As I write my final Leadership Report as executive director of Families First, I begin by thinking of the services we have expanded just in the past year, which typify Families First’s efforts over more than three decades to meet some very real needs in the Seacoast. I am very grateful for our staff’s willingness to step up and increase access to care for our patients, most recently in the following ways:

- Our capacity to treat addiction continues to grow in response to the opioid epidemic. About two years ago we added Medication Assisted Treatment using Suboxone. This year we added a second medication, Vivotrel, which can be used to treat alcohol addiction as well as opioids and can be administered off-site. This has allowed us to work with Strafford County Corrections to help newly released inmates continue treatment. Also this year, Dr. Bob Andelman began volunteering with the MAT team, giving us an additional physician who can prescribe Suboxone so we can serve more patients. The MAT program has served more than 100 people. We also now offer more group counseling for patients being treated for substance misuse and are gearing up to add an intensive outpatient group this fall.

- This spring we opened a satellite office in Seabrook, where there had been no primary care practices. Now, Seabrook residents have access not only to primary care but also care coordination and behavioral health services and — soon — dental care.

- Our parenting programs expanded to include a focus on parenting children with ADD/ADHD and on programs geared toward parents who have survived childhood trauma. A major focus this past year has been the decision to merge with Goodwin Community Health, a process that the board and I worked on over the past three years. The chairs of both boards (Linda Sanborn of Families First and David Staples of Goodwin) outlined the rationale for the merger in a letter that said in part: “The merger will create a single, regional organization that improves patient care and health outcomes through clinical integration, increases access to care and services, and positions the new organization to meet the demands of a rapidly changing health care system. It also brings operational efficiencies, economies of scale, and advantages in recruiting and retaining clinical staff.”

I feel sure that this merger will position Families First to be stronger and more sustainable in the current health care environment.

Once the merger is complete later this year I will be retiring, after almost 28 years as executive director. Janet Laatsch, current CEO of Goodwin, will be leading the combined agency. As I reflect upon my years leading Families First, I feel very fortunate to have had such wonderful support, particularly from:

- Very committed and entrepreneurial Boards of Directors and leadership, who were always willing to take some risks in order to meet the needs of our community.

- The Foundation for Seacoast Health, whose funding support and assistance since the beginning of the agency were crucial to the development of our comprehensive community health center and family support programs, as well as giving us a home for all of our programs since 1999.

- Portsmouth Regional Hospital, a supporter since the agency was founded in 1984, at which time it also housed us. The hospital has continued to support our programs, most recently focused on dental care.

- Exeter Hospital, which has supported our model of care over several years and helped us establish our Seabrook office last spring.

- Individual donors, corporations, foundations, and government agencies, without whom we could not provide needed services that are not reimbursable, but have clearly contributed to our excellent outcomes.

- And, of course, our wonderful staff, who have always been totally committed to the mission and willing to go the extra mile to achieve our goals.

All of this support means that the legacy of my dear friend, Lindsay Josephs, founding executive director of this agency, lives on. I trust mine will too, through the continued commitment by the board and staff to the mission of this agency.

Sincerely,

Helen B. Taft
Executive Director

LINDSAY JOSEPHS MEMORIAL FUND DONORS (THROUGH 9/13/17)

Anonymously (1)

Anonymous friends (2)
Amanda Arenal
Wolten Barbour
& Marilyn Pierro
Martha Barndollar
& Sally Chabert
& Janet Prince
Harold & Sheila Cail
Dorothy & Erika Werner
Jess Brallier
Peter Bowman
Peter Bergh
& Melvyn Low
Stephen Foss
Sanborn of Families First and David Goodwin Community Health, almost 28 years as executive director of Families First, and the Seacoast community, truly benefited from Lindsay’s 33 years of service, and we are pleased and honored to pay tribute to her in this annual report. Her legacy lives on in so many ways, but particularly through the Lindsay Josephs Memorial Fund, which already has more than 100 donors. The fund will support staff development and trainings, which Lindsay always valued and encouraged as so important to the strength of our programs.

Families First dedicates this annual report to Lindsay Josephs. Lindsay was our founding executive director and longtime friend and advisor both to the agency and to Executive Director Helen Taft.

Lindsay’s passion and commitment to the underserved impacted every program highlighted in this report. The multidisciplinary team-based approach that she developed for the prenatal program, our first program back in 1984, has served as a model for all programs as we’ve expanded over the years.

