

Taking Care

A NEWSLETTER FOR DONORS, FUNDERS AND FRIENDS OF FAMILIES FIRST

Cutting Costs Through Better Health Care

Everyone agrees that the soaring health care costs are a dire problem — especially when it comes to providing care to low-income, uninsured patients. Yet there is good news right here at Families First. Using innovative approaches not found in most private medical practices, Families First reduces health care costs and improves lives by helping patients better manage chronic diseases such as diabetes, asthma and heart disease.



Diabetes group visits begin with private screenings before patients gather for support, education, a healthy lunch, and socializing. Here, nurse practitioner Leslie O'Brien examines Joan Carr.

At the center of Families First's disease management efforts is Jane Cummings, a registered nurse and certified diabetes educator who dedicates 10 hours per week to health education, counseling and monitoring of chronically ill patients. Her efforts can have a huge impact on both health care costs and quality of life. For example, teaching diabetics to check their feet daily reduces the chance that any sores will become gangrenous and require an amputation.

Cummings organizes bimonthly group visits for diabetic patients. These visits don't replace private appointments, but allow Families First staff to monitor and educate patients more thoroughly and efficiently, while patients can receive support from others who face the same challenges. "A lot of people who don't have diabetes don't understand," says patient Merlyn Anderson, a regular at the group visits. "Diabetes is a hard disease to live with. Each day I have to think about what I'm going to eat, and three shots. This group makes you feel like you are not by yourself."

When they arrive for a group visit, patients move through four private stations where they receive a clinical exam and checks of their blood sugar, feet, and vital signs. Next, it's time for socializing over a

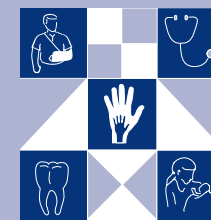
healthy lunch designed to model appropriate food choices and serving sizes. As group members finish lunch, they hear a presentation on nutrition, exercise, medication or another topic related to managing diabetes. Because Families First's staff includes professionals not found at a private medical office, such as nutritionists and dentists, many of the presentations can be done by our own employees. Families First's new dentist, Dr. Chris Kempton, gave a talk at the January meeting, then

offered patients a quick screening to see whether they had any urgent dental problems.

Another innovative practice at Families First that particularly benefits patients with chronic illnesses is our use of electronic medical records instead of paper charts. With these records, and technical assistance from the Community Health Access Network, our providers can receive aggregate data on what percentage of patients are getting their recommended screenings, screening results, and patients' progress measured over time and against accepted standards of care and other benchmarks. The electronic system also flags providers when the patient is due for a health screening, ensuring that nothing is overlooked.

One of the nicest part of a group visit is when Jane Cummings publicly recognizes patients' achievements in controlling their illness. Merlyn Anderson, one of the patients recognized in January, said her diabetes had not been under control for more than 10 years. "I just got my first blood work where everything is normal," she said. "I give Families First part of the credit because they don't let anything slide, and when you tell them something, they hear you."

Support for Families Health Care for All



Our Mission:

Families First Health and Support Center is an independent nonprofit agency that provides a broad range of health and family support services to individuals and families, regardless of ability to pay.



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Branching Out

Ten months after attending Families First's "Helping Siblings Get Along" class in Hampton last spring, Tricia Ciolfi is still marveling at how well the "stepping in to step out" approach she learned there works.

Her children now know they shouldn't come to her to resolve a dispute until they have tried to work it out themselves. And even then, she says, "I will just guide them in the right direction and then turn it back to them for the final solution."

Tricia's family benefited from the class so much that she came back this winter for "Getting Some Respect." She says she probably would not have had time to attend these classes were they not offered right in Hampton.

That's why, in the fall of 2004, Families First staff and a group of concerned people who live or work in the Hampton/Seabrook region kicked off an effort to bring ongoing parenting classes there.

John Shaw, Hampton Falls town moderator and School Board member, raised \$6,000 through a triathlon to kick off the program. Since then, the NH Charitable Foundation, Rotary Club of Hampton, Rockingham County Incentive Funds and Provident Bank have also funded classes in Hampton and Seabrook, while Wheelabrator Technologies funds transportation and translation to make the groups more accessible.

In addition to parenting classes, Families First offers a weekly group in Hampton for parents facing economic and social challenges. Volunteer MJ Keane, who leads the group along with Families First home visitor Beth Searle-Spratt, has seen big changes in the women over the year since the program began. "Their social skills have blossomed," she says, "They share more freely, they bring each other items from home, and I can see they are more appreciative of the support they receive not only from Families First, but from each other."

