

# FY 2013 – 2014 ANNUAL REPORT

## “1995 to 2015” Celebrating 20 Years of Service



**Center for Multicultural Wellness and Prevention, Inc.**

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## OUR MISSION AND PROGRAMS



*Message from Our  
President/CEO*

Dear Friends;

Fiscal year 2013 – 2014 was a year of excitement and challenges. The excitement was seen at our 2<sup>nd</sup> “Evening of Hope” Gala, which took place on March 29, 2014 at the Rosen Plaza Hotel. More than 300 people came out in support of this event and funds raised exceeded our expectations. The challenges we faced during the year was the loss of one key program, Heart & Soul. Nevertheless, we showed resilience by gaining several new grants and were able to keep our staff working.

Our staff continues to show determination and faith in our mission, by reaching and exceeding our goals in each program. We were able to service more than **5,000** clients during the year, due to our Targeted Outreach Initiatives, Group Sessions, Linkage & Referral and Case Management. Hundreds of lives were saved, homelessness prevented, social and medical needs met due to the hard work of the staff.

Thanks to everyone for your support during the year and we look forward to next year when we will be celebrating 20 years of providing services to the Central Florida communities.

Respectfully,

*Marie Jose Francois*

We have been able to accomplish our mission through an integrated team approach, whereby staff, board members and volunteers were committed to serving and providing the highest level of service to each and every individual who walked through our door.

During fiscal year 2013-2014, we have been able to serve 5,676 new clients, of which 54% were African American, 18 % were Hispanics, 4% were of Caribbean descent and 24% were White. 750 individuals received free health screenings during the 12<sup>th</sup> Annual Caribbean Health Summit.

### **HOPWA (Housing Opportunities for People with AIDS)**

Through our experienced case management system, 1688 clients accessed our HOPWA services during fiscal year 2013 – 2014. Of that total, 88 HOPWA clients were placed in Facility-based housing, 62 clients had permanent housing placement (deposits), 92 clients were placed in Tenant-based housing and 702 clients received STRUM services (Short term Rent Mortgage and Utility). Level funding of \$1,063,067 was received for the next two years from the City of Orlando through a competitive Request For Proposal process. We will continue to serve these clients through our offices located in Lake, Osceola and Orange counties.

### **MAI/ARTAS (Antiretroviral Treatment Access Services) Program Services**

The team of Care Coordinators, Non-Medical Case Managers, Peer mentors and HOPWA Case Managers worked to help identify HIV infected individuals and link them back to care. As of September, 2014, the team of Care Coordinators had enrolled and linked 120 HIV infected minorities in the MAI-ARTAS program.

### **RYAN WHITE – ORAL Health Services**

During the fiscal year, the Oral Health Coordination Team linked 1,174 unduplicated clients to oral health services totaling \$2,589,301.79. At the beginning of the Ryan White fiscal year of March 1, 2013 to February 28, 2014, the Oral Health department had only two active full-time staff. By August 2013, two additional staff was added to manage the increase work load. The staff exceeded all expectations and an additional \$1,200,000 was spent in a short window of three months. Additionally, we were able to reach the following demographics: 67% Males, 32% females and 1% Transgender. We also serviced 55% White, 41% African American, and 4% other. 31% were Hispanic and 69% Non-Hispanic.

### **Psychosocial/PEER Support**

175 unduplicated clients were served during the fiscal year, which equated to 2,863 units of service rendered during the same time period. Of the 175 clients, 110 were males and 65 females. The highest percentage was represented by African American with 65%, followed by 29% Whites and the others 6%. 14% were of Hispanic ethnicity and the rest 86% was Non-Hispanic ethnicity. The primary duty of the PEERs is to educate consumers that they may be an active participant in their treatment planning. PEERs provide individual as well as group educational sessions. In addition to education, PEERs also work closely with consumers to promote compliance with the treatment plan established in conjunction with the Non-medical Case Managers.

### **Non-Medical Case Management**

434 unduplicated clients were served during the fiscal year, which equated to 8,443 units of service rendered during the same time period. Of the 434 clients, 285 were males and 149 females. The highest percentage was represented by African American with 52%, followed by 39% Whites and the others 9%. 20% were of Hispanic ethnicity.

### **Heart & Soul Program**

Over the contract period, July 2013 thru June 2014 and based on demographic data collected, CMWP provided services to 1,012 African Americans (723 females and 289 males), 972 Hispanic/Latino (607 females and 365 males), 101 Caribbean American: Haitian, Jamaican (51 females and 50 males) and 2 American Indian.

The Primary language of 48% of those seen was English, followed by 46% Spanish and 5% Creole/French.

