



Families First

support for families...health care for all

2008 – 2009 ANNUAL REPORT

OUR MISSION

Families First Health and Support Center contributes to the health and well-being of the Seacoast community by providing a broad range of health and family services to all, regardless of ability to pay.

OUR VISION

We envision a strong community that provides fully for the health and well-being of all its members.

OUR GUIDING PRINCIPLES

Families First will:

- Offer a broad array of health and family services to meet evolving community needs
- Meet a standard of excellence in all services
- Ensure that no one is turned away due to inability to pay
- Treat clients respectfully and with concern for their dignity
- Integrate services wherever possible
- Partner with other organizations to help realize our vision



REVENUES & EXPENDITURES

July 1, 2008, through June 30, 2009 (audited)

REVENUES

Fees for Service (37%)

Medicaid / Medicare / Insurance	\$1,357,999
Patient Fees	\$193,445
Subtotal:	\$1,551,444

Government (24%)

NH Dept. of Health & Human Services	\$636,434
U.S. Health Resources Services Administration	\$296,324
Municipal governments*	\$43,645
Rockingham County Incentive Funds	\$30,283
Community Development Block Grants (Portsmouth)	\$10,000
Subtotal:	\$1,016,686

Grants (15%)

Subtotal: \$658,081

Contributions/Fundraising (24%)

Monetary Donations	\$875,295
In-Kind Services	\$122,686
Subtotal:	\$997,981

Miscellaneous Income (<1%)

Subtotal: \$18,574

TOTAL OPERATING REVENUES

\$4,242,766

Investment Income (Net)

\$(185,162)

TOTAL REVENUES

\$4,057,604

*Portsmouth, Hampton, Seabrook, Greenland, Stratham, Exeter, North Hampton, Rye, Hampton Falls

EXPENDITURES

Programs (86%)

Salaries/Contract Services	\$2,768,431
Program Supplies	\$184,376
In-Kind Services	\$122,686
Rent/Telephone	\$109,632
Office/Miscellaneous	\$74,373
Computer Operations	\$66,665
Travel/Conferences	\$51,432
Insurance	\$40,055
Depreciation	\$33,315
Accounting/Legal	\$21,520
Marketing	\$11,664
Dues/Membership	\$8,284
Subtotal:	\$3,492,433

Management & Administration (13%)

Subtotal: \$541,897

Fundraising (0.6%)

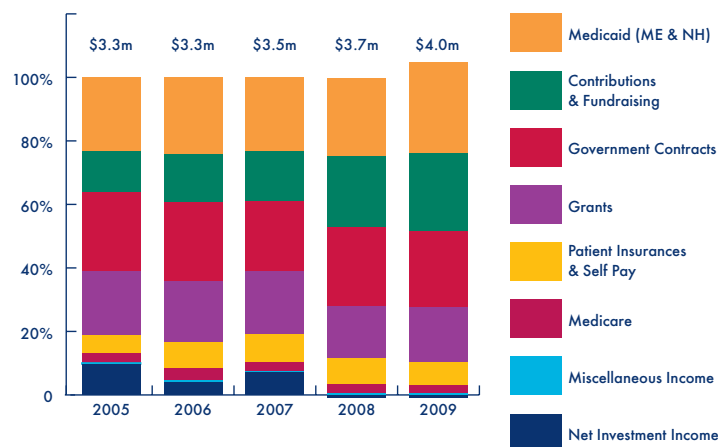
Subtotal: \$22,739

TOTAL EXPENDITURES

\$4,057,069

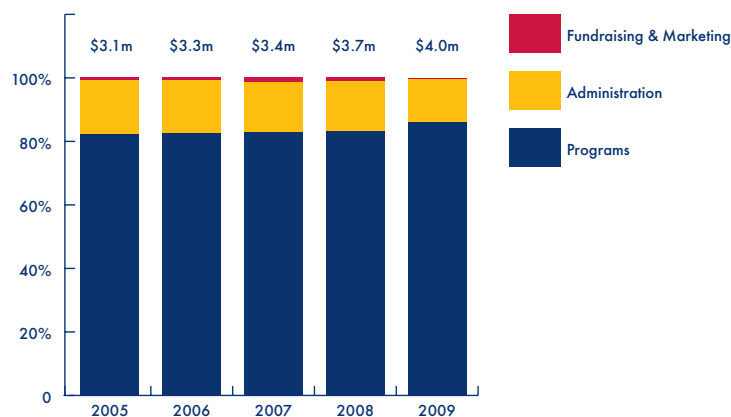
Revenues, 2005-2009

Revenue growth of 21% over the past five years came mainly through contributions and fundraising, which almost doubled. Medicaid revenues also increased. These two categories now make up 53% of Families First's budget, up from 36% five years ago.



