

SPRING 2010

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.

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TURNING LIVES AROUND THROUGH DENTAL CARE



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Dr. Rebecca Groves, our full-time dentist since last fall, enjoys working with both children and adults.

“I didn’t take care of my teeth over the years. I just started pulling them because I was in so much pain,” says **Richard Sargent**, a Families First dental patient who found us through our van-based Health Care for the Homeless program. “I’d actually go as far as to put myself in jail for a 30-day rest period to get rid of the pain because the free dental was there. Until I ran into Emily and Maureen [**Emily Thompson** and **Maureen Keating**, RN, care coordinator and nurse on the van], I thought the only way you could get any dental around here was through jail.

“With Emily’s and everybody else’s help,” he continues, “I have gone from living in a tent to having dentures, my eyes repaired, everything. Now I’m seeing doctors and everybody I need to see. They helped me a lot, and I have a great smile.”



Richard Sargent

As he was interviewed for this article, Richard removed his dentures for a moment and said, “Before, this is what I looked like – *ugly*. How are you going to get a job without dentures? How are you going to eat and digest your food? It’s impossible, and pain is excruciating if you try to eat something.”

Another dental patient, “**Janice**” (not her real name), was referred to Families First from **Portsmouth Regional Hospital**; we have an agreement with the hospital to see their patients with dental emergencies here within 24 hours.

In her mid-20s and unemployed, Janice had not seen a dentist in 10 years due to lack of insurance plus anxiety from a bad experience with a dentist. She also did not brush her teeth. Ever. Large masses of tartar had

(Continued on page 2)

GREETINGS



These are uncertain times for an agency like Families First. The economic downturn has created significant funding challenges, and the U.S. health care sector is undergoing unparalleled changes. Government policy, legislative mandates, market conditions and community demographics are also shifting.

Though many see these conditions as threatening, we believe that if Families First is adaptive, creative and well-positioned now, this can also be a time of great opportunity.

Families First has always been proactive and strategic in order to maintain our financial health, sustain programs and meet community needs. We have a long history of seizing opportunities to improve the delivery, quality, breadth, accessibility and efficiency of our services.

In the mid-'90s we became a founding member of the Community Health Access Network, a group of community health centers in the southern part of the state. CHAN provides members with functional integration of information systems, clinical services, some "back office" operations and administrative efficiencies. This relationship provides substantial cost efficiencies with centralized information-technology support and allows us to measure quality and outcomes. It has enabled us to implement the electronic medical record (making us the first practice to do so on the Seacoast), disease-management programs and reporting functions. As a result, we're well-positioned to take advantage of opportunities that may be offered as part of health care reform, such as medical home status and pay-for-performance.

Additionally, Bi-State Primary Care Association has been an invaluable ally in working with federal, state and regional health-policy organizations and policymakers to promote and sustain community-based, primary health care.

To keep our overhead low and improve program delivery, we continually partner with other non-profit organizations that have expertise or resources our clients need. Examples include Seacoast Mental Health Center for psychiatric consultations; Lamprey Health Center and SeaCare Health Services for medication assistance and access to specialty care; and organizations in other parts of the county that provide space and resources for the parenting and family programs we provide in their towns. These collaborations enhance agency coordination and reduce duplication of services.

As a well-run, regionally respected community health center whose culture embraces change and continuous improvement, Families First enters this transitional period from a position of strength. NH Department of Health and Human Services Commissioner Nick Toumpas will soon hold regional meetings to obtain input on his goal of reducing the number of different organizations providing services to people in need. We look forward to participating in these meetings and working with the Commissioner to achieve efficiencies without reducing program effectiveness or quality of care.

To guide our strategy discussions, our Board of Directors has created a task force to identify a limited set of strategic positions to ensure that the Seacoast community continues to have access to affordable health care and family support over the long-term. We plan to schedule discussions and educational forums with experts in state and federal health care policy and demography. As we increase our understanding of policy, legislative and community changes, we look forward to sharing our strategies with you.