The Hampton/Seabrook Parenting Project is off to a good start, but additional funds are still needed to meet the budget for 26 weeks of parenting classes and 48 weeks of the support group this year. If you can make a donation, or if you would consider joining the community group working on this project, please contact Program Director Keryn Kriegel.



The Tuesday morning group in Hampton includes craft and cooking projects for relaxation, as well as guest speakers on topics like parenting or managing finances.

Invitation to Sponsor 2007 Art Calendar

Dedicated volunteers and staff are hard at work on the 2007 *Artists of the Seacoast* calendar. We welcome new local businesses to support Families First and become a calendar sponsor. This publication is widely distributed and much anticipated within the Seacoast community, so get your name out there for all to see! Limited space is available, so contact Laura Keller at 422-8208 ext. 132 or lkeller@familiesfirstseacoast.org to reserve your spot now.

We are pleased to announce that these longtime calendar sponsors have renewed their support for 2007:

- Allergy Associates of New Hampshire
- Boynton Waldron Doleac Woodman & Scott, PA
- Louis F. Clarizio, DDS, PA
- Exeter Health Resources
- Harbour Women's Health
- Jumpin' Jay's Fish Cafe
- Liberty Mutual
- The McLane Law Firm
- Portsmouth Regional Hospital
- Seatrade International
- Sheraton Harborside Portsmouth
- Tilton Equipment Company
- Wilson & Gould



Nonprofit Org.
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Families First
Health and Support Center
100 Campus Drive, Suite 12
Portsmouth, NH 03801
603.422.8208
www.FamiliesFirstSeacoast.org
info@FamiliesFirstSeacoast.org

Coming Soon

On your mark,
Get your friends,
Grab your sneakers,
GO!!!



Get ready to strut your stuff for the Families First Feel Good Festival and Walk, coming this fall! Details to follow.

New Board Members

Families First is delighted to welcome three new members to our Board of Directors: Donna Ryan, owner of Anneke Jans restaurant in Kittery; Jack Jamison, a Families First client and volunteer who is retired from a career in information technology; and Kathleen MacLeod, a former administrative director at Cedars-Sinai Health System in Los Angeles.

New Fund Development Team

Families First has a new Fund Development Team. Development Director Ginny MacDonal joined us in October.



Nancy Casco, Ginny MacDonald, and Laura Keller

With nine years' experience in fundraising, she has directed a number of annual campaigns for the American Cancer Society and most recently led a successful capital campaign at the New Hampshire SPCA. She is joined by Laura Keller, who replaced Sandra Acox as Fund Development Coordinator in January. Originally from Southboro, Mass., Laura has done fundraising for several non-profit agencies, including the United Way. Completing the team is Nancy Casco, Administrative Assistant in the department since 2003.

New Dentist

Earlier this winter, Dr. Chris Kempton brought his 22 years of experience in public health dentistry and a fierce love of New Hampshire with him from Atlanta to become Families First's second staff dentist. "Founding dentist" Dr. Nate Swanson is still with us one day per week.

What Would We Do Without Our Volunteer Dentists?

In addition to two staff dentists, the Families First Dental Center is fortunate to have five volunteer dentists. Drs. Chris Batt, Marc Brown, Neil Hiltunen, Skip Homicz and Barry McArdle allow us to stay open more hours every week to serve more people. They also went above and beyond by filling in when we were between dentists for a short while. For increasing access to oral health care for the uninsured and underinsured, they have our heartfelt thanks.

Please Come See Us... And Bring a Friend!

If you've never seen Families First, or if you would like to show your friends why Families First is worth supporting, we'd love to give you a tour. Please call Ginny MacDonald at 603-422-8208 ext. 144.