Expenses, 2005-2009

Over the past five years, Families First has increased the percentage of expenditures devoted to services. Last year, we devoted 86% of our budget to services, well above the nonprofit industry benchmark of 80%.*



*Industry benchmark data is from the Risk Management Association Annual Statement Studies Financial Ratio Benchmarks. Families First financial data for both graphs prepared by John Freear.

LEADERSHIP REPORT

As leaders of a nonprofit agency that relies greatly on outside support and exists primarily to serve the most vulnerable members of our community, we are often asked how we are managing to sustain ourselves in this difficult economy. We are pleased to be able to say that Families First is financially sustainable, in that we have the financial resources in hand to move forward on our current budget plans, and we are busy laying the groundwork for our future financial needs.

Our viability is due in large part to our very diversified revenue streams, *shown in the graph on page 2*. But the economy has had an impact on almost all of these revenue streams. Because we have experienced cuts from some of our past institutional and individual donors, we must continue to expand our base within both groups. Of course, our donors of all sizes have suffered declines in their investment portfolios – as have we.

Our endowment portfolio performed above benchmark indices and most of its peer groups, but still lost money last year. This year, however, we have been experiencing double-digit gains both in the stock market and in our portfolio. (See *graph at right*.) With the stock market cooperating and the economy recovering, we can be cautiously optimistic.

Beyond managing our endowment, we have been entrepreneurial in many ways, including applying for virtually every possible foundation and government funding opportunity. Over the past few years, we have ramped up our efforts to increase individual gifts. Our talented and energetic Development Committee, chaired by Donna Ryan and Kathleen MacLeod, has become so successful that last year almost one-quarter of Families First’s operating expenses were covered through gifts from businesses and individuals. This represents a large increase from previous years and a testament to the committee’s efforts and the generosity of our community.

We have also been in discussions with our largest institutional funders. The two of us recently met with Anne Jamieson, new CEO of Portsmouth Regional Hospital, and were reassured to learn of her commitment to the community and to the hospital’s continued support of Families First. Exeter Hospital recently donated a medical van to our Health Care for the Homeless program, and has also made several generous monetary gifts. The Foundation for Seacoast Health, too, has been a longtime partner, and we continue to share the goal of delivering quality health care to those in need in the Seacoast.

During the summer of 2008, our Finance and Investment Committee began working on a contingency plan for the agency. As the global financial collapse took place around us last fall, we developed our own versions of “stress tests,”



modeled after those designed for the nation’s largest financial institutions. Parts of the contingency plan have already been implemented: postponing staffing increases that were planned to meet increased needs for home visiting, dental care and other services; curtailing trainings and conferences; leaving staff vacancies unfilled; freezing salaries; and reducing staff benefits. These sacrifices were made in an effort to preserve

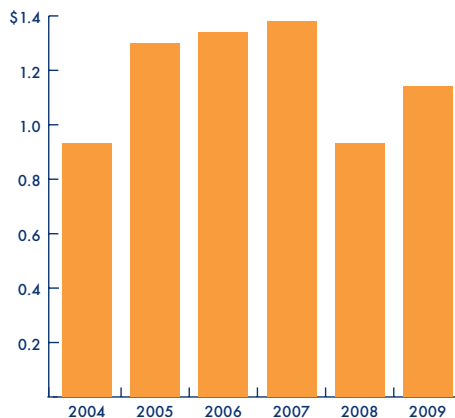
our capacity to offer services regardless of ability to pay. Staff are doing more with less — demonstrating their commitment to our mission but also raising concerns about stress and burnout.

Sustaining our programs is more important than ever, given the increased demand for services. Comparing the first six months of 2009 with the same period the prior year, we saw a 30% increase in the number of Health Center visits by uninsured patients. And our mobile Health Care for the Homeless program and Dental Center experienced double-digit increases in visits over the past year. Perhaps most telling is the large increase in the number of new patients enrolling at the Health Center — up by 60% in the first nine months of 2009 over the same period in 2008. This is not surprising given the recession, rising unemployment, and people losing their health insurance.

Looking ahead, we are well-positioned to play a role in health care reform, with its focus on prevention, comprehensive services provided in a “medical home” and pay-for-performance. Proposed expansions of health insurance and the Medicaid program under health care reform also hold promise for improving our financial situation.