Helen B. Taft

Helen B. Taft, Executive Director

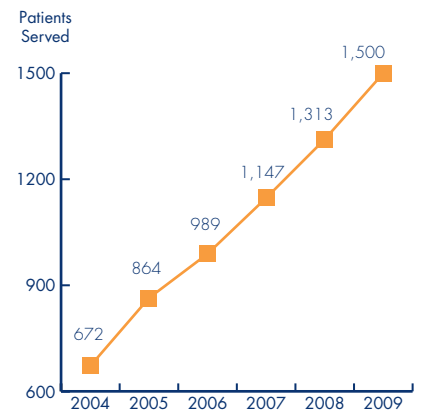
(Continued from front page)

built up and were causing excruciating gum pain and even displacing her tongue. Our dentists removed the tartar, extracted eight teeth, got Janice's dental pain under control and taught her how to take care of her mouth. Janice went on to become a primary care patient at Families First and also saw our behavioral health specialist.

Like Richard, "Jason" (not his real name) attended a Families First dental clinic while he was living at Cross Roads House shelter. He had lost all but 11 of his teeth, which damaged his job prospects. From the shelter screening, we sent him to our Dental Center, where we extracted his remaining teeth and provided dentures. A well-educated man, Jason landed a good job at a counseling center within just a month of receiving his new teeth.

Growing Demand

The number of patients served at Families First Dental Center has grown by an average of 25% each year since 2004, more than doubling in just five years.



Richard, Janice and Jason's stories illustrate the difference access to affordable dental care can make in a person's life. But beyond that, they illustrate the value of the model of care that we use at Families First. Attributes of that model include:

Integrated services

Both Richard and Janice came to us for dental care but ended up receiving medical care too; Richard also received a great deal of support from our care coordinator, while Janice saw our behavioral health specialist.

“Almost no one comes in here healthy,” says **Rebecca Groves, DMD**, our full-time staff dentist. “They need help with everything, not just their teeth.” Common medical conditions such as diabetes, heart disease and even pregnancy often affect, and/or are affected by, oral health. For example, diabetic patients who also have gum disease have a harder time controlling their blood sugar levels. So we work hard to make sure all our diabetic patients get regular dental screenings.

“People in community health often talk about ‘integrated, comprehensive care,’ and after awhile, you may lose the significance of those words,” says Families First’s volunteer Dental Director, **Skip Homicz, DDS**. “But the significance is that patients don’t have just a dental problem, or just diabetes, or just hypertension. They have it all, so the management of them has to be integrated. With primary care, prenatal, dental and behavioral health, Families First can treat the whole person.”

Prevention and education

Most of us don’t think of tooth-brushing as optional. But Dr. Groves

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Dr. Skip Homicz has volunteered as Dental Director since 2002.

says that once or twice a week she has a patient who – like Janice – doesn’t brush at all. “Some people weren’t taught by their parents to value and take care of their teeth,” she says. “We have to break that cycle. Parents will tell me, ‘I don’t want my baby to have the teeth I have.’ ”

We integrate oral health screenings and education into every program at Families First -- well-child care for children beginning in infancy, primary care for adults, prenatal care, and even parenting classes and family programs. We also provide oral health education, screenings and cleanings in local

elementary and preschool classrooms, including Head Start.

Access to education, preventive care and timely treatment both improves individual health and reduces health care costs system-wide. That’s why community health centers are often mentioned as a model for cost-reduction efforts as part of health care reform.

Community support

The dentures that both Richard and Jason received were subsidized through our “denture fund,” which at the time was funded by the **Cogswell Benevolent Trust**. (That fund has since been depleted, and we are seeking to replenish it.)

About 95 percent of Families First Dental Center patients are from low-income households, and of the adults we see, almost 100 percent are uninsured for dental. Thus, we are reimbursed for only about 43 percent of the costs of running the Dental Center. The government covers another 13 percent of costs, but we need to make up the rest – about \$300,000 a year – through private funds.

