



2014

FAMILY FIRST HEALTH ANNUAL REPORT

SHARING *our* IMPACT

IMPROVING THE HEALTH OF OUR COMMUNITIES



At Family First Health, our work each day is focused on ensuring access to quality and affordable primary medical and dental care for everyone in our community who needs it.

Although much of our daily work is driven by mission and informed by data, we know that data doesn't tell the whole story.

Today in our community, many people continue to experience barriers to health and health care. If you could eavesdrop in one of our offices, you would hear their stories.

It's the first-time parents struggling to address their child's asthma flare-ups because of poor conditions in their rental property. It's the 30-year-old who is seeing us following a hospitalization for a cardiac issue and trying to understand how he will be able to adopt lifestyle changes as the sole provider for three generations in his household. It's the grandmother who is working hard to manage her diabetes while also parenting her grandchildren.

These real stories of our experiences shape me and my understanding of health; they shape you and your views, and ultimately the health of our community.

I am concerned that these stories are getting lost in the process of everyone's best attempts to improve health care. We will not solve what ails the health of our community by closing our ears to people. Instead, we have the opportunity to leverage these stories to effect the glacial change we all desire. Although glacial change does not occur quickly, it does forever change the landscape behind it. That is what we all are seeking.

Throughout this report, you'll find evidence of the impact our organization makes every day. But if you want to learn more — if you want the real story — please contact us, take a tour and let us answer your questions.

For those who currently support our mission and the impact made 365 days a year, thank you!

Jenny Englerth
CEO, Family First Health



LEADERSHIP *and* BOARD



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COMMITTEE MEMBERS

Thanks to all of Family First Health's committee members for their time and commitment.

Clint Rivero

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Shane Grinder

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Vicki Dettinger



WHAT *we* DO



MEDICAL SERVICES



DENTAL SERVICES



UNIQUE PARTNERSHIPS



SOCIAL SERVICES

Family First Health is a not-for-profit, federally qualified health center providing accessible, quality health care in York and Adams counties.

We serve insured, uninsured and underinsured patients with the goal of improving the health of our communities as a whole. Our uniquely qualified doctors, dentists and health care professionals create an environment that fosters personalized relationships between patients and providers.



IMPROVING COMMUNITY HEALTH

In the 1970s, York City faced problems across the board, from education and employment to race and housing. Business leaders, government officials and the community gathered on April 19, 1970, to discuss solutions, a first meeting referred to as The York Charette. Family First Health was founded in direct response to the charette as a way to address the health needs identified by participants.

Today, community health centers provide comprehensive care to 23 million patients in more than 9,000 locations across the nation. We are proud to lead the way in equipping individuals to live better lives in better health. Our mission at Family First Health — to improve the health of our community as a whole — continues today.



OUR MISSION

Family First Health makes a difference in the health and quality of life of the people and communities we serve by:

- Providing quality, compassionate primary medical and dental care and social services to those who need it most
- Coordinating care and working with other providers to provide the full range of services our patients need
- Promoting and supporting healthy lifestyles
- Collaborating with others to improve access and break down the barriers of affordability, language and culture; and advocating for our patients and the medically underserved

As one of the first community health centers established nationwide, Family First Health was built on a model of quality, accessible and affordable health care that meets the needs of all community members.

COMMUNITY OUTREACH & EVENTS

- Participant in several Hispanic Coalition events, including a zumbathon and Hispanic Heritage Month
- Participant in Foodstruck
- Open houses in Hanover, York City and Gettysburg
- Community outreach tables at York Revolution games to promote good oral health
- Panelists on the ONC Consumer Health IT Summit
- Participant in the Lewisberry Children’s Fair and Adams County Kids Day
- Participant in the Latino Health Fair and Migrant Fiesta in Adams County
- Host of Teen’s Fourth Friday event in April in York City
- Ongoing upkeep of the AIDS Memorial Garden – York City
- Participant in The Extraordinary Give, the Adams County Community Foundation Giving Spree and #GivingTuesdayYork



- Photo booth at Central Market before the York St. Patrick’s Day Parade
- Pop-up picnic at White Rose Senior Center to educate about healthy eating
- Free screenings of the documentary “Happy” in York, Hanover and Gettysburg