In short, we are doing all we can to create financial sustainability for the agency and its programs. The Board and Management will continue to stay focused and vigilant on the expense side of the budget, and entrepreneurial and nimble on the revenue side. As we celebrate our 25th anniversary year, we remain committed to ensuring that Families First will continue to be here to meet community needs.

Families First Endowment Fund
(in millions of dollars)



Source: Manning and Napier Fund, Inc. Balances from 2004 through 2008 are as of the last day of each year; the 2009 balance is as of September 30.

Helen B. Taft *Faith Harrington*

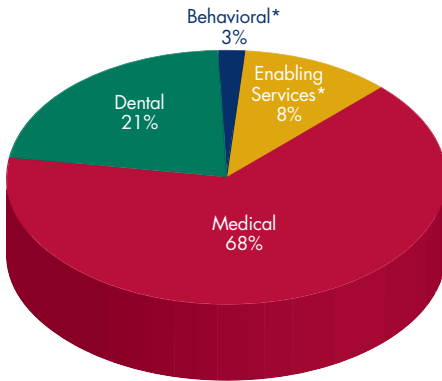
Helen B. Taft
Executive Director

Faith Harrington
Board Chair

PROGRAMS & SERVICES

Health Center Visits by Type

(Based on 17,232 Health Center visits in fiscal year 2009)



*Enabling services are those provided by caseworkers, substance abuse counselors and nutritionists. Behavioral includes both behavioral and mental health counseling visits.

GEOFF FORESTER



JIM DRICKER



Clockwise from lower left: Our innovative group visits for diabetic patients; prenatal nurse Jackie Thompson with a patient; John Battye teaching a parenting class; Dr. Skip Homicz, our volunteer Dental Director, with a patient and his son; and a family at Family Fun Night



ALL HEALTH CENTER PROGRAMS

Families First Health Center provides primary, prenatal and dental care and mobile health care for the homeless. All these programs include many “wraparound” services targeted at a low-income clientele.

- Patients served in all Health Center programs3,891
- Visits to all Health Center programs17,232
- Nutrition counseling units530
- Social work counseling units....765
- Substance abuse, smoking cessation, and mental health counseling units591
- Patients receiving behavioral health services183
- Behavioral health visits479
- Individuals referred for help obtaining free prescriptions279
- Value of free prescriptions these patients obtained ...\$630,819
- Free breast and cervical cancer screenings323

PRIMARY CARE & PRENATAL CARE

Families First provides primary care for men, women and children of all ages and all income levels. It includes the well-child program, which is a series of routine checkups, examinations and immunizations for children and teens. Our prenatal program — provided in partnership with Harbour Women’s Health since 1984 — helps teens and low-income women deliver healthy babies.

- Patients served3,674
- Medical visits.....11,792
- Well-child patients909
- Children immunized863
- Total prenatal patients186
- Teen prenatal patients.....16
- Infants delivered this year78

PARENTING AND FAMILY PROGRAMS

Families First’s Family Center provides parenting classes and support groups, with free child care to make it easy for parents to attend; parent-child play groups; “Family Fun Night” for families facing homelessness and other stresses; Partners in Health, an individualized support program for families with a chronically ill child; and home visiting for families facing challenges.

- Total Family Center clients ...1,667
- Parents and children attending groups or child care1,268
- Visits to groups/child care.....8,610
- Clients receiving individualized family support ...494 (150 families)



HEALTH CARE FOR THE HOMELESS

A mobile health team based at Families First travels on vans through Strafford and Rockingham counties to bring health care, substance abuse counseling and social work services to people who are homeless.

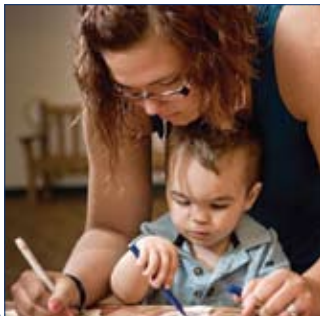
- Patients served on vans561
- Visits to vans1,627
- Units of substance abuse counseling460
- Referrals to outside services..1,286

DENTAL CARE

Families First offers dental care both on-site and at several preschools and elementary schools.

