

Florida Community Health Action Information
Network, Inc.



REVIEWED

Summary

Contact Information

Nonprofit	Florida Community Health Action Information Network, Inc.
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Web Site	http://floridachain.org/

At a Glance

IRS Ruling Year	2008
Organization's type of tax exempt status	Public Supported Charity
Name of supporting organization	Florida CHAIN

Statements

Statements

Mission

Florida CHAIN (Community Health Action Information Network) is a statewide consumer health advocacy organization dedicated to improving the health of all Floridians by promoting access to affordable, quality health care. We fulfill the critical role of building the capacities for and linking consumer, community and service organizations with health care advocacy. We provide policy education, collaborative networking, training, and communications and organizing tools to the public, allied partners, media, and policy makers.

Florida CHAIN was launched in 1999 to build common purpose and action among diverse groups on issues of health care access. Our priorities include promoting access to health care for those who are uninsured, underinsured, and supported by government programs.

Impact

1. Florida CHAIN is keeping Florida first in the Nation for enrollment. Together with the USF Navigator Consortium, and its partners, we implemented an effective ground operation that reached consumers in dire need of affordable, quality health coverage. More than 1.6 million Floridians signed up for 2016 health insurance plans, topping Texas enrollment numbers.

2. This year (2016), the bill to expand Florida KidCare coverage to lawfully-residing immigrant children was approved through its inclusion in the Medicaid conforming bill (House Bill 5101). The measure is estimated to cover an additional 17,000 children and will draw down nearly 29 million dollars from the federal government to help cover their care.

3. Last fall, Florida CHAIN made comprehensive recommendations to policy makers to protect consumers from surprise medical bills. The Legislature passed a comprehensive bill that protects Florida's consumers from unfair surprise medical bills. This first-in-the-nation type of solution holds consumers harmless in any circumstance where they must go out-of-network through no choice of their own.

4. While we were able to pass legislation that will result in a more inclusive KidCare program, and one to protect Floridians from surprise medical bills, lawmakers continue to reject a Medicaid expansion legislation that would provide health care access to nearly 600,000 people. House Bill 629, filed by Representative Mia Jones (D-Jacksonville), would have raised the eligibility limit for our state Medicaid program up to 138 percent of the Federal Poverty Level and drawn down over 5.9 billion dollars in federal funds in 2016 alone. Instead, the bill was not heard. Despite going another session without closing the coverage gap, our campaign is growing strong as we focus on building local support in strategic locations such as Miami, Orlando and the Tampa Bay area.

Needs

There are many barriers to good health for Florida's most vulnerable populations.

Statewide there remain 3.2 million uninsured individuals in Florida. Because lawmakers failed to close the coverage gap, at least 567,000 of these Floridians have no options for coverage. Also for many Medicaid recipients, there are two looming crises: one in the area of childhood oral health and the other for seniors in need of long-term care.

Since 2010, Florida has received poor ratings on multiple oral health indicators for children including an "F" for meeting policy benchmarks to ensure dental health and access for disadvantaged children. The most recent report from the Centers for Medicare and Medicaid Services found that only 27.1 percent of Florida's children enrolled in Medicaid received preventative dental services in 2014, which ranks Florida among the lowest performing states in the country. During the past decade, the number of dental-related visits to Florida emergency rooms (EDs) increased each year, from 104,642 in 2005 to 163,900 in 2014.

As for our seniors, over the next 22 years, the population aged 85 and older is forecast to grow by 126 percent. Florida currently struggles to meet the demand for elder care services and retains a wait list of 58,000.

Background

Florida CHAIN was launched in 1999 to build common purpose and action among diverse groups on issues of health care access. Our priorities include promoting access to health care for those who are uninsured, underinsured, and supported by government programs.

For more than 15 years, the organization has collaborated with hundreds of statewide and local partners on advocacy, education, communications, and organizing efforts through its leadership of issue-specific coalitions. We fulfill the critical role of building the capacities for and linking consumer, community and service organizations with health care advocacy.

CEO/Executive Director Statement

Dear Friends,

These are both exciting times and challenging times in our country as we lean into efforts to provide access to health care for individuals and families. The Affordable Care Act (ACA) has been effective in making health care more affordable and accessible for many people, particularly here of Florida. As the law gets implemented, Florida CHAIN remains committed to supporting an effective consumer voice in the debate over health system transformation. We intend to influence how the transformation takes shape while helping to minimize the risks to consumers in a reorganized system.