As an advisor, Lindsay continued to offer her time in developing our primary care program, helping to recruit and train staff. As a project officer at the Endowment for Health, she supported and helped fund new dental programs for the underserved across the state, including at Families First. Her passion for the integration of primary care and behavioral health, which continued until her death last June, led to our increased collaboration with Seacoast Mental Health Center.

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Families First ended FY17 with a positive bottom line, thanks to strong and diverse funding streams. In the Fees for Service category, the main component is Medicaid. Due in large part to Medicaid expansion under the ACA, more than twice as many Families First patients have insurance as did in FY14. In the Contributions/Fundraising category – so crucial to our ability to provide necessary services that are unreimbursable – two local hospitals contributed more than $300,000 of the $1.15 million total. Portsmouth Regional Hospital’s support sustains our dental operations, and the HNH Foundation gave us a two-year grant to help us provide necessary services that are unreimbursable.

In addition to the highlights discussed on pages 2 to 3—several initiatives to expand services and our announcement for addiction. And hygienist Cynthia Bishop was named Dental Hygienist of the Year by the New Hampshire Dental Society. The NHF Foundation gave us a two-year grant to help us better serve people who are survivors of childhood trauma and thus break the cycle of intergenerational trauma. Childhood trauma can affect people’s physical and mental health for a lifetime, and has impacted many of our clients. This year’s award of $144,371 recognizes, among other things, our notable improvement on one or more quality measures between 2015 and 2016, and our placement near the top in overall clinical performance among all health centers. The award will be used to further improve the quality, efficiency, and effectiveness of our health care delivery.

Our highest-level (Level 3) recognition as a Patient-Centered Medical Home, which we’ve held since 2011, has to be renewed every three years under ever more stringent standards. Applying for this is a huge undertaking for our staff. In 2017, we were once again successful in getting both Families First and our four main primary care providers recognized.

We began a partnership with Goodwin Community Health to provide dentists for our mobile dental clinic in Rochester. And in May, we were honored by the New Hampshire Primary Care Association as an Outstanding Clinician for her role in establishing our Medication-Assisted Treatment program for addiction. And hygienist Cynthia Bishop was named Dental Hygienist of the Year by the New Hampshire Dental Society. The NHF Foundation gave us a two-year grant to help us better serve people who are survivors of childhood trauma and thus break the cycle of intergenerational trauma. Childhood trauma can affect people’s physical and mental health for a lifetime, and has impacted many of our clients.

For the fourth time since 2014, we received a Health Center Quality Improvement Award from the federal government. This year’s award of $144,371 recognizes, among other things, our notable improvement on one or more quality measures between 2015 and 2016, and our placement near the top in overall clinical performance among all health centers. The award will be used to further improve the quality, efficiency, and effectiveness of our health care delivery.

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Health & Dental Care

The Health Center Quality Improvement Award we received this year (based on 2016 data) showed that we exceeded the national average for all health centers on 14 out of 15 measures tracked, including:

- Women entering prenatal care during the first trimester (84%)
- Patients ages 50–75 screened for colorectal cancer (48%)
- Patients ages 12+ asked about depression symptoms and receiving a followup plan the same day if needed (83%)
- Children ages 6–9 at risk for cavities who have a sealant on a permanent first molar (50%)
- Patients ages 18–75 with diabetes who had a blood test that showed their diabetes was in control (82%)

DENTAL CARE
- 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

PRIMARY & PRENATAL CARE
- Primary care for all ages
- Prenatal care
- Mobile health care for people experiencing homelessness and others with low incomes
- Education and support for management of chronic diseases
- Developmental screenings
- Breast and cervical cancer screenings

BEHAVIORAL HEALTH SERVICES
- Behavioral health counseling
- Psychiatric care
- Substance abuse counseling and Medication Assisted Treatment
- Nutrition education and counseling

HOW YOUR SUPPORT MAKES A DIFFERENCE

Parent & Family Programs

Of parents who participated in our programs and said they had needed help with a particular issue, the following percentages said Families First programs “helped me a lot.”