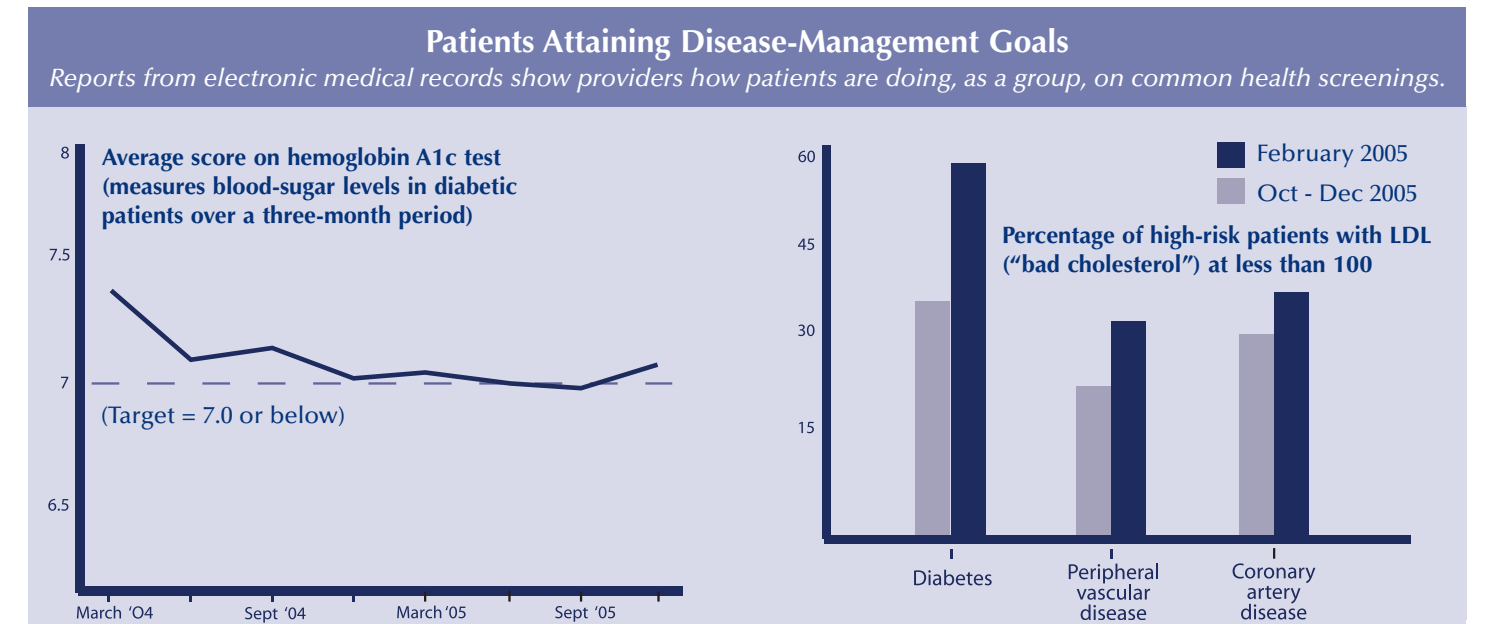


Wheelabrator Cares for Employees, and Families First

Wheelabrator Technologies of Hampton not only creates clean energy, but also demonstrates the highest standard in corporate giving by valuing their employees' community concerns. The renewable-energy company surveys its 75 employees about where the company's charitable dollars should go. "We wanted our charitable contributions to reflect what the employees felt strongly about," explains communications director Carrie Griffiths. The survey revealed that among employees' highest concerns were the elderly, the poor and the homeless. "Families First falls into many of these groups," Griffiths says, "and the reputation of Families First has been really good in the Seacoast region." Wheelabrator has given Families First two grants in the past three years. The money has gone toward transportation, child care and translation to help clients access services at Families First.



Wheelabrator president Drennan Lowell presented a grant award to Families First Family Services Director Keryn Kriegel.



Welcome



Dear Supporters and Other Friends,

Having been an Executive Director for more than 16 years, I have had the privilege of knowing members of our community who truly embody the spirit of philanthropy. These people are generous not only with their wealth but also their time and talent, and they motivate others to join in their efforts to support their causes.

We at Families First are more than fortunate to call many of these philanthropists our friends and supporters. They have spent countless volunteer hours helping to take our vision of expanding services and making it a reality. They have hosted fundraising events, worked on our endowment campaign, made personal gifts and brought new friends into our circle of supporters. On the next page you can read about one of them, MJ Keane, who has made her mark on Families First as a volunteer, donor and ambassador. She is a true gem!

Sadly, we have also felt the loss of two philanthropists and dear friends to Families First recently. Last spring we said goodbye to Pam Shulman, a longtime supporter and member of our Advisory Committee. Not only have Pam and her husband, Steve, been generous supporters, but they have taught the lessons of philanthropy to their children. The Hesel Foundation and the Luke Shulman Children's Fund at Families First are the results of their teachings and a tribute to Pam. And most recently, Judy Jelinek, who was honorary chair of our endowment campaign in 2004, lost her husband, Frank Jelinek. Our hearts are with Judy and her family as they deal with this tragic loss. Frank and Judy have done tremendous things for Families First and other Seacoast organizations. He will be greatly missed.