Nowhere has the impact of the ACA been more dramatic than here in Florida where approximately 1.6 million people selected or were re-enrolled in health insurance coverage through the Marketplace. Nearly 93 percent of new enrollees qualified for a tax credit leading to a significant decrease in the uninsured rate. As of 2014 the rate of 18.3 percent was down from 22.1 percent in 2013.

Although, the ACA also made provisions to expand Medicaid coverage to individuals with family incomes at or below 133 percent of the federal poverty level, because Florida refused to expand coverage to low-income adults, many residents continue to shoulder disproportionate shares of inadequate health care access and poor health outcomes. Florida overall health ranking in the country remains at 33.

CHAIN is committed to meaningful consumer engagement to ensure that people have a voice in policy decisions, the health care organizations that serve them, and their own health care. CHAIN provides a meaningful role for consumers, family members and advocates in health access networks, coalitions and advisory councils. By placing these priorities at the heart of our efforts to transform the way health care is delivered, we expect to promote health more broadly and use sustained advocacy to make the changes necessary to improve the health outcomes for the state.

We invite everyone in the state to join us to make Florida first in the country for health access and outcomes. Now is the time to use your voice and resources to create a healthy Florida.

Board Chair Statement

It's an exciting time for Florida CHAIN as we continue to work with consumers, advocates and policy makers to increase access to affordable, quality health care.

CHAIN fulfills the critical role of empowering consumers and building the capacity of community organizations to engage in health care advocacy. We provide policy education, collaborative networking, training, and communications and organizing tools to the public, allied partners, media and policy makers.

Through these means, we are leading the statewide Marketplace enrollment efforts under the Affordable Care Act (ACA); spearheading a statewide campaign to expand Medicaid and close the "coverage gap"; and leading the statewide child health care collaborative, KidsWell Florida.

CHAIN has been an integral part of the historic gains made by 1.6 million people enrolling into health coverage, and was part of the obtaining access to health care for 17,000 immigrant children. Still there remain 3.2 million uninsured individuals in Florida, because lawmakers failed to close the coverage gap, at least 567,000 of these Floridians have no options for coverage.

CEO/Executive Director/Board Comments

Consumer related health care advocacy for access to affordable health care.

Areas of Service

Geographic Areas Served

Areas

FL

The entire state of Florida

Service Categories

Primary Organization Type

Health Care

Impact

Goals

Florida CHAIN is dedicated to improving the health of all Floridians by promoting access to affordable, quality health care. Our objectives are that:

- People will have unrestricted access to health care.
- People will actively shape their world through civic participation.
- Health programs will be designed around people with their participation.
- Health care systems will be accountable.

Strategies

We educate the public, policy makers and partner organizations about policies impacting access to health coverage through community forums, awareness campaigns, workshops, press conferences, and storytelling.

We organize individuals and partner organizations to take collective action to protect and expand access to health care through activities such as public hearings, visits, and calls to lawmakers.

We build leadership by empowering those most affected by the existing health care structure to tell their stories in order to impact change.

We communicate with the media and serve as the “go to” organization on health access issues in Florida.

We report on decisions made by state and federal agencies that impact access to health care for Floridians.

We rally business and government leaders to speak out about health policy issues that expand coverage for Floridians.

Capabilities

Since 1999, Florida CHAIN has been the premier statewide consumer health advocacy organization working on behalf of consumers to ensure that all Floridians have access to affordable, quality healthcare. CHAIN leverages a small staff of six employees and a budget of \$600,000 to draw down billions of health care dollars for uninsured, underinsured, and vulnerable individuals.

Our Board of Directors is comprised of 16 prominent health care executives from the Florida Health Care Association, Florida Blue (formerly Blue Cross Blue Shield of Florida), University of Miami Miller School of Medicine, Florida Hospital Association and others. They oversee the Chief Executive Officer who manages five employees. Staff work remotely from different parts of the state encompassing west, central and south Florida. The scope of business, however, is statewide.

CHAIN works with a network of over 100 community providers, grassroots organizations, faith-based groups, policymakers, and individual health consumers to advocate for access to affordable, quality healthcare. We are the “go-to” health advocacy organization for the Florida media, quoted almost weekly on issues related to health care access in print, radio and health-focused media outlets.

