

2016 – 2017
ANNUAL
REPORT

Families First

support for families...health care for all



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, Vivitrol, 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 accomplish 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

A TRIBUTE TO LINDSAY JOSEPHS



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.

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.

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

Anonymous friends (2)
Amanda Arnold
Welton Barker
& Marilyn Pierro
Karin & Stephen
Barndollan
Marion & Thomas Barron
BB Bayerle
& Tom Newbold
Cynthia & Robert Bear
Frazier Bell
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Peter Bergh
& Janet Prince
Barbara & Bob Berman
Peter Bowman
Jess Brallier
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Dorothy
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Nancy Chase
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Larry Drake & Joan Jacobs
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Judy Estrin
Carol Farwell
William Finkelstein
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Albert Fornace
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Foundation for
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Amanda, Ajay, Ravi
& Ashwin Sutaria
Helen B. Taft
Sue Taggart
Betsy Thomas
Debbie Tsang
Michelle Tsang

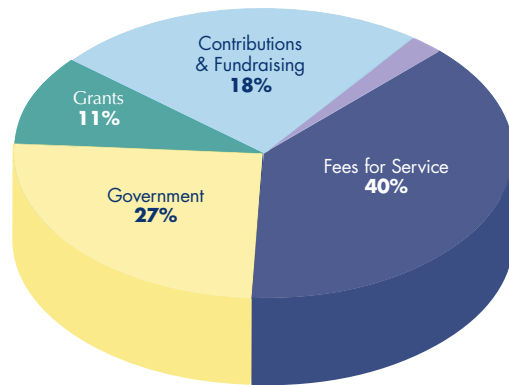
United Way of the
Greater Seacoast
(Cindy Boyd, Janet
Guen, Jessica
Vaughn Martin,
and Lauren Wool)
Kathleen & Philip Voss
Paula Wellde
Margaret
& Carl Wood
Susan Zuckert

REVENUES & EXPENDITURES

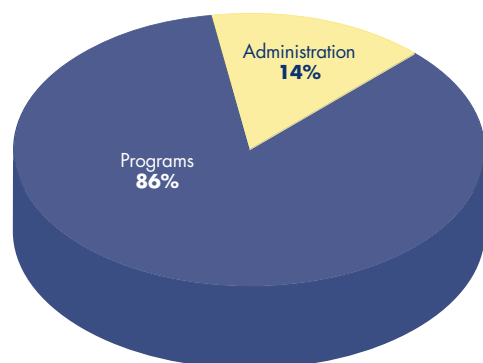
July 2016 – June 2017 (unaudited)

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 program, while Exeter Hospital provided major funding to launch our new Seabrook location.

REVENUES (\$6,368,808)



OPERATING EXPENSES (\$6,276,988)



REVENUES

| | |
|--|--------------------|
| Fees for Service (40%) | |
| Medicaid / Medicare / Insurance | \$2,136,114 |
| Patient Fees | 420,521 |
| Subtotal: | \$2,556,635 |
| Government (27%) | |
| NH Dept. of Health & Human Services | \$548,516 |
| US Health Resources & Services Administration | \$1,142,830 |
| Municipal Governments | \$36,640 |
| Community Development Block Grant (Portsmouth) | \$11,000 |
| Subtotal: | \$1,738,986 |
| Grants (11%) | \$695,857 |
| Contributions/Fundraising (18%) | \$1,150,412 |
| Miscellaneous Income (1%) | \$50,548 |
| TOTAL OPERATING REVENUES | \$6,192,438 |
| Investment Income (3%) | \$176,370 |
| TOTAL REVENUES | \$6,368,808 |

EXPENDITURES

| | |
|-------------------------------|--------------------|
| Programs (86%) | |
| Salaries/Contract Services | \$4,289,262 |
| Office/Miscellaneous | \$213,169 |
| Program Expenses | \$368,642 |
| Rent & Telephone | \$172,487 |
| Depreciation | \$93,811 |
| Computer Operations | \$113,560 |
| Travel & Conferences | \$49,968 |
| Insurance | \$13,251 |
| Accounting | \$24,000 |
| Marketing | \$25,833 |
| Dues/Membership/Licenses | \$21,478 |
| Subtotal: | \$5,385,461 |
| Administration (14%) | |
| Management and Administration | \$689,197 |
| Fundraising | \$202,330 |
| Subtotal: | \$891,527 |
| TOTAL EXPENDITURES | \$6,276,988 |

