



Illustration by Alysso Grenning

“

This one facility meets all my needs. What a great model, if more health care could be this way! It is like a wheel, and all the care professionals are the spokes. At the center is my overall health.

”

# YEAR AT A GLANCE

July 2015 – June 2016

## AGENCYWIDE

Total clients served: 6,400

## PARENT/FAMILY PROGRAMS

1,865 parents and children served

- **Parent groups, family programs, child care:** 1,481 children and adults in 11,527 visits
- **Home visiting:** 147 families (492 individuals)

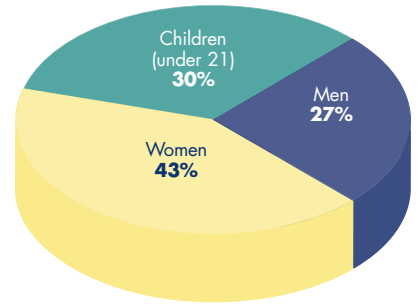
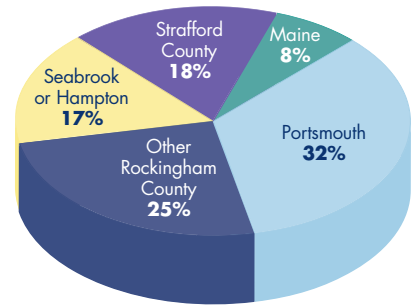
## HEALTH AND DENTAL CARE

4,920 patients served in 20,948 visits

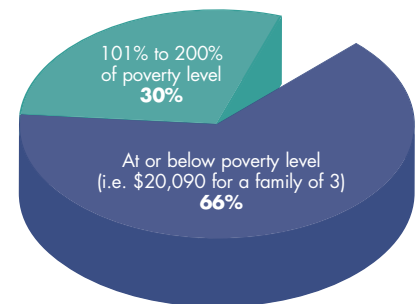
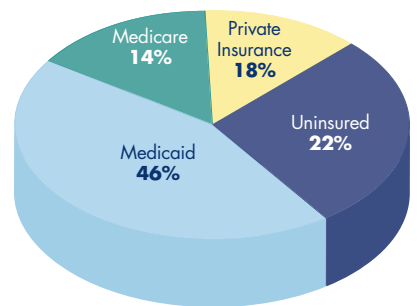
- **Primary care:** 4,029 patients (includes mobile, prenatal and behavioral patients)
- **Well-child care (preventive pediatric care):** 713 children served
- **Behavioral health counseling:** 554 patients
- **Mobile medical & dental services:** 904 patients
- **Prescription assistance:** 328 patients / meds valued at \$375,000
- **Dental care:** 2,112 patients (at Dental Center and mobile clinics)
- **School-based dental program:** 1,897 children screened; 101 received hygiene services
- **Insurance enrollment:** 3,105 assists and 753 enrollments



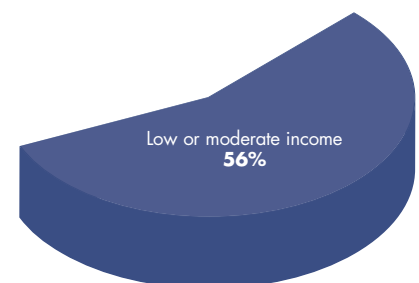
## ALL CLIENTS



## HEALTH CENTER PATIENTS



## FAMILY CENTER CLIENTS



## HIGHLIGHTS OF 2015–2016

- Began offering Medication Assisted Treatment for addiction and alcoholism, including medications, counseling, intensive nursing support, acupuncture and care coordination. Served 61 patients. Also began distributing Narcan.
- Created a position dedicated to increasing cancer screening rates. Colonoscopy rate improved from 32% to 45%. Mammogram rate and Pap test rate also improved.
- Participated in the Million Hearts Campaign to improve hypertension management through staff training, developing a patient registry, improving patient outreach, standardizing protocols and distributing blood-pressure cuffs
- Piloted a guided support group for parents of children with ADD/ADHD and a nationally recognized series called Changing Destructive Adolescent Behavior. Both were successful and will be repeated.
- Registered 341 patients to use our online portal to communicate securely with staff; request appointment times, refills and referrals; and view medical records.
- Moved to a team-based model of care, where each provider has a consistent team including a nurse, medical assistant, care coordinator and referral coordinator who work with all his or her patients.

# LEADERSHIP REPORT



Linda Sanborn  
*Board Chair*

Helen B. Taft  
*Executive Director*

## IT TAKES A VILLAGE TO TREAT THE *WHOLE* PERSON

Treating the **WHOLE** person is what Families First is all about, as shown in the cover illustration (which is also the centerpiece of our brand-new website). Our goal is to provide comprehensive primary care, behavioral and oral health care and family programs and to make them easy to access and affordable.

Families First is known for providing many services under one roof, but we don't do it alone. Local, state and regional partnerships are a big part of Families First's 30-year history and our present reality. It really does "take a village," as they say, to meet our agency goals and to be part of achieving the "Triple Aim" defined by the Institute for Healthcare Improvement: improving patient experience, improving population health, and reducing costs.

For example, in planning our response to the opioid epidemic, we reached out to the Boston Health Care for the Homeless Program for help developing policies and protocols for our Medication Assisted Treatment program. We partner with the new Safe Harbor Recovery Center in Portsmouth to provide ongoing support to people in recovery and their families. Our providers are relieved that they can now link our patients to these needed services.