- Patients served at Dental Center1,500
- Visits to Dental Center3,606
- Children screened in school-based dental program...967
- Children receiving cleanings in school-based dental program...105

Jim Dricker

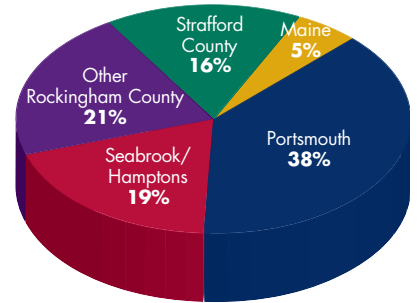


SELECTED OUTCOMES

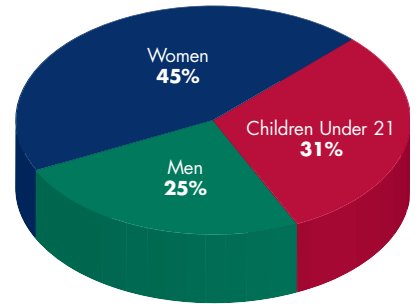
- Childhood immunization rate: 91%
- Babies delivered at or above 5.5 pounds: 99%
- Prenatal patients given an oral health screening: 76%
- Homeless patients with a formal screening for alcohol or other substance abuse annually: 88%
- Parents reporting increased “confidence in my ability to parent and take care of my children” after attending our parenting and family programs: 90%

WHO ARE FAMILIES FIRST'S CLIENTS?

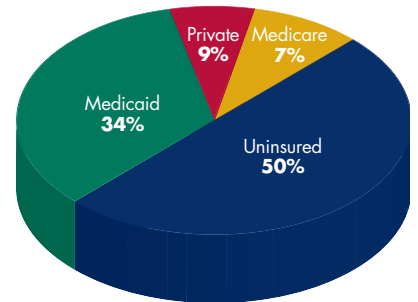
Where They Live



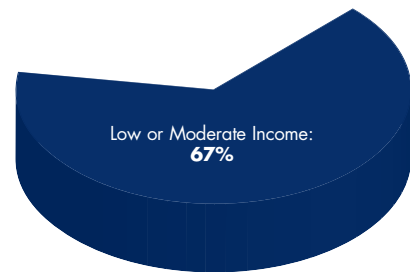
Age and Gender



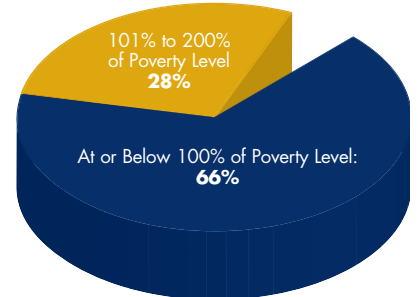
Insurance Coverage (Health Center Patients Only)



Income (Family Center Clients)



Income (Health Center Patients)



HIGHLIGHTS OF 2008-2009

AN INFLUX OF NEW PATIENTS

- Comparing the first six months of 2009 with the same period the prior year, we saw a 45% increase in the number of new Health Center patients, a 17% increase in number of visits to the Health Center and a 30% increase in the number of visits by patients without insurance.

MORE AND MORE PAPERLESS

- We now send prescriptions to pharmacies electronically. It's more secure, reliable and accurate than phoning or faxing.
- Last year, we gave Emergency Department providers at Portsmouth Regional Hospital access to our patients' electronic medical records. This year, we expanded access to include hospitalists, improving continuity and quality of care for Families First patients admitted to the hospital.

EXPANDING SERVICES

- Exeter Health Resources gave Families First the medical van that our Health Care for the Homeless program had been borrowing once a week since 2003. With full-time use of the van, we can add sites, extend hours and broaden the scope of services we provide to the homeless. *Below, Helen Taft accepts the keys to the van from Exeter Hospital CEO Kevin Callahan.*



- Using federal stimulus funds, we're converting an office in the Health Center into our third dental exam room and buying mobile dental equipment for our health care vans. This will increase access to dental care, particularly for homeless patients. (To make room for the new dental exam room, we closed our Family Exchange free store.)

MARKETING & DEVELOPMENT

- Our revenues from contributions and fundraising increased by 26% between FY 2008 and 2009.
- We have a new video featuring five clients telling their stories, and also a new fan page on Facebook. (See both, just one click away from www.FamiliesFirstSeacoast.org.)

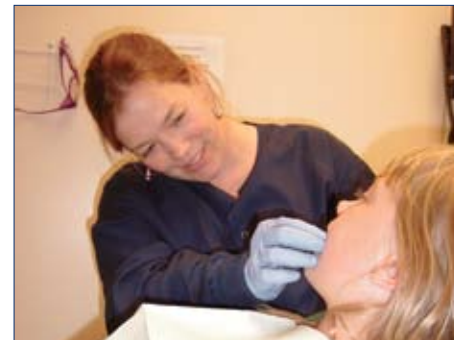
- Twenty-nine percent of the individual and corporate members of The Healthy Futures Leadership Society, listed on the next page, are new to giving at the Leadership level. Leading the effort are (from left to right)



Board members Kathleen MacLeod and Donna Ryan and Development Director Martha Viriden Cunningham.