### **Mayor Matching Grant – CATCH (Coordinated Approach To Child Health)**

The Project was very successful reaching and enrolling 65 youths and 35 adults during the calendar year 2013 - 2014. In addition, the following milestones and accomplishments were made during the grant term including the following: Parents reported that youth participants are showing interest in eating at the table instead of their rooms; parent reported that youth participants chose drinking water over soda more frequently; youth increased knowledge of different fruits and vegetables, youth participants stated that they exercised on the weekend in addition to the Wednesday physical activities at the Center and youth reported tracking physical activities with pedometers.

## WORK THAT IMPACTS OUR COMMUNITY

**The following consumer impact summary was submitted by PEER Violet Scott:** Client is a 54 year old African American female, single with 3 adult children. Peer was introduced to client by another consumer who receives services from CMWP. Client was diagnosed with HIV in 2011. The client took her diagnosis extremely hard being that she was married at the time and was only sexually active with her husband. The client currently is adjusting to being positive. Client's relationship has since ended with her husband. She has picked herself up and currently adhering to her case plan set by her NMCM. She is still overcoming the many emotional and physical challenges. She is being adherent her doctor appointments, attending all support groups, and recently has transitioned from living with her daughter, to living in her own place. I am grateful to be her peer. I hope she can continue to live a happy and healthy life.

**The following consumer impact summary was submitted by PEER Frederick Lewis:** This summary is about a client who the Psycho-social Support worker (Peer) at C.M.W.P has been in contact with for the last 7 months. This Peer has watched this client grow from being in transitional housing to becoming an independent citizen of society. This has been a really difficult and long process since the client has been living on their own on the streets since they were in their twenties.

The consumer has recently had to deal with the death of their mother. This Peer was there to encourage and uplift the consumer in spirit and to ensure the consumer that their mother would be very proud of their accomplishments. The consumer is now living independently in his own apartment and working a full time job. The Peer also helped the consumer to furnish the apartment with a bed, refrigerator, entertainment center, and some other small items needed. These all came from donations that the Peer advocated for the consumer and the Peer also has been working with the consumer on a budgeting plan to ensure the consumer can remain independent and self sufficient. This consumer for the first time has a plan to open a bank account so they can have their pay check directly deposited into the account and pay their bills through the debit card from the bank. The consumer is showing improvements with their budgeting skills and stated that he is really feeling better about himself. Peer will continue with Peer services with this consumer to ensure his continued success. The consumer is doing very well with Adherence to his medical treatment and non-medical case management care plan. Consumer's viral load is undetectable and his CD4's are approximately 700. Client is now working out a plan to pick up meds and set appointments around his work schedule.

**The following consumer impact summary was submitted by NMCM Clunie Williams:** This summary is about a Spanish female working for Walt Disney World and having some major issues with her insurance. She has to get 3 months worth of medications at a time (mail order) with a co-pay of \$600.00. Consumer was taking the \$612.00 that she paid for her rent to pay for her co-pay. After the first three months, she was unable to get more medication. C.M. called the insurance company and after talking and explaining her situation to more than 5 people consumer received authorization to use a local pharmacy to help with a special co-pay card that brought her co-pay to \$200/ month. NMCM then linked consumer with the pharmaceutical and aided her with the necessary application to receive a co-pay card directly from the pharmaceutical company for a \$200.00 discount. With the co-pay card at the special pharmacy, consumer's ended up with a \$0/co-pay. Consumer was also referred to HOPWA for rental assistance as she was now in the rears from having to use her rent money to pay for medication co-pays. Consumer was very happy with the resources and assistance provided by NMCM.

**The following consumer impact summary was submitted by HOPWA Case Manager Emily Arroyo:** This summary is about a 62 year old African American male and a 49 year old African American female who are both HIV positive. Both clients were homeless and living on the streets for many years. They were also heavy drugs users. They were placed in one of our Facility-Based Housing facility, X-tending Hands, for about a year and a half. While in the Facility-Based Housing, both went through the STEP (Specialized Treatment, Education and Prevention Services) and group sessions at CMWP. Both clients met while going through the different programs at CMWP. A courtship began and both were married after six months. After leaving the Facility-Based program, both clients were then placed in the Shelter-Plus Care program for five years. Both husband and wife completed the Shelter-Plus Care program and are now living in their own apartment. Both husband and wife has been drug free for more than five years, both are working part-time and their Social Security Disability benefits have been approved. Both clients are very grateful that they have been able to put the past behind them and move on with their lives in a positive manner. They thank Emily for getting them both off the streets, becoming drug-free, being employed and living a healthy and productive life.

