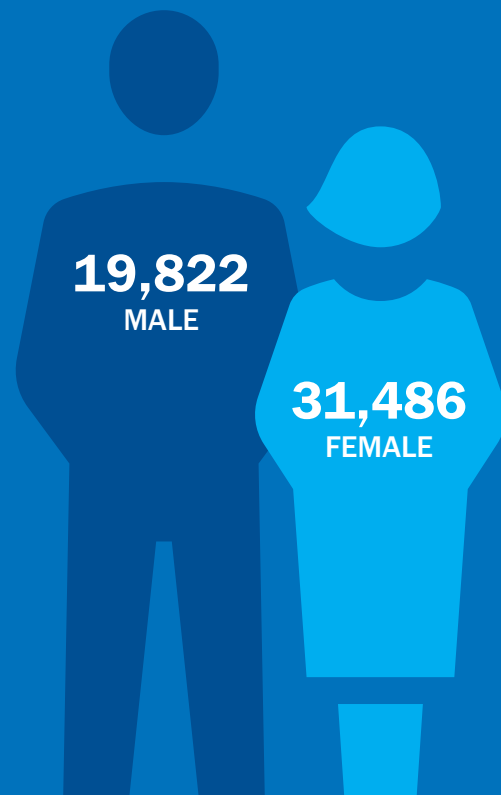
Race & Ethnicity

- Asian: 1,047
- Native Hawaiian and Other Pacific Islander: 136
- Black/African American: 15,835
- American Indian/Alaska Native: 296
- White: 29,440
- More than one race: 24
- Unreported: 4,530



“

Our family had a wonderful experience here. I came early to fill out paperwork prior to our appointment. I was concerned about them being able to properly accommodate our child's sensory issues and special needs. When we arrived with our child they were ready! Nurses were quick, thorough, sensitive to her needs, patient, and kind. And the pediatrician was the icing on the cake! She engaged with our child to see what she was interested in and used that to lead her own physical checklist. We did not have high expectations since most places aren't well versed in how to accommodate special needs, but the staff here made us feel heard, respected, and important. I honestly can't thank them enough!”



True Health's Economic Impact



95.9%

OF PATIENTS BELOW 200%
OF THE FEDERAL POVERTY LEVEL



593

JOBS CREATED



\$29.7M

LABOR EXPENSES



302

STUDENTS IN RESIDENCY/
TEACHING PROGRAMS
AT CENTERS



\$79.4M

ECONOMIC IMPACT
(AN INCREASE OF \$52.3 MILLION SINCE 2015)



188%

RETURN ON
INVESTMENT

ORANGE COUNTY

ECONOMIC IMPACT: \$34,184,685

JOB CREATION: 292

ROI: 197%

SEMINOLE COUNTY

ECONOMIC IMPACT: \$44,176,659

JOB CREATION: 301

ROI: 181%

True Health in the Community

2023 BE HEALTHY 5K & KIDS' RUN

True Health took the community's health to new heights at the 2nd Annual Be Healthy 5K and Kids' Run. On September 23, 2023, over 600 participants joined the True Health team on the runways of the Orlando-Sanford International Airport to raise funds to support True Health's vision of creating healthier communities through life-changing care.



COMMUNITY DAY

Twice a year, True Health hosts Community Day to offer Saturday hours and special resources for our patients. In Spring 2023, True Health hosted our Community Day at Casselberry Health Center. In Fall 2023, Community Day was held at our Lake Underhill Health Center, where we distributed 100 turkeys and bags of dry goods in addition to the health services and community resources present.



BACK TO SCHOOL BASH

True Health hosts an annual Back to School Bash, where we offer low-cost physicals, free backpacks, fun activities, and enrollment assistance for Florida KidCare. In 2023, True Health serviced over 1,100 students.



