



# 2012–2013 Volunteer Health Services Annual Report

---

January 2014

Rick Scott  
Governor

John H. Armstrong, MD, FACS  
Surgeon General and Secretary of Health

# TABLE OF CONTENTS

	Page
Introduction-----	1
Volunteer Health Care Provider Program Activities -----	3
Volunteer Health Care Provider Program Clinics -----	5
Volunteer Health Care Provider Program Clinics and Contributions -----	6
Volunteer Activities in County Health Department and Children’s Medical Services Facilities -----	19
Volunteer Contributions in County Health Department and Children’s Medical Services Facilities -----	20
Medical Reserve Corps Volunteer Contributions-----	23
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, 2012 through June 30, 2013, the value of health-related goods and services provided to Florida's citizens through volunteers and donations totaled over \$290 million. With annual expenditures of \$398,494, this results in a return on investment of \$702 in health care services to underserved Floridians for each dollar of state funds expended. Since the Volunteer Health Care Provider Program's inception in 1992, the Department has documented more than \$2.4 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.

Created by the "Access to Health Care Act" in 1992, the VHCPP improves access to medical care for uninsured and underserved low income residents by allowing licensed medical professionals to become agents of the state. In exchange for the professional services they donate to financially eligible clients 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 primarily 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.

Often in a crisis situation, the Department of Health's regional coordinators positioned across the state assist individual Floridians with locating volunteer health care services. Appendix A lists staff and their assigned regional territory. They further promote volunteer health care services by providing guidance and technical support to individuals and volunteer organizations, and assuring compliance with statutory sovereign immunity requirements. In addition to contracted VHCPP volunteers, volunteers in the Department's facilities augment the reach of public health initiatives. These volunteers are granted liability protection and workers' compensation while volunteering and serving in a variety of positions, from health care professionals to administrative support. Volunteers provide free services in almost every county in Florida.

A person seeking to participate as a volunteer for the Department of Health must meet the same requirements as a Department employee. While most of these volunteers are located in county health departments, a majority of free clinics utilize them to determine client eligibility and perform referral duties, ensuring compliance with the provisions of the Access to Health Care Act.

The Medical Reserve Corps (MRC) is a national network of local groups of volunteers committed to improving the health, safety and resiliency of their communities. The mission of the Florida Medical Reserve Corps Network Program is to augment local community health and medical services staff with pre-identified, trained and credentialed MRC volunteers.

The number of MRC volunteers, hours volunteered, and the total value of their contributions are included in the county health department volunteer reports and the county health department volunteer tables starting on page 20. The contributions of MRC chapters included in the county health department totals have been provided as a separate table on page 23.

As required by the statute, this report includes a list of claims under the VHCPP compiled by the Florida Department of Financial Services, Division of Risk Management. This report is in the form of a letter and is provided on Appendix B.

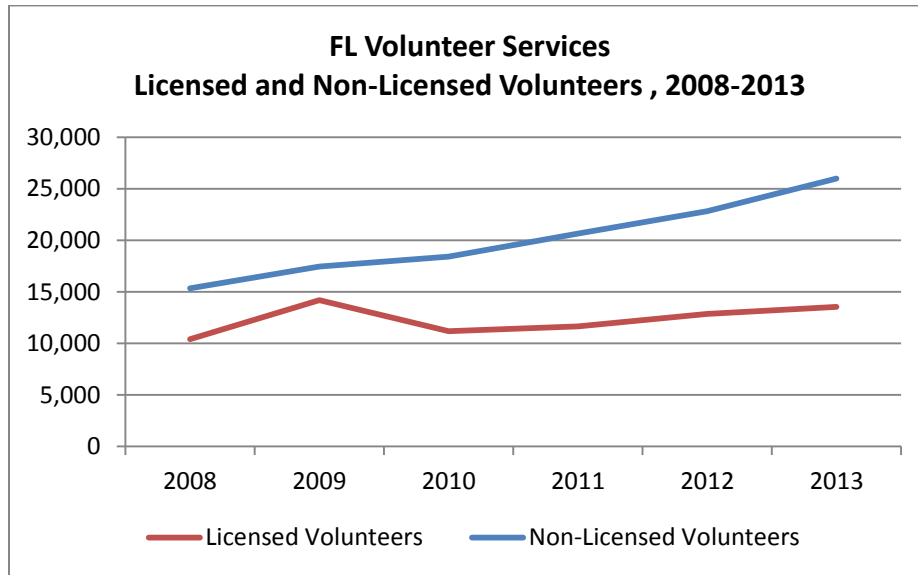
The key to the continued success of these volunteer initiatives is the sustained support of the many generous provider organizations, professional associations, public/private partnerships, and individuals committed to strengthening and developing collaborative relationships within their local communities. The Department is looking forward to continuing its support of the statewide network of volunteers and their charitable services as we move into our 22<sup>nd</sup> year of serving the citizens of Florida.

If you have any questions, please contact:

Christopher P. Gainous Sr.  
Supervisor, Volunteer Health Services  
Health Resources and Access Section  
Bureau of Community Health Assessment  
Division of Public Health Statistics & Performance Mgt.  
4052 Bald Cypress Way  
Bin C15  
Tallahassee, FL 32399  
(850) 245-4104  
(850) 414-6470