YEAR AT A GLANCE

July 2016 – June 2017

AGENCYWIDE

Total clients served: 6,670

PARENT/FAMILY PROGRAMS

1,648 parents and children served

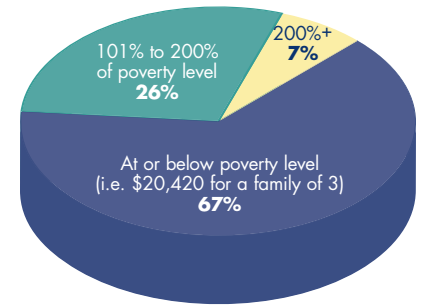
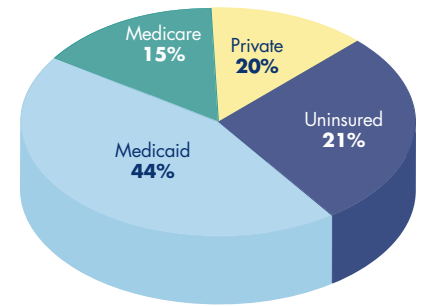
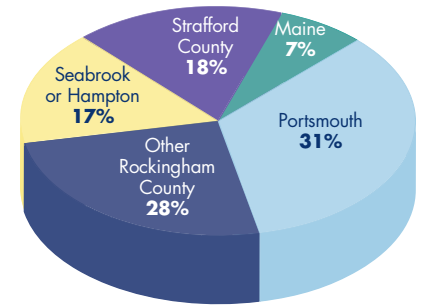
- Parent groups, family programs, child care: 1,309 children and adults in 11,286 visits
- Home visiting: 143 families (497 individuals)

HEALTH AND DENTAL CARE

5,319 patients served in 22,511 visits

- Primary care: 3,836 patients (includes mobile, prenatal and behavioral patients)
- Well-child care (preventive pediatric care): 651 children served
- Counseling (including substance abuse treatment): 566 patients
- Mobile medical and dental services: 763 patients
- Dental care: 2,085 patients (at Dental Center and mobile clinics)
- School-based dental program: 1,516 screened; 106 received hygiene
- Insurance enrollment: 3,628 assists and 588 enrollments

PEOPLE SERVED



People experiencing homelessness: 22%

HIGHLIGHTS OF 2016–2017

In addition to the highlights discussed on pages 2 to 3—several initiatives to expand services and our announcement of our plan to merge with Goodwin Community Health—here are other highlights of the past year:

- Three Families First employees received statewide recognition: Executive Director Helen B. Taft earned the Roger Fossum Lifetime Achievement Award from the NH Public Health Association. Dr. Ruth James was recognized by the BiState 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 HNH 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.
- 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.

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%)**



JULIA MINCHEW

Families First closely integrates behavioral health and primary care. Here, Behavioral Health Services Manager Peter Fifield, ICMHC, MLADC, left, confers with Eric Samuel, MD.

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



JULIA MINCHEW

This year we welcomed a second health care van, "Jennie."

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

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%)**



JULIA MINCHEW

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.

SUPPORTERS

HEALTHY FUTURES LEADERSHIP SOCIETY

The Healthy Futures Leadership Society recognizes individuals and organizations who donated \$1,000 or more between July 2016 and June 2017. We are grateful for their support.

INDIVIDUALS & FAMILIES

\$60,000

NH Charitable Foundation
– Dan and Blythe Brown Foundation

\$55,000

NH Charitable Foundation
– Thomas W. Haas Fund

\$25,000 and up

Anonymous friend
Bill & Mary Schleyer
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 Bardollar
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Barbara Henry & Nancy Winkley
Lindsay & Mark Josephs
Douglas Lanier & Susan Walsh
– Nat Hwilc Foundation
Kathleen & Robert MacLeod
NH Charitable Foundation
– John and Lelia Lamson Fund
Kathy Scheu, Lebor Family Foundation
Helen B. Taft
– in memory of Lindsay Josephs

\$5,000 and up

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Gregory & Sandra DeSisto
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Eileen & Robert Eberhart
Wendy Frosh
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Joan Granlund
Cathy & Skip Homicz
Margaret Kennedy

NH Charitable Foundation
– Rutman Family Fund
Dan & Lisa Schwarz
Alan & Sharon Weston

\$2,000 and up

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Lex Scourby
Seascape Capital Management
Pamela & Richard Senger
Mary Jane & Robert Solomon
Barbara Sweet