Similarly, we have contracted with Seacoast Mental Health Center to provide psychiatric services — particularly medication management — on site, which enables our primary care providers to make referrals and receive consultations in a timely way.

Other collaborations include bringing medical and dental services to two St. Vincent de Paul sites, in Exeter and Hampton.

In order to respond to our changing health care environment and its focus on value-based reimbursement, we have become a member of a Management Services Organization with other health centers and the Bi-State Primary Care Association. Joining forces enables us to contract with insurance plans for incentive payments and shared savings.

Our focus on quality of care and patient outcomes, highlighted in this report, positions us well for this change in reimbursement.

We partner with both of the hospitals in our area. Portsmouth Regional Hospital supports our mobile health program, while Exeter Hospital is helping fund our expansion to Seabrook, where we will soon be providing medical and dental services at the new Southern New Hampshire Services Community Action Program building.

We are working with Goodwin Community Health, the community health center in Somersworth, to increase collaboration; share expertise and resources; and enhance growth, quality and cost-effectiveness. We have been providing parenting programs at their site, and soon their dentists will be working at our Rochester clinic for homeless people.

Together with other community health centers, community mental health centers, public health networks, hospitals, counties and social service agencies, Families First is helping develop a regional Integrated Delivery System. The IDS is intended to transform the health care system to better integrate behavioral health and primary care and address the social determinants of health.

We recently had a change in our longest-standing partnership. Since 1984, Harbour Women's Health has enabled us to provide prenatal care to low-income women on-site at Families First. Mark Chag, our medical consultant for that program for many years, recently retired from providing obstetric services. His legacy of commitment to his community lives on through the other obstetricians in that practice, and we are grateful for that.

We are also grateful for all of you listed in this annual report — individuals, corporations, foundations, and government agencies. You make all of our efforts to treat the whole person possible. Thank you!

# HOW YOUR SUPPORT MAKES A DIFFERENCE

## Dental Care

“A few months ago I was blessed by the work I had done at the dental bus in Exeter and at the Families First dental office. Families First made it affordable for me to have the work I needed done. Our teeth are an important part of our health care. Having the kids room available for my son to go to while I get my teeth worked on is wonderful, as I can’t afford a sitter.”

“I came to Families First because I had a horrendous toothache. The dentist took care of me right away. I qualified for sliding scale, and Families First helped me with the forms. When my primary care doctor moved on in his career, Families First set me up again. My doctor is personable and attentive. I have been cared for very well for maybe five or six years now, and making an appointment is quick and easy. No stress to see my doctor — in fact I look forward to appointments and getting better.”

### SERVICES

- Dental hygiene, treatment and urgent care at our Dental Center
- School-based education, screening, cleanings and sealants
- Mobile dental care for people experiencing homelessness and for others with low incomes



Dr. A.J. “Skip” Homicz, DDS, has volunteered as Families First’s dental director since 2002 and also provides direct services.

- The rate of untreated decay among students screened at Portsmouth’s three elementary schools dropped from 10% to 4% between the 2007–2008 school year and last school year.
- 65% of pediatric dental patients received preventive care (prophylaxis).



TONY BALDASARO

# HOW YOUR SUPPORT MAKES A DIFFERENCE

## Health Care

“The staff is so caring and smart! All the departments have experts in their fields who help us maneuver thru the system and get the assistance needed. The medical staff is professional, discreet and respectful. Anyone who is self-employed or finds themselves in a tough situation or dire straits will find a kind and welcoming staff at Families First.”

“Families First not only made doctor visits affordable, they had the kind of compassion you don’t typically get at a doctor’s office. I never had to wait, they would answer all my questions, they would give me lots of treatment options, and they always highlighted the importance of staying healthy. This is a place you can walk in and you don’t feel like a patient.”

“Families First’s Suboxone program has saved my life. It has saved a family from a lifetime of shame and hopelessness. They care about me as a person, they remind me that I am human. My two kids have never been so happy. I have reconnected with them. My other half is in this program as well. My kids now have both — not one, but both, parents back. If there was no Families First, my kids might have no parents right now.”

### SERVICES

- Primary care for all ages
- Prenatal care
- Mobile health care for people experiencing homelessness and others with low incomes
- Behavioral health counseling
- Nutrition education and counseling
- Psychiatric care
- Substance abuse counseling and Medication Assisted Treatment
- Social work services and care coordination
- Education and support for management of chronic diseases
- Developmental screenings
- Breast and cervical cancer screenings
- Help applying for insurance
- Prescription assistance
- Transportation, translation and child care for appointments

- 71% of patients with hypertension had most recent blood-pressure reading below 140/90.
- 80% of patients 12 and older were screened for clinical depression.
- 95% of prenatal patients had full-term pregnancies.



Family nurse practitioner Kimberly O'Mahoney, APRN, joined Families First this year and now leads our Well Child team.

JULIA WINCHEY

# HOW YOUR SUPPORT MAKES A DIFFERENCE

## Parent & Family Programs

“When our family was in need, Families First provided essential building blocks to stand on our own. We are forever grateful! We’ve used the classes and the network to better ourselves and those around us, if possible.”

“The staff is absolutely welcoming and supportive. It’s always wonderful to learn different skills and techniques for parenting so that we can be better parents. No matter how many classes a person attends, there is always something to learn, a different skill for parenting. They run an educational but fun atmosphere, and it makes families feel comfortable to share their struggles as parents.”