PEOPLE

- Dr. Robert Slocum, who joined Families First in 2006, was promoted this year to Medical Director.
- The Health Care for the Homeless team welcomed nurse practitioners Virginia Smith and Mary Kate Smith; substance abuse counselor Irene Doyle-Gayhart; and care coordinator Diana Smith.
- The Health Center also has two new nurse practitioners: Margot Kingston, certified in adult and women's health, and Kerry Hasselbrack, certified family practice.
- The Dental Center welcomed a new full-time dentist, Dr. Rebecca Groves (at right). We also added a part-time dentist, Dr. Nii Norte Lokko, enabling us to be open three Saturdays a month.
- Longtime Program Director Keryn Bernard-Kriegel left Families First to become Executive Director of the New Hampshire Children's Trust Fund. We are proud that her experience at Families First prepared her to lead statewide efforts "to keep children safe and families strong." Wanda McDonough, a founder of the Family Center, is acting Family Center director, while Georgie Clark and Joanna Wicklein have been promoted to program supervisors for home visiting and parenting and family programs, respectively.
- Our many in-kind professional-service donors (listed on page 10) help us provide more services with tight funding. Joining us this year were Dr. Arlene Brewster, a psychologist providing clinical supervision of our home visitors and behavioral health specialist; Dr. Joan Sisto, who provides dermatology services to our patients and consultation to our staff; and Martha Cox, a nurse practitioner volunteering on our Health Care for the Homeless vans.



SUPPORTERS

HEALTHY FUTURES LEADERSHIP SOCIETY

The Healthy Futures Leadership Society recognizes individuals and organizations with the vision and desire to support Families First in a substantial way, by contributing \$1,000 or more toward our annual operations in fiscal year 2009. This support helps individuals and families become healthier, stronger and more resilient and helps Families First continue to meet the rising demand for services for the most vulnerable members of our community.

TARA PHOTOGRAPHY



INDIVIDUALS AND FAMILIES

\$25,000 to \$40,000

Blythe & Dan Brown
Bill & Mary Schleyer

\$10,000-\$15,000

Anonymous
Geoffrey Clark
& Martha Fuller Clark
Goodwill Gals

— Gale Brown
— Nancy Grigor

John & Kelly Habig
Josephine A. Lamprey
Robert & Elizabeth Fitzmaurice

The Seigel Family:
Fred, Donna, Julia, Anna

\$4,000-\$9,999

Anonymous
Nate & Sara Amory
Stephen & Karin Barndollar
Jude Blake
George & Mary Donovan
Brook Gassner
Skip & Kathy Homicz
Bonnie Knickerbocker-Krebs
Kathleen & Robert MacLeod
Donna Ryan
& Andrew Livingston
Jane Werner

Sharon & Alan Weston
Karen & Peter Worrell

\$2,000-\$2,999

Anonymous
Lee & Barbara Isgur
Judy Jellinek
Greg & Laura Ludes
Cyrus & Barbara Sweet
Mitchell Sevigny
Michele Shafmaster
Steven Shulman

\$1,000-\$1,999

Anonymous (4)
Joseph & Sonja Baroni
James & Casey Bloomer
Mary Broussard
Brian & Dorothy Cadieux
Thomas & Patience Chamberlin
Patty & Burt Cohen
Phyllis Eldridge
Mark & Diane Forsyth
John & Sally Freear
Jameson & Priscilla French
Wendy Frosh
Neil & Helen Garvey
Peter Griffin
Faith Harrington
Robert & Patricia Hickey
P. Darcy Horgan
Mark & Lindsay Josephs
Michael Kane

Thomas & Mary Jane Keane
Sarah Knowlton

John & Jennifer Madden
Jaqueline Mahoney
James W. McCarthy
Doug & Karin Nelson
Monica Ness
Dennett Page & Hugh Jencks
Kenneth & Rona Purdy
Jeffrey & Elisabeth Robinson
Bill & Naomi Scott
Jim Shanley
Lisa & Dan Schwarz
Cynthia Taft & Richard Egdahl
Helen B. Taft & Peter Kearns
Ned & Margot Thompson
Rodman & Nancy Van Sciver
Peter & Lee Vandermark
Jennifer Warren
Stephen Wrenn
Donald & Susan Zuckert