- Handed out free apples in Continental Square
- Delivered Get Healthy At Work kits and apples to several local businesses

22,413

TOTAL PATIENTS

76,933

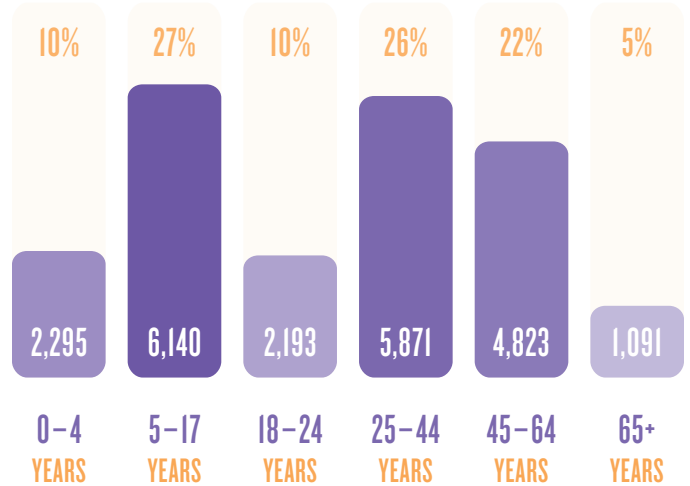
TOTAL VISITS

NURSE-FAMILY PARTNERSHIP

COUNTY	TOTAL VISITS	WOMEN SERVED
YORK	1,863	152
ADAMS	106	11

1,969 TOTAL NFP VISITS

163 WOMEN SERVED



PATIENT DEMOGRAPHICS

4,036
PATIENTS BEST SERVED IN A
LANGUAGE OTHER THAN ENGLISH

18%

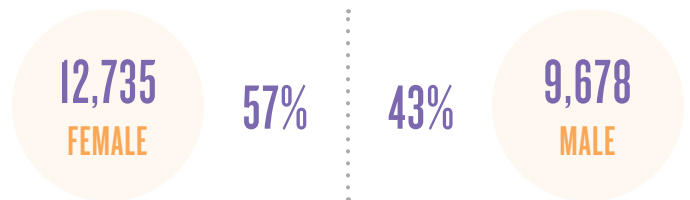
Caring Together, a collaborative partnership of Family First Health and WellSpan Health, provides a seamless system of coordinated, high-quality care for people who are HIV positive so they can easily access the services they need.

574
CARING TOGETHER CLIENTS

54
NEW CLIENTS, 2014

Family First Health offers HIV screenings to all patients as part of routine medical care.

3,465 HIV TESTS PERFORMED



Serving EVERYONE in 2014



PATIENT VISITS BY SITE

LOCATION	MEDICAL	DENTAL	TOTAL
GEORGE STREET	28,234	10,344	38,578
HANNAH PENN	3,542	—	3,542
LEWISBERRY	4,842	—	4,842
HANOVER	12,118	5,866	17,984
GETTYSBURG	7,487	4,500	11,987



56,223

TOTAL MEDICAL VISITS



20,710

TOTAL DENTAL VISITS

76,933 TOTAL VISITS

6,801 RESPONDENTS IDENTIFIED AS HISPANIC OR LATINO



CAUCASIAN	14,588
BLACK/AFRICAN AMERICAN	3,780
OTHER <i>(Asian, Pacific Islander, American Indian or Alaskan Native)</i>	97
UNREPORTED	3,948

INCREASING ACCESS TO HEALTH CARE

PATIENTS BY INSURANCE

NONE/UNINSURED	5,985
MEDICAID	10,663
MEDICARE (TITLE XVIII)	1,816
PUBLIC INSURANCE	246
PRIVATE INSURANCE	3,703

22,413 TOTAL PATIENTS

5,624
UNINSURED ADULTS



7,166
CHILDREN 0-17
MEDICAID PARTICIPANTS



New PARTNERSHIPS *in* 2014

COLLABORATIVE CARE



INTEGRATING MIND AND BODY FOR BETTER HEALTH

Committed to leading the way in preventative care and the evolution of health care, we're consistently seeking ways to move away from costly reactive diagnoses and treatments and toward overall wellness.

This year, we launched Collaborative Care: Integrating Mind and Body for Better Health, a partnership with **TrueNorth Wellness Services** to offer behavioral health services to patients as part of routine medical care.