The loss of these generous people highlights even more the rarity of such individuals and the need for others in the community to take up these roles in volunteer leadership and embrace the true meaning of philanthropy. It is my hope that in the coming years boardrooms, events and campaigns will have some new faces in these important leadership roles.

Helen B. Taft

Helen B. Taft
Executive Director

phi-lan-thro-py (fī -lān'thrə-pē)

1. The effort or inclination to increase the well-being of humankind, as by charitable aid or donations.
2. Love of humankind in general.
3. Something, such as an activity or institution, intended to promote human welfare.

Families First in the News

A "SNAPSHOT" OF HOW WE MAKE A DIFFERENCE

The following are excerpts from media coverage of Families First. For links to the complete stories, visit www.FamiliesFirstSeacoast.org/inthenews.html.

Group diabetes visits

Kerry Grens, NH Public Radio, 11/28/05

About 15 people chat around the lunch table at Families First, the Seacoast's community health center. Most of them are seniors, most of them are women, and all of them have diabetes. They exchange medical notes and compare eating strategies, [such as] which fast-food restaurants serve frozen yogurt.

For Shirley Corley, casual sessions like these have helped dissolve the fear of living with a chronic disease.

Corley: I'm not so scared. I'm not the only one....

Corley found out about her Type II diabetes a little over a year ago. And just about every other month since then she has come to Families First for check-ups. But hers are not just 15 minutes with a nurse. They are a two-hour combination of support group, medical visit, and seminar....

This month, attendance has swelled to over 20 patients.... Jane

Cummings, a nurse who runs the program, is pleased. Obviously, it's an efficient system: 20 patients are educated with one schpiel. She sees other benefits as well.

Cummings: Clearly the patients that see us often, and especially the patients that come to group, do better than patients that we don't see and don't come to group.

And this makes the group system cost-effective.... Cummings has not put any number to possible cost savings, but Arne Beck at Kaiser Permanente in Colorado has. He followed two groups of chronically ill patients over two years: those who went to monthly group doctor visits and those who stayed on a conventional one-on-one schedule....

Beck: We found that the group-visit patients had fewer hospital admissions and emergency room visits and that their costs overall were about \$42 per member per month less than control patients.

That's about a 10 to 20 percent decrease in their health care costs....



Nurse practitioner Jill Capobianco, on the "Helen" van.

Healers on wheels

Elizabeth Kenmy, Portsmouth Herald, 12/26/05
PORTSMOUTH - "It's bedside nursing, curbside."

That's the way director and nurse Maureen Keating describes the 4-year-old Health Care for the Homeless Project with Families First.

Along with two other medical professionals, Keating covers hundreds of miles across the Seacoast each week in a brightly colored van called Helen, providing free health care service to the homeless....

Each year, the van provides health care services to more than 900 patients, many of whom have no medical insurance or even a source of income. If the program did not exist, Keating said, all 900 people would ignore their health problems, which range from asthma to diabetes, until they became so severe they would need to be rushed to the emergency room....

Patients receive a variety of services on the van, including routine physicals, treatment for illnesses [and referrals to] other free or low-cost community services.

Medical, social costs to a black or crooked smile

Ulrika G. Gerth, Foster's Daily Democrat, 5/29/05

Scott LaPoint, 35, is finally able to talk without feeling ashamed of himself....

Until a year ago, his mouth was an aching black hole. LaPoint suffers from a movement disorder.... Unable to floss and brush properly, his teeth decayed until there was nothing left but fragments, searing pain and ambulance rides to the emergency room from his home at a public housing complex in downtown Portsmouth....

LaPoint eventually found the community dental center at Families First. For \$500, divided into monthly payments, LaPoint got a smile that reveals a straight, white line of teeth....

Families fretful: Shipyard's uncertain fate ...

Elizabeth Kenmy, Portsmouth Herald, 5/20/05

.... Keryn Kriegl, family services director at Families First Health and Support Center in Portsmouth, said it's important for parents to take care of themselves so they can take care of their children. [Also, she said,] "parents need to acknowledge there may be some changes, but that it is a 'grown-up' issue and that Mom or Dad will take care of it. Details should not be shared with young children. Parents need to validate their child's feelings and reassure them that they will be safe and cared for." Kriegl said organizations like Families First Health and Support Center can help individuals and families through tough times.