“I realize how hard Families First works to eliminate all possible barriers families could experience that would prevent them from attending.”

“The strategies I have learned to deal with discipline and teach my daughter are priceless. I find myself less stressed.”

### SERVICES

- Parenting classes and parent groups
- Playgroups and other family programs
- Individual, in-home support for families under stress, including families with a chronically ill child
- Individual, in-home support for senior Health Center patients
- Free child care during parenting programs and appointments

- Among families who completed home visiting with us in FY 2014, 95% had no adverse contact with DCYF within the following year.
- 98% of parents surveyed said our programs helped them “find new ways to solve problems that come up in family life.”
- 86% of parents surveyed said our programs helped them “know what behaviors and abilities are typical” for their children’s ages.



TONY BALDASARO

In the Children’s Room, Families First provides parent-child playgroups and free child care while parents attend parenting classes, support groups or appointments.

# SUPPORTERS

## HEALTHY FUTURES LEADERSHIP SOCIETY

The Healthy Futures Leadership Society recognizes individuals and organizations who donated \$1,000 or more between July 2015 and June 2016. We are grateful for their support.

### INDIVIDUALS & FAMILIES

#### \$125,000

Bill & Mary Schleyer

#### \$50,000

NH Charitable Foundation  
– *Dan and Blythe Brown Foundation*

#### \$25,000 and up

Anonymous friend  
John & Kelly Habig  
Paul & Sandra Montrone  
Jeannine & Scott Zeller

#### \$20,000 and up

NH Charitable Foundation  
– *Geoffrey E. Clark and Martha Fuller Clark Fund*  
– *Josephine A. Lamprey Fund*

#### \$10,000 and up

Karin & Stephen Barndollar  
Elizabeth & Luke Bauman  
Barbara Henry & Nancy Winkley  
Douglas Lanier & Susan Walsh /  
Nat Hwilc Foundation  
Kathleen & Robert MacLeod  
NH Charitable Foundation  
– *Barbara K. and Cyrus B. Sweet III Fund*  
Kathy Scheu /  
Lebor Family Foundation

#### \$5,000 and up

Susie & Terry Conner  
Gregory & Sandra DeSisto  
Bettiann & Daniel Donahue  
Eileen & Robert Eberhart  
Wendy Frosh

Jay & Mary-Pat Gibson  
Joan Granlund  
Cathy & Skip Homicz  
Margaret Kennedy  
Dexter & Ellen Legg  
NH Charitable Foundation  
– *John and Lelia Lamson Fund*  
Dan & Lisa Schwarz  
Alan & Sharon Weston

#### \$2,000 and up

Anonymous friends (4)  
Gail & Tom Beamer /  
The Gleason Family Fund  
Gail & Robert Brown  
Denise & Michael Burke  
Harlan & Patricia Cutshall  
George & Mary Donovan  
Barbara & David Dunfee  
Edibeth Farrington  
Bette & David Fitts  
Philip Hatcher  
& Margaret Kieschnick  
Judy Jellinek  
Karen Mazzari & Steve Sanger  
Anthony & Holly Mills  
Mary Ellen & Tyler Morse  
Cynthia Muse  
NH Charitable Foundation  
– *Jo Ann and David Hampson Family Charitable Fund*  
– *Patricia C. and Kennett R. Kendall, Jr. Fund*  
– *George W. Merck Fund*  
– *Ouellett and Furbush Family Fund*  
– *Prince/Bergh Family Fund*  
Christine & Theodore Ristaino  
– *in memory of James McCarthy*  
Linda Sanborn  
Lex Scourby  
Donato & Joan Sisto  
Mary Jane & Robert Solomon  
Barbara Sweet

Cynthia Taft  
Helen B. Taft  
Edward & Mary Tate  
Lee & Peter Vandermark

#### \$1,000 and up

Anonymous friends (3)  
Jeffrey & Margaret Balboni  
John & Susan Battye  
Cynthia & Robert Bear  
MJ Blanchette & Brian Cox  
Margaret Blandschun  
James & Kathleen Bloomer  
Ann & David Brussard  
Anne Bryan  
John M. Bryan Family Fund  
Karen Burgon  
James Caldwell & Hali Dearborn  
Barbara Caswell  
Heather & Jonathan Clark  
Nancy & Terry Conklin  
Richard Corzatt  
& Nancy Euchner-Corzatt  
Mike & Sue Daigle  
Lori & Pete D'Amico  
Chris Dwyer & Michael Huxtable  
Martin I. & Pauline G. Elkin  
Charitable Trust  
David & Laura Falvo  
Drew & Lynn Fitch  
John & Sally Freear  
Jameson & Priscilla French  
Helen & Neil Garvey  
Beverly Giblin  
Faith Harrington & Peter Lamb  
Amy & Mark Harrison  
Patricia & Robert Hickey  
David Hills  
& Catherine McLaughlin-Hills  
Gail & Neil Hiltunen  
Jody Hoffer Gittell & Ross Gittell  
P. Darcy Horgan  
The Hymanson Family

