



**FAMILY FIRST HEALTH**

# *Annual Report 2015*

45 YEARS



OF CARE



## HISTORY PROVIDES THE CONTEXT THAT ENABLES US TO MAKE SENSE OF OUR PRESENT AND ENVISION OUR FUTURE.

*As I review the work of the past year, I am grateful that our work and mission continue to be supported by our patients and the communities we call home. I am also curious about the deeper results of our work — are people healthier because we exist?*

We can reference numerous studies and even our own data that say yes: There is a direct correlation between the presence of a community health center model and the overall health of a community. Around the nation today, there are communities that are doing the hard work of starting a federally qualified health center with the hopes of achieving these very results.

As we celebrate 45 years of impact, we spent much of 2015 recognizing the drivers of our formation. We were reminded that a community health center is placed and given special designation to do the work of connecting everyone, in every way, to health — through a primary medical or dental visit, during a health insurance enrollment session, or when our center brings and maintains good jobs in communities where they are lacking.

The look back has been key. We know what elements of our legacy are critical to our success and those that we need to let go of so that we can best shape our future as health care evolves. We look forward to an expansion into new communities, including Columbia, Lancaster County, in the summer of 2016, and deepening our work in integrated primary care by weaving substance use screening and treatment into our everyday work with patients.

Now is the time to take action to create those connections to health for everyone. Thank you to those who have demonstrated their support in the past year. Please know that there is always room for new faces, thoughts and voices that share our passion and curiosity about what it will take to build healthy communities.

*With gratitude,*

**Jenny Englerth**  
CEO, Family First Health



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

Founded in 1970 in direct response to the York Charette, we strive to meet the health care needs of all community members. We are proud to have been one of the first community health centers and to see the impact of our work over the past 45 years in improving the health of our community as a whole.

## PATIENT VISITS BY SITE IN 2015

SITE	MEDICAL	DENTAL	TOTAL
George Street Center	21,412	9,201	30,613
Hanover Center	12,801	5,517	18,318
Lewisberry Center	3,818	—	3,818
Hannah Penn Center	3,507	—	3,507
Gettysburg Center	8,265	4,196	12,461
<b>Total Visits</b>	<b>49,803</b>	<b>18,914</b>	<b>68,717</b>



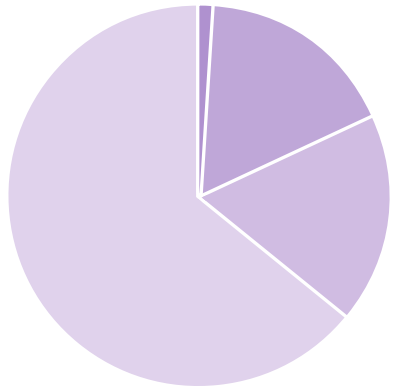
## BETTER LIVES IN BETTER HEALTH

**68,717** **21,304**

TOTAL VISITS

TOTAL PATIENTS

## PATIENTS BY RACE



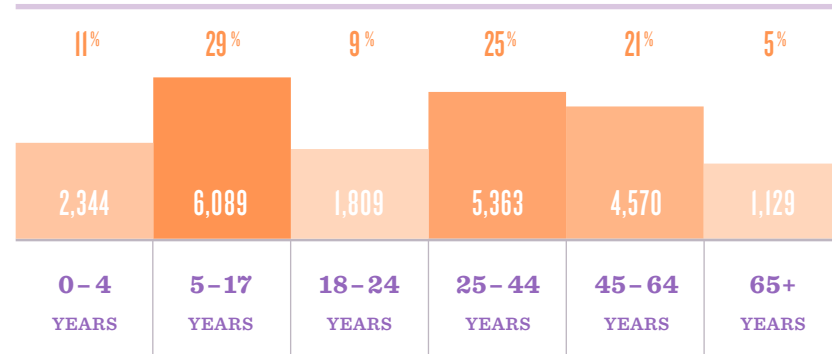
White	13,737
Unreported	3,794
Black/African American	3,671
Other*	102

\*Asian, Pacific Islander, American Indian or Alaska Native

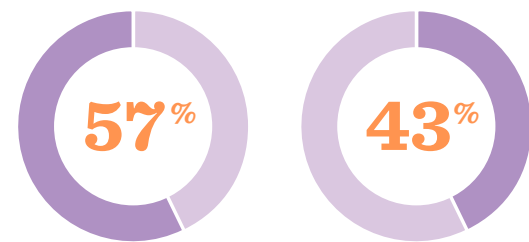
“It is gratifying to work as a team to impact the quality of life and safety of the individual, as well as those around him or her.”