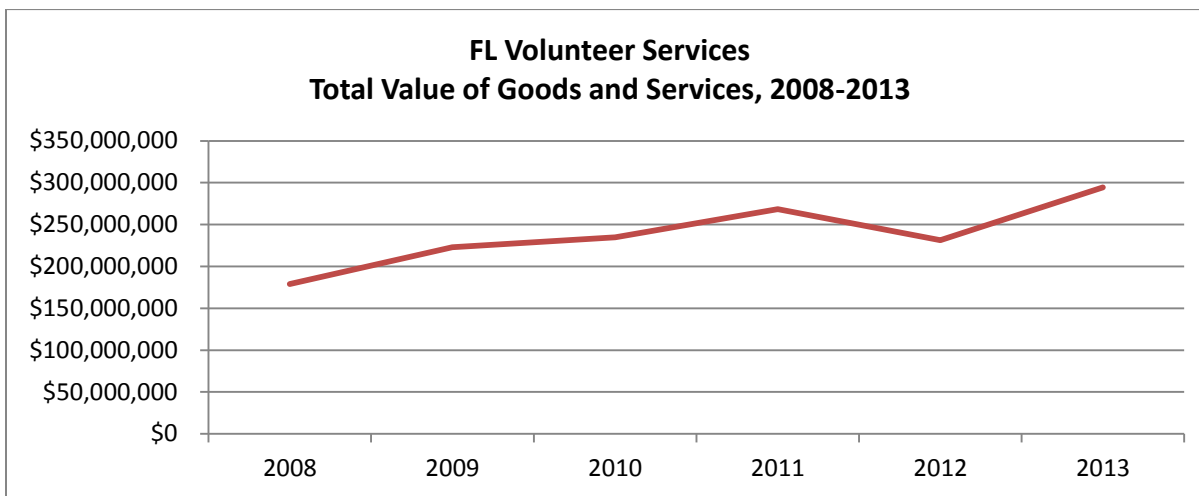
## Volunteer Health Care Provider Program Activities

This section of the report documents the contributions made by participants in the Volunteer Health Care Provider Program (VCHPP). During this reporting period, there were 13,543 licensed health care professionals and 26,002 clinic staff volunteers who provided 427,731 health care services to citizens. Since 2008, the VHCPP has increased its numbers of licensed providers by 30.1% and non-licensed providers by 69.5%.



Year	Licensed Volunteers	Percent Change Compared to 2008	Non-Licensed Volunteers	Percent Change Compared to 2008
2008	10,410	-	15,344	-
2009	14,199	36.4%	17,448	13.7%
2010	11,193	7.5%	18,431	20.1%
2011	11,664	12.0%	20,663	34.7%
2012	12,867	23.6%	22,816	48.7%
2013	13,543	30.1%	26,002	69.5%

Monetary values contained in this report are supplied to the Department by volunteer provider organizations and clinics across Florida. During the 2012-2013 reporting period, 206 such entities reported receiving donations of more than \$127 million in monies, supplies and equipment from external sources. When coupled with the value of volunteer hours, the total value of donated goods and services grows to \$294,427,678. As shown below, this represents an increase of 64.7% since 2008.



Year	Value of Goods and Services	Percent Change Compared to 2008
2008	\$ 178,814,932	-
2009	\$ 222,773,587	24.6%
2010	\$ 234,975,263	31.4%
2011	\$ 268,404,782	50.1%
2012	\$ 231,530,324	29.5%
2013	\$ 294,427,678	64.7%

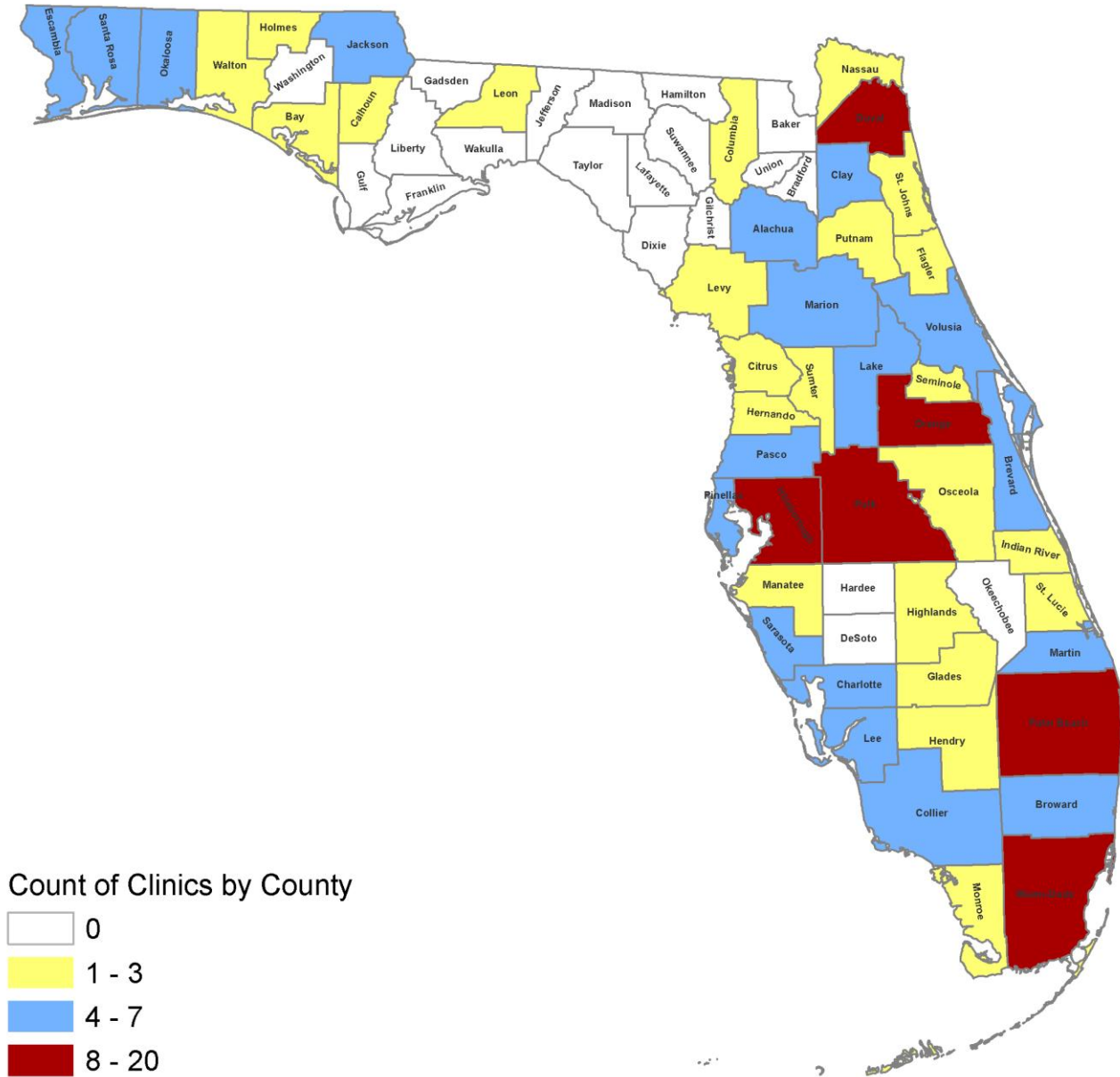
The increased access to health care provided to underserved and uninsured residents of Florida through this program is completely dependent on volunteers. The Department is extremely thankful for the health care providers' commitment to this endeavor and acknowledges their positive impact on individual lives and local communities. Vital to the continued success of this program is the support and sponsorship of licensed health care 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 health care 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 6 summarizes reported volunteer and patient visit counts and the value of contributions by county and by clinic.