Lindsay & Mark Josephs  
Michael Kane  
Mary Jane & Thomas Keane  
Laurence & Suzanne Knowlton  
Albert & Ashley Lamb  
Andy Livingston & Donna Ryan  
Bill & Kathy MacAlpine  
Deanna & Eric MacDonald  
Jaqueline Mahoney  
Kirsten & Sean Mahoney  
Mark McCue & Mary Pasciucchio  
Jill & Matthew McFarland  
Anne & Michael McCally  
Jeff & Karen Mountjoy  
Doug & Karin Nelson  
NH Charitable Foundation  
– *Lyons Fund*  
– *MacMillan Fund*  
– *Rutman Family Fund*  
June O'Neill  
Frances Osgood  
Darlene Furbush Ouellett  
& Neal Ouellett  
Sharmila Patel  
Kenneth & Rona Purdy  
Mike & Pam Ryan  
Stephanie & Thomas Saltonstall  
Andrew & Loring Schwarz  
– *in honor of Dan Schwarz*  
Naomi & William Scott  
Pamela & Richard Senger  
Mark & Sally Stebbins  
Nate & Rachel Swenson  
Bob & Susan Thoresen  
Nancy & Rodman VanSciver  
Grenville & Nancy Winthrop  
Susan Zuckert

*Please see next page for Business, Foundation and Organization members of the Healthy Futures Leadership Society.*

NATHAN GRAY

## HEALTHY TOMORROWS LEGACY SOCIETY

Anonymous friends (3)  
Laurie Chandler  
Geoffrey Clark  
& Martha Fuller Clark  
Harlan & Patricia Cutshall  
Gerald Duffy & Effie Malley  
Phyllis Eldridge  
Barbara Franzoso  
& Robert LeGros  
Wendy Frosh  
Eugene & Susan Glick  
Kristen Hanley

Lindsay & Mark Josephs  
Josephine A. Lamprey  
Andy Livingston & Donna Ryan  
Gary Lowe  
Monica McCarthy  
Ruth Mott  
Cynthia Muse  
Dan & Lisa Schwarz  
Naomi & William Scott  
James A. Shanley  
Helen B. Taft



Cynthia Bishop, RDH, heads our school-based dental program.

# SUPPORTERS

## HEALTHY FUTURES LEADERSHIP SOCIETY *(continued)*

### BUSINESSES, FOUNDATIONS, TOWNS AND OTHER ORGANIZATIONS

**\$250,000**

Foundation for Seacoast Health

**\$131,000**

Portsmouth Regional Hospital

**\$20,000 to \$50,000**

Exeter Hospital  
Medtronic Philanthropy  
NH Charitable Foundation  
Portsmouth (city)  
United Way of the Greater Seacoast

**\$10,000 and up**

Bank of America Charitable Foundation  
Citizens Charitable Foundation  
CoreMedical Group  
& CoreInformation Technology  
CVS Health  
DentaQuest Foundation  
Digital Prospectors Corporation  
Hampton (town)  
Liberty Mutual Insurance  
Northeast Delta Dental Foundation  
Sanford & Doris Slavin Foundation  
Seacoast Women's Giving Circle

**\$5,000 and up**

The Agnes M. Lindsay Trust  
Exeter (town)  
The Fabulous Find  
Hesed Foundation

LizFit

LTC Partners  
Newburyport Five Cents Savings  
Charitable Foundation  
Piscataqua Savings Bank  
The Provident Community Foundation  
Seabrook (town)  
Seacoast Fundraising, LLC  
TD Charitable Foundation

**\$2,500 and up**

Anonymous friend (1)  
Abenaqui Women's League  
Access Sports Medicine  
& Orthopaedics  
Coldwell Banker  
Residential Brokerage  
Dartmouth College  
The Fuller Foundation  
Greenland (town)  
Griffin Family Corporation  
Lago's Ice Cream  
Mary Hitchcock Memorial Hospital  
Morgan Stanley Smith Barney  
Newman's Own Foundation  
NH Charitable Foundation  
– *John and Mabel Healy Tillinghast  
Memorial Fund*  
– *Pax World Management  
Charitable Fund*  
Rolling Green Nursery  
Stratham (town)

**\$1,000 and up**

Anonymous friend (1)  
Abraham Burtman Charity Trust  
The Allayne and Douglas Wick Fdn.  
Appledore Marine Engineering, LLC  
ARQ Architects / Paul Bonacci  
and Lucinda Schlaffer  
Atlantic Plastic Surgery  
and Skin Wellness Center  
BayRing Communications  
Bob's Clam Hut  
CJ Architects  
Community Church of Durham  
Exeter Health Resources  
– *on behalf of Amy Case and  
William T. Schleyer*  
New Castle (town)  
New Hampshire Healthy Families  
Newmarket International  
North Hampton (town)  
Peter G. Kasnet Inc.  
Rand Whitney Container LLC  
Rosamond Thaxter Foundation  
Rotary Club of Portsmouth  
Rye (town)  
Seascope Capital Management  
Tobey & Merrill Insurance  
Walmart (Newington)  
Walmart (Raymond)

## COMMUNITY PARTNERS

*These organizations held fundraisers or donated a portion of sales to us during fiscal year 2016.*

Abenaqui Women's League  
AmazonSmile Foundation  
Barnes & Noble  
Bob's Clam Hut  
Coldwell Banker Residential  
Brokerage  
CoreMedical Group  
and CoreInformation Technology  
Edibeth Farrington  
Cheryl Evans  
The Fabulous Find  
Flatbread Company  
The Friendly Toast  
Gateway Taiji, Qigong & Yoga  
Kennebunk Savings  
Kids Inc, Wizards and Wands  
Lago's Ice Cream  
LizFit  
Margaritas Mexican Restaurant  
Piscataqua Savings Bank  
The Provident Community Foundation  
Rolling Green Nursery  
Seacoast Education Association  
Seacoast Fundraising, LLC  
South Church Unitarian Universalist  
Sprague Energy  
Ten Thousand Villages

## 2016 BOTTOMLINE TECHNOLOGIES RACE FOR A CAUSE

Families First is grateful to Bottomline Technologies for choosing us to benefit from their race, for planning and hosting it, and for their sponsorship, guidance and in-kind support. We also thank all the race sponsors and in-kind donors — including those listed at right, who are recognized as Healthy Futures Leadership Society members for their sponsorship of \$1,000 or more.