These include foundations – longtime supporters include Cogswell, the **Foundation for Seacoast Health**, **TD Charitable Foundation**, **Ronald McDonald House Charities** and the **Northeast Delta Dental Foundation** – and individuals and businesses, such as the dentists featured in the box at left and **Piscataqua Savings Bank**.

Families First is the only medical and dental practice in the Portsmouth area that specializes in serving low-income and uninsured patients. As Richard puts it: “Homeless people need help like this. I don’t know what we’d do without the van.”

LOCAL DENTISTS LEND THEIR SUPPORT

The dental community has long served many Seacoast residents who have difficulty paying for dental care. Primarily they do this within their own practices, after hearing personal stories of individual hardship.

However, the demand for access to care far outstrips local dentists’ ability to absorb it. Recognizing the need for a more systemic solution to the lack of access to affordable dental care, several area dentists have lent their support to Families First Dental Center by donating services, money, or both.

The following dentists have stepped forward in the past 15 months with a significant donation to support Families First’s dental program:

- **Daniel DeTolla, DDS**, Seacoast Dental Implant & Oral Surgery Center
- **James Fishbein, DDS**, General Dentistry, Portsmouth
- **Mark Harrison, DDS**, Pediatric Dentistry, Exeter
- **Neil Hiltunen, DMD**, General Dentistry, North Hampton
- **Skip Homicz, DDS**, Families First Dental Director, Portsmouth
- **Barry McArdle, DMD**, General Dentistry, Portsmouth
- **Nomith Ramdev, DMD, MSD**, Periodontics & Dental Implants, Dover/Exeter
- **Nate Swanson, DDS**, Newmarket Dental, Newmarket
- **John Ver Ploeg, DDS**, Epping General Dentistry, Epping

Many of these dentists also support access to dental care by volunteering at our Dental Center or in our school-based program. Others accept referrals from our staff dentists when patients need services that are beyond our scope. We are extremely grateful to all who have provided financial or in-kind support.

SUPPORTERS

HOW IS FAMILIES FIRST GETTING BY?

That's a question we hear often these days, and it's no wonder. People know that many individuals have been hard hit, whether through layoffs or personal investment declines; foundation endowments have suffered losses and cut funding; and federal and state governments are constrained.

Families First is, of course, affected by these trends. And yet, we are finding one bright light amidst much gloomy news: Although response to our direct-mail appeals did drop slightly last year, we seem to be bucking the trend when

Before the Bid2Win match we had four donors giving \$25,000 or more. Now we have eight!

it comes to leadership gifts (which we define as gifts of \$1,000 or more.)

Many leadership donors have stepped up during this difficult period to continue, and often increase, their gifts to Families First. By demonstrating significant generosity when not everyone can, these donors help Families First make a real difference in someone's life at a crucial time – perhaps when a job loss has led to a

loss of health insurance, and health care presents impossible costs.

During the past nine months, we've welcomed 36 new individual and corporate donors to the Healthy Futures Leadership Society. (See box.)

Additionally, we have received two substantial challenge grants. In the first, **Paul McKeon of Bid2Win Software, Inc.**, promised us \$25,000 if we could find four donors to give at the \$25,000 level for the first time. While we hoped Paul's confidence in Families First would inspire others, we were also somewhat intimidated given the economic environment. But with determination and appreciation, we succeeded in attracting the match donors: **Karin and Stephen Barndollar, Bob and Liz Fitzmaurice, Barbara Henry and Joanne Lamprey.**

Before Bid2Win's challenge we had four individual donors giving at the \$25,000 level or above. Now we have eight!