Include Families First in Your Gift Planning This Year

The coming of the new year may be a good time to take stock of your assets and consider setting aside something to support Families First Health and Support Center. Making a bequest through a will or trust, naming Families First as a beneficiary of a life insurance policy or retirement plan, or creating a life income plan to support Families First all are likely to yield tax benefits for you as the donor. And you don't need to be wealthy to make a planned gift that will make a lasting difference to many people in the Seacoast community.

A bequest made through a will may be in the form of a stated dollar amount, property, a percentage or the residual of an estate. If you choose to do this, here

is the suggested language for an outright unrestricted residuary bequest to Families First: "I give, devise and bequeath to Families First of the Greater Seacoast, located in Portsmouth, New Hampshire, the sum of _____ dollars (or ____ percent of my residuary estate)."

We recommend consulting with an attorney who can advise you on making estate plans and the tax advantages of a gift to Families First.

For more information about gift planning opportunities, please contact Families First Development Director Ginny MacDonald at (603) 422-8208 ext. 144 or gmacdonald@familiesfirstseacoast.org.

Supporters

On this page, we gratefully recognize the generous individuals, businesses, community organizations and foundations that donated \$100 or more to Families First between July and December 2005. We are grateful for contributions of any amount and regret that space doesn't permit us to list every donor here. All donors will be listed in the annual report this fall.

FOUNDATIONS

Grants awarded between July and December 2005

\$400,000
Foundation for Seacoast Health

\$50,000
Endowment for Health

\$10,000
Bank of America Charitable Foundation

\$3,000 to \$5,000
Harvard Pilgrim Health Care Foundation
Hesed Foundation
The Fuller Foundation
NH Charitable Foundation
NH Children's Trust Fund
NH Dental Society Foundation

Up to \$1,000
Abraham Burtman Charity Trust
Provident Bank Community Foundation

ENDOWMENT CAMPAIGN

Donations and pledge payments received July through December 2005. A complete list of endowment campaign donors is at www.familiesfirstseacoast.org/documents/AnnualReportFY05.pdf.

John Ahlgren
Donald and Barbara Battis
Clarke and Laurie Chandler
Harry and Barbara Cheverie
Christopher and Roddy Cole
Terry and Susie Conner
Harlan and Pat Cutshall
Stephen and Patricia Foss
John and Sally Freear
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Joseph and Ginny Szymanowski
Helen Taft and Peter Kearns
Margie Wachtel and Morey Stettner

BUSINESSES, CORPORATIONS, CHURCHES, CLUBS AND ORGANIZATIONS

\$100,000
Portsmouth Regional Hospital

\$22,000
Billy Cheverie Memorial Golf Tournament

\$1,000 to \$5,000
American Culinary Federation
JTL Technical Services
Nurse Audit, Inc.
Rotary Club of Portsmouth Sunrise
The Timberland Company

\$100 to \$999
Atlantic Cardiology Associates, P.A.
G. Willikers! Toyshop
RiverRun Bookstore, Inc.
Temple Israel Charitable Committee
Town of Hampton Falls

INDIVIDUALS AND FAMILIES

Leader (\$5,000 and up)

Dan and Blythe Brown
Frank and Judy Jelinek
Steven Shulman

Benefactor (\$1,000-\$4,999)

Anonymous
Irene Crosby
Daniel and Betriann Donahue
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Timothy and Kimberly Reed

Patron (\$500-\$999)

Rob and Bobbi Cimini
Howard and Phyllis Crosby
Mark and Diana McNabb
Ruth Mott
Daniel and Lisa Schwarz
Arnie and Anne Taylor
Ned and Margot Thompson

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Nancy Barquist
Cynthia Catasso
Harlan and Pat Cutshall
Chris Dwyer
Thomas Kelleher
Peggy Kieschnick and Phil Hatcher
Keith and Nancy Morgan
John Robinson and Lis Anderson
Richard and Pamela Senger
Toby Stowe
Daniel Valenza and Patricia Craig
Margie Wachtel and Morey Stettner
Donald and Susan Zuckert

Family (\$100-\$249)

Leo and Lee Appel
Bruce and Libby Bartolini
Ferris Bovicchi
Peter Bergh and Janet Prince
Gary Blake
Stuart and Paula Boxer
Paul Bonaci and Lucinda Schlaffer
Robert and Gail Brown
Harold and Sheila Cail
Alix Campbell
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Peter and Holly Horne
Darcy Horgan

