

# Volunteer Health Services

2011 - 2012  
Annual Report



**As required by Section 766.1115(8), Florida Statutes**

# TABLE OF CONTENTS

	Page
Introduction -----	1
Volunteer Health Care Provider Program Activities -----	3
Volunteer Health Care Provider Program Clinics -----	4
Volunteer Health Care Provider Program Clinics and Contributions -----	5
Volunteer Activities in County Health Department and Children’s Medical Services Facilities -----	17
Volunteer Contributions in County Health Department and Children’s Medical Services Facilities -----	18
Medical Reserve Corps Volunteer Contributions -----	20
Appendices:	
A. Volunteer Health Services Program Staff Directory -----	A-1
B. Financial Liability Report -----	B-1
C. Section 766.1115, Florida Statutes -----	C-1
D. Sections 110.501-504, Florida Statutes -----	D-1
E. Annual Reporting Form -----	E-1

## Introduction

This annual report is provided in accordance with Section 766.1115(8), *Florida Statutes* to summarize contributions made through the Volunteer Health Care Provider Program. The Florida Department of Health promotes the use of volunteers to augment its public health duties and functions. From July 1, 2011 through June 30, 2012, the value of health-related goods and services provided to the citizens of Florida through volunteers and donations totaled more than \$270 million. With annual expenditures of \$438,946, this is equivalent to a return on investment of \$615 in healthcare services to underserved Floridians for each dollar of state funds expended. Since its inception in 1992, the Department has documented more than \$2.2 billion in donated goods and services. The majority of these contributions were directly related to medical and dental care provided to the underserved and uninsured. These services are coordinated through the Volunteer Health Care Provider Program (VHCPP) and volunteer services authorized under Chapter 110, F.S..

As noted above, this year marks the twentieth anniversary of the VHCPP. Created by the "Access to Health Care Act" in 1992, its goal is to improve access to medical care for uninsured and underserved residents by making licensed medical professionals agents of the state. In exchange for their donated professional services provided to financially eligible clients who are referred by the Department's agents and employees, the providers are protected by sovereign immunity. The volunteer health care professionals sign contracts with the state and are associated with not-for-profit community or faith-based medical safety net organizations. Although small administratively, the VHCPP serves as a vital and highly efficient component in the Department's effort to increase access to health care for those in need throughout Florida.

To be eligible for VHCPP medical services, a client must:

- Not have health insurance that covers the treatment being sought; and have a net family income that does not exceed 200% of the federal poverty level; or
- Be Medicaid eligible under Florida law and meet the program's income eligibility criteria. For Medicaid eligible clients to receive services through a free clinic, the service must not be covered by Medicaid, or not available because of a lack of Medicaid providers.

Staff promote volunteer health care services by providing technical support to individuals and volunteer organizations, and they are responsible for assuring compliance with statutory sovereign immunity requirements. Regional coordinators based across the state also assist individual Floridians in locating needed healthcare services, many times in a crisis situation. Appendix A contains a listing of staff and their assigned regional territory. As required by statute, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is provided in Appendix B.

In addition to VHCPP contracted volunteers, volunteers in Department facilities augment the reach of public health initiatives. These volunteers are provided with liability protection and workers' compensation in exchange for their free services. Volunteers serve in a variety of positions from health care professionals to administrative support. Staff promote and coordinate this extremely valuable resource of experienced talent. These volunteers provide free services in almost all Florida counties.

A person seeking to volunteer services as a Department of Health volunteer must meet the same requirements as a Department employee. While most of these volunteers are located in county health departments, many free clinics operating as part of the VHCPP utilize these volunteers to perform client eligibility and referral duties to comply with the provisions of the Access to Health Care Act.

The Medical Reserve Corps (MRC) is a group of volunteers that is called upon in times of crisis to provide healthcare to Florida residents. The MRC has been deployed during hurricane recoveries, swine flu immunizations, and other similar events. MRC volunteers are subject to the provisions of Chapter 110, F.S. when activated by authority of the Department. In recent years the MRC volunteers have expanded their volunteer participation to other public health events as well. They have proven to be a valuable asset to the Department.

The number of MRC volunteers, hours volunteered, and the total value of their contributions are included in the county health department volunteer reports and are therefore included in the county health department volunteer tables starting on page 18. The contributions of MRC chapters included in the county health department totals have been provided as a separate table on page 8.

The key to the continued success of these volunteer initiatives is the sustained support of the many generous provider organizations, professional associations, public/private partnerships, and individuals who commit to strengthen and develop collaborative relationships within their local communities. The Department is looking forward to continuing its support of the statewide network of volunteers and the charitable services they perform as outlined in this report as we move into our 21<sup>st</sup> year of service to the citizens of Florida.

## **Volunteer Health Care Provider Program Activities**

This section of the report documents the contributions made by participants in the Volunteer Health Care Provider Program. Monetary values are a compilation of data reported by 202 volunteer provider organizations/clinics across Florida. During the 2011-2012 reporting period, 12,867 licensed healthcare professionals and 9,949 clinic staff volunteers provided 433,191 health care patient visits with a total value of \$231,530,324. This includes more than \$93.6 million in donations of monies, supplies, equipment, and services from various external entities to many of the community and faith-based organization clinics.

Health care access for the underserved and uninsured residents of Florida through this program is completely dependent on volunteers providing donated services. The Department is extremely thankful for the healthcare providers' commitment to this endeavor and acknowledges their positive impact on individual lives and their local communities. Vital to the continued success of this program is the support and sponsorship of licensed healthcare professionals, community and faith-based organizations, public/private partnerships, the Florida Medical Association, the Florida Osteopathic Medical Association, and the Florida Dental Association. In many areas, providers and civic organizations have joined forces to develop extensive collaborations to support a complete, uncompensated healthcare network, and even medical homes, for a number of residents in their communities.

The map on the following page shows the distribution of volunteer clinics throughout the state. Although many counties have multiple clinics, there are still a number of counties where residents do not have access to a volunteer clinic. The table starting on page 5 summarizes volunteer and patient visit counts and the value of contributions by county and by clinic.



## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### STATEWIDE

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
<b>Total</b>	<b>12,867</b>	<b>22,816</b>	<b>433,191</b>	<b>\$231,530,324</b>

### ALACHUA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Equal Access Clinic @ Gainesville Community Ministry	9	814	423	\$368,834
Helping Hands Clinic	68	120	1,942	\$532,243
RAHMA Mercy Clinic	22	106	146	\$67,251
Santa Fe River Baptist Association - BDV	22	26	127	\$64,069
We Care Network	954	969	3,591	\$3,531,182
<b>Total</b>	<b>1,075</b>	<b>2,035</b>	<b>6,229</b>	<b>\$4,563,579</b>

### BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Avicenna Free Clinic	25	41	1,086	\$272,336
Bay Cares	149	159	5,207	\$25,286,429
St. Andrew Community Medical Center	69	165	11,268	\$5,074,172
<b>Total</b>	<b>243</b>	<b>365</b>	<b>17,561</b>	<b>\$30,632,937</b>

### BREVARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Brevard Health Alliance (BHA)	173	175	2,580	\$9,906,559
Primary Access to Health Program, BCHD	134	139	3,177	\$927,977
Space Coast Volunteers In Medicine	91	229	3,006	\$983,901
Volunteer Adult Dental Clinic, BCHD	60	60	768	\$269,601
<b>Total</b>	<b>458</b>	<b>603</b>	<b>9,531</b>	<b>\$12,088,038</b>

### BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Broward Outreach Centers - Hollywood and Pompano	11	49	1,570	\$500,125
Broward Partnership for the Homeless, Inc.	2	2	774	\$201,132
Gulfstream Baptist Association - BDV	9	18	146	\$37,231
Light of the World Clinic, Inc.	34	233	2,481	\$693,720