# Volunteer Health Care Provider Program (Section 766.1115) Clinics

July 1, 2012 - June 30, 2013



## Volunteer Health Care Provider Program Clinics and Contributions July 1, 2012 – June 30, 2013

### STATEWIDE

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
<b>Total</b>	<b>13,543</b>	<b>26,002</b>	<b>483,949</b>	<b>\$294,427,678</b>

### ALACHUA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Equal Access Clinic @ Gainesville Community Ministry	10	883	374	\$337,568
Helping Hands Clinic	81	139	2,036	\$595,803
RAHMA Mercy Clinic	28	43	164	\$75,093
Santa Fe Baptist Association - Baptist Dental Van	17	21	106	\$46,844
We Care Network	980	985	3,621	\$6,754,849
Westside Samaritans Clinic	54	239	668	\$343,479
<b>Total</b>	<b>1,170</b>	<b>2,310</b>	<b>6,969</b>	<b>\$8,153,636</b>

### BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Avicenna Free Clinic	29	41	1,586	\$216,898
Bay Cares	249	259	10,836	\$19,496,580
St. Andrew Community Medical Center	70	173	12,379	\$3,303,601
<b>Total</b>	<b>348</b>	<b>473</b>	<b>24,801</b>	<b>\$23,017,079</b>

### BREVARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Brevard Health Alliance (BHA)	141	145	1,690	\$9,183,769
Primary Access to Health Program, BCHD	128	128	4,716	\$5,016,651
Space Coast Volunteers In Medicine - Medical	59	96	2,189	\$701,167
Space Coast Volunteers In Medicine - Dental	26	38	622	\$243,920
Volunteer Adult Dental Clinic, BCHD	14	14	29	\$10,508
House of Hope, Merritt Island - Dental	7	16	84	\$8,997
<b>Total</b>	<b>375</b>	<b>437</b>	<b>9,330</b>	<b>\$15,165,012</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, 2012 – June 30, 2013

### BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Broward Outreach Centers - Hollywood	4	107	756	\$132,618
Broward Outreach Centers - Pompano	4	74	1,846	\$236,971
Broward Partnership for the Homeless, Inc.	2	6	1,123	\$324,066
Gulfstream Baptist Association - BDV	5	26	101	\$27,378
Light of the World Clinic, Inc.	49	223	2,668	\$635,591
Living Water Care Center - North	1	8	1,270	\$803,157
Living Water Care Center - South	6	11	1,141	\$389,915
<b>Total</b>	<b>71</b>	<b>455</b>	<b>8,905</b>	<b>\$2,549,696</b>

### CALHOUN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Apalachee Baptist Association - BDV	8	32	109	\$32,500
<b>Total</b>	<b>8</b>	<b>32</b>	<b>109</b>	<b>\$32,500</b>

### CHARLOTTE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Charlotte County Homeless Coalition	1	3	256	\$36,111
Charlotte County Physicians for Volunteer Services, Inc.	24	24	87	\$26,795
Englewood Community Care Clinic, Inc.	58	85	996	\$201,202
Virginia B. Andes Community Clinic Inc., formerly known as St. Vincent de Paul Community Pharmacy of Charlotte County	80	220	440	\$2,306,669
<b>Total</b>	<b>163</b>	<b>332</b>	<b>1,779</b>	<b>\$2,570,777</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	9	15	255	\$41,215
Nature Coast Baptist Association - (Baptist Dental Van)	24	86	84	\$30,986
We Care of Citrus County	32	32	716	\$274,645
<b>Total</b>	<b>65</b>	<b>133</b>	<b>1,055</b>	<b>\$346,846</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, 2012 – June 30, 2013

### CLAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Clay County Dental Care	19	24	611	\$236,450
Clay County Volunteer Medical Clinic	31	39	86	\$22,860
Clay County We Care	46	46	159	\$578,999
The Way Free Medical Clinic	156	302	3,014	\$1,387,802
<b>Total</b>	<b>252</b>	<b>411</b>	<b>3,870</b>	<b>\$2,226,111</b>

### COLLIER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Dental Outreach of Collier, Inc.	10	14	210	\$158,479
Neighborhood Health Clinic, Inc.	246	0	1,868	\$16,965,662
P. L. A. N. Collier We Care, Inc.	275	278	2,677	\$3,155,665
Royal Palm Baptist Association - (Baptist Dental Van)	13	33	120	\$86,351
<b>Total</b>	<b>544</b>	<b>325</b>	<b>4,875</b>	<b>\$20,366,157</b>

### COLUMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Beulah Baptist Association - (Baptist Dental Van)	16	57	155	\$78,311
<b>Total</b>	<b>16</b>	<b>57</b>	<b>155</b>	<b>\$78,311</b>

### DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Christ the King	NR	NR	NR	NR
City Rescue Mission Dental Clinic	57	82	485	\$108,462
City Rescue Mission Medical Clinic	12	19	1,123	\$114,909
Healing Hands Dental / Project Dentists Care	36	39	1,022	\$349,926
Healing Hands Medical	19	28	1,114	\$153,495
I.M. Sulzbacher Clinic	17	22	543	\$305,813
Jacksonville Baptist Association - Dental Van	18	109	170	\$103,178
Legacy of Care Health Center, Inc.	40	59	125	\$58,456
Mission House Clinic	75	115	2,276	\$459,425
Muslim Care Clinic of Jacksonville	33	63	636	\$156,696