Then, **Kelly and John Habig** challenged us to find five new donors to give at the \$5,000 level. When we succeeded, Kelly and John will match them, with a \$25,000 gift. **Digital Prospectors**, an IT search firm newly based in Exeter, stepped up as the first match donor,



Our new health care van is a great "vehicle" for recognizing our largest corporate donors.

and was then joined by the **Mabel Healy Tillinghast Memorial Fund at the NH Charitable Foundation.**

Our efforts to enlist corporate support also are gaining momentum. Despite the economy, more businesses are stepping forward to do what they can to support the community's health and well-being.

While the crisis is far from over, we are deeply grateful for the trust donors put in Families First. Our commitment to those who have the greatest need for health care and family support would not be possible without their involvement, support and leadership.

NEW LEADERSHIP SOCIETY MEMBERS

We are delighted to welcome the following donors to the Healthy Futures Leadership Society. These 36 new members made a leadership gift between July 1, 2009, and March 15, 2010. (Donors who joined the Society between its founding two years ago and June 2009 are listed in our 2008-09 annual report, available on our website.)

BayRing Communications
William & Nina Binnie
Coldwell Banker
Terry L. & Susie Conner
Daniel DeTolla
Digital Prospectors Corp.
Robert & Eileen Eberhart
Michael & Jean Falzone
Fidelity Investments
James Fishbein
Diana Getman & Sam Bourns
Michele Grennon
Mark Harrison

Barbara Henry
Neil S. Hiltunen
Irving Oil
Peggy Kieschnick
& Phil Hatcher
Dexter Legg
William & Kathleene
MacAlpine
Tyler & Mary Ellen Morse
Joseph Mullen
Newmarket International
Otto Fund
(NH Charitable Foundation)

Alan & Donna Perkins
Peter G. Kasnet, Inc.
Nomith Ramdev
Ri Ra Portsmouth
Mark & Donna Ruddy
Andrew & Loring Schwarz
Seacoast Kidney & Hypertension
Jackie & John Sexton
Sun Life Financial
The Harriet Zuckerman Trust
John A. Tillinghast
Wells Fargo Securities
Wonderland Thrift

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
Barbara Franzoso
Wendy Frosh
Mark & Lindsay Josephs
Josephine A. Lamprey
Gary Lowe
Effie Malley & Gerald Duffy
Cynthia Muse
Donna Ryan & Andy Livingston
Lisa & Dan Schwarz
William & Naomi Scott
Helen B. Taft

THE PERFECT ROLE FOR THE PERFECT VOLUNTEER



A few months ago, Families First's Quality Improvement (QI) Committee was discussing how to increase the percentage of female patients

over 50 who have mammograms as recommended. Policy and procedure changes were suggested, yet all agreed that what would make the biggest difference was direct outreach. The problem was that we didn't have staff time available to make this happen.

After the meeting, one of the committee members, **Ruth Mott**, approached QI Director **Sue Durkin, RN**, and said she would come in and make those calls herself. Within a week, Ruth – who happens to be one of the founders of Families First – came back to train with the nurse who manages our Breast and Cervical Cancer Screening program. She began making calls that same day.

It turned out Ruth was the perfect person for the job. Not only did she have the knowledge needed to educate women about the importance of mammograms, she also had a can-do attitude and problem-solved many unforeseen situations. Perhaps most important was her ability to connect with all people — Families First staff and women of different socio-economic backgrounds and cultures.

After discussing the importance of mammograms, Ruth made it easy for the women by scheduling their screenings and signing them up for a program that would pay for the tests if they were eligible. All the women had to do was show up. And they did!

Our screening rate jumped from 51 to 58 percent within three months of that QI meeting, largely due to Ruth's efforts. One of the women screened had cancer, which was diagnosed at the earliest possible stage, thanks to Ruth's efforts. That alone is a huge success.

PROFILE

BARBARA HENRY



On any given day, you can find **Barbara Henry** and her adopted dogs — Chef, Mazie and Booth — walking on New Hampshire's beautiful coastline. It is a far cry from her past role as senior group president of the Gannett Company's Interstate Newspaper Group and President and Publisher of *The Indianapolis Star*. That she was selected as Gannett's Publisher of the Year three times comes as no surprise given her successes in these roles.