Cynthia Taft
Lee & Peter Vandermark
Thomas Weber

\$1,000 and up

Anonymous friends (4)
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Anne & Mike Ambrogio
Amy Bailey & Mark Harrison
Jeffrey & Margaret Balboni
Joffree Barnett & Michele Grennon
John & Susan Batty
Cynthia & Robert Bear
Margaret Blaudschun
James & Kathleen Bloomer
Anne Bryan
Karen Burgon
Barbara Caswell
Nancy Chase
– in memory of Lindsay Josephs
Burt & Patty Cohen
Richard Corzatt
and Nancy Euchner-Corzatt
Harlan & Patricia Cutshall
Mike & Sue Daigle
Darcy Davidson & Robert Snover
Chris Dwyer & Michael Huxtable
Martin I. & Pauline G. Elkin
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– in memory of Lindsay Josephs
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Drew & Lynn Fitch
Barbara Franzoso & Robert LeGros
– in memory of Lindsay Josephs
Jocelyn Frechette & Gerald Howe
– in memory of Lindsay Josephs
John & Sally Freear
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Beverly Giblin
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& Catherine McLaughlin-Hills
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NH Charitable Foundation
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Naomi & William Scott
Jacalyn Sexton
Donato & Joan Sisto
Mark & Sally Stebbins
Edward & Mary Tate
Arnie Taylor
Bob & Susan Thoresen
Nancy & Rodman VanSciver
Susan Zuckert
– in memory of Lindsay Josephs

HEALTHY FUTURES LEADERSHIP SOCIETY

BUSINESSES, FOUNDATIONS, TOWNS AND OTHER ORGANIZATIONS

\$212,500

Foundation for Seacoast Health

\$180,000

Portsmouth Regional Hospital

\$126,000

Exeter Hospital

\$75,000

The Hearst Foundation, Inc.

\$20,000 to \$50,000

Bank of America Charitable Foundation
Bottomline Technologies
Cogswell Benevolent Trust
HNH Foundation
Mary Mahoney Revocable Trust
NH Charitable Foundation
Portsmouth (city)
Seacoast Fundraising, LLC
TD Charitable Foundation
United Way of the Greater Seacoast

\$10,000 and up

Digital Prospectors Corporation
Eastern Bank Charitable Foundation
Hampton Free Medical Clinic
LizFit
Northeast Delta Dental Foundation

\$5,000 and up

Anonymous friend (1)
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ADHA Institute for Oral Health
– Wrigley Company Foundation
The Agnes M. Lindsay Trust
Citizens Charitable Foundation
Equian
Liberty Mutual Insurance
McIninch Foundation
Newburyport Five Cents Savings
Charitable Foundation
Novocure, Inc.

Oracle

Piscataqua Savings Bank
The Provident Community Foundation
Samuel P. Hunt Foundation
Seabrook (town)

\$2,500 and up

Bishop's Charitable Assistance Fund
Cisco Systems Inc.
Coldwell Banker Residential Brokerage
Connection
DataPivot Technologies
ePlus Technology, inc.
The Fuller Foundation
Greenland (town)
Griffin Family Corporation
Lago's Ice Cream
LTC Partners
Mary Hitchcock Memorial Hospital
NH Charitable Foundation
– Pax World Management Charitable
Fund

New Hampshire Healthy Families
Newman's Own Foundation
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Redhook Brewery
Rolling Green Nursery
The Sedoric Group of Wells Fargo Advisors
Sprague Operating Resources LLC
Stratham (town)

\$1,000 and up

Anonymous friend (1)
Abraham Burtman Charity Trust
Amadeus Hospitality
ARQ Architects
– Paul Bonacci
& Lucinda Schlaffer
Atlantic Plastic Surgery Center
Baker Newman Noyes
Chinburg Properties
Cigna

CJ Architects

Coastal Canine Resort, LLC
Coastal Construction Corp.
Community Church of Durham
– on behalf of the
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– Amy Case
– Mr. & Mrs. Glenn McKenzie
– William T. Schleyer
Getz Charitable Trust, Citizens Bank,
N.A. Trustee
High Liner Foods
Kennebunk Savings
Let's Glow
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Seacoast Rotary Club
Seaglass Technology Partners
Tate & Foss
Sotheby's International Realty
Tobey & Merrill Insurance
Walmart (Raymond)
Well Sense Health Plan

