



CAMILLUS HEALTH CONCERN
GOOD SHEPHERD HEALTH CENTER

ANNUAL REPORT

2020



OUR MISSION

Following the teachings of Jesus Christ and in the compassionate hospitality of St. John of God, Camillus Health Concern strives to deliver comprehensive health care services with the highest quality patient experience for those who are vulnerable and homeless in South Florida.

Camillus Health Concern is a religious apostolate of the Hospitaller Order of St. John of God and the Roman Catholic Church. The spirit and content of the Code of Canon Law pervades throughout the governance and corporate life of Camillus Health Concern. We join in faith to facilitate the unfolding of God's providential plan in every aspect of our organization. Our readiness to meet the complexity and concerns of our brothers and sisters in need identifies us as a mission of hope.

HOSPITALLER BROTHERS OF SAINT JOHN OF GOD



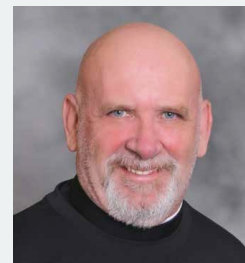
Brother Gary Hill, O.H.



Brother Mateo
Fenza, O.H.



Brother Richard
MacPhee, O.H.



Brother Prior
Richard Moore, O.H.

DEAR FRIENDS,

There is no doubt that this has been an extraordinary year with many challenges and we feel compelled to elaborate on the response from Camillus Health. People everywhere have been plagued by the COVID-19 Pandemic which has affected nearly 137 million people worldwide and nearly 3 million deaths. The impact on Americans was compounded by the economic crisis, the racial tensions and the COVID-19 restrictions impacting social interaction with family and friends; all of which has led to so many feeling isolated.

During these difficult times we watched in awe as our Camillus Health team persevered. From the onset of the pandemic, our doors remained open. Our team diligently worked to continue to deliver and expand services to those who are uninsured, under-served and experiencing homelessness in Miami Dade County. Our community always becomes more vulnerable during an economic downturn and our response was further empowering the sense of hospitality and mission from the Hospitaller Order of St. John of God.

Throughout the year, we remained committed to ensure that our patient population received the care they desperately needed.

Through 2020, both our medical and behavioral health teams successfully pivoted from a legacy style engagement with our clients to an integrated telehealth approach. Starting November 2020, our dental team began to see patients again per the American Dental Association (ADA) and Centers for Disease Control and Prevention (CDC)'s guidance. With numerous grants from Health Resources and Services Administration (HRSA) and support from the Florida Department of Health and Miami-Dade County Homeless Trust, we were able to reinforce our Outreach teams to expand

our services to include COVID-19 testing and supply distribution.

Going forward in 2021 we shall continue to work towards extinguishing the detrimental and lethal effects of the pandemic by joining the vaccination program and administering vaccines to our coworkers, patients, and the community at large. As the world moves slowly and surely back to normalcy, our team will continue to push forward with our mission of hope. We continue our resolve to move those who are vulnerable and experiencing homelessness into a healthier future.

Finally, we want to thank you—our patients, partners, friends, and family. Thank you for all your support and patience through this unique year. Because of you, we are able to provide our services regardless of our patients' ability to pay. This is the safety net you provide for our neighbors in need. Most importantly, you help support a place where every person who comes for help is treated with dignity, love, and respect.

Sincerely,



John Dubois
CHAIR, BOARD OF
DIRECTORS



Francis Afram-Gyening,
FACHE
CEO

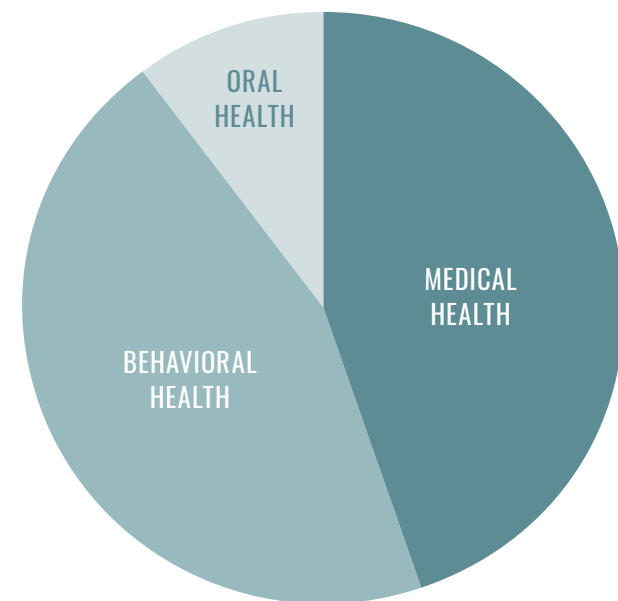
2020 OVERVIEW

CAMILLUS HEALTH CONCERN IS AN ESTABLISHED LEADER IN MIAMI DADE COUNTY SINCE 1984 AND PROVIDES PRIMARY HEALTHCARE, BEHAVIORAL HEALTH, ORAL HEALTH, AND SOCIAL SERVICES TO MEN, WOMEN, AND CHILDREN WHO ARE POOR OR HOMELESS IN THE COMMUNITY.