Indicators

Indicators include:

Increased public awareness by media hits and coverage

Increased numbers of coalition members

Increased participation by community leaders and stakeholders in health access campaigns

Introduction and passage of health care access legislation

Progress

Recent Accomplishments

1. Together with the USF Navigator Consortium, and its partners, we implemented an effective ground operation that reached consumers in dire need of affordable, quality health coverage. Despite firm opposition from state government leaders, more than 1.6 million Floridians signed up for 2016 health insurance plans, topping Texas enrollment numbers.
2. This year (2016), the bill to expand Florida KidCare coverage to lawfully-residing immigrant children was approved through its inclusion in the Medicaid conforming bill (House Bill 5101). The measure is estimated to cover an additional 17,000 children and will draw down nearly 29 million dollars from the federal government to help cover their care.
3. Last fall, Florida CHAIN made comprehensive recommendations to policy makers to protect consumers from surprise medical bills. The Legislature passed a comprehensive bill that protects Florida's consumers from unfair surprise medical bills. This first-in-the-nation type of solution holds consumers harmless in any circumstance where they must go out-of-network through no choice of their own. Now, the insurance company and the physician will have to work out appropriate payments and the patient will pay only their standard 'in-network' cost sharing.
4. While we were able to pass legislation that will result in a more inclusive KidCare program, and one to protect Floridians from surprise medical bills, lawmakers continue to reject a Medicaid expansion legislation that would provide health care access to nearly 600,000 people. House Bill 629, filed by Representative Mia Jones (D-Jacksonville), would have raised the eligibility limit for our state Medicaid program up to 138 percent of the Federal Poverty Level and drawn down over 5.9 billion dollars in federal funds in 2016 alone. Instead, the bill was not heard. Despite going another session without closing the coverage gap, our campaign is growing strong as we focus on building local support in strategic locations such as Miami, Orlando and the Tampa Bay area.
5. Equally important was the enactment of legislation to increase transparency for Florida hospitals and empower patients to fight against hidden hospital fees and overpricing. It could turn out to be one of the nation's most robust health care price and quality transparency law and move Florida into the vanguard of health care pricing and quality measures.

Programs

Programs

Covering Florida

Description

1. Health Care Coverage Outreach and Enrollment. As part of the state's federally-funded Navigator consortium with the University of South Florida Covering Kids and Families, CHAIN is the central statewide coordinating organization for Marketplace enrollment activities. For the third year, Florida is number one in enrollment in the nation.

Class Code

Class Sub Code

Population Served

Budget

\$225,000.00

Long Term Success

Short Term Success

Program Success Monitored By

Examples of Program Success

Close the Gap

Description

2. Medicaid Expansion. Marking another year as the state's biggest champion for closing the coverage gap, Florida CHAIN advanced an aggressive campaign of policy analysis, coalition building, and legislative advocacy. Individuals who can't afford Marketplace plans but don't qualify for the state Medicaid program fall into the Florida "Coverage Gap." Florida CHAIN is at the forefront of the campaign to educate lawmakers, the media and key stakeholders in order to make the case for expansion. Our commitment to build the state's capacity to influence Medicaid policy decisions to draw down federal dollars to close the coverage gap is gaining more support.

Class Code

Class Sub Code

Population Served

Budget

\$235,000.00

Long Term Success

Short Term Success

Program Success Monitored By

Examples of Program Success

KidsWell Florida

Description

3. Children's Health. Florida CHAIN and the KidsWell Florida collaborative worked diligently on legislation to cover approximately 25,000 uninsured children by removing roadblocks such as the five-year waiting period for immigrant children who are lawfully residing in the state. The KidsWell collaborative was instrumental in persuading the Florida Department of Health to revise the eligibility rule for enrollment into the children's special needs health care plan, securing access to specialty services for more than 11,000 vulnerable children in 2016.

Class Code

Class Sub Code

Population Served

Budget \$300,000.00

Long Term Success

Short Term Success

Program Success Monitored By

Examples of Program Success

CEO Comments

As an organization whose primary purpose is to act as a consumer advocacy organization, Florida CHAIN routinely responds to external policy events that with our attention and direct involvement, improve access and quality of health care for all Floridians. Some efforts, like our health care expansion "campaign", require CHAIN's persistence and long term planning efforts to accomplish our goals. Grantors must take into consideration their investment of long term financial support, thus requiring CHAIN to maintain high standards for monitoring cash flow and budgeting precisely.