While semi-retirement has taken Barbara far from day-to-day newspapering, it has brought her closer to achieving new goals. No less powerful in scope, these goals are ones that can affect a vulnerable community in need of support.

From those to whom much is given, much is expected is a quote members of the Kennedy family used often, and it is a credo that Barbara tries to live by. "It is incumbent on those who have something to give to help those who are in need," Barbara says. "Life is the circumstance that you find yourself in, and timing can be everything."

Timing was on our side when Barbara first entered the doors of Families First early last summer after **Karin Nelson**, a member of our Development Committee, invited her for a tour. Being new to the area, and finally having time on her side, Barbara was searching for a place where she could give back. While Families First's mission of providing health and family services regardless of ability to pay certainly won Barbara over, she also evaluated the agency through the eyes of a businesswoman. She says she was impressed with the breadth of Families First's programs, our financial sustainability, and the fact that we have been able to do so much with a relatively modest budget – especially given the growing demand for services in our challenging economy.

Her assessment led Barbara to make a very generous gift to Families First. She also joined our Development Committee, where she brings a wealth of leadership and experience. This experience includes leading a campaign that helped the United Way in Indianapolis exceed its annual fundraising goal and helping clean up and paint a playground at a child development center.

"Barbara Henry brings an impressive blend of experience, commitment and humility to the agency," says **Kathleen MacLeod**, co-chair of the Committee and also vice-chair of Families First's Board of Directors. "Her willingness

to make things happen is inspiring for us all."

"Barbara brings an impressive blend of experience, commitment and humility to the agency. Her willingness to make things happen is inspiring for us all."

– Kathleen MacLeod

Is it serendipitous that Barbara Henry has found herself involved with Families First? She would like to think so. However, hard work, determination and perspective have been critical to a career that has

taken her through various senior positions at the front lines of the newspaper publishing industry. (In addition to the positions mentioned above, she also served as executive editor of the *Reno Gazette Journal* and participated in the launch of "The Nation's Newspaper" (*USA Today*) in 1982-83.)

Barbara modestly calls it "good luck" that she finds herself in a position to be able to support and promote an agency that does so much good for people in need. We at Families First think the luck is ours.

SUPPORTERS

COMMUNITY PARTNERS

Community Partners are organizations that hold fundraisers or donate a portion of the proceeds from their sales to benefit Families First. As shown by the examples below, there are as many ways to be a Community Partner as there are organizations. If you have an idea of how your business can support Families First, please call 603-422-8208 ext. 132. We'll support you all the way!

RÍ RÁ IRISH PUB



Community-minded golfers from around the Seacoast took part in the inaugural **Rí Rá Portsmouth Charity Golf Classic**, Sept. 16, 2009, at **The Links at Outlook Golf Course** in South Berwick. Rí Rá management and staff,

led by Scott Sherman and David Nyhan, spent long hours organizing the tournament and after-party. It was such a success that Rí Rá has decided to host a second tournament for Families First in 2010. Rí Rá's also made us the beneficiary of their first Irish Charity Breakfast this year. www.RiRa.com

COLDWELL BANKER



Families First was honored to be chosen by **Coldwell Banker Residential Brokerage** as their 2009-2010 Charity of Choice. The collective efforts of the agency's nearly 80 brokers resulted in more than \$6,300 raised through

a yard sale, bake sale, garden tour, antiques appraisal benefit and White Elephant sale. www.NewEnglandMoves.com.