True Health Leadership



True Health Executives. Left to right: Sabrina Mussari, Karenn Senors, Nurez Madhany, Janelle Dunn, Uliana Kozar, Deana Montella

EXECUTIVES

Janelle Dunn, MHA, CMPE
Chief Executive Officer

Karenn Senors, MD
Chief Medical Officer

Nurez Madhany, MPH
Chief Operations Officer

Uliana Kozar, MBA
Chief Financial Officer

Deana Montella, MSN, RN
Chief Nursing Officer

Sabrina Mussari, PharmD
Chief Pharmacy Officer

BOARD OF DIRECTORS

Eugene D. Provan, Board Chair
Monique Simmons-McIntyre, Vice Chair
Ajeem Evans, Board Treasurer
Debbie Lenzen, Board Secretary
Berthenia Bobb, Board Member
Dulce Rodriguez, Board Member
Jimita Jones, Board Member
Linda Cappadona, Board Member
Maria Trent, Board Member
Natalia Cabrero, Board Member
Natasa Ghica, Board Member

DIRECTORS

Aleia Roberts, MPH
Director of Government
and Community Engagement

Ashley Baker, CNP
Director of Marketing

Christina Iliff
Director of Risk and Compliance

Daniel Adeyemo, MBA
Director of Information Technology

Gina Dalessandro, MSN, RNC
Director of Quality and Care Coordination

Jafet Rios, MNM
Regional Director of Operations – Region I

Jami Thomas, MSL
Director of Human Resources

Jennifer Simpkins, MD
Director of Obstetrics and Gynecology

Jezenia Bernal
Regional Director of Operations – Region II

Jo Cerra
Director of Revenue Cycle

John Curtin, LMHC, CAP
Director of Behavioral Health

Joseph Lebert, LPN
Regional Director of Nursing – Region I

Lasonja Houston, MS
Director of Healthy Start

Luisa Mena, MD
Regional Medical Director – Region I

Marlo Waddle, PharmD
Director of Pharmacy

Michael Margerum, BA
Director of Accounting – Controller

Mikerlange Pierre, RN
Regional Director of Nursing – Region II

Rosanna Cabello, BS
Director of Electronic Health Records

Selenita Delgado, MPH
Director of Patient Services

Serese Brooks, DDS
Director of Dental

Travis McGehee
Director of Facilities

Trey Leaven, MD
Regional Medical Director – Region II

True Champions

Each year, True Health recognizes internal and external individuals who go above and beyond to serve our patients and community.



PROVIDER CHAMPION

Dr. Aida Behani



ADMINISTRATIVE CHAMPION

Eunice Cruz



CLINICAL CHAMPION

Marcy Carmona



COMMUNITY CHAMPION

City of Sanford District 2 Commissioner
Kerry S. Wiggins Sr.



BOARD CHAMPION

Linda Cappadona

PATH TO TRUE SUCCESS SCHOLARSHIP

The Path to True Success Scholarship is designed to empower and support the next generation of public servants. Launched in 2022, True Health provides \$4,000 in scholarships to outstanding students to aid them in their journey towards meaningful careers in public service. It's an opportunity for us to give back and invest in bright minds dedicated to making a positive impact in our communities.



"My name is Zanisha Premilien, and I'm honored to be one of this year's recipients of the True Health Path to True Success Scholarship. Thanks to your donation, I can continue my education at Valencia College. When I attended my first day of nursing, I was absolutely unsure of how I was going to afford to get through the rest of the four-semester program. I held back tears in my financial advisor's office as I tried to weigh my options for paying for school. The email confirming that I had been awarded the True Health Path to True Success Scholarship was one of the most unexpected things that have ever happened to me. I was so overwhelmed with joy and disbelief that I might have read that email about 50 times. This scholarship is one of the most significant things that could have happened to me. It will allow me to focus solely on school now without the worry about how I will continue to pay for my education."