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Living Water Care Center - North	1	6	1,292	\$342,716
Living Water Care Center - South	8	11	986	\$183,249
<b>Total</b>	<b>65</b>	<b>319</b>	<b>7,249</b>	<b>\$1,958,173</b>

### CALHOUN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Apalachee Baptist Association - BDV	6	8	83	\$24,506
<b>Total</b>	<b>6</b>	<b>8</b>	<b>83</b>	<b>\$24,506</b>

### CHARLOTTE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Charlotte County Homeless Coalition	1	2	108	\$14,444
Charlotte County Physicians for Volunteer Services, Inc.	35	35	212	\$177,236
Englewood Community Care Clinic, Inc.	56	81	854	\$195,172
St. Vincent de Paul Community Pharmacy of Charlotte County	110	280	8,006	\$1,976,848
<b>Total</b>	<b>202</b>	<b>398</b>	<b>9,180</b>	<b>\$2,363,700</b>

### CITRUS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Citrus County Family Resource Center-Connections Clinic	6	21	155	\$65,528
Hunger & Homeless Coalition of Citrus County, Inc.	13	33	63	\$41,701
Nature Coast Baptist Association - BDV	16	68	75	\$25,337
We Care of Citrus County	31	31	829	\$626,217
<b>Total</b>	<b>66</b>	<b>153</b>	<b>1,122</b>	<b>\$758,783</b>

### CLAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Clay County Dental Care	14	19	656	\$96,474
Clay County Volunteer Medical Clinic	31	39	170	\$30,357
Clay County We Care	50	50	194	\$877,569
The Way Free Medical Clinic, Inc.	134	220	2,473	\$1,189,758

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services



**Volunteer Health Care Provider Program Clinics and Contributions  
July 1, 2011 – June 30, 2012**

**CLAY COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
<b>Total</b>	<b>229</b>	<b>328</b>	<b>3,493</b>	<b>\$2,194,158</b>

**COLLIER COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Dental Outreach of Collier, Inc.	22	28	279	\$207,816
Neighborhood Health Clinic, Inc.	236	236	2,869	\$8,001,475
P. L. A. N. Collier We Care, Inc.	269	270	2,169	\$2,516,028
Royal Palm Baptist Association - BDV	13	33	120	\$85,693
<b>Total</b>	<b>540</b>	<b>567</b>	<b>5,437</b>	<b>\$10,811,012</b>

**DUVAL COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Christ the King	58	62	267	\$43,019
City Rescue Mission Dental Clinic	150	172	549	\$54,972
City Rescue Mission Medical Clinic	14	20	1,141	\$109,393
Healing Hands Dental / Project Dentists Care Jax	29	35	682	\$214,492
Healing Hands Medical	15	24	1,141	\$158,794
I.M. Sulzbacher Clinic	37	42	753	\$275,996
Jacksonville Baptist Association - Dental Van	27	117	195	\$78,178
Legacy of Care Health Center, Inc.	36	52	119	\$64,825
Mission House Clinic	70	93	2,525	\$361,329
Muslim Care Clinic of Jacksonville	66	99	624	\$123,438
Project Dentists Care Jax - Give Kids a Smile	30	62	79	\$46,594
River City Clinic	9	29	416	\$47,186
Trinity Rescue Mission	3	4	584	\$62,511
Vision Is Priceless Council, Inc.	13	60	121	\$36,658
We Care Jacksonville, Inc.	496	505	9,746	\$13,291,119
<b>Total</b>	<b>1,053</b>	<b>1,376</b>	<b>18,942</b>	<b>\$14,968,504</b>

**ESCAMBIA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Escambia Dental Cooperative	3	5	277	\$135,165
Escambia We Care	145	145	5,835	\$7,426,083
Health and Hope Clinic	62	171	1,964	\$1,732,190

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Pathways For Change	1	51	96	\$68,442
Pensacola Bay Baptist Association - BDV	8	19	67	\$26,775
Sacred Heart Pediatric Dental Clinic	2	20	120	\$8,000
St. Joseph Medical Screening Clinic	95	124	7,365	\$1,351,474
<b>Total</b>	<b>316</b>	<b>535</b>	<b>15,724</b>	<b>\$10,748,129</b>

### FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Flagler County Free Clinic, Inc.	85	156	2,049	\$850,943
<b>Total</b>	<b>85</b>	<b>156</b>	<b>2,049</b>	<b>\$850,943</b>

### HERNANDO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Total Contributions
Crescent Community Clinic	82	79	3,324	\$2,244,959
Project Access of Hernando County	81	81	374	\$353,379
<b>TOTALS</b>	<b>163</b>	<b>160</b>	<b>3,698</b>	<b>\$2,598,338</b>

### HIGHLANDS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Total Contributions
Samaritan's Touch Care Center, Inc. - Lake Placid Clinic	95	138	1,339	\$984,916
Samaritan's Touch Care Center, Inc. - Sebring Clinic	103	149	6,371	\$3,844,559
<b>Total</b>	<b>198</b>	<b>287</b>	<b>7,710</b>	<b>\$4,829,475</b>

### HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Brandon Outreach Clinic	168	234	3,935	\$2,064,235
Bridge Healthcare Clinic	30	70	576	\$56,429
Catholic Mobile Medical Service	28	30	1,572	\$60,012
Center for Family Health	12	12	1,789	\$447,250
HCDA/Smile Fridays - GKAS	12	64	69	\$19,017
Mission Tampa Inc. / Mission Smiles	11	413	265	\$184,644
New Beginnings of Tampa	2	6	408	\$12,401
Red Crescent Clinic	18	21	2,700	\$65,114

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Tampa Bay Baptist Association	25	43	80	\$23,906
<b>Total</b>	<b>306</b>	<b>893</b>	<b>11,394</b>	<b>\$2,933,008</b>

### HOLMES COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Holmes County Community Health Center	13	28	35	\$13,270
<b>Total</b>	<b>13</b>	<b>28</b>	<b>35</b>	<b>\$13,270</b>

### INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Indian River County We Care	116	152	3,072	\$1,925,364
<b>Total</b>	<b>116</b>	<b>152</b>	<b>3,072</b>	<b>\$1,925,364</b>

### JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Alford Community Health Clinic	11	26	308	\$46,120
Chipola Baptist Association - BDV	11	13	53	\$29,559
Faith Health Clinic	14	25	968	\$109,097
<b>Total</b>	<b>36</b>	<b>64</b>	<b>1,329</b>	<b>\$184,776</b>

### LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Catholic Charities Of Central Florida - St. Luke's Medical and Dental Clinic	26	33	934	\$253,153
Community Medical Care Center of Leesburg, Inc.	75	111	8,015	\$2,144,718
Florida Hospital Waterman, Inc.-Community Primary Health Clinic	25	36	3,159	\$4,123,204
Lake County Baptist Association - BDV	50	70	97	\$49,036
Project Dentists Care - Give Kids A Smile	36	55	175	\$72,001
South Lake Hospital, Inc., South Lake Health Clinic	11	13	2,614	\$2,242,422
We Care of Lake County, Inc.	142	156	681	\$1,046,731
<b>Total</b>	<b>365</b>	<b>474</b>	<b>15,675</b>	<b>\$9,931,265</b>

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Bonita Springs Club Eye Clinic	8	18	984	\$431,198
Christian Health Ministries	46	321	1598	\$148,291
Lee County Volunteers In Medicine, Inc.	14	35	437	\$228,430
Project Dentists Care of Lee County	34	138	510	\$10,221
We Care of Lee County	274	289	1,237	\$3,431,095
<b>Total</b>	<b>376</b>	<b>801</b>	<b>4,766</b>	<b>\$4,249,235</b>

### LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Neighborhood Health Service	35	39	1,300	\$915,139
Tallahassee Leon Shelter	1	3	60	\$5,427
We Care Network	369	369	2,802	\$5,331,020
<b>Total</b>	<b>405</b>	<b>411</b>	<b>4,162</b>	<b>\$6,251,586</b>

### LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Harmony Baptist Association - BDV	13	28	101	\$48,981
<b>Total</b>	<b>13</b>	<b>28</b>	<b>101</b>	<b>\$48,981</b>

### MANATEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Community Coalition on Homelessness, One Stop Center	36	80	4,948	\$2,009,058
We Care Manatee, Inc.	67	67	636	\$465,639
<b>Total</b>	<b>103</b>	<b>147</b>	<b>5,584</b>	<b>\$2,474,697</b>

### MARION COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Interfaith Emergency Services, Inc.	1	4	70	\$37,186
Our Lady of Guadalupe	8	13	255	\$30,048
Project Dentists Care of Marion County	13	29	18	\$19,837
Trinity Baptist / Devereux Kids - BDV	23	47	79	\$53,456
We Care of Marion County, Inc.	315	317	1,010	\$6,094,159
<b>Total</b>	<b>360</b>	<b>410</b>	<b>1,432</b>	<b>\$6,234,686</b>

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Christian Community Care Center, Inc.	14	34	2,236	\$375,290
Light of the World Charities - Dental Clinic	9	24	233	\$100,520
Light of the World Charities - Stateside Surgery	28	38	46	\$83,320
Volunteers in Medicine - Martin County	59	104	13,732	\$8,787,398
<b>Total</b>	<b>110</b>	<b>200</b>	<b>16,247</b>	<b>\$9,346,528</b>

### MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Caring for Miami	81	139	248	\$64,235
Center for Haitian Studies GYN Clinic	10	35	494	\$287,345
Dade County Dental Research Clinic/Community Smiles	361	486	7,458	\$4,562,205
Good News Care Center **	49	51	17,204	\$6,967,950
Good Samaritan Health Clinic	6	23	1,528	\$582,759
League Against Cancer	234	1410	3,383	\$10,399,061
Lotus House Wellness Center	21	154	387	\$104,155
Malta Projects of South Florida	6	8	22	\$4,182
Mercy Mission Services / St. John Bosco Clinic	42	212	4,195	\$537,071
Miami Baptist Association - BDV	22	34	134	\$26,219
Miami Rescue Mission Clinic	18	40	2,160	\$378,995
Ministerio Medico Evangelistico Juana Agulla	7	23		NR
North Miami Beach Medical Mobil Center	12	52	2,311	\$958,167
Open Door Health Center **	118	131	31,382	\$2,311,091
Overtown Health Center	8	9		NR
Robert Morgan Dental Clinic	27	28	1,427	\$174,000
South Miami Children's Clinic	33	32	200	\$41,250
Universal Heritage Institute Clinic	58	66	2,806	\$299,966
University of Miami	129	721	443	\$168,964
Urban Mercy Clinic	7	29	1,624	\$591,864
Baptist Health So. FL-Free services to clients from clinics noted above **			6,572	\$2,869,154
<b>Total</b>	<b>1,249</b>	<b>3,683</b>	<b>83,978</b>	<b>\$31,328,633</b>

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Baptist Health South Florida*				\$2,492,655
Good Health Clinic – Serves clients from clinics marked with *	30	33	2,718	\$1,425,318
Mariners Hospital*				\$3,484,550
<b>Total</b>	<b>30</b>	<b>33</b>	<b>2,718</b>	<b>\$7,402,523</b>

### NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Northeast Florida Baptist Association - Dental Van	8	30	135	\$53,755
The Samaritan Medical Clinic	47	74	1,235	\$855,760
<b>Total</b>	<b>55</b>	<b>104</b>	<b>1,370</b>	<b>\$909,515</b>

### OKALOOSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Crossroads Center, Inc.	30	52	885	\$1,271,047
Hope Clinic	11	21	1,113	\$585,882
NW Florida State College - Give Kids A Smile	25	33	90	\$39,389
<b>Total</b>	<b>66</b>	<b>106</b>	<b>2,088</b>	<b>\$1,896,318</b>

### ORANGE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Dental Care Access Foundation	264	286	534	\$412,985
Epilepsy Foundation of Central Florida	1	3	36	\$9,000
Florida Hospital Community After Hours Clinic	16	31	4,039	\$610,639
Grace Medical Home	208	283	6,735	\$3,353,926
Greater Orlando Baptist Association Dental Van	37	79	224	\$56,465
Islamic Society of Central Florida	5	16	72	\$9,114
Mt. Sinai Center for Health and Wellness	6	13	231	\$24,556
Phap Vu Buddhist Health Center	1	5	17	\$7,028
Shepherd's Hope, Inc. (7 health center locations)	722	1,542	11,292	\$1,786,367
Special Care of Central Florida, Inc.	140	140	1,977	\$1,289,375
<b>Total</b>	<b>1,400</b>	<b>2,398</b>	<b>25,157</b>	<b>\$7,559,455</b>

### OSCEOLA COUNTY

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

**Volunteer Health Care Provider Program Clinics and Contributions  
July 1, 2011 – June 30, 2012**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Catholic Charities of Central Florida - St. Thomas Aquinas	69	89	1,007	\$117,378
Osceola Christian Ministry Center	14	22	694	\$153,003
Osceola County Council on Aging	61	2	1,964	\$687,281
<b>Total</b>	<b>144</b>	<b>113</b>	<b>3,665</b>	<b>\$957,662</b>

**PALM BEACH COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Caridad Health Clinic – Dental	84	408	6,154	\$701,933
Caridad Health Clinic – Medical	170	355	19,238	\$1,856,442
Community Health Center – Dental	15	109	502	\$768,868
Community Health Center - Medical	14	108	3,622	\$1,303,318
Kiwanis Immunization Coalition	2	6	3,609	\$3,544
Mission Medical Clinic - Medical & Dental	20	28	4,800	\$1,020,016
Palm Lakes Baptist Association - BDV	10	114	60	\$9,696
Project Access	584	596	2122	\$1,409,754
Save A Molar Program	10	12	26	\$10,400
The Hope Project	2	6	1,186	\$546,245
<b>Total</b>	<b>911</b>	<b>1,742</b>	<b>41,319</b>	<b>\$7,630,216</b>

**PASCO COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
A Safari of Smiles	6	36	56	\$63,969
Blessed Andre Free Clinic	2	6	182	\$31,065
CARES Senior Health Clinic	15	22	1,087	\$323,426
Good Samaritan Health Clinic	128	155	3,314	\$536,849
La Casa de Esperanza y Salud at Farmworkers Self-Help	1	6	146	\$25,847
<b>Total</b>	<b>152</b>	<b>225</b>	<b>4,785</b>	<b>\$981,156</b>

**PINELLAS COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Clearwater Free Clinic, Inc.	86	127	14,663	\$3,534,339
Gulf Coast Dental Outreach	131	140	753	\$355,679
HEP Free Dental Clinic	23	30	2,763	\$413,210
La Clinica Guadalupana	18	109	3,532	\$1,289,360
St. Luke Medical Center	10	26	700	\$29,020

**PINELLAS COUNTY**

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

**Volunteer Health Care Provider Program Clinics and Contributions  
July 1, 2011 – June 30, 2012**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Willa Carson Community Health Resource Center	6	25	3,909	\$464,805
<b>Total</b>	<b>274</b>	<b>457</b>	<b>26,320</b>	<b>\$6,086,413</b>