As a registered non-for-profit and Federally Qualified Health Center, Camillus Health Concern is led by a volunteer Board of Directors along with accomplished leaders in the fields of medicine, dentistry, behavioral health, finance, and business. These individuals lend their expertise driving the clinic forward in providing comprehensive healthcare and creating innovative programs for the patient population we serve.

In 2020, Camillus Health Concern
PROVIDED CARE TO 6,036 INDIVIDUALS through

34,517 VISITS



- **15,500** MEDICAL SERVICE VISITS – (44.9%)
- **15,538** BEHAVIORAL HEALTH VISITS – (45%)
- **3,479** ORAL HEALTH VISITS – (10%)

The overwhelming majority of patients are living below the Federal Poverty Line, just \$12,760 annual income for a single person household.

- **5,680 INDIVIDUALS (94.10%)** ARE LIVING BELOW THE FEDERAL POVERTY LINE
- **243 INDIVIDUALS (4%)** ARE ABOVE 100% OF THE FEDERAL POVERTY LINE, BUT BELOW 150%
- **64 INDIVIDUALS (1%)** ARE ABOVE 150% OF THE FEDERAL POVERTY LINE, BUT BELOW 200%
- **24 INDIVIDUALS (0.5%)** ARE ABOVE 200% OF THE FEDERAL POVERTY LINE, WHILE THE INCOME OF THE REMAINING **0.5%** IS UNKNOWN.

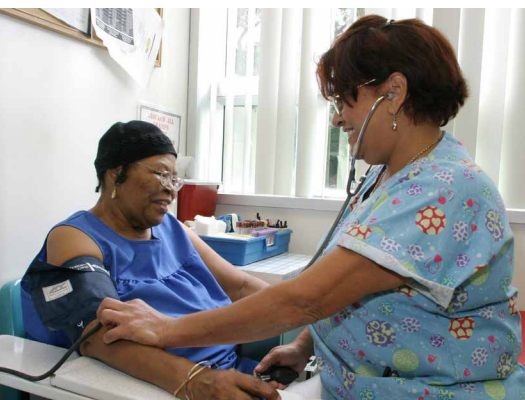
94.10% - LIVING BELOW THE FEDERAL POVERTY LINE

4% LIVING ABOVE 100% OF FEDERAL POVERTY LINE BUT BELOW 150%

1% LIVING ABOVE 150% OF FEDERAL POVERTY LINE BUT BELOW 200%

0.5% LIVING ABOVE 200% OF FEDERAL POVERTY LINE BUT BELOW 200%

Additional information and guidelines can be found at aspe.hhs.gov





THE COVID-19 PANDEMIC IMPACTS EVERY WORD AND EVERY NUMBER IN THIS REPORT. IN 2020, WHILE WE ENDEAVORED TO PROVIDE THE HIGHEST QUALITY CARE TO EACH AND EVERY PATIENT, SOME OF OUR QUALITY MEASURES FELL SHORT. THOSE QUALITY MEASURES REPRESENT SOME OF OUR HIGHEST PRIORITIES IN 2021.

2020 ACCOMPLISHMENTS

The COVID-19 Pandemic impacts every word and every number in this report. In 2020, while we endeavored to provide the highest quality care to each and every patient, some of our quality measures fell short. Those quality measures represent some of our highest priorities in 2021.

AWARDED AS A PATIENT CENTERED MEDICAL HOME (PCMH) ACCREDITATION

This accreditation is given to clinics that implement a model of care in which patients are engaged in a direct relationship with a chosen provider. As such, the providers take a holistic approach in comprehensive and integrated care for the patients.

The team at Camillus Health Concern is extremely proud of being recognized as a Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance. The Concern thanks all its staff for their dedication to patient care.

Core functions that led to successfully attaining the accreditation:

- Taking a holistic approach to patients' healthcare needs
- Developing meaningful relationships with patients, caregivers, and family
- Ensuring access to care for our patients
- Creating focused, data-driven strategies

DONATED MEDICATIONS

- In partnership with Direct Relief and Americare, Camillus Health Concern was able to procure **\$287,560 OF DONATED MEDICATIONS** throughout the year.

RECORD YEAR FOR GIVE MIAMI DAY

Give Miami Day is hosted by The Miami Foundation and is an annual online initiative. As part of its mission, the event increases local philanthropy and provides an outlet for community engagement opportunities. This year, the Camillus Health Concern and its donors set a record year. The support from the community has been overwhelming.

Thank you and looking forward to next year!