**The following consumer impact summary was submitted by NMCM Patrick Lindsay:** This particular client has been receiving services from us since 2009. She is of Jamaican descent and recently came in to recertify her Ryan White eligibility for Non-Medical Case management. She expressed her gratitude to both myself, Emile and Emily and said that we have been life savers to her. Back in 2009 when she was first diagnosed she was at a transitional housing facility and her mental health was deteriorating as well as her physical. Client was very thin and wasting. We don't have record of her T Cell count and Viral load but they were very low and high respectively. Although this client has always and remains a person who believes that alternative medicines work because of her culture she has been constantly encouraged to take prescribed HIV medications and today is living with an undetectable viral load and her T cells are continually rising from 869 10/10/2013 to 979 02/26/2014. Client has gained weight and now is talking about dieting. She is married and is hoping to start her own business one day; she is very concerned about her people in Jamaica and would like to one day provide education there.

## WORK THAT IMPACTS OUR COMMUNITY

(Comments from clients in their own words)

I consider myself to be very discipline; I really enjoy exercise: running, aerobic, boot camp style workout(s) and strength training.

I have always exercised at least 3 times a week for years. I have been very diligent in maintaining my weight of 5'6 and 160 pounds. By traditional height weight charts and BMI standards I am considered overweight however I am able to comfortably wear size 6 and/or size 8. Also, when my I have my check-up (physical, Women's Wellness, mammogram, etc.) my screens always come back with good number.

Even in my diligence of working out three time per week, drinking water throughout the day, and eating relatively healthy I always struggled with carrying extra weight on my oblique's ( I would call them my sweet spots) because I love sweets(cookies, rice Krispy treats, cake, pies, etc.). During the fall of 2013 I started attend the Heart and Soul class under the direction of Mrs. Angela Allen at the Callahan Center. Angela would always share comments like "abs are made in the kitchen"; she always encourages us to stay hydrated. Be conscious of sugar, fat and salt intake. She has provided examples of healthy eating: veggie/fruit juice (smoothie) made with coconut water or health bars and bottled water.

Also, there are always an articles, magazine or recipes, on healthy eating or information health screening to know your health status. I really enjoy aerobic exercise; Angela always provides various workout routines using steps, band, kettle bells, hand weights, etc... Angela brought weighted hula hoops to class. As I child I never attempted to learn how to hula hoop. Angela always encouraged me to keep trying with the hula hoops even though I thought I was a hopeless case 😊!

I kept trying until I got the hula hoop to stay up in my waist area and not on the floor. Once I got the hang of hula hooping, I wanted to complete this exercise every time I got a chance to do so. The results of my hula hooping are having lost inches off my oblique's (I honestly believed that plastic surgery was the only way to remove this unwanted weight). Also, I eliminated anything with sugar from diet after 6pm every day!

The weight has stayed off my obliques and I am very happy with my results. I want to maintain this weight loss and I am working to slowly decrease more of the sugar in my diet. This is just my opinion but the lack of sugar intake in my diet allows my body to efficiently burn energy I appreciate Mrs. Allen's (Angela's) willingness to encourage the participants of this class.

This is a class that is beneficial to everyone that is willing to commit the time, energy and effort to live healthier!

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My name is Pam and I would like to say that since I have been diagnosed on March 30<sup>th</sup>, 2012, CMWP and everyone there has been nothing but good to me. Since I have been diagnosed I have really learned who my friends were. Nearly everyone I knew has turned on me. Family and friends, but everyone at CMWP has taught me that I don't need ignorant people in my life. I've gone through many emotions since and I am still going through it. Still to this day CMWP is who I can turn to. CMWP kept me strong and made me feel like I belong somewhere. They have made me feel that I am not labeled. That I do still have a purpose in life. Everyone is always so welcoming and never treat me like I'm sick. If I ever know anyone that is newly diagnosed and scared, I will bring them to CMWP, because I know that they will make them feel good again.

Special thank you goes to Patrick Lindsay. He is awesome and has a beautiful heart. As well as Violet. Violet always knows when I'm feeling down.

Thank you CMWP, I love you all.

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I and my partner would like to let you know that your staff at CMWP deserves the highest of commendations. They have helped us extensively with a smile on their faces. Their help has given us inspiration to achieve our goals. Our interactions with Emily Arroyo, Jomaris E. Ortiz and Violet L. Scott has left us beaming with pride and I would recommend anyone who has a genuine need for helping hand that you provide. Kudos to those I have met, and the others that we didn't meet personally. I am sure they also are of the highest caliber.