This integrated mind-set and approach breaks down barriers to achieve better health outcomes for each patient. By offering comprehensive and accessible primary, behavioral health and wellness services together, Collaborative Care establishes a more consistent model to remove associated stigma or fear in specialized referrals.

THE WOMEN'S HEALTHCARE GROUP

Collaboration with Family First Health is important because The Women's Healthcare Group is committed to serving all women of York and its surrounding areas as well as establishing collaborative relationships with fellow medical providers. The George Street location allows us to better serve underserved patients.

– Rebecca Singer

COO, Susquehanna Valley Women's Health Care

In providing comprehensive health care in our communities, **Family First Health** coordinates with other providers as needed to deliver the full range of services our patients need. In 2014, we began a partnership with **The Women's Healthcare Group** to offer OB/GYN services to our patients in a location that is convenient and comfortable — the George Street Center.

WHCG



Family First Health’s Kids Against Cavities program has allowed the Community Progress Council to ensure that we are providing our Early Head Start and Head Start students with the best possible dental care. In some cases, our agency was able to link children, even if they were uninsured, to their first dental home.

– Robin Rohrbaugh

President/CEO, Community Progress Council, Inc.

1,647 | 13

1,647 CHILDREN SERVED ACROSS 13 COMMUNITY-BASED SITES

At **Family First Health**, we aim to improve the health of our communities as a whole. As part of our dental services, we provide comprehensive pediatric oral health care through Kids Against Cavities. Our established sites in York and Adams counties serve as dental “hubs,” with satellite locations, services and partnerships as “spokes” to provide expanded treatment options.

A new initiative in 2014, screenings and outreach at Head Start and Early Head Start sites in York County support our work to directly deliver services and preventative care. By working together with caregivers and educators who allow us access in their facilities to clean teeth, educate and identify those at greatest risk for oral health disease, Kids Against Cavities is changing the oral health status of our most vulnerable children.

KIDS AGAINST CAVITIES

SITE	CHILDREN SERVED	CAVITIES FOUND	REFERRED FOR FOLLOW UP	REFERRED FOR URGENT CARE
Head Start Sites York and Hanover, PA	300	520	120	55
School Sites York, PA	1,347	1,812	630	136
TOTAL	1,647	2,332	750	191

DONORS

\$20,000 AND ABOVE

Sweet Charities of Hanover

\$5,000 AND ABOVE

Black & White Party, Inc.
Paul McAndrew

\$1,000 AND ABOVE

Anonymous
Donald & Heather Dusich
Tom & Jenny Englerth
Journal Multimedia
Dora Townsend & David Rice

\$500 AND ABOVE

Anonymous
Niles Benn
Amy Dailey & Shane Wright
Edith Jardine & Dan Mangan
Glatfelter Insurance Group
Rice Fruit Company
Anne & Mark Zerbe

\$250 AND ABOVE

Lila Beedle
CarrieAnn & Nick Frolio
Doug & Holly Heishman
The Kinsley Foundation
Joseph & LaJuan Mountain, DMD
Sue & Daniel Posey
Charles & Judith Snyder
South Central Reading Council
Ed & Betsy Wargo

\$125 AND ABOVE

Sandy Achaj
Nina Aimable
Anonymous
Robert Bernhard
Vandalyn Claiborne
Cindy Folk
John Hopkins
Kara Kehm
Jamie M. Markel
Mt. Zion Evangelical Lutheran Church
Whitney & Sally Myers
Shiple Energy
Tammy & Greg Stough
Teresa Tribue
Ted Trout-Landen
Lei Wei
Tracey Workinger
Elizabeth Zelenski

UP TO \$125

Amardeep Angroola, MD
Shirley Armstrong
athenahealth
Joan Beaverson
Dr. Bruce Bigelow
Debra Bell, MD
Jenni Black
Barbara Braband
Ellen & George Burkholder
Carolyn Cook
Jess & Matthew Ensminger
Melissa Ensminger
Caterina Evans
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Niki Kubeck
Gary & Eileen Laabs
Courtney Lewis & Heidi Crawshaw
Joseph & Kay MacDowell
Louise Mains
Catherine Mauss
Karen McCraw
Kimberly & Charles McDonough