**POLK COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
A Woman's Choice, Inc.	5	67	1,185	\$563,876
Angels Care Center	41	164	1,468	\$740,514
Good Samaritan Free Clinic at Talbot House	24	44	5,698	\$497,221
Lake Wales Free Clinic	18	59	1,301	\$501,488
Lakeland Volunteers in Medicine (Medical & Dental)	185	487	13,566	\$1,742,284
Light House Ministries	1	1	10	\$2,804
Parkview Outreach Community Center	34	41	693	\$87,043
Polk Co. Health Care Dental Clinic @ Traviss Center	2	19	284	\$231,275
Polk County Mid Town Dental Clinic	11	18	81	\$55,385
Project Dentists Care Give Kids a Smile	13	39	84	\$49,664
Project Dentists Care Polk County Dental Clinics	34	34	102	\$62,005
The Haley Center FBC	22	62	2,957	\$637,059
We Care of Polk County	225	226	1,171	\$1,480,755
<b>Total</b>	<b>615</b>	<b>1,261</b>	<b>28,600</b>	<b>\$6,651,373</b>

**SARASOTA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Community Pharmacy	6	35	416	\$208,704
Epilepsy Foundation of SW FL	3	4	118	\$56,510
Genesis Health Services, Inc.	14	17	4,489	\$616,063
Saline Solutions, Inc.	17	41	700	\$162,576
Sarasota County Health Department Dental Project	5	5	23	\$17,394
<b>Total</b>	<b>45</b>	<b>102</b>	<b>5,746</b>	<b>\$1,061,247</b>

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services



## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2011 – June 30, 2012

### SANTA ROSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Good Samaritan Clinic	85	144	3,671	\$3,059,246
Santa Rosa Baptist Association - BDV	20	43	145	\$36,803
Santa Rosa We Care	117	117	2,391	\$2,042,563
<b>Total</b>	<b>222</b>	<b>304</b>	<b>6,207</b>	<b>\$5,138,612</b>

### SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Harvest Time International Medical Care Center	8	16	453	\$248,912
Mark G. Dogoli MD Medical Center	4	9	96	\$15,246
Pathways To Care	1	1	21	\$2,250
Shepherd's Hope, Inc. (2 health center locations)	267	563	5,337	\$856,712
St. Luke's Coptic Orthodox Church Medical Center	8	8	55	\$7,250
<b>Total</b>	<b>288</b>	<b>597</b>	<b>5,962</b>	<b>\$1,130,370</b>

### ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Give Kids A Smile / Dr. McLellan	8	21	16	\$7,894
Good Samaritan Health Centers, Inc./ Wildflower Clinic	130	164	3,948	\$1,408,423
<b>Total</b>	<b>138</b>	<b>185</b>	<b>3,964</b>	<b>\$1,416,317</b>

### ST. LUCIE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
St. Lucie County Health Access Network Inc (HANDS)	96	175	13,614	\$6,505,869
<b>Total</b>	<b>96</b>	<b>175</b>	<b>13,614</b>	<b>\$6,505,869</b>

### SUMTER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Catholic Charities of Central Florida - Lazarus Free Medical Clinic	30	39	1,126	\$113,798
Project Dentists Care - Give Kids A Smile	12	43	44	\$29,866
<b>Total</b>	<b>42</b>	<b>82</b>	<b>1,170</b>	<b>\$143,664</b>

Volunteer Health Care Provider Program Clinics, Section 766.1115

NR=not reported

Value of Contributions: includes donations and the value of volunteers' services

**Volunteer Health Care Provider Program Clinics and Contributions  
July 1, 2011 – June 30, 2012**

**VOLUSIA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Good Samaritan Clinic of West Volusia - Medical & Dental	103	148	1,462	\$345,348
Halifax Baptist Association - BDV	8	12	60	\$27,858
Jesus Clinic	113	164	3,126	\$1,353,458
St. Luke's Coptic Medical Center, Inc.	5	6	17	\$4,763
<b>Total</b>	<b>229</b>	<b>330</b>	<b>4,665</b>	<b>\$1,731,427</b>

**WALTON COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Patient Visits</b>	<b>Value of Contributions</b>
Walton County Baptist Association - BDV	9	21	58	\$15,883
<b>Total</b>	<b>9</b>	<b>21</b>	<b>58</b>	<b>\$15,883</b>

## **Volunteer Activities in County Health Department and Children’s Medical Services Facilities**

Volunteers and public/private partnerships continue to be an integral part of the effort to increase access to quality health care for Florida residents. This section of the report summarizes the contributions and donations made to the Department by a variety of volunteers as defined in Chapter 110, Part VI, *Florida Statutes*. The majority of donated goods and services are provided at county health department and Children’s Medical Services facilities. From July 1, 2011 through June 30, 2012, the Department documented the participation of 12,977 volunteers who contributed 789,367 hours of their time, for a total of \$38,597,578 in donated goods and services.

The Department utilizes a broad range of volunteers and collaborations to augment existing local resources. These include, but are not limited to, licensed healthcare professionals providing direct patient care, technical personnel assisting in information technology settings and environmental health-related areas, HIV/AIDS counselors/educators, language interpreters, and administrative staff providing clerical and other support. The Department also supports volunteer efforts within communities by making a number of its facilities available to non-governmental, not-for-profit organizations to provide healthcare education and services for residents.

Additionally, the Department offers a wide range of valuable educational opportunities through which volunteers may participate. Several colleges and universities have contracted with the Department to permit students to complete their internships and/or clinical requirements in Department facilities. In addition, many educational institutions have partnered with the Department in support of health fairs, disaster preparedness and natural disaster events, immunization clinics, back-to-school physicals, and other events to improve the health of the community.

The Volunteer Contributions table starting on the next page lists the number of volunteers in each county health department (CHD) and Children’s Medical Services (CMS) facility and the value of services and donations provided. While the volunteer services program is widespread, not all health departments and Children’s Medical Services locations had volunteers during this reporting period, and the chart reflects a “0” in those instances.

The Medical Reserve Corps (MRC) table identifies volunteers and contributions that are included in the Volunteer Contributions in County Health Department and Children’s Medical Services table. Some MRC units are based in a single county while some units span multiple counties. Contributions of volunteers and organizations are extremely valuable to the accomplishment of the Department’s efforts to increase access to health services.

**Volunteer Contributions in County Health Department and Children's  
Medical Services Facilities  
July 1, 2011 – June 30, 2012**

<b>Program/Setting</b>	<b>No. of Volunteers</b>	<b>No of Volunteer Hours</b>	<b>Value of Contributions</b>
<b>Statewide</b>	<b>12,977</b>	<b>789,367</b>	<b>\$38,597,578</b>
Alachua CHD	459	12,947	\$676,884
Alachua CMS	1	201	\$4,293
Baker CHD	6	485	\$20,865
Bay CHD	27	3,297	\$91,982
Bay CMS	0	0	0
Bradford CHD	0	0	0
Brevard CHD	107	20,505	\$1,089,255
Broward CHD	263	11,987	\$1,834,838
Broward CMS	0	0	\$3,950
Calhoun CHD	0	0	\$0
Charlotte CHD	503	21,387	\$777,550
Citrus CHD	47	1,553	\$33,161
Clay CHD	96	4,452	\$112,679
Collier CHD	2,064	37,889	\$2,215,540
Columbia CHD	0	0	0
Daytona CMS	3	1,024	\$22,694
DeSoto CHD	1	1,004	\$93,621
Dixie CHD	0	0	0
Duval CHD	943	180,188	\$7,554,967
Escambia CHD	56	3,647	\$85,908
Escambia CMS	0	0	0
Flagler CHD	210	3,775	\$81,035
Franklin CHD	0	0	0
Gadsden CHD	2	195	\$2,093
Gilchrist CHD	0	0	0
Glades CHD	1	135	\$33,688
Gulf CHD	16	96	\$2,093
Hamilton CHD	0	0	0
Hardee CHD	0	0	0
Hendry CHD	NR	NR	NR
Hernando CHD	23	5,291	\$124,061
Highlands CHD	10	2,505	\$53,506
Hillsborough CHD	144	9,907	\$231,795
Holmes CHD	14	497	\$352,179
Indian River CHD	50	2,919	\$1,223,480
Jackson CHD	146	6,850	\$392,000
Jefferson CHD	38	940	\$290,000
Lafayette CHD	0	0	0

CHD=County Health Department  
CMS=Children's Medical Services  
NR=not reported

Value of Contributions: includes donations and the value of volunteer hours.