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, 2012 – June 30, 2013

### DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Project Dentists Care - Give Kids a Smile	27	60	44	\$40,802
River City Clinic	NR	NR	NR	NR
Trinity Rescue Mission	5	7	514	\$89,201
Vision Is Priceless Council, Inc.	19	118	265	\$49,678
We Care Jacksonville, Inc.	496	496	9,639	\$20,574,373
<b>Total</b>	<b>854</b>	<b>1,217</b>	<b>17,956</b>	<b>\$22,564,414</b>

### ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Escambia Dental Cooperative	3	5	201	\$94,275
Escambia We Care	202	202	5,463	\$8,296,143
Health and Hope Clinic	52	169	2,520	\$2,116,586
Pathways For Change	2	25	106	\$74,500
Pensacola Bay Baptist Association - BDV	8	32	98	\$35,400
Sacred Heart Pediatric Dental Clinic	1	2	6	\$7,710
St. Joseph Medical Screening Clinic	104	131	9,166	\$981,531
<b>Total</b>	<b>372</b>	<b>566</b>	<b>17,560</b>	<b>\$11,606,144</b>

### FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Flagler County Free Clinic, Inc.	106	176	1,900	\$763,197
<b>Total</b>	<b>106</b>	<b>176</b>	<b>1,900</b>	<b>\$763,197</b>

### GLADES/HENRY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Royal Palm Baptists Assoc. Caloosa Baptist Church	4	39	103	\$32,292
<b>Total</b>	<b>4</b>	<b>39</b>	<b>103</b>	<b>\$32,292</b>

### HERNANDO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Total Contributions
Crescent Community Clinic	51	221	7,129	\$4,233,337
Project Access	83	83	384	\$390,757
<b>Total</b>	<b>134</b>	<b>304</b>	<b>7,513</b>	<b>\$4,624,094</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, 2012 – June 30, 2013

### 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	101	106	559	\$331,812
Samaritan's Touch Care Center, Inc. - Sebring Clinic	101	154	7443	\$4,142,118
<b>Total</b>	<b>202</b>	<b>260</b>	<b>8,002</b>	<b>\$4,473,930</b>

### HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Brandon Outreach Clinic	182	248	3,674	\$1,820,704
Bridge Healthcare Clinic	36	211	507	\$447,740
Catholic Mobile Medical Service	28	30	1,500	\$90,653
Center for Family Health	12	17	1,401	\$161,931
HCDA / Smile Fridays - GKAS	65	285	48	\$17,052
Judeo Christian Health Clinic	250	316	39,328	\$2,572,556
Mission Tampa Inc. / Mission Smiles	20	335	264	\$108,283
New Beginnings of Tampa	4	39	103	\$32,292
Red Crescent Clinic	18	21	2,900	\$65,114
St. Lukes Coptic Medical Center Inc.	12	18	800	\$725,510
<b>Total</b>	<b>627</b>	<b>1,520</b>	<b>50,525</b>	<b>\$6,041,835</b>

### HOLMES COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Holmes County Community Health Center	13	29	207	\$42,367
<b>Total</b>	<b>13</b>	<b>29</b>	<b>207</b>	<b>\$42,367</b>

### INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Indian River County We Care	66	155	2,261	\$1,391,618
<b>Total</b>	<b>66</b>	<b>155</b>	<b>2,261</b>	<b>\$1,391,618</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, 2012 – June 30, 2013

### JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Alford Community Health Clinic	8	14	255	\$42,218
Chipola Baptist Association - BDV	6	10	61	\$19,445
Faith Health Clinic	14	24	732	\$85,889
Project Dentists Care - Give Kids a Smile	0	0	0	\$0
<b>Total</b>	<b>28</b>	<b>48</b>	<b>1,048</b>	<b>\$147,552</b>

### LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Catholic Charities - St. Luke's Medical and Dental Clinic	28	35	872	\$246,828
Community Medical Care Center of Leesburg, Inc.	78	123	7,089	\$2,464,065
Florida Hospital Waterman, Inc., Community Primary Health Clinic	28	48	3,414	\$3,812,872
Lake County Baptist Association - BDV	48	88	108	\$62,866
Project Dentists Care - Give Kids A Smile	40	136	85	\$34,344
South Lake Hospital, Inc., South Lake Health Clinic	21	28	1,661	\$1,348,663
We Care of Lake County, Inc.	146	181	514	\$1,886,143
<b>Total</b>	<b>389</b>	<b>639</b>	<b>13,743</b>	<b>\$9,855,781</b>

### LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Bonita Springs Club Eye Clinic	20	35	1446	\$573,702
Christian Health Ministries	12	204	1634	\$141,402
Lee County Volunteers In Medicine, Inc.	14	27	491	\$314,560
Project Dentists Care of Lee County	N/R	N/R	N/R	N/R
We Care of Lee County	311	326	1,527	\$6,096,587
<b>Total</b>	<b>357</b>	<b>592</b>	<b>5,098</b>	<b>\$7,126,251</b>

### LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Neighborhood Health Service	30	46	14,107	\$892,325
Tallahassee Leon Shelter	5	8	96	\$555,500
We Care Network	357	360	3,003	\$4,637,640
<b>Total</b>	<b>392</b>	<b>414</b>	<b>17,206</b>	<b>\$6,085,465</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, 2012 – June 30, 2013

### LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Harmony Baptist Association - Chiefland-BDV	17	67	126	\$82,810
Harmony Baptist Association - Cedar Key - BDV	13	23	68	\$19,315
<b>Total</b>	<b>30</b>	<b>90</b>	<b>194</b>	<b>\$102,125</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	44	85	6,021	\$2,087,848
We Care Manatee, Inc.	90	94	831	\$836,140
<b>Total</b>	<b>134</b>	<b>179</b>	<b>6,852</b>	<b>\$2,923,988</b>

### MARION COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Our Lady of Guadalupana	9	14	293	\$31,133
Interfaith Emergency Services, Inc	1	3	79	\$121,930
Project Dentists Care of Marion County	13	27	14	\$9,144
We Care of Marion County, Inc.	499	531	2,389	\$6,956,386
<b>Total</b>	<b>522</b>	<b>575</b>	<b>2,775</b>	<b>\$7,118,593</b>

### MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Christian Community Care Center, Inc.	13	18	694	\$229,224
Light of the World Charities - Dental Clinic	10	22	163	\$72,557
Light of the World Charities - Stateside Surgery	23	31	22	\$38,307
Volunteers in Medicine - Martin County	56	109	12,490	\$7,007,464
<b>Total</b>	<b>102</b>	<b>180</b>	<b>13,369</b>	<b>\$7,347,552</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, 2012 – June 30, 2013

### MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Miami Baptist Association - BDV	16	4	122	\$36,554
Caring for Miami	62	188	482	\$129,074
Center for Haitian Studies GYN Clinic	10	28	894	\$390,240
Dade County Dental Research Clinic/Community Smiles	390	526	7,510	\$3,554,264
Good News Care Center **	49	51	16,498	\$7,281,100
Good Samaritan Health Clinic**	7	25	1,878	\$397,649
League Against Cancer	214	1,484	3,557	\$16,453,644
Lotus House Wellness Center	25	134	366	\$94,864
Malta Projects of South Florida	1	2	7	\$1,452
Mercy Mission Services / St. John Bosco Clinic	54	112	3,916	\$1,295,899
Miami Rescue Mission Clinic	7	49	2,987	\$317,345
Ministerio Medico Evangelistico Juana Agulla	7	11	864	\$128,253
North Miami Beach Medical Mobil Center	19	67	2,448	\$1,131,999
Open Door Health Center **	149	162	27,587	\$4,247,649
Robert Morgan Dental Clinic	35	39	1,511	\$190,788
South Miami Children's Clinic**	9	12	180	\$51,001
Universal Heritage Institute Clinic	66	74	5,513	\$533,605
University of Miami	115	906	569	\$202,360
Urban Mercy Clinic	6	36	1,365	\$575,761
Baptist Health So. FL-Free services to clients referred from clinics noted above with **	0	0	12,232	\$7,137,817
<b>Total</b>	<b>1,241</b>	<b>3,910</b>	<b>90,486</b>	<b>\$44,151,318</b>

### MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Good Health Clinic	32	35	2,915	\$1,064,055
Mariners Hospital and Baptist Health South Florida	0	0	0	\$12,569,606
<b>Total</b>	<b>32</b>	<b>35</b>	<b>2,915</b>	<b>\$13,633,661</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, 2012 – June 30, 2013

### NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Nassau Cares	5	5	104	\$56,063
Northeast Florida Baptist Association - Dental Van	8	26	76	\$27,935
The Samaritan Medical Clinic	44	80	1,254	\$890,541
<b>Total</b>	<b>57</b>	<b>111</b>	<b>1,434</b>	<b>\$974,539</b>

### OKALOOSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Crossroads Center, Inc.	33	60	843	\$1,214,113
Baker BDV	8	35	124	\$42,500
Hope Clinic	12	21	1,482	\$952,754
Emerald Coast Baptist Churchs BDV	9	24	123	\$37,500
<b>Total</b>	<b>62</b>	<b>140</b>	<b>2,572</b>	<b>\$2,246,867</b>

### ORANGE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Dental Care Access Foundation	250	320	711	\$811,760
Epilepsy Foundation of Central Florida	1	1	50	\$12,500
Florida Hospital Community After Hours Clinic	42	55	3,415	\$387,525
Special Care of Central Florida	158	158	1,925	\$1,516,146
Grace Medical Home	197	312	7,901	\$4,444,917
Florida Baptist Convention Mobile Dental (3 events)	28	116	211	\$902,618
Islamic Society of Central Florida	3	6	109	\$8,591
Mt. Sinai Center for Health and Wellness	6	8	174	\$17,882
Phap Vu Buddhist Health Center	1	3	16	\$7,338
Shepherd's Hope, Inc.	661	1,796	10,715	\$12,971,427
<b>Total</b>	<b>1,347</b>	<b>2,775</b>	<b>25,227</b>	<b>\$21,080,704</b>

### OSCEOLA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Catholic Charities St. Thomas Aquinas	31	47	1,042	\$105,152
Osceola Christian Ministry Center	15	23	540	\$114,955
Osceola County Council on Aging	63	65	1,796	\$732,060
<b>Total</b>	<b>109</b>	<b>135</b>	<b>3,378</b>	<b>\$952,167</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, 2012 – June 30, 2013

### PALM BEACH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Palm Lakes Baptist Association - BDV	10	14	84	\$24,264
Caridad Health Clinic - Dental	75	399	6,735	\$791,602
Caridad Health Clinic - Medical	155	344	18,876	\$1,879,730
Community Health Center - Dental	12	116	101	\$301,748
Community Health Center - Medical	19	123	3,494	\$694,577
Kiwanis Immunization Coalition	4	6	4,328	\$3,889
Mission Medical Clinic - Medical & Dental	32	61	5,311	\$1,173,190
Palm Springs Baptist Church	0	0	0	\$0
Project Access	621	630	2,320	\$1,105,720
Save A Molar Program	4	10	12	\$12,240
St. Mary Clinic	15	15	7	\$4,777
<b>Total</b>	<b>947</b>	<b>1,718</b>	<b>41,268</b>	<b>\$5,991,736</b>

### PASCO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Blessed Andre Free Clinic	4	7	170	\$26,852
CARES Senior Health Clinic	14	22	2,417	\$549,428
Good Samaritan Health Clinic	82	110	3,076	\$582,442
La Casa de Esperanza y Salud at Farmworkers Self-Help	1	4	102	\$9,746
Pasco County Baptist Association MDV	2	19	78	\$30,522
St. Lukes Coptic Medical Center Inc.	4	8	150	\$36,858
West Pasco Dental Association GKAS	14	17	66	\$36,227
<b>Total</b>	<b>121</b>	<b>187</b>	<b>6,059</b>	<b>\$1,272,075</b>

### PINELLAS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Clearwater Free Clinic, Inc.	80	123	13,850	\$3,699,730
Gulf Coast Dental Outreach	134	139	771	\$12,359
HEP Free Dental Clinic	26	30	522	\$763,302
La Clinica Guadalupana	20	20	1,895	\$461,573
Next STEPP Center	26	35	60	\$21,529
St. Luke Medical Center Inc.	6	10	245	\$62,844
Willa Carson Community Health Resource Center	363	372	3,535	\$392,522
<b>Total</b>	<b>655</b>	<b>729</b>	<b>20,878</b>	<b>\$5,413,859</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, 2012 – June 30, 2013**