DOLLARS RAISED- MATCHING FUNDS:

2018: \$11,690

2019: \$12,843

2020: \$26,703

NUMBER OF DONORS

2018: 21

2019: 27

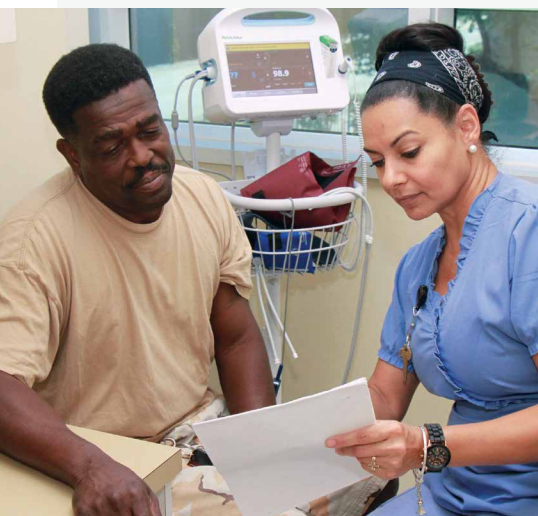
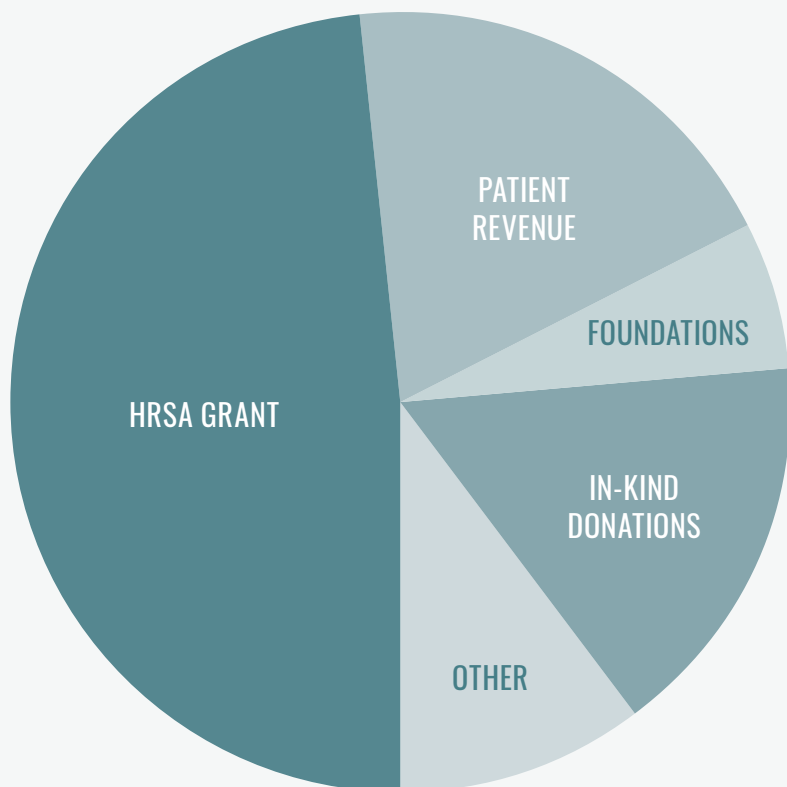
2020: 68

FINANCIAL INFORMATION

THROUGH OPERATIONAL DISCIPLINE, DEDICATION TO OUR PATIENTS' CARE, AND COMMITMENT TO AGGRESSIVE GRANT SEEKING AND ACQUISITION, THE TEAM AT CAMILLUS HEALTH CONCERN HAS CONTINUED TO STAND IN EXCELLENT FINANCIAL HEALTH. THIS CONSISTENT FISCAL ACCOUNTABILITY ENSURES THE CLINIC'S LONGEVITY.

FISCAL YEAR 2020 REVENUE

- **HRSA GRANT**
48.56%
- **PATIENT REVENUE**
19.20%
- **FOUNDATIONS**
6.11%
- **IN-KIND DONATIONS**
16.08%
- **OTHER**
10.05%



WE ARE HERE TO HELP

GOOD SHEPHERD HEALTH CENTER GREER BUILDING

336 NW 5th Street,
Miami, FL 33128

HOURS OF OPERATION

Monday, Tuesday, Thursday, Friday
8 AM - 5 PM

Wednesday

8 AM - 7 PM

Dental Department | 8 AM - 4:30 PM

HEALTH RESOURCE CENTER SALVATION ARMY

1907 NW 38th Street, Room 195
Miami, FL 33142

HOURS OF OPERATION

Monday through Friday
8AM - 12PM

CAMILLUS HEALTH CLINIC NCL CAMPUS (2ND FLOOR)

1545 NW 7th Avenue
Miami, FL 33136

HOURS OF OPERATION

Monday through Friday
8 AM - 5 PM

Special Outreach hours vary

HOSPITALER ORDER OF ST. JOHN OF GOD'S MISSION PRIORITIES

HOSPITALITY | RESPECT | HEALING
QUALITY | RESPONSIBILITY | SPIRITUALITY





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305.577.4840 | WWW.CAMILLUSHEALTH.ORG