Families First staff, volunteers and family members joined in the race.

PAULA PLACE

### SPONSORS

**Gold Sponsors – \$5,000**

Bottomline Technologies  
Eastern Bank

**Silver Sponsors – \$2,500**

High Liner Foods  
Marsh & McLennan Agency  
Novocure, Inc.  
PC & Mac Connection  
The Sedoric Group  
of Wells Fargo Advisors

**Bronze Sponsors – \$1,000**

Antinozzi Associates  
Baker Newman Noyes  
Chinburg Properties  
Cigna  
Digital Prospectors Corporation  
ePlus Technology, inc.  
Exeter Hospital  
KBW Financial Staffing & Recruiting  
Kennebunk Savings  
Northeast Delta Dental  
Office Resources, Inc.  
Optima Bank & Trust  
PromoCentric  
Winter Wyman & Co.



# SUPPORTERS

## ANNUAL FUND

We thank the hundreds of individuals, families, businesses, cities, towns and organizations for making financial contributions to support our annual operations. While we wish we could list every donor's name and are grateful for every donor's support, space constraints limit the following list to those who contributed \$100 to \$999 between July 2015 and June 2016.

Anonymous friends (43)  
– in honor of Kim Nute (1)

### – A, B –

Lynn Aaby & Alan Cronheim  
Aetna Foundation, Inc.  
Tyler Agnew  
Donnajeane Ahigian & Jeffrey Gordon  
Dawn Aldoupolis  
Allergy Associates of New Hampshire  
Anne & Mike Ambrogi  
Ameriprise Financial  
Nanci Anderson  
Lee & Leo Appel  
Lee Baker Pollock  
Maureen Baldwin & Ellie Sexton  
Kusuma Bandi  
– on behalf of his daughter,  
Haasini, for her birthday  
Ana Barndollar & Julian Frey  
Christopher & Kulli Barrett  
Elyse Barry & Leonard Korn  
Paul Barry  
BB Bayerle & Tom Newbold  
Katherine & Michael Belles  
– in memory of Phyllis Bennett  
Dave & Diane Berkowitz  
– in honor of Bill & Mary Schleyer  
and in memory of Marjorie  
“Marge” Schleyer

Daniel Blanchette  
Donald & Noni Blouin  
BOC International  
– in honor of John Kelley  
Patricia & Robert Bogardus  
Sam Bourns & Diana Getman  
Peter Bowman  
– in honor of Helen Taft  
Paula & Stuart Boxer  
Boynton, Waldron, Doleac,  
Woodman & Scott, P.A.  
Andrew & Joan Breen  
Francis Breen  
Jill Breneman  
Brian & Kathy Breslin  
Carl Brigada, Jr.  
Don & Mary Jo Briselden  
Helen Brock & Doug Knight  
Ashley & Lisa Brown  
Hilary Brown  
Stephanie Brown  
Edward & Virginia Bulmer  
Rick & Sheral Burgess  
– in honor of Mr. & Mrs. Richard  
Glennon, The Monaco Family,  
The Mikami/Hinds Family, and  
Mr. & Mrs. Doug Scamman

Daniel & Louise Burke  
Cynthia & James Burns  
Burns, Bryant, Cox, Rockefeller  
& Durkin, P.A.  
Mark Butler & Eileen O’Neil

### – C –

Brian & Kim Campbell  
Carolyn C. Chase, DMD & Associates  
Margaret & Philip Cavanaugh  
CBRE / Portsmouth  
CGI Employee Benefits Group  
James & Lois Champy  
Clarke & Laurie Chandler  
Charles Hugo Landscape Design  
Chevron  
Ida Choy  
Barbara Civiello  
Pam & Tom Clairmont  
Debbie & Ken Clark  
Jennifer & Peter Clark  
Barbara Coit  
Russell Coit  
Chris & Roddy Cole  
Catherine Colotti  
Connecting Point Marketing Group  
Jose Cuevas  
Linda Cunningham  
Jane Currivan & Jerome Day, Jr.  
Nancy Cutter

### – D, E –

James & Maryann Daly  
Nancy & William Danford  
Darcy Davidson & Robert Snover  
Dianne & Jim Dean  
Thomas & Vicki Decker  
Susanne Delaney  
Walter De Sanctis & Rita Marquez  
Barbara Deuell & Peter Whitman  
Craig & Mary Jane Divino  
Jillian & Keith Dominick  
Dennis & Sharon Donnermeyer  
John Dowd  
Frank Drake  
Kathryn & Mitchell Drew  
Grant & Karina Drumheller  
Gerald Duffy & Effie Malley  
Mark & Sharon Duggan  
Liz & Tim Durkin  
Grant Duston  
Amy Dutton  
Eastern Bank Charitable Foundation  
Marilyn Ecker  
Beth Edmonds & Dan Nickerson  
Bonnie Eggleston  
Phyllis Eldridge