**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>
Angels Care Center	57	242	1,453	\$327,814
Good Samaritan Free Clinic at Talbot House	31	66	5,561	\$1,734,596
Lake Wales Free Clinic	12	44	1,374	\$501,488
Lakeland Volunteers in Medicine (Medical & Dental)	187	539	12,066	\$2,291,879
Light House Ministries	1	1	7	\$2,509
Parkview Outreach Community Center	20	38	1,602	\$128,146
Polk Co. Health Care Dental Clinic @ Traviss Center	2	10	131	\$121,649
Project Dentists Care Give Kids a Smile	13	45	57	\$17,914
Project Dentists Care Polk County Dental Clinics	5	7	62	\$31,657
The Haley Center FBC	29	61	3,258	\$594,818
We Care of Polk County	227	227	1,004	\$3,094,146
<b>Total</b>	<b>584</b>	<b>1,280</b>	<b>26,575</b>	<b>\$8,846,616</b>

**PUTNAM COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Total Contributions</b>
Healing Hands Community Outreach - South Putnam	7	17	25	\$9,941
<b>Total</b>	<b>7</b>	<b>17</b>	<b>25</b>	<b>\$9,941</b>

**SANTA ROSA 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	103	151	4,029	\$3,081,162
Navarre FBC BDV	12	28	141	\$47,555
Jay FBC BDV	8	32	124	\$32,500
Santa Rosa Baptist Association - BDV	10	25	101	\$36,600
Santa Rosa We Care	122	125	1,878	\$2,339,223
<b>Total</b>	<b>255</b>	<b>361</b>	<b>6,273</b>	<b>\$5,537,040</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, 2012 – June 30, 2013

### SARASOTA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Good Samaritan Pharmacy & Health Services Inc.	6	31	367	\$204,503
Epilepsy Foundation of SW FL	6	6	569	\$5,200
Genesis Health Services, Inc.	10	16	4,777	\$387,804
Saline Solutions, Inc.	0	0	0	\$0
Sarasota County Health Department Dental Project	5	5	10	\$10,748
<b>Total</b>	<b>27</b>	<b>58</b>	<b>5,723</b>	<b>\$608,345</b>

### SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Harvest Time International Medical Care Center	80	106	1,816	\$293,140
Shepherd's Hope, Inc.	209	1,655	4,525	\$5,409,762
St. Luke's Coptic Orthodox Church Medical Center	6	14	101	\$21,775
<b>Total</b>	<b>295</b>	<b>1,775</b>	<b>6,442</b>	<b>\$5,724,677</b>

### ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Good Samaritan Health Centers, Inc./Wildflower Clinic	102	173	5,272	\$1,329,901
<b>Total</b>	<b>102</b>	<b>173</b>	<b>5,272</b>	<b>\$1,329,901</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)	103	203	5,343	\$8,043,523
<b>Total</b>	<b>103</b>	<b>203</b>	<b>5,343</b>	<b>\$8,043,523</b>

### SUMTER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Patient Visits	Value of Contributions
Catholic Charities - Lazarus Free Medical Clinic	32	41	1,198	\$104,953
Project Dentists Care - Give Kids A Smile	12	29	41	\$35,385
<b>Total</b>	<b>44</b>	<b>70</b>	<b>1,239</b>	<b>\$140,338</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, 2012 – June 30, 2013**

**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	49	86	1,281	\$307,021
Halifax Baptist Association - Dental Van	34	82	171	\$100,058
Jesus Clinic	113	175	3,123	\$1,276,059
St. Luke's Coptic Medical Center, Inc.	6	7	13	\$7,610
<b>Total</b>	<b>202</b>	<b>350</b>	<b>4,588</b>	<b>\$1,690,748</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	27	92	\$26,300
<b>Total</b>	<b>9</b>	<b>27</b>	<b>92</b>	<b>\$26,300</b>

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

Volunteers and public/private partnerships are an integral part of the Department’s efforts 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 various 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, 2012 through June 30, 2013, the Department documented the participation of 14,705 volunteers who contributed 615,132 hours of their time, for a total of \$31,226,540 in donated goods and services.

The Department utilizes a broad range of volunteers and partnerships to augment existing local resources. These include, but are not limited to, licensed health care 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 numerous facilities available to non-governmental, not-for-profit organizations to provide health care education and services for residents.

The Department also 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. 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 donated goods and services 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.

**Volunteer Contributions in County Health Department and Children's  
Medical Services Facilities  
July 1, 2012 – June 30, 2013**

Program/Setting	No. of Volunteers	No of Volunteer Hours	Value of Contributions
<b>Statewide</b>	<b>14,705</b>	<b>618,359</b>	<b>\$32,387,830</b>
Alachua CHD	519	15,245	\$609,978
Alachua CMS	2	234	\$5,157
Baker CHD	7	491	\$21,419
Bay CHD	443	6,370	\$238,375
Bay CMS	0	0	\$0
Bradford CHD	0	0	\$0
Brevard CHD	122	17,321	\$854,644
Broward CHD	2,144	14,383	\$807,134
Broward CMS	0	0	\$0
Calhoun CHD	0	0	\$0
Charlotte CHD	250	24,747	\$1,046,925
Citrus CHD	38	705	\$15,362
Clay CHD	128	9,120	\$272,208
Collier CHD	895	40,389	\$2,278,696
Columbia CHD	12	107	\$2,232
Daytona CMS	2	1,078	\$23,495
Desoto CHD	6	164	\$3,503
Dixie CHD	0	0	\$0
Duval CHD	710	127,594	\$4,474,878
Escambia CHD	255	3,997	\$101,509
Escambia CMS	1	27	\$588
Flagler CHD	197	3,049	\$88,442
Franklin CHD	0	0	\$0
Gadsden CHD	2	195	\$3,949
Gilchrist CHD	0	0	\$0
Glades CHD	1	35	\$8,750
Gulf CHD	16	96	\$2,093
Hamilton CHD	0	0	\$0
Hardee CHD	0	0	\$0
Hendry CHD	7	61	\$1,318
Hernando CHD	146	2,540	\$72,131
Highlands CHD	22	1,449	\$62,037
Hillsborough CHD	394	37,862	\$387,368
Holmes CHD	12	429	\$1,564,273
Indian River CHD	303	2,341	\$849,789
Jackson CHD	41	634	\$13,815
Jefferson CHD	36	952	\$176,308
Lafayette CHD	0	0	\$0
Lake CHD	77	3,985	\$750,777