SUMMER HOUSE FURNISHINGS



Summer House Furnishings of Rye chose Families First as the first beneficiary of its "Bags with Benefits" program. For several months, the store donated \$10 to Families First for each \$20 tote bag sold, and also offered discounts

to anyone shopping with one of the totes. Then, in March, they hosted a "Spring Fling" sale to benefit us. Co-owners **Stephanie Saltonstall** (left) and **Andrea Checovich** (right) pose here with **Kathleen MacLeod**, vice chair of Families First's Board of Directors. www.SummerHouseFurnishings.com

TARA PHOTOGRAPHY



Tara Hamer, a photographer specializing in maternity, baby and other family photos, donated her services to photograph three mothers with the babies they delivered through Families First's prenatal program. "I was searching

for a way to give back to the community, specifically an organization that aligns with my beliefs and one that has a direct positive impact on expecting and new mothers. Families First is the perfect fit for this long-term goal," she said. "It feels great to provide families with professional portraits that they may not otherwise be able to afford." We jumped at the chance to reinforce these new mothers' feelings of pride and family bonding. www.TaraPhotography.com

IEatLocally.COM

IEatLocally.com, a new website featuring half-price gift certificates to Seacoast restaurants, donated 30% of its proceeds to us during February. www.IEatLocally.com

TEAMING UP TO CARE FOR DIABETICS

Last fall, optometrist **Amy Pruzenski** approached Families First with an offer to provide free eye exams for our diabetic patients. A few months later, her idea had grown into a day-long, multidisciplinary clinic at which Dr. Pruzenski and four other optometrists (Drs. **Ronald Coutu**, **Dave Hartenstein**, **James Belanger** and **Sarah Hudson**) donated vision screenings; Dr. **Skip Homicz** donated dental screenings; and Families First nurses provided foot screenings and flu shots. Also, **LensCrafters** and the **Portsmouth Lions Club** donated vouchers for glasses; **Lions Club** and other volunteers helped with registration and other tasks; **Service Credit Union** donated healthy snacks for patients and volunteers; the **State of New Hampshire's Diabetes Education Program** provided assistance prior to and during the clinic and obtained grant funds from the **American Optometric Association** to support it; and **Ophthalmic Instrument Co.** lent equipment. What a great example of the value of individuals and organizations bringing their expertise and resources to bear on a public health issue!

THANKS FROM CLIENTS

INSTITUTIONAL SUPPORTERS

We thank the following corporations, organizations and foundations for their generous support at the level of \$1,000 or above from January 1, 2009, through March 15, 2010.

American Eco-Thermal
Anneke Jans
Atlantic Cardiology Associates
Atrio Properties
Bank of America Charitable Foundation
BayRing Communications
Bid2Win Software, Inc.
Bosen & Springer, PLLC
Citizens Bank Foundation
Cogswell Benevolent Trust
Coldwell Banker
CVS Caremark
Digital Prospectors Corp.
Exeter Hospital
Exeter Subaru
Fidelity Investments
Flatbread Company
Foundation for Seacoast Health
Fuller Foundation
Graphic Details
Hesed Foundation
Hoefle, Phoenix, Gormley & Roberts, P.A.
Hyder Enterprises
Irving Oil
Liberty Mutual Group
Morgan Stanley
New Castle Volunteer Fire Department
Newmarket International
NH Charitable Foundation — Piscataqua Region
NH Children's Trust Fund
Northeast Delta Dental Foundation, Inc.
Ocean Bank, a division of People's United Bank
Peter G. Kasnet, Inc.
Piscataqua Savings Bank
Port City Chrysler Dodge
Portsmouth Regional Hospital
Provident Community Foundation
Ri Ra Portsmouth
Rite Aid Foundation
Rotary Club of Hampton
Rotary Club of Portsmouth
Sam's Club Seabrook 6337
Seacoast Kidney & Hypertension
Seatrade International
Sprague Energy
Sun Life Financial
TD Charitable Foundation
United Way of the Greater Seacoast
Vigilant Capital Management, LLC
Voyager Insurance Services
Wells Fargo Securities
Wheelabrator Technologies, Inc.
Womensaid of Greater Portsmouth
Wonderland Thrift

Each year in February, we place Valentine boxes around Families First and invite clients to write a valentine to let the staff know what Families First means to them. These valentines also belong to *you*, our supporters who make it all possible.