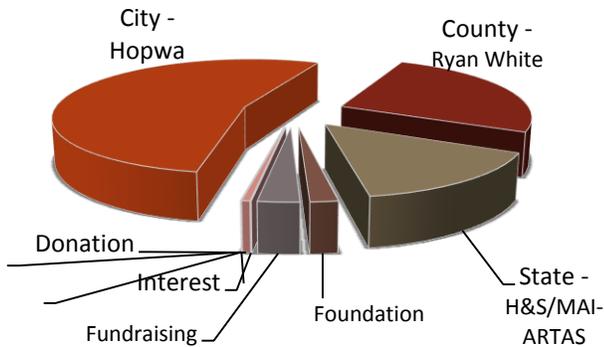
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A few months ago, I was having difficulty all of a sudden getting my meds for HIV. I was having to pay over \$900 a month to get my meds and I had to stop for the first time in three years, because I did not have enough money. I knew I had to go back to Orange County Health Department to find a Case Manager, but before I did anything my phone ran and it was Emile Mathieu and he said "I am your Case Manager and I need to see you for your ADAP eligibility".

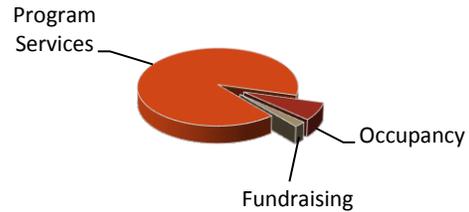
I was off my meds for 1 month, but he was able to get me right back into the system and back on my meds right away. I am now undetectable and my viral load is the lowest it has ever been.

## FINANCIAL STEWARDSHIP

### Income 2013-2014



### Expenses 2013-2014



#### 2013-2014 Income

City of Orlando – HOPWA	\$1,070,923	54%
Orange County – Ryan White	\$ 507,238	26%
State of Florida – H&S/MAI ARTAS	\$ 302,980	15%
Fundraising	\$ 56,916	3%
Foundation	\$ 38,113	2%
Donations	\$ 11,171	1%
Interest	\$ 180	0%
<b>TOTAL</b>	<b>\$1,987,520</b>	<b>100%</b>

#### 2013-2014 Expenses

Program Services	\$1,622,856	90%
Occupancy Expenses	\$ 132,559	7%
Fundraising Expenses	\$ 39,583	2%
<b>TOTAL</b>	<b>\$1,794,999</b>	<b>100%</b>

### Fiscal Responsibility and Leadership

Recognizing that 95% of our funding came from government sources, the Board agreed that more effort was needed to increase the non-restricted funds inflow into the organization. An aggressive fund raising drive was developed and the 2<sup>nd</sup> “Evening of Hope” Gala took place on March 29, 2014 at the Rosen Plaza Hotel. This event was successfully launched and from the income raised, there is great potential for additional funds to be raised from this event in the future. Additionally, the 2<sup>nd</sup> Annual “Finding Dora Drawdy” Fundraiser, focusing on Breast Cancer awareness in Lake County, also took place on April 12, 2014 in Mount Dora, Florida. This event was in its second year and we saw much improvement in the number of attendees and the exposure received. The Major of Mount Dora and several Councilmen also attended this year’s event. These are just a few ideas from the Fund Development Plan that was launched during this fiscal year. Several other smaller fund raising ideas “Party for a Purpose” were implemented and many more will be examined during the coming year. One of our key goals for the future is to develop a fully functional Fund Development department that will stand on its own, while providing the organization with the needed unrestricted funds to meet the needs of our community. This goal is one of our key Strategic goals for the coming year and everyone is geared up to make sure that all objectives are met.

CMWP Board of directors and several key staff participated in an all day strategic planning session on September 20, 2014 at the CMWP office located on Rio Grande Avenue, Orlando. The retreat was facilitated by Tom Marin, President of MarketCues and Tom Horvarth, senior advisors at MarketCues. During the strategic planning session, the Board and staff presented issues of interest relative to CMWP’s long-term growth and plans were developed to address them.

The outcome of the one day retreat was that CMWP staff (Program Directors) and Board members provided relevant information that led to the development of a Strategy Map that defined the organization’s purpose, promise, personality and platform on which the mission of the organization would be communicated to the target audiences. Additionally, five key strategic themes were formulated and plans developed to reach them over the next twelve to twenty four months. The rest of the staff had a chance to review the results of the Strategic Retreat during the final staff meeting, which was held on October 31, 2014. The staff had a chance to review, provide input and commitment to the Strategy Map and the five key Strategic Themes that were developed. Staff and Board members were assigned to different team and results will be monitored throughout the year by MarketCues management.