Our work is normally focused on research, education and advocacy efforts that include base building and working with hundreds of groups throughout Florida. We spend vast amounts of time building relationships for current and future advocacy efforts, as they arise. Grants that we are awarded assist CHAIN in serving the entire state of Florida and allow us to steward these partnerships. Therefore, CHAIN is a nimble efficient group capable of responding on short notice to almost any policy matter requiring attention.

Challenges are logistical in nature, usually. As CHAIN has a staff of approximately 5FTE-9FTE (dependent upon projects and work activity), we take pride in the value of each employee and their contribution to our team as a whole. Our weakest "link" can damage external optics. We are vigilant and our staff works very hard to support one another to circumvent those liabilities. We must be trusted to be a relevant resource in Florida. We strive to be a consistent source of information to the general public and decision making bodies. We make every effort to be the best.

We also continually monitor our unrestricted revenue to ensure we can maintain a high standard of internal controls and reporting to our board of directors and grantors. CHAIN has had a strong 15 year run largely dependent upon grants with very little focus on unrestricted traditional fundraising efforts. A challenge for 2017 will be to increase unrestricted revenue through a new membership program and the integration of a new "signature event" explicitly for fundraising purposes.

Governance

Board Chair

Board Chair	Christine Fisher
Company Affiliation	Creative Political Foundations
Term	June 2010 to June 2017

Board Members

Name	Affiliation	Status
Dr. Jeff Berman	Self employed pulmonologist	Voting
Elsie Crowell	EB Crowell and Associates	Voting
Christine Fisher	Creative Political Foundation	Voting
Julio Fuentes	Florida State Hispanic Chamber of Commerce	Voting
Santiago Leon	ACC Hall Brokers	Voting
Josephine Mercado	Hispanic Health Initiatives	Voting
Linda Merrell	Health and Human Service Consultant	Voting
Ray Myers	Effex Agency	Voting
David Pizzi	Florida Blue	Voting
LuMarie Polivka West	Retired	Voting
Darden Rice	St. Petersburg City Councilmember	Voting
Dr. Brent Schillinger	Physician	Voting
Twyla Sketchley	The Sketchley Law Firm	Voting
Kim Streit	Florida Hospital Association	Voting
Dr. Bernd Wollschlaeger	Aventura Family Health Center	Voting
Marci Yarbrough	Consumer Member	Voting

Board Demographics - Ethnicity

African American/Black	1
Asian American/Pacific Islander	0
Caucasian	14
Hispanic/Latino	1
Native American/American Indian	0
Other	0 0

Board Demographics - Gender

Male	7
Female	9
Not Specified	0

Governance

Board Term Lengths	2
Board Term Limits	0
Board Meeting Attendance	52%
Number of Full Board Meetings Annually	4
Written Board Selection Criteria?	No
Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	50%
Percentage Making In-Kind Contributions	6%

Standing Committees

Board Governance
Executive

Comments

The CHAIN board of directors oversees governance and provides vision and leadership to CHAIN operations. Florida's changing health care landscape keeps the board engaged and responsive. They understand their fiduciary role and maintain good controls on operations while keeping clear of daily operations.

Management

CEO/Executive Director

Executive Director	Mark Pafford
Term Start	Oct 2015
Email	mark@floridachain.org

Experience

Before coming to Florida CHAIN, Mark Pafford was the CEO of the Arthur R. Marshall Foundation for the Everglades. He also serves as the House Minority Leader for the Florida Legislature where he has held office for eight years. Mr. Pafford worked at The Lord's Place as their Business Development Coordinator and at the Area Agency on Aging of Palm Beach Treasure Coast as their Director of Planning and Policy.

Former CEOs

<u>Name</u>	<u>Term</u>
Leah Barber-Heinz	Nov 2013 - July 2015
Laura Goodhue	May 2008 - Sept 2013

Senior Staff

Lisa Grossman

Title	Operations and Finance Director
Experience/Biography	Lisa Grossman, MSW, was Florida CHAIN's first Executive Directors hired in 2004 and has served various roles within the organization since that time. Before coming to Florida CHAIN, Lisa was the Program Director for the Cooperative Feeding Program, one of Broward county's largest emergency food assistance programs.

