

# Families First

support for families...health care for all

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

## PEOPLE SERVED (fiscal year ending 6/30/16)

**All Programs and Services:** 6,400

**All Health Services:** 4,920

**Health Care** (includes mobile, prenatal, behavioral): 4,029

**Dental Care** (Dental Center and mobile): 2,112

**Mobile Medical and Dental** only: 904

**All Family Center Services:** 1,865

**Parenting and Family Groups, Child Care:** 1,481

**Home Visiting:** 492

## ABOUT OUR CLIENTS (fiscal year ending 6/30/16)

- **Where They Live:** Portsmouth: 32% ... Hampton & Seabrook: 17% ... Other Rockingham County: 25% ... Strafford Cty: 18% ... Maine: 8%
- **Socioeconomic Status**
  - **Health Center Patients:** 66% live below the federal poverty guideline (i.e. \$20,160 or less for a family of 3); another 30% live between 101% and 200% of poverty level, and 24% are homeless.
  - **Family Center Clients:** 56% had incomes in the very-low, low or moderate range.
- **Insurance Status, Health Center Patients:** 46% had Medicaid ... 22% were uninsured and used our sliding fee scale ... 18% had private health insurance ... 14% had Medicare.

## FINANCIAL INFORMATION (FY 2017; began 7/1/16)

**Agency Operating Budget:** \$6,159,736

- 85% of expenditures support direct services to clients.

### Funding Sources

- Patient Fees: 48%
- Government grants and contracts: 28%
- Grants: 10% (includes United Way: <1%)
- Contributions and Fundraising: 13%
- Investment and Other Miscellaneous Income: 1%

## HIGHLIGHTS IN FAMILIES FIRST HISTORY

**1984:** Portsmouth Prenatal Clinic opens

**1992:** Family Center opens

**1997:** Health Center begins providing primary care

**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 program begins

## COMMUNITY BENEFIT

In fiscal year 2015, Families First provided a community benefit of \$4.2 million (defined as expenses for charity care and other community benefits that were unreimbursed).

*Recognized by the National Committee on Quality Assurance as a Patient-Centered Medical Home at Level 3 (the highest level) since 2011.*



## SERVICES PROVIDED

### General Medical (Primary) Care

For men, women and children

### Prenatal Care

### Mobile Health Care

Medical, dental and substance abuse services for homeless and other low-income people, including seniors

### Dental Care

On-site, in schools, and at mobile health care sites

### Supportive & Behavioral Health Services

- Education on coping with chronic illnesses such as diabetes and asthma
- Behavioral health, substance-abuse and nutrition counseling
- Psychiatric care
- Medication-Assisted Treatment for addiction
- Help applying for Medicaid and Marketplace health insurance
- Developmental screenings for children
- On-site lab services
- Free breast and cervical cancer screenings for eligible women
- Transportation, translation and child care for appointments
- Prescription assistance

### Care Coordination

Assessment of needs and connection with benefits and resources 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. Free child care included.

### Family Programs

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

### Home Visiting

Individualized support, education, advocacy and referrals for families under stress, including families with a chronically ill child, and seniors