

SERVING EVERYONE IN 2016

OUR WORK IN 2016 FOCUSED ON CONNECTING TO COMMUNITY.

At Family First Health, we strive to ensure that the things that get in the way of good health for our patients — whatever they are — be placed front and center in our primary care delivery system. Specifically, efforts to address behavioral health, substance use disorder treatment and access to basic needs have become part of our everyday work, and most importantly, our patients are benefitting with improved health.

EXPLORE OUR COMMUNITY IMPACT.



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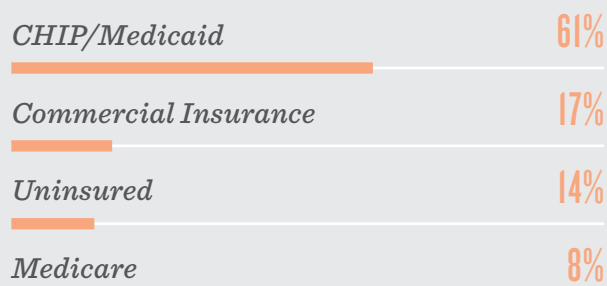
PRESIDENT
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TREASURER
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PATIENTS SERVED

22,079

Total unique patients served in 2016

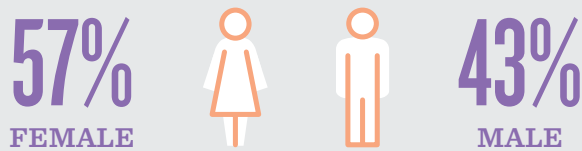
PATIENT INSURANCE STATUS



GRANTS RECEIVED

Adams County Community Foundation
Delta Dental
Family Health Council of Central PA
Lancaster Osteopathic Health Foundation
Leadership York
Memorial Health Fund
Rotary Club of York
WellSpan Health

PATIENT GENDER



PATIENT VISITS

68,339

Total medical/dental visits

REVENUE

Patient Pay	\$1,130,962
Charity Care	(\$1,082,221)
Medicare	\$1,429,388
Medicaid	\$6,562,512
Insurance	\$1,701,731
Grants	\$5,014,867
Donations	\$770,373
Other (340b/Behavioral Health)	\$2,172,363

TOTAL REVENUE \$17,699,975

EXPENSES

Wages	\$8,944,303
Fringe Benefits	\$1,925,603
Professional/CME/Training	\$1,310,945
Supplies/Equipment/Pharmacy	\$2,927,322
Occupancy	\$723,362
Depreciation	\$360,118
Subcontracts/Client/Lab	\$520,141
Other (Non-operating)	\$595,022

TOTAL EXPENSES \$17,306,816

NET INCOME

\$393,159

THANK YOU TO OUR DONORS, WITHOUT WHOM FULFILLING OUR MISSION WOULD NOT BE POSSIBLE.

FAMILY FIRST HEALTH PROGRAMS & IMPACT



KIDS AGAINST CAVITIES

2,118



Children provided with preventative screenings, sealants, exams and education as part of our mobile, pediatric oral health care program

SITES	KIDS	CAVITIES
School	1,687	1,949
Community	431	533

FIVE

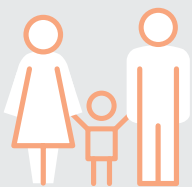
New sites added in Delta in 2016

TWENTY

York and Adams County sites

NURSE-FAMILY PARTNERSHIP

188



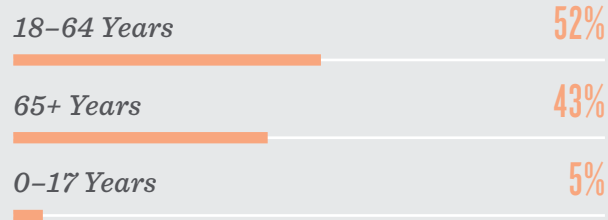
First-time mothers connected with registered nurses for regular home visits during pregnancy and early childhood

LANGUAGE PREFERENCE

18.5%

Patients best served in a language other than English

PATIENT AGE



CENTER OF EXCELLENCE

1,878 SCREENINGS

Through the Center of Excellence, established in September, which focuses on addressing opioid-related substance use disorder by treating the whole person

PATIENT ETHNICITY

31%

Patients who identify as Hispanic or Latino

CARE COORDINATION

256



Patients provided with all-around care, in coordination with community partners, to address external barriers to good health

COST OF CARE ASSISTANCE (MEDICAL COSTS)



HOUSING RESOURCES



ASSISTANCE FOR TRANSPORTATION TO/FROM MEDICAL APPOINTMENTS



Top three patient requests

BEHAVIORAL HEALTH

89.6%

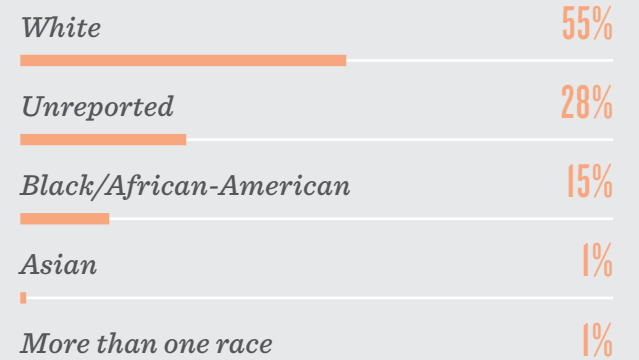
Of all patients screened for depression and referred for follow-up as needed

826

29% INCREASE OVER 2015

Patients connected with behavioral health services as part of routine care

PATIENT RACE



CARING TOGETHER

596

51 NEW CLIENTS IN 2016

Total HIV-positive clients provided with coordinated, high-quality care to easily access services needed

1,697 HIV TESTS

Performed as part of HIV screening offered to all patients as part of routine medical care