STACEY BURROUGHS, BEHAVIORAL HEALTH COORDINATOR

## PATIENTS BY AGE



## PATIENTS BY GENDER



Female	Male
12,128	9,176

**57%**

Identify as Hispanic or Latino

**18%**

Best served in a language other than English

**55%**

Live at or below the poverty level

## PATIENTS BY INSURANCE

None/Uninsured	4,457
Medicaid	11,565
Medicare (Title XVIII)	1,852
Public Insurance	329
Private Insurance	3,101

## CARING TOGETHER

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

**55**

NEW CLIENTS (2015)

**674**

TOTAL HIV TESTS PERFORMED

**577**

CARING TOGETHER CLIENTS

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

## KIDS AGAINST CAVITIES

*Kids Against Cavities* is a mobile, pediatric oral health care program that provides preventative screenings, sealants, exams and education for children in schools and community sites.



**1,887**

CHILDREN SERVED

**14**

COMMUNITY-BASED SITES

SITE	CHILDREN	CAVITIES	REFERRED/FOLLOW UP	REFERRED/URGENT CARE	RECEIVED FLUORIDE	RECEIVED SEALANTS
Community Sites (York and Hanover, PA)	338	558	133	57	338	—
School Sites (York, PA)	1,549	1,793	611	199	—	171
<b>Total</b>	<b>1,887</b>	<b>2,351</b>	<b>744</b>	<b>256</b>	<b>338</b>	<b>171</b>

## NURSE-FAMILY PARTNERSHIP



The *Nurse-Family Partnership* program connects registered nurses with eligible first-time mothers for regular home visits during pregnancy and early childhood, geared toward education and improved health.

COUNTY	WOMEN SERVED	TOTAL VISITS
Adams	19	197
York	169	1,839
<b>Total</b>	<b>188</b>	<b>2,036</b>

“Our patients show me every day what persevering can do, and why Care Coordination is needed to provide all-around support in collaboration with our community partners.”

SHANE MOORE, PATIENT CARE COORDINATOR

## KEY STAFF

<b>Jenny Englerth</b>	<i>Chief Executive Officer</i>
<b>Asceline Go, MD</b>	<i>Medical Director</i>
<b>Joseph Mountain, DMD</b>	<i>Dental Director, Hanover &amp; Gettysburg Centers</i>
<b>LaJuan Mountain, DMD</b>	<i>Dental Director, George Street Center</i>
<b>CarrieAnn Frolio</b>	<i>Chief Operating Officer</i>
<b>Becky Shearer</b>	<i>Chief Financial Officer</i>
<b>Joan Beaverson</b>	<i>Director of Human Resources</i>
<b>Courtney Lewis</b>	<i>Director of Development &amp; Community Engagement</i>
<b>Deb Bell, MD</b>	<i>Director of Clinical Quality Improvement</i>

## BOARD OF DIRECTORS

<b>Victoria Krotzer</b>	<i>President</i>
<b>Robert Bernhard</b>	<i>Vice President</i>
<b>Don Dusich</b>	<i>Treasurer</i>
<b>Allison Hawthorne</b>	<i>Secretary</i>

**Michael Shanebrook**

**Charlie Snyder**

**Susan Nelson**

**Rick Hackman**

**Margaret Eckles-Ray**

**Ann Shaleialohalani**

**Cindy Steele**



## COMMITTEE MEMBERS

Bob Merino
Richard DiPietro, DO
Dora Townsend
Doug Heishman
William Steinour, MD
Ed Wargo
Fred Oberholtzer
John Breon
Kathy Gaskin
Kevin Smith
Louise Mains
Mary Meisenhelter
Maurica Wildasin
Meg Wheeler
Nina Aimable
Jay Zimmerman
Steve Niebler
Vicki Dettinger
Hannah Grose
Pierre DeMoss
Norman Mann
Carolyn Colbert
Rodney Kohler
Douglas Kauffman
Darlene Redcay
Robert Biles
Fred Burke, Jr.
Christopher Flinchbaugh
Rise Durakovich
Maurice Young
Trudy Dallas
Barry Herman
Rufus Williams
Linda Bradford
Elizabeth Torres
Laurie Leinheiser
Helen Bonner

## REVENUE

Patient Pay	\$1,578,646
Charity Care	(\$1,620,205)
Medicare	\$1,110,440
Medicaid	\$5,678,109
Insurance	\$1,560,576
Grants	\$4,405,087
Donations	\$590,190
Other (340b/Behavioral Health)	\$863,759
<b>Total Revenue</b>	<b>\$14,166,602</b>