—Zanisha Premilien, 2023 Path to True Success Scholar



"This scholarship also has a profound impact on my career aspirations, as public service opportunities are often unpaid and highly selective. As I look toward the future, I'm empowered to pursue opportunities with more regard towards community needs rather than personal finances. Particularly, I am excited to work directly with legislative offices to address pressing public health challenges like substance use. As a low-income, first-generation student, college felt like a distant dream, let alone at an Ivy League institution. I am continually inspired by the generous support I've received throughout my journey from organizations such as True Health. I am incredibly grateful for this opportunity to continue my academic and professional goals to advocate for policies that can better our community."

—Sara Almowasi, 2023 Path to True Success Scholar

Donors and Partners

Advanced Roofing
AdventHealth
Aleia Roberts
American Cancer Society
American Heart Association
American Muslim Social Services
Anissa Pilate
Ashley Baker
AthenaOne
Awilda Aviles Rivera
Beverly Gilbert
Cambridge College of Healthcare and Technology
Central Florida Collaborative
Chivas Owle
City of Orlando
City of Sanford
Claudy Ulysse
Community Health Centers, Inc.
Community Legal Services of Mid-Florida
Community Link Consulting
Coretta Moore
Cox Media Group
Darlene Leary
Deana M Montella
Elizabeth H Trang
Eunice Cruz
Fifth Third Bank
First Horizon Bank
Florida Association of Community Health Centers
Florida Department of Health
Florida KidCare
Florida Southern College
Gina Dalessandro
Glen Brathwaite
Hajjden International College
Health Resources and Services Administration
Healthy Start Coalition of Orange County
Healthy Start Coalition of Seminole County
Hebni Nutrition Consultants
Herzing University
Hispanic Federation
Humana
Insurance Offices of America
Janelle Dunn
J.P. Morgan Chase & Co
Jafet Rios
Jami Thomas
Jennifer F Simpkins
Jezenia Bernal
Jo Ann Cerra
Joseph L Lebert

Justin Dake
Karen Perez Fortis
Karen Santana
Kristin Chesnutt
Labcorp
Lashanna Lowery
Lasonja Houston
L. Karenna Senors
Lucinda Mora
Madhany Family Foundation
Margarita Reyes
Mariam Hasan
McCree General Construction & Architects
Meritain Health
Moderna
Mutual of America
National Association of Community Health Centers
Nemours Children's Hospital
Nova Southeastern University
Nurez Madhany
Nutricorner LLC
OneDigital
Orange Blossom Family Health
Orange County Government
Orlando Alumnae Chapter of Delta Sigma Theta Sorority, Inc.
Orlando Diagnostic Center
Orlando Health
Orlando Sanford International Airport
Osceola Community Health Services
Oviedo Medical Center
Primary Care Access Network
Quest Diagnostics
Ruth Y Grave
Sanford Police Department
Seacoast Bank
Selenita Delgado
Seminole County Government
Seminole County Sheriff's Foundation
Seminole County Sheriff's Office
Seminole High School
Shepherd's Hope
Team DAD Program of Healthy Start Coalition of Seminole County
Trey Leaven
U.S. Simulation
University of Central Florida
University of South Florida College of Public Health
Vystar Credit Union
Walmart
William E Schick
Winter Park Health Foundation
Wright Works, LLC

True Health's community impact would not be possible without support from our valued donors and partners. To make a tax-deductible donation to True Health, visit: www.MyTrueHealth.org/Donate

Awards and Recognitions



- ▶ Top 100 Women-Led Companies in Florida by The Women's Edge
- ▶ Best Healthcare Organization in Seminole County by the Seminole County Chamber of Commerce
- ▶ Gold Recognition in American Heart Association's Check. Change. Control Cholesterol Recognition Program
- ▶ Silver Recognition in American Heart Association's Target: BP Recognition Program
- ▶ Janelle Dunn, CEO, nominated Outstanding Healthcare Executive by the Volusia County Hispanic Chamber



TRUE HEALTH

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SANFORD, FL 32771
407-322-8645

INFO@MYTRUEHEALTH.ORG



MYTRUEHEALTH.ORG