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

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

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

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

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).

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

■ 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.
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.

- 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.

In the Children’s Room, Families First provides parent-child playgroups and free child care while parents attend parenting classes, support groups or appointments.
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 Barn dollar
Elizabeth & Luke Bauman
Barbara Henry & Nancy Winkley
Douglas Lanier & Susan Walsh
Nal Hwlec Foundation
Kathleen & Robert MacLeod
NH Charitable Foundation
– Barbara K.
and Cyrus B. Sweet III Fund
Kathy Scheu /
Lebor Family Foundation

**$5,000 and up**
Susan & Terry Conner
Gregory & Sandra DeSisto
Bettimann & Daniel Donahue
Eileen & Robert Eberhart
Wendy Frosh

**$2,000 and up**
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Gail & Tom Beamer
The Gleason Family Fund
Gail & Robert Brown
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George & Mary Donovan
Barbara & David Dunlesee
Edith Farrington
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& Margarette Kieschnick
Judy Jellinek
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Anthony & Holly Mills
Mary Ellen & Tyler Morse
Cynthia Muse
NH Charitable Foundation
– Jo Ann and David Hampson
Family Charitable Fund
– Patricia C. & Kenneth R. Kendall, Jr. Fund
– George W. Merck Fund
– Ouellett & Furbush Family Fund
– Prince/Beirg Family Fund
Christine & Theodore Ristaino
in memory of James McCarthy
Linda Sanborn
Lex Scourby
Donato & Joan Sisto
Mary Jane & Robert Solomon
Barbara Sweet

**$1,000 and up**
Anonymous friends (3)
Jeffrey & Margaret Balboni
John & Susan Battye
Cynthia & Robert Bear
Mj Blanchette & Brian Cox
Margaret Blaidschun
James & Kathleen Bloomer
Ann & David Brussad
Anne Bryan
John M. Bryan Family Fund
Karen Burgong
James Caldwell & Hali Dearborn
Barbara Caswell
Heather & Jonathan Clark
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Richard Corzatt
& Nancy Euchner-Corzatt
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Lori & Pete D’Amico
Chris Dwyer & Michael Huxtable
Martin I. & Pauline G. Elkin
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Beverly Giblin
Faith Harrington & Peter Lamb
Amy & Mark Harrison
Patricia & Robert Hickey
David Hills
& Catherine McLaughlin-Hills
Gail & Neil Hiltunen
Jody Hofer Gittell & Ross Gittell
P. Darcy Huxtable
The Hyman Family

**HEALTHY FUTURES LEADERSHIP SOCIETY**

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 Mahtcoy
Kirsten & Sean Mahoney
Mark McCue & Mary Pasciucco
Jill & Matthew McFarland
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Doug & Karin Nelson
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– MacMillan Fund
– Rutman Family Fund
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Stephanie & Thomas Saltonstall
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– in honor of Dan Schwarz
Naomi & William Scott
Pamela & Richard Senger
Mark & Sally Stebbins
Nate & Rachel Swanson
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.
HEALTHY FUTURES LEADERSHIP SOCIETY (continued)

SUPPORTERS

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
Exeter Health Resources — on behalf of Amy Case and William T. Schleyer
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 Resource — 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)
Seacape 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 & CoreInformation Technology
Edith Harrington
Cheryl Evans
The Fabulous Find
Flatbread Company
The Friendly Toast
Gateway Taiji, QiGong & Yoga
Keenebank Savings
Kids Inc, Wizards and Wands
Lago’s Ice Cream
LizFit
Margarita 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

SPONSORS

Gold Sponsors — $5,000
Bottomline Technologies
Eastern Bank

Silver Sponsors — $2,500
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PC & Mac Connection
The Sedoric Group
of Wells Fargo Advisors

Bronze Sponsors — $1,000
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Cigna
Digital Prospectors Corporation
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Exeter Hospital
KBW Financial Staffing & Recruiting
Kennebunk Savings
Northeast Delta Dental
Office Resources, Inc.
Optima Bank & Trust
PromoCentric
Winter Wyman & Co.

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.

2016 BOTTOMLINE TECHNOLOGIES RACE FOR A CAUSE

Families First staff, volunteers and family members joined in the race.
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
Donnajean Abijian & Jeffrey Gordon
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Allergy Associates of New Hampshire
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Lee Baker Pollock
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– on behalf of his daughter, Haasini, for her birthday
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– in honor of Bill & Mary Schleyer
and in memory of Marjorie “Marge” Schleyer
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– in honor of John Kelley
Patricia & Robert Bogardus
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– in honor of Helen Tatt
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Glenoan, The Monaco Family,
The Mikami/Hinds Family, and
Mr. & Mrs. Doug Scamman

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Mark Butler & Eileen O’Neil

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CBRE / Portsmouth
CGI Employee Benefits Group
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The Grahams
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Dodi & Joe Guyton

– H, I, J –
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Hampton Falls (town)
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ML Hanany
Harbour Women’s Health
Deborah Harrigan & Matthew Lahr
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Karen Jacoby & Stephen Lichtenstein
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– in honor of Monica & James McCarthy
Brenda Johnston
Heather Jones
James & Margaret Jubb
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 Kreschau
Scott Lang
Albert & Holly Lantinen
George Larocque
Laura Lavioie
Andrea LeBlanc
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Ben & Sandy Lovell
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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)

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Madden Realtors
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Holly & Terence Malloy
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Kelly Marciano
Mardin Capital Group
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McLane Middleton
Kathleen & Tom McShera
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Claire & Michael Merenda
- in memory of Phyllis Bennett
Dean & Debbie Merrill
Eric & Janice Miller
Kathleen Miller
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Jennifer & Thomas Mulstay
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- N, O, P -
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NBT Studios
- in honor of The Market Basket
Effect's Seacoast investors
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John Schleyer & Joyce Schleyer
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Ralph P. White
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Patricia & Robert Hickey
Glenn Deese & 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, FAAO
Rodney Burdette, DDS
Catherine Casey-Flavin, RN
Barbara Deuell, MD
Shirlie Dowd, OD
Kevin Dugas, DMD
Amy Feitelson, MD
Lauren Grady, OD
David Hartenstein, OD
Neil Hiltunen, MD
Skip Hormick, DDS
Sarah Hudson, OD
Barry McArdle, DMD
Joyce O'Reilly, RN
Amy Prazenski, OD
Joan Sisto, MD
Holly Zurer

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

Dawn Huebner, PhD
Cate Jackson, OT
Lynn Marsh, MLD
Giselle Myers, videographer
Susan Remillard, PCD, DONA, CLC, ALPP
Doug Roberts

Discounted Services
Image Arts, Inc.

100+ Hour Club
Chelsea Brown
Catherine Casey-Flavin, RN
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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.
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.

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