

FAMILIES FIRST HEALTH AND SUPPORT CENTER

Campaign for a Healthy Future



OVERVIEW

The First and Only



Families First has been recognized statewide: We won the first Smith Award for Excellence in Service to Families, given by the NH Children's Trust Fund, in 1998, and were a finalist for the Corporate Fund's Dunfey Award for Excellence in Management in 2002.

Families First Health and Support Center is the Seacoast's only community health center and the premier family support center in New Hampshire. Throughout the state, we are considered a model for integration of services and commitment to innovation. To ensure the permanent availability of programs that safeguard community health in the Seacoast, we are now embarking on a campaign to build our endowment.

A LEADER IN PILOTING MEDICAL CARE AND FAMILY PROGRAMS, FAMILIES FIRST IS:

- **New Hampshire's most comprehensive community health center.**

Only Families First integrates medical care for all ages and a complete family support program under one roof.

- **One of only three centers in New Hampshire to integrate dental and general medical care.**

This is becoming a widely touted model for a low-income population with multiple needs.

- **One of only two federally funded Health Care for the Homeless programs in the state.**

We are one of only 154 in the entire United States.

1984 | Portsmouth Prenatal Clinic opens, serving teens and low-income women

1988 | Parent education and individualized family support programs start

1995 | Name changes to "Families First"

SERVICES

Integrated Care



PEOPLE WHO LACK FINANCIAL RESOURCES AND A STRONG SUPPORT SYSTEM OFTEN HAVE MULTIPLE NEEDS. TO REDUCE BARRIERS TO ACCESSING CARE — SUCH AS TRANSPORTATION, COST, AND THE NEED TO MANAGE RELATIONSHIPS WITH MULTIPLE PROVIDERS — FAMILIES FIRST OFFERS ALL THESE SERVICES UNDER ONE ROOF:

- General Medical Care
- Prenatal Care
- Dental Care
- Breast and Cervical Cancer Screenings
- Developmental Screenings for Children
- Substance Abuse and Mental Health Counseling
- Nutrition Education and Counseling
- Parenting Classes and Support Groups with Free Child Care
- Group and Individual Education in Managing Chronic Illnesses
- Assessment of Needs and Referrals to Services
- Help Obtaining Medicaid Coverage and Prescription Medications
- Child Care, Transportation and Translation for Medical Appointments
- Free Clothing and Other Donated Items

IN ADDITION TO OUR ON-SITE SERVICES, FAMILIES FIRST IS OUT IN THE COMMUNITY, PROVIDING:

- Health Care Services to the Homeless
- Dental Screenings and Cleanings in the Portsmouth Schools
- One-on-One Support for Families

1997 | Family practice opens, providing general medical care for men, women and children

2002 | Health Care for the Homeless program begins

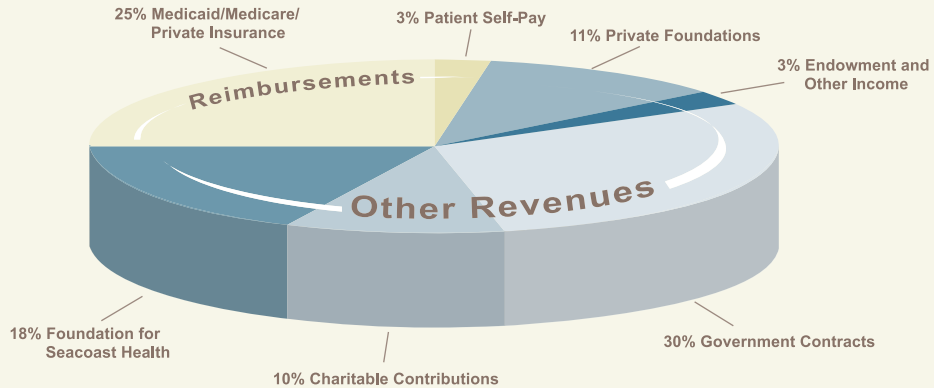
2003 | Dental Center opens

FINANCES

Diverse Funding Success

In fiscal year 2002-2003, Families First Health and Support Center provided medical care and family support to more than 4,000 people, at a cost of \$2.2 million. With only about one-quarter of these costs reimbursed directly, Families First must rely on endowment income, private charitable contributions, foundation support and government contracts to pay for 72 percent of the services we provide.

FAMILIES FIRST REVENUES
FISCAL YEAR 2002-2003
\$2.2 MILLION



Since 1998, new programs and a growing number of clients have doubled Families First's operating budget. During this period, successful fundraising and skillful management, including prudent use of our current endowment income, ensured that the agency never ran a deficit.

Families First's current three-year business plan calls for further diversifying our funding sources and outlines several methods for doing so, including increasing our endowment.

We will begin by adding \$1.45 million in charitable gifts to our endowment, raising it to \$2 million, in 2004.

CLIENTS

A Growing Need

Families First Health and Support Center served 4,084 individuals last year. That's up 33 percent over the past the two years! We expect an even larger increase this next year due to the addition of new programs responding to community needs and the growing number of uninsured Seacoast residents.