CORPORATIONS & ORGANIZATIONS

\$250,000
Portsmouth Regional Hospital

\$100,000
Exeter Hospital

\$25,000
Bid2Win Software, Inc.
Hyder Enterprises

\$10,000 to \$15,000

Bank of America
Charitable Foundation
Citizens Bank Foundation
Ronald McDonald House Charities
TD Charitable Foundation

\$5,000-\$9,999

Coldwell Banker
Liberty Mutual Group
Piscataqua Savings Bank
Seatrade International

\$1,000 - \$4,999

American Eco-Thermal
Atlantic Cardiology Assoc.
Atrio Properties
Bosen & Springer, PLLC
CVS Caremark
Exeter Subaru
Hoefle, Phoenix,
Gormley & Roberts, PA
Morgan Stanley
New Castle Volunteer
Fire Department
Ocean Bank
Philbrick's Fresh Market
Port City Chrysler Dodge
Provident Community
Foundation
Rite Aid Foundation
Sam's Club (Seabrook)
Vigilant Capital
Management, LLC

Voyager Insurance Services
Wal-Mart Distribution
Center (Epping/Raymond)
Wheelabrator Technologies

FOUNDATIONS

\$400,000

Foundation for
Seacoast Health

\$50,000 to \$84,000

The Hearst Foundation Inc.
United Way of
the Greater Seacoast

\$10,000 to \$25,000

Cogswell Benevolent Trust
Endowment for Health
NH Charitable Foundation
— Piscataqua Region
NH Children's Trust Fund

\$1,000 to \$5,000

Forest Foundation
Sylvester M. Foster
Foundation
Fuller Foundation
Hesed Foundation
NH Charitable Foundation
— HBA Fund
— Lyons Fund
Rotary Club of Portsmouth
Rouse Family
Charitable Foundation

HEALTHY TOMORROWS LEGACY SOCIETY

This society honors those who have remembered Families First in their estate plans. For information, contact Martha Virden Cunningham at 422-8208 x144.

Geoffrey Clark
& Martha Fuller Clark
Laurie & Clarke Chandler
Harlan & Patricia Cutshall
Phyllis Eldridge
Wendy Frosh
Mark & Lindsay Josephs
Josephine A. Lamprey

Gary Lowe
Effie Malley
& Gerald Duffy
Cynthia Muse
Donna Ryan
& Andy Livingston
Lisa & Dan Schwarz
Helen B. Taft

COMMUNITY PARTNERS

Families First benefits from the hard work and planning of other organizations that hold fundraisers as part of their own contribution to a healthy community. We are honored to be their partner – and grateful for the funds raised on our behalf.

Art Experience..... Raffle
Atrio Properties Yard Sale
Portsmouth Regional Hospital
..... Billy Cheverie Memorial Golf Tournament
Brownie Troop 2159..... Cookie Sales
Coldwell Banker..... Charity of Choice
G. Willikers!..... Shopping Night
Goodwill Gals..... Goodwill Gala
Holy Trinity Lutheran Church Collection
Philbrick's Fresh Market..... Fall Festival
Piscataqua Savings Bank Holiday Giving
Robert's Maine Grill Community Supper
Seacoast Half Marathon Road Race
United Parcel Service Golf Tournament

SUPPORTERS

ANNUAL FUND

We thank the hundreds of individuals, families, local businesses and community organizations who believe in the services provided by Families First and have made financial or in-kind contributions to support our annual operations. The following list recognizes gifts of up to \$999 made to Families First between July 1, 2008, and June 30, 2009.

-A-

Anonymous (55)
Richard & Barbara Adams
Jodi Adams
Barbara Adams
Julie & John Adams
Lea & Nick Aeschliman
Aetna Foundation, Inc.
Maddi Alana
Judy & Don Albertson
S. R. Alie
All Makes Sew & Vac
Terrence & Andrea Allen
Allergy Associates of NH
Alpha Zxi Delta
American Baptist Women of
the Southeastern Assoc.
Wendy & Don Anderson
Judith Anderson
Susan Argue
Inger Arky
Elizabeth Arnold
Derek Aspen