“Thank you for providing my family and me with years of consistent, happy health care. From the common cold, scraped knees, dental, and prenatal care, you guys do it all.”

“When I called, you listened, when I was upset, you cared, when I needed a friend, you came. When I needed advice, you shared your thoughts. When I needed help, you provided it. When things were falling apart, you sent glue. Raising kids with chronic health issues is so hard. Thanks for putting your heart into all you do!”

“I cannot think of one negative about Families First. I was so nervous losing my health care. Thanks, each and every one of you, for all that you do here.”

“All the groups and staff have given me many tools to become a patient, loving and understanding mom and wife. I have loved learning about logical consequences, developmental stages, risk factors/protective factors, and protecting my children (giving them tools).”

“I would like to express my thanks to all of you involved with my emergency tooth. Maureen arranged for me to go to the van and gave me a referral for my abscessed tooth. I was taken into Families First, whose staff was so nice and comforted me. Dr. Homicz was so nice, caring and gentle. He listened to my concerns, removed my infected tooth and gave me my prescription. He and his assistant were so wonderful.”

“This will be my first Valentines Day with my son in two years, thanks to all of your support and knowledge on parenting skills.”

“In addition to first-rate and appropriate subject matter and speakers, the Family Center staff is unmatched and the value of its services is immeasurable. I continue to be better motivated, educated and strengthened hour by hour, one day at a time. Life here is an integral part of my life at home.”

“Families First provided prenatal care for a young woman who is like a daughter to me. I am grateful she was able to receive medical care, and that she and I are looking forward to a happy, healthy baby.”

“If I had not come to Families First I would probably still be at home with my boys, not socializing like I do now. I have always been very quiet and shy. Families First is a great way to make friends and to learn what you need to know to help your family have a much better life.”

“Families First has helped me make goals that I can complete to better myself. They're always there to give a helping hand and to encourage me that I can do it. Families First has helped my son in many ways. Not only did they provide a supportive delivery but also were there when it was all said and done. I thank you for caring!”

“I get to meet people sailing in the same boat and get opportunities to make new friends. All the people are very supportive, and I am really glad that I found Families First.”

PHOTOS ON THIS PAGE BY WAYNE MOULTON

Families First

support for families...health care for all

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VAN DONATION, ARRA FUNDS HELP US MEET DEMAND

Because only homeless people are eligible to be patients on our health care vans, it is never good news when demand for this service is up. But being able to meet that growing need is good news. And with help from multiple sources, we have been doing just that.

Since January 2003, Families First's Health Care for the Homeless program has visited soup kitchens, shelters, and other sites convenient for homeless people in two counties. We've used two vans to provide services, one of which we borrowed from **Exeter Hospital** one day a week. Last September, the hospital donated that van to us. "Families First has proven to be a true integrator of community resources, and we are proud to be able to support their ongoing outreach by making this mobile medical van available to them," said **Exeter Hospital** President and CEO **Kevin Callahan**.

Our capacity to serve the homeless increased even more when Cross Roads House shelter built a medical exam room for us in its new facility. We can now provide services that weren't possible in the vans' tiny exam rooms, and the vans are freed up to serve other sites.

Finally, federal stimulus funds provided through the American

Recovery and Reinvestment Act enabled us to hire more mobile health team staff; furnish and equip the new clinic room at Cross Roads House; buy mobile dental equipment; and build and equip a third exam room at Families First Dental Center.

So far, all these new resources have enabled us to add a site, in Farmington; increase the frequency of visits to existing sites; and provide a greater depth of services, such as more dental care and more physicals.

The combination of expanded capacity and growing demand has led to significant increases in numbers served when comparing the past six months with the same period the prior year. In the past six months, the vans served an average of 113 patients per month (up 20% from the prior year) in an average of 166 visits per month (up 27% from the prior year), and welcomed 217 new patients (up 25% from the prior year). We thank all those who made it possible to absorb these increases.