## OUR SUPPORT TEAM

### 2013 – 2014 CMWP Board of Directors

#### Officers

**Andria Martin**, Chairperson  
**Natasha Dial**, Vice-Chair  
**Jill Slaff**, Treasurer  
**Phillip Miller**, Secretary

#### Directors

Francine Samedy  
Deleso Alford, Esq.  
Dr. Yansmith Ambrose

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### 2013 – 2014 CMWP Management and Program Staff

Dr. Marie Jose Francois, *President/CEO*  
Keith Gooden, *Development/Marketing Director*  
Jean Garcon, *HOPWA Housing Director*  
Laud Jean-Jacques, *Ryan White Oral Health Coordination Director*  
Karen Wint, *Non-Medical Case Management/PEER Director*  
James Keller, *MAI/ARTAS Program Coordinator*  
Evette Velez, *Office Manager*  
Raj Bergalowski, *Bookkeeper*  
Myrleine Paul, *Receptionist*

#### HOPWA Staff

Keith Gooden  
Emily Arroyo  
Maria Velez  
Maria Garcia-Rolon  
Angela Allen  
Beatrice Innocent  
Dutchie Morris  
Marie Rich

#### Ryan White Dental Program Staff

Blanca Borrero  
Jomaris Sotomayor  
Hans Felix

#### MAI/ARTAS Program Staff

Marie Harley  
Gabriel Osirus  
Eddie Williams

#### PEER Support Staff

Violet Scott  
Freddy Lewis

#### Non-Medical Case Managers

Patrick Lindsay  
Clunie Williams  
Emile Mathieu

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### Our Funding & Community Partners

**Government Program Grantors** » City of Orlando, Orange County, Florida Department of Health-Orange County, State of Florida; Department of Health, American Cancer Society, Florida Blue (Health Council of East Central Florida).

**Annual Caribbean Health Summit** » Florida Hospital, Florida Department of Health/Bureau of Communicable Diseases: HIV/AIDS & Hepatitis Section, Florida Department of Agriculture and Consumer Services/Fresh From Florida, Central Florida Family Health, Anthony Smith, P.A., Gospel Now Magazine, Orange Blossom Family Health Center, Haitian Consulate of Orlando, Humana Market Point, The Assistant Fund, Wellcare Health Plans, PCAN, Western and Southern Life, Antonio Lemus C.P.A., P.A., Florida Blue, Care Plus Health Plans, Unitransfer USA, Inc., Café Kreyol, FYZICAL Therapy and Balance Centers, City of Orlando-Office of Consumer Affairs & Human Relations, Amerigroup, VITAS Hospice Services, Novo Nordisk, Geraldine F. Thompson-Florida State Senator, District 19, Daisy W. Lynum-Commissioner Emeritus, City of Orlando, Dr. Angela Adams, STAR 94.5, Monica May, Caribbean American Passport Magazine, Greater Haitian American Chamber of Commerce of Orlando, UCF School of Medicine, UCF School of Nursing, Haitian American Nurses Association, Miami Dade College Medical Center, Central Florida Black Nurses Association, Florida Department of Health in Orange County.

**Evening of Hope Gala** » Rosen Plaza Hotel, Anthony Smith, P.A., Gospel Now Magazine, Modernique Events, World Music DJ Services, Haitian Consulate of Orlando, Creating Beauty Chair Covers and Accessory Rentals, Keith Theriot, Patrick Noze, Monica May, Florida Cancer Specialists, Avalon Dental, Randall W. Sipp, D.M.D., P.A., Orange Avenue Dentistry, Mills Park Dental, Orlando Dental Associates, P.A., James Ho, D.M.D., P.A., BB&T, City of Orlando, Mikael Quarter Photography, Emile Mathieu Photography, Greater Haitian American Chamber of Commerce of Orlando, Remodeling Central Florida, LLC, The Carousel Emporium, P. Baron Consulting, Top Notch Embroidery and Law Office of J. Bernard Chery, P.A.

**Finding Dora Drawdy** » Lakeside Inn, City of Mt. Dora, Mt. Dora Area Chamber of Commerce, Rich Hippie (Fun & Cool Fashion), The Secret Garden, Amy Sellers Art Gallery, Maggie's Attic, The Gatehouse, WOW Factory, Designers Exchange, Windsor Rose Tea Room, Treasures & Stuff, Vincent's Clothes, Uncle Al's Time Capsule, The Lake Gazette, Henn House Printing, Haley's Comet Clothing, Eva Creations, Florida Hospital Waterman, Advid Online, Southern Safety Services, Inc., FOCUS Magazine, Harris Air Conditioning Inc., and Shout Entertainment.