-B-

Cheri Marie Bach
Robert Bagshaw
Emily & Jon Bailey
Kristy-Lynn & Cary Bakke
Maureen Banks
Yvonne Barlock
Stephen & Florence Barnes
Nancy Barquist
Donna Barrett
Joseph Barrett
Timothy & Mary Barretto
Bruce Bartolini
BB Bayerle & Tom Newbold
Bryant Beach
Leslie Beauregard
Shirley Belcher
Ernie Belkner
Kristina Bennett
Marylyn Benson
Paul Bergeron
Fran Berman
The Bernard-Kriegl Family
Martha Bernier
Cynthia Bishop
Julie Blaisdell
Stanley & Mindy Bocko
Parkie & John Boley
Santo & Barbara Bonaccorso
Douglas Bonner
Marcy Borak
Barbara Borsa
Joseph & Suzanne Bove
Ashley Bowles
Peter & Suzanne Bowman
Stuart & Paula Boxer
Bruce Bragdon

Arthur Brannen
Shelley Brass
Dorothy & Norman Breault
Andrew & Joan Breen
Jim & Christina Breen
Jill Breneman
Brian Breslin
Sandra Brien
Carl P. Brigada, Jr.
Robert & Jackie Brisebois
Elsa Brodie
Stephanie Brown
Brownie Troop 2159
Anne Bryan
Rose Bryant
Beatrice Burke
Penelope Burke
Sarah Burkle
Abraham Burtman
Charity Trust
Betsy Burton
Britni Busfield

-C-

Mary Cacciatore
Phyllis Cady
Cindy S. Cafasso
Sheila & Harold Cail
Alix & Todd Campbell
Joanne Campbell
Clayton Campini
Judith Canonico
Jill Capobianco
Joseph & Judy Capobianco
Sibylle Carlson
Gail & Jim Carolan
Alfred & Clarice Casassa
Don & Nancy Casko
Anne Catell
Catherine Chandick
Lisa Chapman
Brooks & Nancy Chase
Nancy & Thom Chasse
John & Dorothy Chick
Debra Childs
Ida Choy
Joan Christy
Pamela Cillely
Rob & Bobbi Cimini
Georgie Clark
Douglas & Mary Cobb
Ken & Jamie Cody
Barbara Coit
William & Dorothea Collins
Michael Colotti
Gary Coltin
Congregational Church Guild
Jane & Alison Conner
Lynne D. Cooper
Esilda Evans Corbin
Jack Cotton

Edith Pucci Couchman
John & Jody Couillard
Patricia M. Craig
& Daniel L. Valenza
Cranberry Bog
John & Doris Crist
Alan Cronheim & Lynn Aaby
Pat & John Cronin
Crosby Bakery
Phil & Lynn Cross
Michelina Croteau
Frank & Susan Crotty
Heather Crowley
Jose Cuevas
Sarah S. Cullen
William & Jane Cummings
Martha Virden Cunningham
Scott & Claudia Cunningham
Judy Curtis
Polly Cushman
Harlan & Patricia Cutshall
Tierney-Cyr Family

-D-

Mike & Sue Daigle
Linda Dame
Daniel & Annette Davies
Megan & Porter Davis
Betts Davis
Pat Davis
Timothy & Denise Day
Thomas & Vicki Decker
Charles DeGrandpre
& Marcia Makris
Susan Denenberg
Ed & Judy Derry
Gregory & Sandra Desisto
Susan Dewhirst
& Andy Richmond
Lynn Dielsi
Richard DiMario
Peter & Jennie Dinnerman
Catherine DiPentima
Corinne Dodge
Leslie Doherty
Cristina Dolcino
& Michael Gass
Michael & Diane Donahue
Holly Donahue
Mary Donnell
Kathy & Dennis Donovan
Joseph Doucette
Pat Dowey
Arthur Doyle
& Dorothy Steere-Doyle
Linda Driver
Grant & Karina Drumheller
B.S. Drury
Sharon Dubois-Carney
Peg Duffin
Patricia Dunn

Judy Dunnan
John & Sue Durkin
M. Christine Dwyer
& Michael Huxtable

-E-

Nancy Eames
Eric Ebbeson
Robert & Eileen Eberhart
Janice Eddy
Jacqueline Ellis
Ronald Emerson
Wolfgang Ertl
David & Elena Ewing

-F-

Judy Farrell
Francesca Fay
Federal Savings Bank
Tess Feltes & Mark Moses
Charles & Margaret Felton
Joan Ferguson
Martin & Anne Ferrario
Gwen & Henry Ferrell
Scott Fillion
Ellen Fineberg
& Vince Lombardi
Stephen & Elaine Fink
Michael & Sally Flanigan
Hilda Fleisher
Robert & Cynthia Flolid
Marjorie Foote
& Philip H. McGranahan
Patrick & Ruth Ford
Chris & Liz Forkel
Nancy B. Fort
Frith Foss
Janis Foster
Paula & Russ Foy
Linda Franklin
Ronald & Ann Freeze
Priscilla French
Susan & Gary Friedman
Joanne Fucile
Richard Fyler