Staff

Full Time Staff	5
Part Time Staff	1
Volunteers	0
Contractors	1
Retention Rate	100%

State Information

State Charitable Solicitations Permit?	Yes Dec 2016
State Registration	Exempt Dec 2017

Management Comments

CEO/Executive Director/Board Comments

CHAIN has continued to improve internal controls over the years. As a major player in health care advocacy in Florida, CHAIN relies heavily on grants to ensure policy makers are ware of consumer needs. That noted, a

major effort in 2017 will be to improve individual and major gifts.

Plans & Policies

Plans and Policies

Organization has a Fundraising Plan?	Under Development
Organization has a Strategic Plan?	Yes
Years Strategic Plan Considers	3
Date Strategic Plan Adopted	Jan 2014
Management Succession Plan?	Under Development
Organization Policy and Procedures	Yes
Nondiscrimination Policy	Yes
Directors and Officers Insurance Policy	Yes

Management Information

Whistleblower Policy	Yes
Document Destruction Policy	No
Management Reports To Board	Yes
CEO/Executive Director Formal Evaluation	Yes
CEO/Executive Director Formal Frequency	Annually
Senior Management Formal Evaluation	Yes
Senior Management Formal Evaluation Frequency	Annually

Financials

Fiscal year

Fiscal Year Start	Jan 01, 2016
Fiscal Year End	Dec 31, 2016
Projected Revenue	\$600,000.00
Projected Expenses	\$1,200,000.00
Endowment Value	\$0.00
Percentage	0%

Detailed Financials

Revenue and Expenses

Fiscal Year	2014	2013	2012
Total Revenue	\$1,833,201	\$780,778	\$423,014
Total Expenses	\$993,915	\$753,696	\$673,222

Revenue Sources

Fiscal Year	2014	2013	2012
Foundation and Corporation Contributions	\$0	\$0	\$0
Government Contributions	\$129,447	\$0	\$0
Federal	\$0	--	--
State	\$0	--	--
Local	\$0	--	--
Unspecified	\$129,447	\$0	\$0
Individual Contributions	\$1,703,604	\$780,570	\$423,014
Indirect Public Support	\$0	\$0	\$0
Earned Revenue	\$150	\$208	\$0
Investment Income, Net of Losses	\$0	\$0	\$0
Membership Dues	\$0	\$0	\$0
Special Events	\$0	\$0	\$0
Revenue In-Kind	\$0	\$0	\$0
Other	\$0	\$0	\$0

Expense Allocation

Fiscal Year	2014	2013	2012
Program Expense	\$993,915	\$753,696	\$673,222
Administration Expense	\$0	\$0	\$0
Fundraising Expense	\$0	\$0	\$0
Payments to Affiliates	\$0	--	--
Total Revenue/Total Expenses	1.84	1.04	0.63
Program Expense/Total Expenses	100%	100%	100%
Fundraising Expense/Contributed Revenue	0%	0%	0%

Assets and Liabilities

Fiscal Year	2014	2013	2012
Total Assets	\$1,687,313	\$825,876	\$786,392
Current Assets	\$1,687,313	\$824,927	\$784,719
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$52,581	\$30,430	\$18,028
Total Net Assets	\$1,634,732	\$795,446	\$768,364

Short Term Solvency

Fiscal Year	2014	2013	2012
Current Ratio: Current Assets/Current Liabilities	32.09	27.11	43.53

Long Term Solvency

Fiscal Year	2014	2013	2012
Long-Term Liabilities/Total Assets	0%	0%	0%

Top Funding Sources

Fiscal Year	2014	2013	2012
Top Funding Source & Dollar Amount	Foundations, Corporations and Individuals \$1,703,604	--	--
Second Highest Funding Source & Dollar Amount	Government \$129,447	--	--
Third Highest Funding Source & Dollar Amount	--	--	--

Capital Campaign

Currently in a Capital Campaign?	No
Goal	0

Comments

Organization Comments

Losses this past fiscal year were due to the carry over and satisfaction of our \$1 million in restricted gifts during 2014.

Disaster Plans

Disaster Plans

Organization is a member of Voluntary Organizations Active in Disaster (VOAD)?

No