

# Families First

Families First Health & Support Center  
100 Campus Drive, Suite 12  
Portsmouth, NH 03801  
FamiliesFirstSeacoast.org • 422-8208

support for families...health care for all

## NUMBER OF PEOPLE SERVED (FY 2011; ended 6/30/11)

- **All Health Services:** 4,500
  - Primary and Prenatal Care:** 4,153
  - Dental Care:** 1,785
  - Mobile Health Care for the Homeless:** 695
- **All Family Center Services:** 2,005
  - Parenting and Family Groups, Children's Programs:** 1,613
  - Home Visiting:** 526 (149 families)

## ABOUT OUR CLIENTS (FY 2011; ended 6/30/11)

- **Where They Live:** Portsmouth: 35% ... Hamptons/Seabrook: 17%  
Other Rockingham County: 22% ... Strafford Cty: 17% ... Maine: 8%
- **Socioeconomic Status, Health Center Patients:** 62% live below the federal poverty guideline (i.e., \$18,530 or less for a family of three); another 30% live below 200% of the poverty level.
- **Socioeconomic Status, Family Center Clients:** Sixty-one percent had incomes in the very-low, low or moderate range.
- **Insurance Status, Health Center Patients:** 55% were uninsured and used our sliding fee scale ... 31% had Medicaid ... 6% had Medicare ... 8% had private health insurance.

## FINANCIAL INFORMATION (FY 2012; began 7/1/11)

**Current Agency Budget:** \$4,077,000

- 81% of expenditures support direct services to clients.

### Funding Sources

- Patient Fees: 40%
- Government Contracts: 20%
- Grants: 14% (includes United Way: 0.01%)
- Contributions and Fundraising: 23%
- Investment and Other Miscellaneous Income: 3%

## A GROWING DEMAND FOR SERVICES

Over the past two years (FY09 to FY11), Families First saw increases of:

- 69% in behavioral health visits
- 27% in parents and children attending parent/family groups
- 33% in dental visits
- 35% in medical visits to Health Care for the Homeless sites
- 29% in **new** Health Center patients enrolling
- 16% in medical and dental patients served

## HIGHLIGHTS IN FAMILIES FIRST HISTORY

- 1984:** Portsmouth Prenatal Clinic opens
- 1992:** Family Center opens
- 1997:** Health Center begins providing primary care
- 1999:** Health Center and Family Center move to Community Campus
- 2002:** Mobile Health Care for Homeless program begins
- 2003:** Families First Dental Center opens
- 2008:** Behavioral Health program begins
- 2010:** Mobile Dental Care for Homeless begins

## SERVICES PROVIDED

**General Medical (Primary) Care**  
For men, women and children

### Prenatal Care

**Mobile Health Care for Homeless**  
Medical, dental and substance abuse services in Strafford and Rockingham counties

### Dental Care

On-site, in schools, and at sites convenient for the homeless

### Supportive & Behavioral Health Services

- Education on coping with chronic illnesses such as diabetes and asthma
- Behavioral health, substance-abuse and nutrition counseling
- Help obtaining insurance, medications and other benefits
- Developmental screenings for children
- On-site lab services
- Free breast and cervical cancer screening for eligible women
- Transportation, translation and child care for appointments
- Group visits for diabetics and for overweight kids w/ parents

### Care Coordination

Assessment of client needs and linking of clients with resources within and outside Families First to meet those needs; assistance removing barriers to accessing services.

### Parenting Classes & Groups

Classes cover child behavior and development, anger management, positive parenting skills and more. Support and activity groups are for at-home parents and others. Free child care included.

### Family Programs

Programs for parents and kids together, including an evening program for at-risk families, and parent-child playgroups

### One-on-One Family Support

Individualized support, education, advocacy and referrals for families with a chronically ill child and/or other challenges