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, 2012 – June 30, 2013**

<b>Program/Setting</b>	<b>No. of Volunteers</b>	<b>No of Volunteer Hours</b>	<b>Value of Contributions</b>
Lee CHD	1,019	5,344	\$332,733
Leon CHD	318	17,163	\$1,100,203
Leon CMS	0	0	\$0
Levy CHD	86	1,016	\$89,428
Liberty CHD	0	0	\$0
Madison CHD	75	640	\$378,361
Manatee CHD	106	3,865	\$112,230
Marion CHD	492	13,001	\$563,840
Marion CMS	4	614	\$13,381
Martin CHD	71	2,859	\$81,656
Miami CMS	0	0	\$0
Miami-Dade CHD	1,314	82,088	\$3,906,300
Monroe CHD	69	2,489	\$91,846
Nassau CHD	41	932	\$22,926
Okaloosa CHD	167	2,901	\$702,039
Okeechobee CHD	49	168	\$3,785
Orange CHD	628	24,594	\$1,041,597
Osceola CHD	65	2,854	\$63,837
Palm Beach CHD	480	63,290	\$2,183,120
Palm Beach CMS	NR	NR	NR
Pasco CHD	162	3,512	\$105,160
Pinellas CHD	566	9,339	\$896,413
Polk CHD	568	12,851	\$447,725
Putnam CHD	90	3,246	\$157,197
Santa Rosa CHD	364	8,025	\$795,777
Sarasota CHD	347	23,418	\$1,728,871
Seminole CHD	249	5,202	\$123,335
St. Johns CHD	100	1,724	\$39,564
St. Lucie CHD	171	5,665	\$575,750
Sumter CHD	68	2,068	\$51,423
Suwannee CHD	3	630	\$22,500
Taylor CHD	0	0	\$0
Union CHD	0	0	\$0
Volusia CHD	147	2,845	\$67,454
Wakulla CHD	0	0	\$0
Walton CHD	2	313	\$1,269,205
Washington CHD	40	182	\$5,334

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, 2012 – June 30, 2013**

The Medical Reserve Corps (MRC) is a national network of local groups of volunteers committed to improving the health, safety and resiliency of their communities. The mission of the Florida Medical Reserve Corps Network Program is to augment local community health and medical services staff with pre-identified, trained and credentialed MRC volunteers.

MRC volunteers include medical and public health professionals, as well as others interested in strengthening the public health infrastructure and improving the preparedness and response capabilities of their local jurisdiction. MRC units identify, screen, train and organize the volunteers, and utilize them to support routine public health activities and augment preparedness and response efforts.

In Florida, MRC Units work collaboratively with many public health response partners including the American Red Cross, hospitals, county emergency management agencies, law enforcement agencies, and fire departments. Volunteer membership has been consistently increasing with the majority of MRC volunteers classified as licensed health care providers and the remainder being non-licensed health care volunteers who are essential in supporting administrative functions

The Department's Bureau of Preparedness and Response is responsible for developing a statewide system of Florida MRC units that provide resources, guidance, and technical assistance to build local MRC capacity and readiness. Each local MRC unit works strategically with community partners to meet local emergency needs. Florida MRC units provide action plans, spending plans, training and exercise calendars and quarterly updates to the Department's MRC program office.

The Florida MRC Network program was presented with Prudential Davis Productivity Awards in 2009, 2011, and 2012. Services and donations provided by Florida MRC volunteers totaled over \$653,000 with more than 13,000 volunteer hours in 2010-2011, \$1.2 million with more than 42,000 volunteer hours in 2011-2012 and \$1.5 million with more than 55,000 volunteer hours in 2012-2013.

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, especially during times of crisis.



**Medical Reserve Corps Volunteer Contributions  
July 1, 2012 – June 30, 2013**

<b>MRC Unit</b>	<b>No. of Volunteers</b>	<b>No. of Volunteer Hours</b>	<b>Value of Contributions</b>
<b>Statewide Totals</b>	<b>7,610</b>	<b>55,069</b>	<b>\$1,548,939.81</b>
Alachua County MRC Unit	317	2,377	\$292,590.54
Bay County MRC Unit	338	1,285	\$49,040.94
Broward County MRC Unit	2,064	1,458	\$46,038.95
Central FL MRC Unit	130	837	\$23,900.06
Collier County MRC Unit	29	134	\$13,976.38
Duval County MRC Unit	109	755	\$42,143.80
Escambia County MRC Unit	188	1,644	\$46,458.25
FL Keys MRC Unit	58	1,250	\$56,039.11
Flagler County MRC Unit	128	1303	\$42,031.39
Hillsborough County MRC Unit	264	25,476	\$118,801.96
Indian River MRC Unit	148	554	\$18,336.56
Lake County MRC Unit	23	58	\$2,030.00
Levy County MRC Unit	70	929	\$51,878.00
Manatee County MRC Unit	93	1278	\$41,660.58
Marion County MRC Unit	141	634	\$16,193.81
Martin County MRC Unit	52	365	\$27,295.61
Miami-Dade County MRC Unit	982	3,120	\$108,987.85
North Florida MRC Unit	81	367	\$23,075.84
Sarasota County MRC Unit	57	210	\$6,370.06
Santa Rosa County MRC Unit	141	939	\$35,546.74
Okaloosa-Walton MRC Unit	48	209	\$8,604.47
Okeechobee County MRC Unit	94	347	\$7,986.44
Palm Beach County MRC Unit	172	644	\$64,739.50
Pinellas County MRC Unit	180	1,057	\$73,969.78
Polk / Hardee County MRC Unit	410	812	\$111,372.81
Putnam County MRC Unit	27	326	\$15,148.31
Southwest FL MRC Unit	950	2,848	\$77,703.48
St. Johns County MRC Unit	42	144	\$5,309.00
St. Lucie County MRC Unit	75	640	\$17,100.88
Sumter County MRC Unit	38	1,620	\$44,448.00
Volusia County MRC Unit	42	632	\$16,735.39
West Central FL MRC Unit	119	817	\$43,425.32