UP TO \$125 (CONTINUED)

Shannon McElroy
Cheryl & Donald McVay
Regina D. Morris
Michele Mummert
Gregory Myers
Doris A. Renzo
Grisel Reyes
Emily Rice-Townsend
Rebecca Sanstead
Lori & Erik Schmitt
Joyce Segel
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Ann Shaleialohalani
Michael Shanebrook
Julia Shanin
Jennifer Shipe
Cynthia Shortall
Jim Singleton
Christina Thompson
Sarah Tipson
Richard & Glenna Vose
David Wagenknecht
Tamri Wampler
Ann Staub & Jim Weeks
Meg Wheeler
Jill White

GRANTS RECEIVED

Delta Dental

Highmark Community Affairs

The Robert C. Hoffman
Charitable Endowment Trust

The Rotary Club of York

The Donald B. and Dorothy L.
Stabler Foundation

York County Community Foundation

We also thank our in-kind donors, without whom our mission would not be possible.

FINANCIALS *and* AWARDS



REVENUES AND EXPENSES

REVENUES

SELF-PAY	\$1,556,016
CHARITY CARE	(\$1,367,858)
MEDICARE	\$971,702
MEDICAID	\$6,073,591
COMMERCIAL INSURANCE	\$1,726,188
GRANTS	\$3,694,006
DONATIONS	\$519,762
OTHER	\$996,608

EXPENSES

WAGES	\$7,897,125
FRINGE BENEFITS	\$1,564,332
PROFESSIONAL/CME/TRAINING	\$679,765
SUPPLIES/MINOR EQUIP/PHARMACY	\$1,257,092
OCCUPANCY	\$898,881
DEPRECIATION	\$415,472
SUBCONTRACTS/CLIENT/LAB	\$551,916
OTHER	\$539,753

TOTAL REVENUE \$14,170,015

TOTAL EXPENSES \$13,804,336

\$ 365,679 NET INCOME

AWARDS AND RECOGNITIONS



CPBJ NONPROFIT INNOVATION AWARDS

Unique Marketing Campaign
2014 Runner-Up



PACHC APEX AWARDS

Heyzabeth Vaughn
2014 Customer Service Excellence Award

Dr. James Sioma
2014 Patient Choice Award



CPBJ SPECIAL EDITION: POWERBOOK

Joseph & LaJuan Mountain, DMD
2014 Power Couple

LOCATIONS

GEORGE STREET CENTER

*Offering Medical, Dental
and Social Services*

116 S. George St.
York, PA 17401
(717) 845-8617

HANNAH PENN CENTER

Offering Medical Services

*Located inside
Hannah Penn Middle School*

415 E. Boundary Ave.
York, PA 17403
(717) 843-5174

LEWISBERRY

Offering Medical Services

308 Market St.
Lewisberry, PA 17339
(717) 938-6695

GETTYSBURG

*Offering Medical, Dental
and Social Services*

Peebles Plaza
1275 York Road, Suite 17
Gettysburg, PA 17325
(717) 337-9400

HANOVER

*Offering Medical, Dental
and Social Services*

Hanover Center
1230 High St.
Hanover, PA 17331
(717) 632-9052

Why is supporting Family First Health important to you?



“Providing high-quality medical and dental care to the whole spectrum of Adams County’s population is a great challenge. I am grateful to be able to support Family First Health in their ambitious and very successful efforts to play their part in addressing that challenge. Their presence is invaluable to the overall well-being of our community.”

— **Dora Townsend**
Community Volunteer



SUPPORT FAMILY FIRST HEALTH

Community health centers are ranked among the most cost-effective avenues to provide primary health care. On average, health centers’ costs run \$1 less per patient per day compared to all physician settings. Those numbers add up.

Health centers save \$1,263 per patient each year.

Often located in communities with unmet health care needs, community health centers serve more than 22 million people annually, helping the population by reducing emergency room, hospital in-patient and specialty care.

Health centers already save \$24 billion annually. As they expand to reach new, underserved communities, **health centers will save an additional \$122 billion in total health care costs between 2010 and 2015.** This includes **\$55 billion for Medicaid over the five-year period.** Of that, the federal government would save \$32 billion, whereas states benefit from the rest.

Your support makes these vital services possible locally in our community.