COMMUNITY PARTNERS

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

Abeniqui Women's League
AmazonSmile Foundation
Appledore Medical Group
Block Six
Bob's Clam Hut
Club Finz
Coldwell Banker
Residential Brokerage
Durham Unitarian
Universalist Fellowship
Flatbread Company - Portsmouth
Gateway Taiji, Qigong & Yoga
Hannaford Supermarket
Kids Inc
Lago's Ice Cream
LizFit
LuLaRoe
Macy's Newington
Marston School
The Music Hall
Patrick Dorow Productions, Inc.
The Provident
Community Foundation
Pure Barre Portsmouth
Robert's Maine Grill
Rolling Green Nursery
Seacoast Fundraising, LLC
Sneak Peek Baby Boutique
Sprague Operating Resources LLC
Ten Thousand Villages

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, OD, MS, FAOD
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
Steven Smith
Holly Zurer

Professional Services Volunteers

Donated at least 10 hours of services in their professional occupations.
Dick Chamberlain
Good Idea Design / Nikki Savramis
Graphic Details, Inc.
Susan Remillard, PCD, DONA, CLC, ALPP

Discounted Services

Image Arts Etc.

100+ Hour Club

Chelsea Brown
Catherine Casey-Flavin, RN
Cynthia Drake
Laura Falvo
Carol Hawks
Anne Henriksen
Skip Homicz, DDS
Jack Jamison
Joyce O'Reilly, RN
Barbara Silverstone
Matthew Stevens

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

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



JULIA MINCHEW

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 2016 and June 2017.

Anonymous friends (56)
– in memory of Beth Cooper (1)
– in honor of Kim Nute (1)
– in honor of Susan Spaulding
& Pamela Yonkin (1)

– A, B –

Lynn Aaby & Alan Cronheim
Suzanne Abkowitz Crawford
& Glen Crawford
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Patricia Alandydy & Kevin Looser
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Nancy Anderson
Lee & Leo Appel
Appledore Medical Group
Joe Araby
– in memory of Ann Copley
Atlantic Digestive Specialists
– from the staff in honor of
their physicians
Rebecca & Rejean Audet
– in honor of Susan Spaulding
& Pamela Yonkin
Maureen Baldwin & Ellie Sexton
Ana Barndollar & Julian Frey
Christopher & Kulli Barrett
Marion & Thomas Barron
Bob & Sandy Batal
BB Bayerle & Tom Newbold
George & Sherri Becker
Edward Beddow
Judy Bergeron
Dave & Diane Berkowitz
– in honor of Bill & Mary Schleyer
& in memory of Marjorie Schleyer
Daniel Blanchette
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Gayle Blumenberg
Bob's Clam Hut
Patricia & Robert Bogardus
Boivin & Associates, CPAs, PLLC
Elisa Bolton & Michael Michaels
John & Nina Bottomley
Sam Bourns & Diana Getman
Peter Bowman
– in honor of Helen Taft
Paula & Stuart Boxer
Boynton, Waldron, Doleac,
Woodman & Scott, P.A.
Peter Braddock
Andrew & Joan Breen
Francis Breen

Jill Breneman
Brian & Kathy Breslin
Ashley & Lisa Brown
Hilary Brown
Lawrence & Susann Brown
Stephanie Brown
Dave & Jerilyn Brownell
– in memory of Ann Copley
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– C –

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– F, G –

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– in honor of
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– H, I, J –

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Shirley Sanders
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Barbara Shea-Smucker
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Laura & Ronald Sher
Jean & John Shields
– in honor of Susan Spaulding
& Pamela Yonkin
Jennifer & Robert Shone
John & Pamela Shore
Barbara & Scott Simundza
– on behalf of Susan Beck and
Bob Horton & Rose Mallon
Paula & Wayne Slattery
Claire & Winthrop Smith
Nancy Smith
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– T, U, V –

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– S –
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Sample Czar
– on behalf of Ronda MacLeod
Gail & Jim Sanders
Shirley Sanders
Diane Schaefer & Mitch Shuldman
Amy & Gregory Schneider
Dwight Schwader
– in memory of Ann Copley
Barbara & Thomas Sedoric
– in memory of Charles Lamprey, Sr.
Service Credit Union
Stefany Shaheen & Craig Welch
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Dann & Georgette Shapiro
Barbara Shea-Smucker
& Bill Smucker
Laura & Ronald Sher
Jean & John Shields
– in honor of Susan Spaulding
& Pamela Yonkin
Jennifer & Robert Shone
John & Pamela Shore
Barbara & Scott Simundza
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Bob Horton & Rose Mallon
Paula & Wayne Slattery
Claire & Winthrop Smith
Nancy Smith
Sarah Smith

– W, Z –

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support for families...health care for all

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