**Volunteer Contributions in County Health Department and Children's  
Medical Services Facilities  
July 1, 2011 – June 30, 2012**

<b>Program/Setting</b>	<b>No. of Volunteers</b>	<b>No of Volunteer Hours</b>	<b>Value of Contributions</b>
Lake CHD	115	2,646	\$1,547,570
Lee CHD	1,082	5,237	\$281,720
Leon CHD	291	12,773	\$712,604
Leon CMS	0	0	0
Levy CHD	78	453	\$36,573
Liberty CHD	0	0	0
Madison CHD	70	1,800	\$250,000
Manatee CHD	100	4,369	\$162,293
Marion CHD	566	16,350	\$1,354,858
Marion CMS	10	951	\$20,316
Martin CHD	188	5,725	\$295,788
Miami CMS	NR	NR	NR
Miami-Dade CHD	1,089	71,982	\$3,334,952
Monroe CHD	457	14,458	\$134,813
Nassau CHD	31	926	\$55,927
Okaloosa CHD	78	420	\$440,170
Okeechobee CHD	3	108	\$2,306
Orange CHD	508	136,592	\$761,058
Osceola CHD	103	3,413	\$95,805
Palm Beach CHD	437	57,297	\$2,792,157
Palm Beach CMS	2	131	\$22,098
Pasco CHD	126	6,855	\$121,683
Pinellas CHD	190	7,434	\$172,468
Polk CHD	164	24,873	\$539,319
Putnam CHD	128	2,568	\$323,216
Santa Rosa CHD	125	3,688	\$374,416
Sarasota CHD	543	53,784	\$5,721,101
Seminole CHD	462	3,885	\$83,677
St. Johns CHD	67	1,619	\$35,022
St. Lucie CHD	336	7,881	\$236,868
Sumter CHD	61	1,524	\$46,623
Suwannee CHD	10	285	\$131,031
Tallahassee Central Office	0	0	0
Taylor CHD	0	0	0
Union CHD	0	0	0
Volusia CHD	237	3,562	\$87,416
Wakulla CHD	10	1,250	\$32,000
Walton CHD	10	201	\$971,490
Washington CHD	70	651	\$16,123

CHD=County Health Department  
 CMS=Children's Medical Services  
 NR=not reported

Value of Contributions: includes donations and the value of volunteer hours.

**Medical Reserve Corps Volunteer Contributions  
July 1, 2011 – June 30, 2012**

MRC Unit	No. of Volunteers	No. of Volunteer Hours	Value of Contributions
<b>Statewide Totals</b>	<b>4,901</b>	<b>42,744</b>	<b>\$1,215,887</b>
Alachua County MRC Unit	142	803	\$93,432
Bay County MRC Unit	13	60	\$2,119
Broward County MRC Unit	176	985	\$44,027
Central FL MRC Unit	45	388	\$11,990
Collier County MRC Unit	51	309	\$21,440
Duval County MRC Unit	184	1,057	\$54,392
Escambia County MRC Unit	124	638	\$19,612
FL Keys MRC Unit	448	1,990	\$113,594
Flagler County MRC Unit	144	1,455	\$32,394
Hillsborough County MRC Unit	45	48	\$24,347
Indian River MRC Unit	21	120	\$9,653
Lake County MRC Unit	81	308	\$8,988
Levy County MRC Unit	41	189	\$7,198
Manatee County MRC Unit	72	1,089	\$51,374
Marion County MRC Unit	93	1,568	\$48,587
Martin County MRC Unit	70	1,646	\$138,047
Miami-Dade County MRC Unit	763	19,666	\$98,760
North Florida MRC Unit	53	530	\$9,856
Sarasota County MRC Unit	36	138	\$6,111
Santa Rosa County MRC Unit	71	140	\$14,262
Okaloosa-Walton MRC Unit	75	262	\$8,805
Okeechobee County MRC Unit	39	34	\$1,184
Palm Beach County MRC Unit	211	680	\$39,139
Pinellas County MRC Unit	161	818	\$31,895
Polk / Hardee County MRC Unit	229	629	\$91,613
Putnam County MRC Unit	41	55	\$5,901
Southwest FL MRC Unit	1,040	1,006	\$94,071
St. Johns County MRC Unit	26	63	\$1,732
St. Lucie County MRC Unit	35	512	\$18,597
Sumter County MRC Unit	37	1,202	\$36,766
Volusia County MRC Unit	179	1,099	\$31,317
West Central FL MRC Unit	155	3,259	\$44,683

# Appendix A

## Volunteer Health Services Program Staff Directory

### Central Office

Duane A. Ashe  
Section Administrator, Health Resources and Access  
Bureau of Community Health Assessment  
Division of Public Health Statistics & Performance  
Management  
Florida Department of Health  
4052 Bald Cypress Way, Bin C15  
Tallahassee, FL 32399  
Telephone: 850/245-4444, x 3887  
FAX: 850/414-6470  
E-mail: Duane\_Ashe@doh.state.fl.us

**REGION 1** – Bay, Calhoun, Escambia, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, Washington

**REGION 2** – Franklin, Gadsden, Gulf, Jefferson, Lafayette, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla

**Jerry Moellenkamp, Regional Coordinator**  
221 Hospital Drive NE  
Ft. Walton Beach, FL 32548  
Phone: (850) 833-9233  
Fax 850-841-0833  
E-mail: Jerry\_Moellenkamp@doh.state.fl.us

**REGION 3** – Alachua, Baker, Bradford, Clay, Columbia, Duval, Flagler, Hamilton, Nassau, Putnam, St. Johns, Union, Volusia

**Lori Thompson, Regional Coordinator**  
DOH Volunteer Health Services Program  
1955 US 1 South, Ste 100  
St. Augustine, FL 32086  
Phone: (904) 588-8307  
Fax: (904) 417-7168  
E-mail: Lorraine\_Thompson2@doh.state.fl.us

**REGION 4** – Citrus, Dixie, Gilchrist, Lake, Levy, Marion, Sumter

**Joyce Coufal, Regional Coordinator**  
DOH Volunteer Health Services Program  
PO Box 1305  
Tavares, FL 32778  
Phone: (352) 360-6663  
FAX (352) 360-6664  
RFax (352)-504-0197  
E-mail: Joyce\_Coufal@doh.state.fl.us

**REGION 5** – Orange, Osceola, Seminole

**Darlene Hilkert, Regional Coordinator**  
DOH Volunteer Health Services Program  
10524 Moss Park Road, Suite 307  
Orlando, FL 32832  
(407) 249-4704  
RFax (407) 583-4759  
E-mail: Darlene\_Hilkert@doh.state.fl.us