## EXPENSES

Wages	\$7,902,195
Fringe Benefits	\$1,622,718
Professional/CME/Training	\$817,173
Supplies/Equipment/Pharmacy	\$1,683,181
Occupancy	\$736,355
Depreciation	\$388,075
Subcontracts/Client/Lab	\$596,289
Other (non-operating)	\$313,117
<b>Total Expenses</b>	<b>\$14,059,103</b>

## GRANTS RECEIVED

Delta Dental
Highmark Foundation
Robert C. Hoffman Charitable Endowment Trust
WellSpan Health
York County Community Foundation



## NET INCOME

**\$107,499**

# DONOR LIST

Sandy Achaj  
Adams County Community Foundation  
Anonymous  
Shirley Armstrong  
Mandy Arnold  
athenahealth  
Joan Beaverson  
Lile Beedle  
Debra Bell, MD  
Robert Bernhard  
Black & White Party  
Donald R. Bond  
Blair Boroch  
Barbara Braband  
BB&T  
Jessica & Patrick Brubaker  
George & Ellen Burkholder  
Sarah Chain  
Cimarron Investments, LLC  
Vandalyn L. Claiborne  
Averie Clark  
Heidi Crawshaw & Courtney Lewis  
Amy Daily & Shane Wright  
Christopher DeMarco  
Dentsply International  
Vickie Dettinger  
Donald & Heather Dusich  
Margaret Eckles-Ray  
Bryce Edwards  
Jenny & Tom Englerth  
Matt & Jess Ensminger  
Melissa Ensminger  
Caterina Evans  
Cindy Folk  
Anthony Frey  
CarrieAnn & Nick Frolio  
The Glatfelter Agency  
Asceline Go, MD  
Deb Gogniat  
Robert Green  
Jim Hamberger

Brittany & Evan Hanchett  
Kate Harmon  
Robert & Cecily Harmon  
Allison Hawthorne  
Doug & Holly Heishman  
Highmark  
Sue & Wayne Hill  
April Hoffman  
Holy Hound Taproom  
John Hopkins  
Kathy Hull  
Jack Giambalvo Family of Dealerships  
Diana Karas  
Shelby Linton Keddie  
Kara Kehm  
The Kinsley Foundation  
Jenny Kissner  
Victoria Krotzer  
Lancaster County Community Foundation  
Rob Leshner  
Kay & Joseph MacDowell  
Louise Mains  
Jamie Markel  
Lori & Scott McCracken  
Karen McCraw  
Shannon McElroy  
Cheryl & Don McVay  
Merrill Lynch — Adams Baker Group  
Regina D. Morris  
Mount Zion Evangelical Church  
Drs. Joseph & LaJuan Mountain  
Greg & Nixza Myers  
Whitney & Sally Myers  
Sandra Newell-Picarelli  
Marilyn Patoureas  
Sue & Daniel Posey  
Doris A. Renzo  
Resilient Traveler Health Services  
Grisel Reyes  
Rice Fruit Company  
Emily Rice-Townsend

Debbie Bailey Rutter  
Lisa Schildhorn  
Lori & Erik Schmitt  
Adam Sechrist  
Joyce Segel  
Michael Shanebrook  
Becky & Shane Shearer  
JJ Sheffer  
Jim Singleton  
Charles & Judith Snyder  
Sara Spangler  
Tori Squires  
Stewart & Tate Construction  
Tammy & Greg Stough  
Mary C. Sweeney  
Tina & Larry Thompson  
Sarah Tipson  
Dora Townsend & David Rice  
Teresa Tribue  
Ted Trout-Landen  
Deb & Jeffrey Turnow  
Union Station Grill  
Unitarian Universalist Congregation of York  
UPMC Health Plan  
Ted & Kristen Ventre  
Sharon Vincent  
Wagman Construction, Inc.  
Jamie Walleisa  
Tamri Wampler  
Ed & Betsy Wargo  
Marie Warner  
Adam & Diane Wasserman  
Lei Wei  
WellSpan Health  
Meg Wheeler  
Jill R. White  
Colleen M. Wonder  
Tracey Workinger  
Mary Yeaple  
Elizabeth Zelenski  
Anne & Mark Zerbe

WE ALSO THANK OUR IN-KIND DONORS, WITHOUT WHOM OUR MISSION WOULD NOT BE POSSIBLE.