-G-

G. Willikers! Toy Shop
Marshall & Anne Gaffney
Ty Gagne
& Beth Jackson-Gagne
Jill Gallant
Paul Gallant
Joseph & Thyra Galli
Janice Gallinger
Arlo Gambell
Patrick Ganz
Barbara Gard
David & Nicole Gardner
Diane M. Garland
Ellen Garvey
Donna Geno
Karen Gerome

Linda Gerson
Marcia Gibbons
& William Hazen
Michael & Jill Gibbons
Jay & Mary-Pat Gibson
Alan & Susanne Gigliotti
Katherine Giordano
Tanya Glenn
Eugene & Susan Glick
Steven & Gail Goldberg
Theresa Golter
GoodSearch
Donald & Marguerite Goodwin
Jeffrey Gordon
& Donna Jean Ahigian
Toby Gordon
Lucretia Gordon
Rebecca Gould
& Bill Buckley
Granite Springs Foundation
Rosalind Grant
Milton & Gail Grant
Douglas & Cornelia Gray
Richard & Karen Green
Dale Greene
Greenland United
Methodist Church
Greenpages, Inc.
Marc Greer & Janet Allaire
Charles & Judith Griffin
Carrie & Charlie Griffiths
Mildred Guth

-H-

Cindy & Theodore Hackett
Lisa Haedrich
P. Hagenbuch
Ellen Haley
Haley Farm Gallery, LLC
Janet Hall
Michael & Emy Halpert
Robert & Janice Hamilton
Alix Handelsman
Justin Hanna
Irene Harrington
Joseph Hart
Michael & Cynthia Harvell
Joy Harvey
Margo Harvey
Sarah Haskell
Cynthia Haskins
Jeanne Haskins
Evander Hawes
& ML Hannay
Richard & Caroline Hayden
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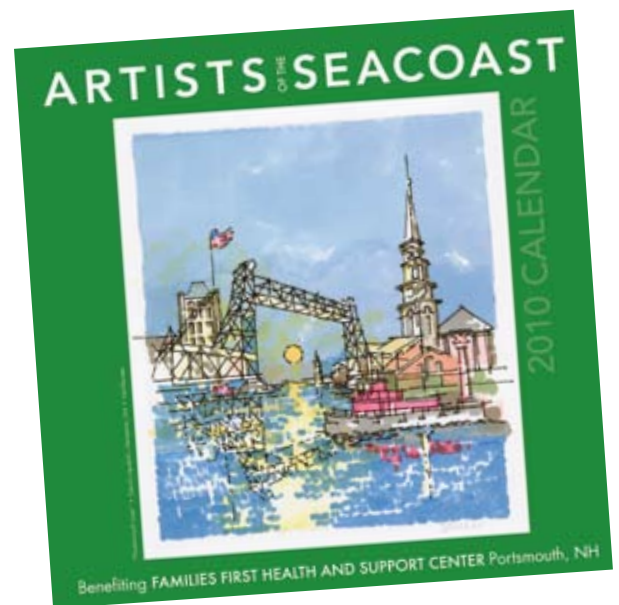
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VOLUNTEER OF THE YEAR

ANN PETERSON

Each Wednesday, many Families First staffers make a point of stopping by the staff lounge for a chat with Ann Peterson, our Volunteer of the Year. Since she began volunteering for the Billing Department a year ago, she has become a much-appreciated part of Families First.

Ann processes and mails invoices – nearly 2,000 pieces per month. But that is no surprise since Ann Peterson is not one to sit idly. A professional woman (she was the human resources coordinator for a real estate developer) and mother of four, Ann went directly from the working world to a career of volunteerism. After years volunteering for the Visiting Nurses

of Portsmouth and Exeter as a clinical secretary and for the Portsmouth Senior Center as a receptionist, Ann come on board at Families First in the fall of 2007, via the Retired Senior Volunteer Program. Since then she has impressed staffers with her dedication, efficiency and reliability and endeared herself with her caring personality and sense of humor.

In her spare time, Ann enjoys catching up with family, identifying birds from the window of her peaceful home and staying active in her neighborhood as a street representative for the Park Association in which she lives.



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