**REGION 6** – Hardee, Hernando, Hillsborough, Pasco, Pinellas, Polk

### VACANT

#### Temporary Assignments:

Hardee and Polk, **Steve Krajewski, Regional Coordinator**  
Hillsborough and Pinellas, *Frances “Kathy” Wilczynski, Regional Coordinator*  
Hernando and Pasco: **Joyce Coufal, Regional Coordinator**

**REGION 7** – Brevard, Highlands, Indian River, Martin, Okeechobee, Saint Lucie

**Steve Krajewski, Regional Coordinator**  
DOH Volunteer Health Services Program  
5150 NW Milner Dr.  
Port St. Lucie, FL 34983  
Phone: (772)785-6183  
Fax: (772) 873-4941  
E-mail: Steven\_Krajewski@doh.state.fl.us

**REGION 8** – Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Manatee, Sarasota

**Frances “Kathy” Wilczynski, Regional Coordinator**  
**DOH Volunteer Health Services Program**  
410 6<sup>th</sup> Avenue East  
Bradenton, FL 34208  
Phone: (941) 809-4220  
FAX (941) 708-5957 or 941-866-2852  
E-mail: Frances\_Wilczynski@doh.state.fl.us

**REGION 9** – Palm Beach

**Catherine Johnson, Regional Coordinator**  
Palm Beach County Health Department  
800 Clematis Street  
West Palm Beach, FL 33401  
Phone: (561) 671-4032  
FAX (561) 837-5190  
E-mail: Catherine\_Johnson@doh.state.fl.us

**REGION 10** – Broward

**Karen Beam, Regional Coordinator**  
Broward County Health Department  
780 Southwest 24th Street, Ste 206  
Fort Lauderdale, FL 33315  
Phone: (954) 213-0674  
FAX (954) 713-3106  
E-mail: D.Karen\_Beam@doh.state.fl.us

**REGION 11** – Miami-Dade, Monroe

**Maria Ortega, Regional Coordinator**  
Miami - Dade County Health Department  
8323 Northwest 12th Street, Suite 212  
Miami, FL 33126  
Phone: (786) 336-1280  
FAX (786) 336-1297 ,

# Appendix B



CHIEF FINANCIAL OFFICER  
JEFF ATWATER  
STATE OF FLORIDA

March 26, 2012

Glenn Davis  
Director, Volunteer Health Services Program  
Department of Health  
4052 Bald Cypress Way, BIN # C15  
Tallahassee, FL 32399-1743

Re: Volunteer Healthcare Provider Program

Dear Mr. Davis:

Pursuant to s.766.1115(7), F.S., this is to report that 9 claims have been filed against the Volunteer Healthcare Provider Program with the Division of Risk Management. Information on these claims is shown below:

1. George Leonard, our file G12-01-521, reported 12/11/01, current status "Closed", \$100,000 paid for settlement, \$53,657.75 paid for defense costs, Hernando County Health Department.
2. Shari Ann Mills, our file G02-00-060, reported 02/15/00, current status "Closed", \$25,000 paid for settlement, \$83,416.40 paid for defense costs, Martin County Health Department.
3. Ana Maria Pinto, our file G08-01-048, reported 08/17/01, current status "Closed", \$75,000 paid for settlement, \$164,792.58 paid for defense costs, Dade County Health Department.
4. Rosa Mercado, our file G07-03-001, reported 06/23/03, current status "Closed", \$43,000 paid for settlement, \$82,283.32 paid for defense costs, Dade County Health Department.
5. Cleveland Payne, our file G04-05-046, reported 03/16/05, current status "Closed", \$7,500 paid for settlement, \$68,469.23 paid for defense costs, Orange County Health Department.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
LEWIS R. (RAY) WILLIAMS • CHIEF OF PROPERTY AND LIABILITY CLAIMS  
DIVISION OF RISK MANAGEMENT • BUREAU OF CLAIMS ADMINISTRATION/PROPERTY AND LIABILITY CLAIMS SECTION  
200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0338 • TEL. 850-413-4850 • FAX 850-413-2730  
EMAIL • RAY.WILLIAMS@MYFLORIDACFO.COM

AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER



## Appendix B

Page 2  
Glenn Davis  
March 26, 2012

6. The following three claim files involve the same claimant/plaintiff.

Karl Wester, our file G02-04-065, reported 08/12/03, current status "Closed", paid \$123,472.52 in defense costs (no money paid to settle the bodily injury claim) for Dr. Janet M. Miles and Dr. Philip Lopez, Indian River County Health Department.

Karl Wester, our file G08-03-066, reported 08/12/03, current status "Closed", \$75,000 paid for settlement for DOH, Indian River County Health Department, and Doctors Richard J. Morgan and Fred Ackroyd, and \$104,057.14 paid in defense costs, Indian River County Health Department.

Karl Wester, our file G11-03-047, reported 11/5/03, current status "Closed", paid \$3,791.94 in defense costs, Indian River Health Department. This file is a duplicate to the file listed above.

7. William Marshall, our file G12-06-510, reported 12/05/06, current status "Closed", paid \$2,619.40 in defense costs, Santa Rosa County Health Department.
8. Rebecca Gray, our file G04-07-045, reported 4/23/07, current status "Closed", paid \$1,983.40 in defense costs, CMS-18, Miami South.
9. Audwan Gonzalez, our file G02-10-051, reported 2/22/10, current status "Closed", paid \$9,562.62 in defense costs, Brevard County Health Department.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS  
Chief of Property and Liability Claims

RW/amb

cc: Mike Andrews, Division of Risk Management  
Marc Stemle, Division of Risk Management  
R.J. Castellanos, Division of Risk Management

## Appendix C

### **766.1115 Health care providers; creation of agency relationship with governmental contractors.-**

(1) **SHORT TITLE.**—This section may be cited as the “Access to Health Care Act.”

(2) **FINDINGS AND INTENT.**—The Legislature finds that a significant proportion of the residents of this state who are uninsured or Medicaid recipients are unable to access needed health care because health care providers fear the increased risk of medical negligence liability. It is the intent of the Legislature that access to medical care for indigent residents be improved by providing governmental protection to health care providers who offer free quality medical services to underserved populations of the state. Therefore, it is the intent of the Legislature to ensure that health care professionals who contract to provide such services as agents of the state are provided sovereign immunity.

(3) **DEFINITIONS.**—As used in this section, the term:

(a) “Contract” means an agreement executed in compliance with this section between a health care provider and a governmental contractor. This contract shall allow the health care provider to deliver health care services to low-income recipients as an agent of the governmental contractor. The contract must be for volunteer, uncompensated services. For services to qualify as volunteer, uncompensated services under this section, the health care provider must receive no compensation from the governmental contractor for any services provided under the contract and must not bill or accept compensation from the recipient, or any public or private third-party payor, for the specific services provided to the low-income recipients covered by the contract.

(b) “Department” means the Department of Health.

(c) “Governmental contractor” means the department, county health departments, a special taxing district with health care responsibilities, or a hospital owned and operated by a governmental entity.

(d) “Health care provider” or “provider” means:

1. A birth center licensed under chapter 383.
2. An ambulatory surgical center licensed under chapter 395.
3. A hospital licensed under chapter 395.
4. A physician or physician assistant licensed under chapter 458.
5. An osteopathic physician or osteopathic physician assistant licensed under chapter 459.
6. A chiropractic physician licensed under chapter 460.
7. A podiatric physician licensed under chapter 461.
8. A registered nurse, nurse midwife, licensed practical nurse, or advanced registered nurse practitioner licensed or registered under part I of chapter 464 or any facility which employs nurses

## Appendix C

licensed or registered under part I of chapter 464 to supply all or part of the care delivered under this section.