- Knowing ways to encourage good behavior (80%)
- Enjoy being with my children (83%)
- Have more respectful communication in my family (75%)
- Know how to help my children when they are upset (73%)
- Learn healthy ways to relieve and avoid stress or anger (73%)
- Understand how my children learn (64%)
- Connect me with people who can help me as a parent (77%)

PARENT & FAMILY PROGRAMS
- 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

WRAPAROUND SERVICES
- Social work services and care coordination
- Help applying for insurance
- Prescription assistance
- Transportation, translation and child care for appointments

Children come to Families First for primary care, dental care, parent-child playgroups, and child care while parents are in a parenting class or appointment.
The Healthy Futures Leadership Society recognizes individuals and organizations that donated $1,000 or more between July 2016 and 2017. We are grateful for their support.

**HEALTHY FUTURES LEADERSHIP SOCIETY**

**INDIVIDUALS & FAMILIES**

$40,000 & up
- NH Charitable Foundation
- Dan and Blythe Brown Foundation
- Thomas W. Mass Fund

$25,000 & up
- Anonymous friend
- Bill & Mary Schleyer
- Anonymous friend
- NH Charitable Foundation
- Name Not Listed

$20,000 & up
- NH Charitable Foundation
- Gail & Tom McLaughlin
- Paul & Lisa MacLavish
- Bill & Mary Schleyer
- Elizabeth Border

$10,000 & up
- NH Charitable Foundation
- Robert T. & Kathleen D. Aucoin
- Aimee & Douglas Thomas
- Paul & Lisa MacLavish

$5,000 & up
- Anonymous friend
- Steve & Eliz Van Rose
- John M. & Sally O’Kane
- Robert & Mary Ann Castello
- Bill & Mary Schleyer

**SUPPORTERS**

**BUSINESSES, FOUNDATIONS, TOWNS AND OTHER ORGANIZATIONS**

$212,500
- Foundation for Seacoast Health

$180,000
- Portsmouth Regional Hospital

$126,000
- Eversource Energy

$75,000
- The Heart Fund, Inc.

$20,000 to $50,000
- Backpack America Charitable Foundation
- Butternut Capital
- Cogswell Benefits Trust
- HealthNet Foundation
- NH Charitable Foundation

$10,000 and up
- Digital Provisions Corporation
- Eastern Bank Charitable Foundation
- Freedom Auto Clinic
- LufiSt
- New Hampshire Dental Foundation

$5,000 and up
- NH Charitable Foundation
- LufiSt
- NH Charitable Foundation
- NH Charitable Foundation
- Digital Prospectors Corporation

$2,500 and up
- Getz Charitable Trust
- Coastal Canine Resort, LLC

$1,000 and up
- Getz Charitable Trust
- Amos T. and Betty P. Black Foundation
- Citizens Charitable Foundation
- Community Foundation of Durham
- Community Foundation of New Hampshire
- Covenant Community Church
- The Gleason Family Fund
- John and Mabel Healy Tillinghast Memorial Fund
- Liberty Mutual Insurance
- Northern Trust Wealth Management
- Provident Bank
- Seacoast Savings Bank
- Union Bank

We thank these local businesses and groups for providing fundraising or donating a portion of sales to us.

**COMMUNITY PARTNERS**

**VOLUNTEERS & PROFESSIONAL SERVICES DONORS**

Last year, 205 people donated $5,318 hours of their time, which is valued at almost $128,000. Although not all could be listed here, we appreciate and thank them all. Laura Falvo was chosen as Volunteer of the Year.

Clinical Volunteers
- James Belanger
- Rachel Burdette
- Robert Cancio-Hasin
- Brian Cavanagh
- Sarah Edgecomb
- Bloomsbury at Windham
- Sarah Fredrickson
- Barbara Gaudet
- Andrew Goulet
- Craig Leach
- Matthew Macdonald
- Tom Mahoney
- Lisa P. Mix
- Darren S. Nappi
- Scott P. Rebman
- Susan Swenson
- Billy Taylor
- Laura Falvo

Professional Services Volunteers
- Donated at least 10 hours of service in their professional occupations
- Dick Chambers
- Good Idea Design
- Kirkland, Maudlin
- Oxford Networks
- The Provident
- Universalist Fellowship

Discounted Services
- Creative Arts Etc.
- SPhotos
- Total Talent
- Unplugged
- Voice of the People

We thank our local businesses and groups for providing fundraising or donating a portion of sales to us.
We thank the hundreds of individuals, families, businesses, cities, towns and organizations for making financial contributions to our annual fund. We wish to record every one of you and are grateful for every donor’s support, space constraints limit the following list to those who contributed $100 to $999 between July 2016 and June 2017.
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

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* provides direct services to clients in addition to management role

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