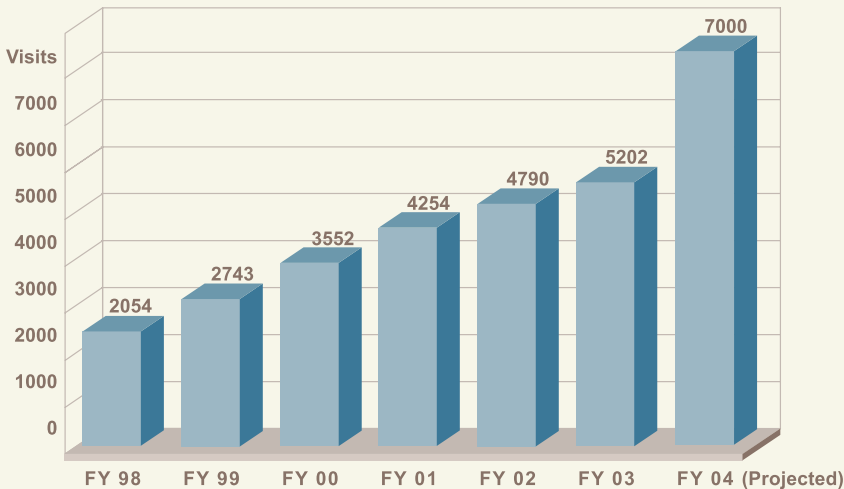
The great majority of Families First clients have low incomes, lack private medical insurance, and

often face homelessness, single-parenthood or depression.

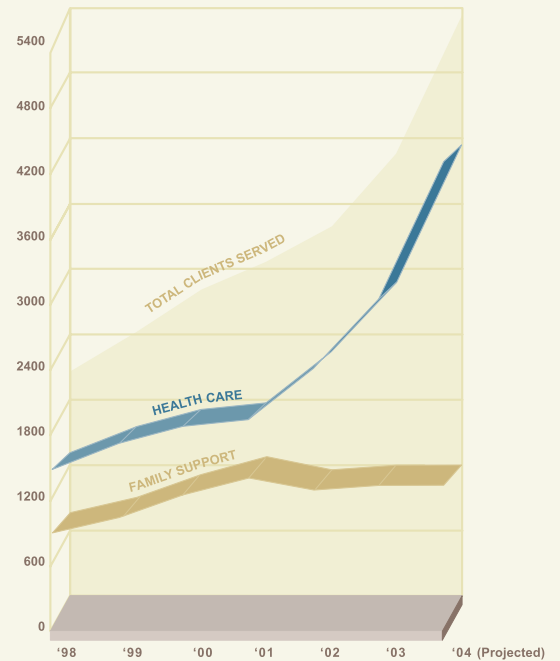
Almost two-thirds fall into the federal government's "low or very-low income" category, which means a family of three has an income of no more than \$30,150. Many of our uninsured clients are employed: Almost three-quarters of uninsured families in New Hampshire have at least one member working full-time.

VISITS FROM UNINSURED CLIENTS INCREASE

From 1998 to 2004, the number of visits from uninsured clients will more than triple, from 2,054 to 7,000



HEALTH CARE CLIENTS DRIVE GROWTH



IMPACT

Prevention Strengthens Our Community

At Families First Health and Support Center, today's investment in accessible, high-quality, preventive services brings financial and wellness benefits that extend throughout the community.

Here are just a few examples of the impact of Families First services:

GENERAL MEDICAL CARE

It costs \$50 to provide a "sick visit" at Families First to treat an earache — compared with \$300 for an emergency-room visit.

Low-income, uninsured clients often have difficulty paying hospital bills, and the community bears the cost of inappropriate use of the ER and avoidable hospitalizations through higher insurance premiums, taxes and hospital bills.



FAMILY SUPPORT

It can cost New Hampshire taxpayers \$30,000 or more per year when an abused or neglected child ends up in foster or institutional care.

Parenting classes, support groups and one-on-one family support programs like those offered at Families First have been shown to reduce the likelihood of child abuse and neglect.

COMPREHENSIVE PRENATAL CARE

For every \$1 invested in prenatal care, studies show that \$4 to \$5 can be saved in costs of caring for newborns and their mothers, long-term medical expenses, and special-education costs.

Families First increases patients' chances of delivering a normal-weight baby by providing obstetrical care, substance abuse and smoking cessation counseling, home visiting services, childbirth and pregnancy education, and case management.

TODAY'S INVESTMENT IN ACCESSIBLE, HIGH-QUALITY,
PREVENTIVE SERVICES BRINGS FINANCIAL AND WELLNESS
BENEFITS THAT EXTEND THROUGHOUT THE COMMUNITY.

ENDOWMENT CAMPAIGN

Your Role in Building a Healthy Community

FAMILIES FIRST'S ABILITY TO SERVE THIS COMMUNITY INTO THE NEXT DECADE AND BEYOND DEPENDS ON YOU.

Families First Health and Support Center's endowment provides a secure financial base and a steady stream of income. This allows the agency to:

- Secure existing programs in an uncertain funding environment;
- Cover up-front costs to launch important new programs;
- Assure the long-term viability of the agency.

In today's economic times, many Families First clients are faced with even greater challenges to their health and well-being. This affects us all.

Families First's ability to serve this community into the next decade and beyond depends upon your willingness to invest in the community's health.

As Families First's client numbers grow and funding sources are reduced, we are challenged to ensure that adequate resources are *permanently* available to meet our clients' health care needs.

That's why we are beginning an effort to build our endowment, with an initial goal of adding \$1.45 million in 2004. Your gift to this campaign will give back to the community in perpetuity.



"FAMILIES FIRST IS WHAT LOW-INCOME OR NO-INCOME PEOPLE NEED." ... "I LOVE THAT FAMILIES FIRST OFFERS A PLACE FOR FAMILIES TO GET SUPPORT AND HELP AROUND PARENTING ISSUES, HEALTH ISSUES, DEVELOPMENTAL ISSUES AND MORE."

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