9. A midwife licensed under chapter 467.
10. A health maintenance organization certificated under part I of chapter 641.
11. A health care professional association and its employees or a corporate medical group and its employees.
12. Any other medical facility the primary purpose of which is to deliver human medical diagnostic services or which delivers nonsurgical human medical treatment, and which includes an office maintained by a provider.
13. A dentist or dental hygienist licensed under chapter 466.
14. A free clinic that delivers only medical diagnostic services or nonsurgical medical treatment free of charge to all low-income recipients.
15. Any other health care professional, practitioner, provider, or facility under contract with a governmental contractor, including a student enrolled in an accredited program that prepares the student for licensure as any one of the professionals listed in subparagraphs 4.-9.

The term includes any nonprofit corporation qualified as exempt from federal income taxation under s. 501(a) of the Internal Revenue Code, and described in s. 501(c) of the Internal Revenue Code, which delivers health care services provided by licensed professionals listed in this paragraph, any federally funded community health center, and any volunteer corporation or volunteer health care provider that delivers health care services.

(e) "Low-income" means:

1. A person who is Medicaid-eligible under Florida law;
2. A person who is without health insurance and whose family income does not exceed 200 percent of the federal poverty level as defined annually by the federal Office of Management and Budget; or
3. Any client of the department who voluntarily chooses to participate in a program offered or approved by the department and meets the program eligibility guidelines of the department.

(4) **CONTRACT REQUIREMENTS.**—A health care provider that executes a contract with a governmental contractor to deliver health care services on or after April 17, 1992, as an agent of the governmental contractor is an agent for purposes of s. 768.28(9), while acting within the scope of duties under the contract, if the contract complies with the requirements of this section and regardless of whether the individual treated is later found to be ineligible. A health care provider under contract with the state may not be named as a defendant in any action arising out of medical care or treatment provided on or after April 17, 1992, under contracts entered into under this section. The contract must provide that:

## Appendix C

- (a) The right of dismissal or termination of any health care provider delivering services under the contract is retained by the governmental contractor.
- (b) The governmental contractor has access to the patient records of any health care provider delivering services under the contract.
- (c) Adverse incidents and information on treatment outcomes must be reported by any health care provider to the governmental contractor if the incidents and information pertain to a patient treated under the contract. The health care provider shall submit the reports required by s. 395.0197. If an incident involves a professional licensed by the Department of Health or a facility licensed by the Agency for Health Care Administration, the governmental contractor shall submit such incident reports to the appropriate department or agency, which shall review each incident and determine whether it involves conduct by the licensee that is subject to disciplinary action. All patient medical records and any identifying information contained in adverse incident reports and treatment outcomes which are obtained by governmental entities under this paragraph are confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution.
- (d) Patient selection and initial referral must be made solely by the governmental contractor, and the provider must accept all referred patients. However, the number of patients that must be accepted may be limited by the contract, and patients may not be transferred to the provider based on a violation of the antidumping provisions of the Omnibus Budget Reconciliation Act of 1989, the Omnibus Budget Reconciliation Act of 1990, or chapter 395.
- (e) If emergency care is required, the patient need not be referred before receiving treatment, but must be referred within 48 hours after treatment is commenced or within 48 hours after the patient has the mental capacity to consent to treatment, whichever occurs later.
- (f) Patient care, including any followup or hospital care, is subject to approval by the governmental contractor.
- (g) The provider is subject to supervision and regular inspection by the governmental contractor.

A governmental contractor that is also a health care provider is not required to enter into a contract under this section with respect to the health care services delivered by its employees.

(5) NOTICE OF AGENCY RELATIONSHIP.—The governmental contractor must provide written notice to each patient, or the patient's legal representative, receipt of which must be acknowledged in writing, that the provider is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. 768.28. With respect to any federally funded community health center, the notice requirements may be met by posting in a place conspicuous to all persons a notice that the federally funded community health center is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. 768.28.

(6) QUALITY ASSURANCE PROGRAM REQUIRED.—The governmental contractor shall establish a quality assurance program to monitor services delivered under any contract between an agency and a health care provider pursuant to this section.

## Appendix C

(7) **RISK MANAGEMENT REPORT.**—The Division of Risk Management of the Department of Financial Services shall annually compile a report of all claims statistics for all entities participating in the risk management program administered by the division, which shall include the number and total of all claims pending and paid, and defense and handling costs associated with all claims brought against contract providers under this section. This report shall be forwarded to the department and included in the annual report submitted to the Legislature pursuant to this section.

(8) **REPORT TO THE LEGISLATURE.**—Annually, the department shall report to the President of the Senate, the Speaker of the House of Representatives, and the minority leaders and relevant substantive committee chairpersons of both houses, summarizing the efficacy of access and treatment outcomes with respect to providing health care services for low-income persons pursuant to this section.

(9) **MALPRACTICE LITIGATION COSTS.**—Governmental contractors other than the department are responsible for their own costs and attorney's fees for malpractice litigation arising out of health care services delivered pursuant to this section.

(10) **RULES.**—The department shall adopt rules to administer this section in a manner consistent with its purpose to provide and facilitate access to appropriate, safe, and cost-effective health care services and to maintain health care quality. The rules may include services to be provided and authorized procedures. Notwithstanding the requirements of paragraph (4)(d), the department shall adopt rules that specify required methods for determination and approval of patient eligibility and referral and the contractual conditions under which a health care provider may perform the patient eligibility and referral process on behalf of the department. These rules shall include, but not be limited to, the following requirements:

(a) The provider must accept all patients referred by the department. However, the number of patients that must be accepted may be limited by the contract.

(b) The provider shall comply with departmental rules regarding the determination and approval of patient eligibility and referral.

(c) The provider shall complete training conducted by the department regarding compliance with the approved methods for determination and approval of patient eligibility and referral.

(d) The department shall retain review and oversight authority of the patient eligibility and referral determination.

(11) **APPLICABILITY.**—This section applies to incidents occurring on or after April 17, 1992. This section does not:

(a) Apply to any health care contract entered into by the Department of Corrections which is subject to s. 768.28(10)(a).

(b) Apply to any affiliation agreement or other contract that is subject to s. 768.28(10)(f).

(c) Reduce or limit the rights of the state or any of its agencies or subdivisions to any benefit currently provided under s. 768.28.

## Appendix C

History.—s. 1, ch. 92-278; s. 22, ch. 93-129; s. 1, ch. 94-75; s. 246, ch. 94-218; s. 425, ch. 96-406; s. 126, ch. 97-237; s. 9, ch. 97-263; s. 11, ch. 98-49; s. 41, ch. 98-89; s. 233, ch. 98-166; s. 88, ch. 99-3; s. 286, ch. 99-8; s. 49, ch. 2000-242; s. 145, ch. 2000-318; s. 88, ch. 2001-277; s. 114, ch. 2002-1; s. 1900, ch. 2003-261; s. 51, ch. 2003-416; s. 1, ch. 2004-54; s. 1, ch. 2005-118; s. 2, ch. 2011-219.

## Appendix D

### Chapter 110, Part IV, Volunteers

110.501 Definitions.—As used in this act:

(1) “Volunteer” means any person who, of his or her own free will, provides goods or services, or conveys an interest in or otherwise consents to the use of real property pursuant to chapter 260, to any state department or agency, or nonprofit organization, with no monetary or material compensation. A person registered and serving in Older American Volunteer Programs authorized by the Domestic Volunteer Service Act of 1973, as amended (Pub. L. No. 93-113), shall also be defined as a volunteer and shall incur no civil liability as provided by s. 768.1355. A volunteer shall be eligible for payment of volunteer benefits as specified in Pub. L. No. 93-113, this section, and s. 430.204.