# Appendix A

## Volunteer Health Services Program Staff Directory

### HEADQUARTERS

#### **Christopher Gainous**

DOH Volunteer Health Services Supervisor  
4052 Bald Cypress Way, Bin # C15  
Tallahassee, FL 32399-1743  
(850) 245-4104  
FAX (850) 922-6296  
E-mail: [Christopher\\_Gainous@doh.state.fl.us](mailto:Christopher_Gainous@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**

221 Hospital Way  
Ft. Walton Beach, FL 32548  
(850) 833-9233, x2230  
Fax (850) 412-1156  
E-mail: [Jerry\\_Moellenkamp@doh.state.fl.us](mailto:Jerry_Moellenkamp@doh.state.fl.us)

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

#### **Lori Thompson**

1955 US 1 South, Ste. 100  
St. Augustine, FL 32086  
(904) 825-5055, x1127  
Fax (904) 823-2223  
E-mail: [Lorraine\\_Thompson2@doh.state.fl.us](mailto:Lorraine_Thompson2@doh.state.fl.us)

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

#### **Joyce Coufal**

P.O. Box 1305  
Tavares, FL 32778  
(352) 360-6663  
Fax (352) 360-6664  
E-mail: [Joyce\\_Coufal@doh.state.fl.us](mailto:Joyce_Coufal@doh.state.fl.us)

**REGION 5** – Orange

#### **Darlene Hilkert**

P.O. Box 592127  
Orlando, FL 32859  
(407) 249-4704  
Fax (407) 583-5188  
E-mail: [Darlene\\_Hilkert@doh.state.fl.us](mailto:Darlene_Hilkert@doh.state.fl.us)

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

#### **Mariely Mujica Perez**

1290 Golfview Ave  
Bartow, Florida 33830  
(863) 519-7900 x 11013  
Email: [Mariely\\_MujicaPerez@doh.state.fl.us](mailto:Mariely_MujicaPerez@doh.state.fl.us)

**REGION 7** – Brevard, Highlands, Indian River, Martin, Okeechobee, St. Lucie, Osceola, Seminole

#### **Steve Krajewski**

5150 NW Milner Drive  
Port St. Lucie, FL 34983  
(772) 785-6183  
Fax (772) 579-3516  
E-mail: [Steven\\_Krajewski@doh.state.fl.us](mailto:Steven_Krajewski@doh.state.fl.us)

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

#### **Frances "Kathy" Wilczynski**

410 6<sup>th</sup> Avenue East  
Bradenton, FL 34208  
(941) 708-5791  
Fax (941) 708-5957  
E-mail: [Frances\\_Wilczynski@doh.state.fl.us](mailto:Frances_Wilczynski@doh.state.fl.us)

**REGION 9** – Palm Beach

#### **Catherine Johnson**

Palm Beach County Health Department  
800 Clematis Street  
West Palm Beach, FL 33401  
(561) 671-4032  
Fax (561) 837-5190  
E-mail: [Catherine\\_Johnson@doh.state.fl.us](mailto:Catherine_Johnson@doh.state.fl.us)

**REGION 10** - Broward

#### **Karen Beam**

Broward County Health Department  
780 Southwest 24th Street, Ste. 207  
Fort Lauderdale, FL 33315  
Phone: (954) 213-0674  
Fax (954) 713-3106  
E-mail: [D.Karen\\_Beam@doh.state.fl.us](mailto:D.Karen_Beam@doh.state.fl.us)

**REGION 11** – Miami-Dade, Monroe

#### **Maria Ortega**

Miami-Dade County Health Department  
8323 N.W. 12 Street, Ste. 212  
Miami, Florida. 33126  
(C) 786-402-0290 Phone: (786) 336-1280  
Fax (786) 336-1297 E-mail:  
[Maria\\_Ortega@doh.state.fl.us](mailto:Maria_Ortega@doh.state.fl.us)

## Appendix B



CHIEF FINANCIAL OFFICER  
JEFF ATWATER  
STATE OF FLORIDA

January 17, 2013

Duane A. Ashe  
Chief, Health Resources and Access Section  
Department of Health  
4052 Bald Cypress Way, BIN #A05  
Tallahassee, FL 32399-1706

Re: Volunteer Healthcare Provider Program

Dear Mr. Ashe:

Pursuant to s.766.1115(7), F.S., this is to report that 10 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 STATE LIABILITY AND PROPERTY CLAIMS  
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  
Duane Ashe  
January 17, 2013

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.

10. Flor Leidens, our file G03-12-018, reported 3/6/12, current status "Closed", \$190,000 paid for settlement, \$15,197.78 paid for defense costs, Palm Beach County Health Department.

Please call me if you need additional information.

Sincerely,



LEWIS R. WILLIAMS  
Chief of State Liability and Property Claims

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 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.

## Appendix C

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:
    - (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

## Appendix C

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 by the governmental contractor or the provider. 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) 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.

(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) REPORTING.— (a) 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. (b) The department shall provide an online listing of all providers participating in this program and the number of volunteer service hours and patient visits each provided. A provider may request in writing to the department to be excluded from the online listing.

## Appendix C

(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) CONTINUING EDUCATION CREDIT.—Notwithstanding the maximum allowable credit of 25 percent of continuing education hours pursuant to s. 456.013(9), a provider may fulfill 1 hour of continuing education credit by performing 1 hour of volunteer services to the indigent as provided in this section, up to a maximum of 8 continuing education hours per licensure renewal period.

(11) 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. 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 by government contractors and providers. The rules adopted by the department under this subsection shall give providers the greatest flexibility possible in order to serve eligible patients. The department shall retain review and oversight authority of the patient eligibility and referral determination.

(12) 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.

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; s. 3, ch. 2013-151.



## 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.
- (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.

## Appendix D

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

## Appendix D

- (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, 2012 – June 30, 2013

**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 Therapist	\$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. 6/15/2013