Heidi & Robert Ely  
– in memory of Phyllis Bennett  
Maria & Trevor Emory  
Kenneth Ernstoff & Katharine Moody  
Cheryl Evans  
Exeter Area General Federation  
of Women’s Clubs

### – F, G –

Michael and Jeanne Falzone  
Charitable Foundation  
Judy Farrell  
Federal Savings Bank  
Ellen Fineberg & Vince Lombardi  
Flatbread Company – Portsmouth  
Mark Forsyth  
Barbara Franzoso & Robert LeGros  
Helen Freear-Papio  
Ann & Ronald Freeze  
Anita French  
Stephen Frolking & Joanna Wicklein  
Elaine & Joseph Fuller  
Marshall Gaffney  
– in memory of Anne Gaffney  
Arlo Gambell  
Alan & Mary Ganz  
C. Wesley Gardner  
Gateway Taiji, Qigong & Yoga  
Jay & Veronica Gauvin  
Alan & Sally Gayer  
Jeffrey & Penelope Gilbert  
Judith Giles  
Michael & Nancy Gilmore  
Julia Gindele  
Gwendolyn Gladstone  
David & Kim Glendon  
Gail & Steven Goldberg  
Gorman Family  
Anna Grace & Paul Holloway  
The Grahams  
Cornelia Gray  
Dodi & Joe Guyton

### – H, I, J –

Pamela Hall  
Hampton Falls (town)  
Elfriede Hanley  
ML Hannay  
Harbour Women’s Health  
Deborah Harrigan & Matthew Lahr  
Meghan & Peter Harris  
Joy Harvey  
Paul Harvey  
Rebecca & Timothy Hedlund  
Colleen & David Heller  
Pamela Henry & Ali Kodal  
Edmund & Maija Hibbard

Lucius & Nancy Hill  
Hirshberg Family Fund  
– in honor of 85th birthday  
of Mrs. Tinka Stebbins  
Anne Hodsdon  
Deborah Seavey Howard  
Jan Hudlin  
Kathleen Hudson  
& Norman Silberdick  
David & Jessica Hunter  
Frank & Kim Hyer  
ICE Worldwide LLC  
Karen Jacoby & Stephen Lichtenstein  
Jack Jamison  
Kay & Raymond Jarvis  
John Hancock Financial Services, Inc.  
Suzanne Johnson  
– in honor of Monica  
& James McCarthy  
Brenda Johnston  
Heather Jones  
James & Margaret Jubbs  
Jumpin’ Jay’s Fish Cafe

### – K, L –

Sandra Keller  
– in honor of Mr. & Mrs. David Bowles  
J. Andrea Kelley  
Kennebunk Savings  
Gail Kennedy  
Kids Inc, Wizards and Wands  
Alice & Bruce Kipperman  
Dara Klein  
– in memory of Harry Klein  
Andrea Knight  
Carol & John Knowlton  
Craig & Judy Krespach  
Scott Lang  
Albert & Holly Lantinen  
George Larocque  
Laura Lavoie  
Andrea LeBlanc  
David & Judith Lecker  
– in honor of Nancy Nickerson  
Michael Lee & Wanda McDonough  
Charles & Jill LeMay  
John Lemire  
Barbara Levenson  
Dana & Shaula Levenson  
Donna & Stuart Levenson  
Andrew & Donna Lietz  
RJ Lincoln  
Ben & Sandy Lovell  
Jean & Melvin Low  
Augustus Lowell & Lisa Taylor  
Patricia Lynch & Kent Stephens

If you contributed \$100 or more between July 2015 and June 2016 and your name is not listed, please accept our apology and call 603-422-8208 ext. 132 so we may correct our records.

continued on next page

# ANNUAL FUND *(continued)*

## – M –

Douglas MacDonald  
& Elissa Margolin  
Madden Realtors  
Malfer Foundation  
Holly & Terence Malloy  
Ann Malpass  
Kelly Marciano  
Mardin Capital Group  
Margaritas Mexican Restaurant  
Lynn & Michael Marsh  
Denise & Frank Martel  
Debora & John Mayer  
David & Nancy McArdle  
Virginia McCann  
David & Elaine McCartney  
Daniel & Sarah McCue  
A. M. & Garvin McCurdy  
Ann & Edward McDermott  
Charles & Nancy Ann McDevitt  
Ida McDonnell  
Allen & Mary McGee  
Carol McGinty  
Glenn & Patty McKenzie  
McLane Middleton  
Kathleen & Tom McShera  
Medtronic YourCause, LLC  
Tiffany Melanson  
Robert & Susan Mennel  
Claire & Michael Merenda  
*– in memory of Phyllis Bennett*  
Dean & Debbie Merrill  
Eric & Janice Miller  
Kathleen Miller  
Elizabeth & Everett Moitoza  
Esther & Peter Motson  
Jennifer & Thomas Mulstay  
Isabel Munck  
Chris & Melanie Muns  
Christine Murray  
*– in memory of Greg Schena*