Marshall and Anne Gaffney
Ross Gittell and Jody Hoffer Gittell
Steven and Gail Goldberg
Gary and Trisha Kish
Lucius and Nancy Hill
Stephen and Patsy Lorentzen
Jerry and Suzanne Loyd
HJ Ludington
Virginia MacDonald
Thomas and Candace Manero
Peter and Starr Motson
Brett Nelson and Paula Welde Nelson
Donald and Sandy Osborne
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William and Vicki Walters

IN-KIND DONORS

'Family Fun Night' Meals

Belle Peppers
Flatbread Company
Durham Community Church
Granite State Church of Christ
Great Bay Dental Care
Robert Pavik and family
Unitarian Universalist Church of Portsmouth*
United Campus Ministry to UNH*

Gifts to Families First Clients

Barnes and Noble Bookstore
Bottomline Technologies
New Castle Volunteer Fire Department
New Franklin Elementary School
Steven and Deborah Paul
Montessori Cornerstone School
Portsmouth High School
Portsmouth Regional Hospital
Eliza Seavey
Fred and Donna Seigel
Timberland Company
St. Nicholas Greek Orthodox Church*
Star Island Corporation*
Susan Turner

Other In-Kind Donations

Choice Entertainment
Citadel Broadcasting Company
Girl Scouts of Swiftwater Council
Dan and Blythe Brown
Peter Thomas*
The Take Away Café*
Timberland Company*
Tom's of Maine*
Nan Torode*
Jeanne Zuckert*

**These in-kind donors were accidentally omitted from the 2004-2005 annual report. We apologize for the error.*



Donate to Families First and Make a Difference Today!

We are grateful for the many contributions we receive throughout the year from the many individuals, businesses and organizations that support Families First Health and Support Center. Each gift, large or small, allows us to continue offering our valuable services to thousands of individuals and families throughout the Seacoast.

You can financially support Families First Health and Support Center in a number of ways. Make a general donation by writing a check or consider making monthly payments by credit card. Give a gift of appreciated stock, or include Families First in your will.

Your gift will make a difference in the life of an individual or family and the community we live in.

To make a donation or for more information, please call Development Director Ginny MacDonald at 603-422-8208 ext. 144 or e-mail at gmacdonald@familiesfirstseacoast.org.

Or just write to the address on back of this newsletter. (A donation form is available at www.familiesfirstseacoast.org/pdfs/FamiliesFirstDonorCard.pdf.)

All donations are tax deductible to the fullest extent allowed by law.

Profile



MJ Keane

Surveys show that the No. 1 reason people choose to donate to a particular organization is that they also volunteer there.

MJ Keane, a seven-year volunteer for

Families First, understands why. "From volunteering and being here as often as I am," she says, "I see the value of the dollar and where it's going. It's hard to write a check unless you know it will be used well. I see that the attention the clients receive here does make a difference in their day-to-day lives. I see very little failure here, and many positive outcomes."

MJ had just retired from the world of business when she called Families First looking for a volunteer opportunity. Thinking that Families First was only a prenatal clinic, she was surprised to learn that the agency was looking for volunteers to provide child care during parenting classes and support groups.

She has been a steady presence in the Children's Room during "Parent Recharge" on Thursday mornings ever since. Her dedication led Families First to choose her as Volunteer of the Year in 2003 – and it has only grown since. When Families First began offering a weekly morning group for at-risk mothers in Hampton a year ago, MJ volunteered to co-lead it. (See next page for more on this program.) Meanwhile, she still does her Thursday morning child care shift in Portsmouth.

What keeps her coming back, MJ says, is that "every time I leave here I feel better about myself. And clients feel the same way. It's such a great place to be. Anybody who volunteers here feels that."

Soon after MJ began volunteering, she and her husband, attorney Tom Keane, became regular donors to Families First. And in 2004, the Keanes made a generous pledge to Families First's endowment campaign. "It made sense to us from a business standpoint," she says, "to make sure that these programs are still here and able to meet the need for generations to come."

MJ would be any nonprofit agency's dream supporter just for contributing her time and money. On top of that, she gladly does something that many people find intimidating: inviting friends to join her in supporting Families First. "It's easy to ask someone to share a few moments in an arena that you feel comfortable in," she says.

Most people she knows have heard something about Families First but, like MJ before she made that call about volunteering, they have no idea about the many services Families First provides. "I just bring them in and show them what it's about. Then it's up to them whether it 'clicks' or not. I just tell them: 'You've got to see this place!'"