(2) “Regular-service volunteer” means any person engaged in specific voluntary service activities on an ongoing or continuous basis.

(3) “Occasional-service volunteer” means any person who offers to provide a one-time or occasional voluntary service.

(4) “Material donor” means any person who provides funds, materials, employment, or opportunities for clients of state departments or agencies, without monetary or material compensation.

History.—s. 1, ch. 78-263; s. 24, ch. 79-190; s. 2, ch. 89-294; s. 671, ch. 95-147; s. 40, ch. 95-418; s. 47, ch. 96-399; s. 2, ch. 98-336; s. 15, ch. 2005-87.

Note.—Former s. 112.901.

110.502 Scope of act; status of volunteers.—

(1) Every state department or state agency, through the head of the department or agency, secretary of the department, or executive director of the department, is authorized to recruit, train, and accept, without regard to requirements of the State Career Service System as set forth in part II of this chapter, the services of volunteers, including regular-service volunteers, occasional-service volunteers, or material donors, to assist in programs administered by the department or agency.

(2) Volunteers recruited, trained, or accepted by any state department or agency shall not be subject to any provisions of law relating to state employment, to any collective bargaining agreement between the state and any employees' association or union, or to any laws relating to hours of work, rates of compensation, leave time, and employee benefits, except those consistent with s. 110.504. However, all volunteers shall comply with applicable department or agency rules.

(3) Every department or agency utilizing the services of volunteers is hereby authorized to provide such incidental reimbursement or benefit consistent with the provisions of s. 110.504, including transportation costs, lodging, and subsistence, recognition, and other accommodations as the department or agency deems necessary to assist, recognize, reward, or encourage volunteers in performing their functions. No department or agency shall expend or authorize an expenditure therefor in excess of the amount provided for to the department or agency by appropriation in any fiscal year.

## Appendix D

(4) Persons working with state agencies pursuant to this part shall be considered as unpaid independent volunteers and shall not be entitled to reemployment assistance.

History.—s. 2, ch. 78-263; s. 24, ch. 79-190; s. 48, ch. 96-399; s. 42, ch. 2012-30.

Note.—Former s. 112.902.

110.503 Responsibilities of departments and agencies.—Each department or agency utilizing the services of volunteers shall:

(1) Take such actions as are necessary and appropriate to develop meaningful opportunities for volunteers involved in state-administered programs.

(2) Comply with the uniform rules adopted by the Department of Management Services governing the recruitment, screening, training, responsibility, use, and supervision of volunteers.

(3) Take such actions as are necessary to ensure that volunteers understand their duties and responsibilities.

(4) Take such actions as are necessary and appropriate to ensure a receptive climate for citizen volunteers.

(5) Provide for the recognition of volunteers who have offered continuous and outstanding service to state-administered programs. Each department or agency using the services of volunteers is authorized to incur expenditures not to exceed \$100 each plus applicable taxes for suitable framed certificates, plaques, or other tokens of recognition to honor, reward, or encourage volunteers for their service.

(6) Recognize prior volunteer service as partial fulfillment of state employment requirements for training and experience pursuant to rules adopted by the Department of Management Services.

History.—s. 3, ch. 78-263; s. 24, ch. 79-190; s. 38, ch. 92-279; s. 55, ch. 92-326; s. 42, ch. 96-399; s. 13, ch. 99-399.

Note.—Former s. 112.903.

110.504 Volunteer benefits.—

(1) Meals may be furnished without charge to regular-service volunteers serving state departments, provided the scheduled assignment extends over an established meal period, and to occasional-service volunteers at the discretion of the department head. No department shall expend or authorize any expenditure in excess of the amount provided for by appropriation in any fiscal year.

(2) Lodging, if available, may be furnished temporarily, in case of a department emergency, at no charge to regular-service volunteers.

(3) Transportation reimbursement may be furnished those volunteers whose presence is determined to be necessary to the department. Volunteers may utilize state vehicles in the performance of department-related duties. No department shall expend or authorize an expenditure in excess of the amount appropriated in any fiscal year.



## Appendix D

(4) Volunteers shall be covered by state liability protection in accordance with the definition of a volunteer and the provisions of s. 768.28.

(5) Volunteers shall be covered by workers' compensation in accordance with chapter 440.

(6) Incidental recognition benefits or incidental nonmonetary awards may be furnished to volunteers serving in state departments to award, recognize, or encourage volunteers for their service. The awards may not cost in excess of \$100 each plus applicable taxes.

(7) Volunteers, including volunteers receiving a stipend as provided by the Domestic Service Volunteer Act of 1973, as amended (Pub. L. No. 93-113), shall be covered by s. 768.1355, the Florida Volunteer Protection Act.

History.—s. 4, ch. 78-263; s. 24, ch. 79-190; s. 8, ch. 83-159; s. 49, ch. 96-399; s. 14, ch. 99-399.

Note.—Former s. 112.904.

## Appendix E

### ANNUAL REPORTING FORM July 1, 2011 – June 30, 2012

- **Clinic/Organization:** \_\_\_\_\_
- 1. Total Number of Patient Visits:** \_\_\_\_\_  
(A patient visit is a face-to-face meeting between a patient and a health care professional in order to receive medical services.)
- 2. Total Number of Active Licensed Health Care Providers Participating in Your Organization:** \_\_\_\_\_  
(Total number of 766 and non-766 providers that are actively participating in your clinic.)
- 3. Total Number of Licensed Health Care Provider Volunteer Hours:** (If hours are documented.) \_\_\_\_\_
- 4. Total Dollar Value of Services for Licensed Health Care Providers:** \$ \_\_\_\_\_  
(To be determined by: (1) An hourly rate based on the figures below; (2) Actual cost of services; or (3) Value based on visits or referrals.)
- 5. Total Dollar Value of Donations:** \$ \_\_\_\_\_  
(Donations include items such as: monies, pharmaceuticals, eyeglasses, labs, x-rays, equipment, etc., **do not include grants.**)
- 6. Total Number of General Staff Volunteers:** \_\_\_\_\_  
(Volunteers performing general duties, answer the phone, medical records, make copies, repairs, etc.)
- 7. Total Number of General Staff Volunteer Hours:** \_\_\_\_\_
- 8. Total Value of Services for General Staff Volunteers:** \$ \_\_\_\_\_  
(Multiple line 7 by \$21.79)
- 9. Total Value of Service:** \$ \_\_\_\_\_  
(Add lines 4, 5, and 8 together.)

---

- 10. Total Number of Active DOH 110 Volunteers:** \_\_\_\_\_  
(Include only the DOH 110 volunteers that have applications on file who complete the eligibility and referral process for DOH.)
- 11. Total Number of DOH 110 Volunteer Hours:** \_\_\_\_\_  
(110 volunteers hours doing patient eligibility and referrals only.)
- 12. Total Dollar Value of Services for DOH 110 Volunteers:** \$ \_\_\_\_\_  
(Multiply line 11 by \$21.79) This value will be reported under the CHD.

The following values per hour are offered as a suggested guideline for your use in estimating the value of your volunteer services.

Physician:	\$250/Hour	Optometrist:	\$50/Hour	LPN:	\$25/Hour
Dentist:	\$200/Hour	ARNP/PA:	\$75/Hour	Respiratory Therpt.	\$40/Hour
Chiropractor:	\$ 90/Hour	Registered Nurse:	\$35/Hour	Dental Hygienist:	\$25/Hour
Pharmacist:	\$ 75/Hour	Physical Therapist:	\$60/Hour	Support Staff	\$21.79/Hour
Social Worker	\$ 50/Hour				

rev. 6/15/2012