## – N, O, P –

Robin Najar  
NBTV Studios  
*– in honor of The Market Basket  
Effect's Seacoast investors*  
Susan & Walter Neff  
New Castle Congregational  
Church Guild  
New Castle Volunteer  
Fire Fighters Association  
New Hampshire Glass  
NH Charitable Foundation  
*– David and Kathleen Rushford  
Murray Charitable Fund  
– Irene U. Reynolds Fund*  
North Church of Portsmouth  
John & Pat Novello  
Hallory Oberg  
Joan O'Neil  
Sandra Osborne  
Overeaters Anonymous  
Dan & Paula Packard  
Ethan & Meagan Packard  
Beth Parolisi  
Michael Pentony  
Bill & Andrea Pierce  
Nancy & Walter Pierce

Michael Pierovich  
*– in memory of Phyllis Bennett*  
PixelMEDIA, Inc.  
Kerry & Kimberly Pope  
Posh Travel  
Anne Poubeau & Jonathan Sandberg  
Greg & Margery Prazar  
Carol & Warren Pringle

## – R –

Kristal & Timothy Reil  
Reliable Restoration and Recovery  
Frederic & Jane Reynolds  
Douglas Roberts  
Aileen Robertson  
Elisabeth Robinson  
Allan Rogers  
Anne Romney  
Kenneth Rotner & Tracy Schroeder  
Donna & Mark Ruddy  
Adam & Reagan Ruedig

## – S –

Charles Samdperil Humanitarian  
Memorial Foundation  
Gail & Jim Sanders  
Shirley Sanders  
NJ Scheers  
*– in memory of Phyllis Bennett*  
John Schleyer & Joyce Schleyer  
Amy & Gregory Schneider  
Ira & Jennifer Schwartz  
Seacoast Education Association  
Thomas Seavey & Philippa Stratton  
Jane Shanahan  
Barbara Shea-Smucker & Bill Smucker  
Laura & Ronald Sher  
John & Pamela Shore  
Maria Sillari & Greg Wool  
Barbara & Scott Simundza  
*– on behalf of Susan Beck  
and Bob Horton & Rose Mallon*  
Karl & Paula Singer  
Paula & Wayne Slattery  
Claire & Winthrop Smith  
Sarah Smith  
Stephen Smith  
South Church  
Unitarian Universalist  
Southport Printing Company  
Nancy Splaine  
Sprague Energy  
Michael St. Germain  
David & Maureen Staples  
Morey Stettner & Margie Wachtel  
Ann & Peter Strachan  
Lisa & William Strouss  
John & Maureen Sullivan  
Eileen & William Sutherland  
Jim & Michele Swisher

## – T, U, V –

Annie Taylor  
Cathy & Jeff Taylor  
Lisa Teague  
Ten Thousand Villages  
Antje Themlitz  
Karen Theriault  
Caroline Thomas  
Peter Thomas

Ray & Renee Tice  
Joyce Troy  
Susan Turner  
*– in memory of Bernie Tato*  
United Health Group  
Unitil  
Lisa & Roy Urdanoff  
Diane Valley  
Zachary Venable  
John & Julia Ver Ploeg  
**– W, Z –**  
Richard & Sandra Walent  
Gail Walleston  
Walmart (Somersworth)  
Carol & Donald Welsh  
Gisela & Stuart Wemple  
Deborah & G. Ritchie White  
Ralph P. White  
John Wicklein  
Winnacunnet High School Alumni  
Association – Class of '61  
David & Margaret Witham  
Matthew Wynne  
Maureen & Richard Zeff

## In Memory of James McCarthy

Karin & Stephen Barndollar  
Gail & Tom Beamer  
Mike & Sue Daigle  
Barbara Franzoso & Robert LeGros  
Paul & Maureen Heaps  
Patricia & Robert Hickey  
Glenn Decesare & Catherine Hoodlet  
Mary Griffin  
Barbara Henry & Nancy Winkley  
Elbert Kelley  
Ellen Labrie  
Joanne Lamprey  
Paul & Priscilla McInnis  
Bruce Mueller  
Christine & Theodore Ristaino

## VOLUNTEERS & PROFESSIONAL SERVICES DONORS

In fiscal year 2016, 220 volunteers served 5,562 hours (valued at a total of \$175,957). The Families First Volunteer of the Year was Cynthia Drake.

### Clinical Volunteers

James Belanger, OD, MS, FFAO  
Rodney Burdette, DDS  
Catherine Casey-Flavin, RN  
Barbara Deuell, MD  
Shirlie Dowd, OD  
Kevin Dugas, DMD  
Amy Feitelson, MD  
Lauren Grady, RN  
David Hartenstein, OD  
Neil Hiltunen, DMD  
Skip Homicz, DDS  
Sarah Hudson, OD  
Barry McArdle, DMD  
Joyce O'Reilly, RN  
Amy Pruszenski, OD  
Joan Sisto, MD  
Holly Zurer

Dawn Huebner, PHD  
Cate Jackson, OT  
Lynn Marsh, M.ED  
Giselle Myers, videographer  
Susan Remillard, PCD, DONA, CLC, ALPP  
Doug Roberts

### Discounted Services

Image Arts Etc.

### 100+ Hour Club

Chelsea Brown  
Catherine Casey-Flavin, RN  
Community Church of Durham  
Rena Donovan  
Cynthia Drake  
Kevin Dugas, DMD  
Laura Falvo  
Nathan Gray  
Sumire Gysin  
Carol Hawks  
Anne Henriksen  
Skip Homicz, DDS  
Jack Jamison  
Peggy Meyers  
Joyce O'Reilly, RN  
Barbara Silverstone  
Matthew Stevens

### Professional Services Volunteers

*These volunteers each donated at least 10 hours of services in their professional occupations.*

Tony Baldasaro, photographer  
Dick Chamberlain  
Good Idea Design / Nikki Savramis  
Graphic Details, Inc.  
Mary Grillo

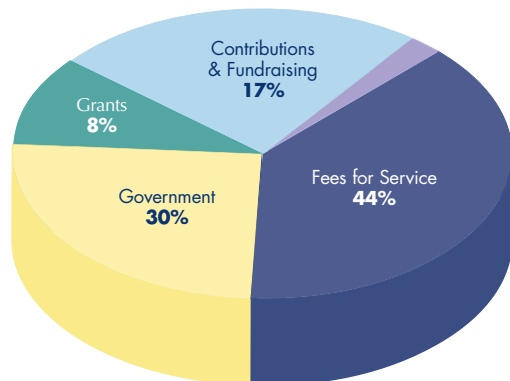
# REVENUES & EXPENDITURES

July 2015 – June 2016 (unaudited)

Families First ended fiscal year 2016 with a positive bottom line. Fees for Services were up 65% over two years ago, reflecting the fact that the percentage of our patients who are uninsured fell from 54% to 22% over the same time period. This is primarily due to the NH Health Protection Program, which is crucial to our patients' health and Families First's viability. Two federal expansion grants allowed us to increase our behavioral, dental and mobile health services. Private grants and contributions still make up one-quarter of our budget and are crucial to our ability to provide many needed services that are not reimbursable.

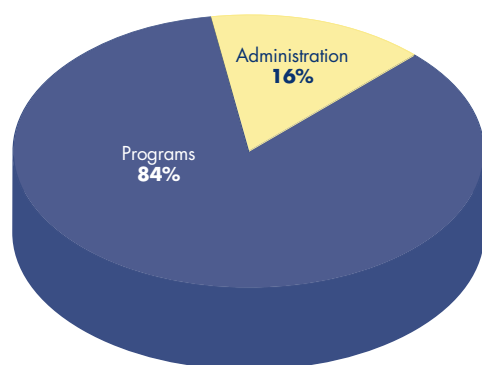
## REVENUES

(\$5,911,172)



## OPERATING EXPENSES

(\$5,750,113)



## REVENUES

### Fees for Service (44%)

Medicaid / Medicare / Insurance	\$2,173,853
Patient Fees	\$439,018
<b>Subtotal:</b>	<b>\$2,612,871</b>

### Government (30%)

NH Dept. of Health & Human Services	\$657,844
US Health Resources & Services Administration	\$1,030,705
Municipal Governments	\$40,437
Community Development Block Grant (Portsmouth)	\$8,500
<b>Subtotal:</b>	<b>\$1,737,486</b>

### Grants (8%)

\$466,396

### Contributions/Fundraising (17%)

\$1,019,312

### Miscellaneous Income (1%)

\$83,063

**TOTAL OPERATING REVENUES**

**\$5,919,128**

### Investment Income/Unrealized Loss (0%)

(\$7,956)

**TOTAL REVENUES**

**\$5,911,172**

## EXPENDITURES

### Programs (84.6%)

Salaries/Contract Services	\$3,848,876
Office/Miscellaneous	\$320,195
Program Expenses	\$221,140
Rent & Telephone	\$161,077
Depreciation	\$83,306
Computer Operations	\$106,478
Travel & Conferences	\$66,000
Insurance	\$10,061
Accounting & Legal	\$24,900
Marketing	\$10,513
Dues/Membership/Licenses	\$12,027
<b>Subtotal:</b>	<b>\$4,864,573</b>

### Administration (15.4%)

Management and Administration	\$695,828
Fundraising	\$189,712
<b>Subtotal:</b>	<b>\$885,540</b>

**TOTAL EXPENDITURES**

**\$5,750,113**

# Families First

*support for families...health care for all*

Families First Health & Support Center  
100 Campus Drive, Suite 12  
Portsmouth, NH 03801

NONPROFIT ORG.  
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PERMIT NO. 166

## OUR MISSION

Families First Health & 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.

## LEADERSHIP

### BOARD OF DIRECTORS

Linda Sanborn, CPA	<i>Chair</i>
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Barbara Henry	
Jack Jamison	
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Peter Whitman	

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Douglas Roberts	
Donna Ryan	
Tom Sedoric	
Georgette Shapiro	
Toby Stowe	
Kareen Worrell, DO	
Peter Worrell	

### EXECUTIVE DIRECTOR

Helen B. Taft, MPA

### MEDICAL DIRECTOR

Eric Samuel, MD

### MANAGEMENT TEAM

Terri Burdick	<i>Health and Dental Operations Director</i>
David Choate	<i>Finance Director</i>
Georgie Clark*	<i>Family Services Director</i>
Susan Durkin, RN*	<i>Clinical Director</i>
Peter Fifield, LCMHC, MLADC*	<i>Behavioral Health Services Manager</i>
Erin Houlihan, MSN, RN*	<i>Prenatal Nurse Coordinator</i>
Joann Neumann	<i>Development Director</i>
Margie Wachtel	<i>Communications Director</i>
Debbie Wood	<i>Human Resources Director</i>
Sandie York	<i>Information Technology Director</i>

\* provides direct services to clients in addition to management role

# Families First

*support for families...health care for all*