



**2013**

**COMMUNITY  
HEALTH IN ACTION  
REPORT TO THE COMMUNITY**



## To Make a Better Community'

On April 19, 1970, York business leaders, government officials and the community gathered to discuss the problems facing York City—everything from education and employment to race and housing—and try to come up with solutions. This meeting of the minds was referred to as The York Charrette. Family First Health was founded in direct response to the charrette and was the first tangible action taken following the charrette to address the health needs identified by participants.

As a result of this movement and others like it around the nation, early health centers like Family First Health were established and proved to be an effective way to meet the health care needs of those who need it the most.

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# Leadership & Board

*A sincere thank you to  
all of Family First Health's  
committee members.*

Nina Aimable  
Timothy Appleby  
John Breon  
Melanie Brodhead  
Naomi Dietrich  
Dr. Richard DiPietro  
Kathy Gaskin  
Manuel Gomez  
Shane Grinder  
Doug Heishman  
Kristine Horn  
Jason Konopinski  
Ann Kunkle  
Louise Mains  
Steve Niebler  
Fred Oberholtzer  
Clint Rivero  
Ann Shaleialohalani  
Johnnie Shindledecker  
Megan Shreve  
Kevin Smith  
Dora Townsend  
Ed Wargo  
Brian White  
Maurica Wildasin  
Anne Zerbe  
Pastor Jay Zimmerman

## Key Leadership

Jennifer Englerth, *Chief Executive Officer*  
Lila Beedle, *Chief Financial Officer*  
Jenni Black, *Chief Administrative Officer*  
Asceline Go, M.D., *Medical Director*  
LaJuan Mountain, DMD, *Dental Director*  
Joseph Mountain, DMD, *Dental Director*

## Board Members

Robert Bernhard, *Secretary*  
Donald Dusich, *Treasurer*  
Margaret Eckles-Ray  
Rick Hackman  
Allison Hawthorne  
Victoria Krotzer, *Vice-President*  
Susan Nelson  
Michael Shanebrook, *President*  
Charles Snyder  
Meg Wheeler



# Big Mission, Small Margin

***"Being poor in this country should not have to equate to a lifetime of poor health."*** This personal mantra has compelled me to work in community health for nearly two decades. Forty-three years ago the founders of Family First Health understood this mantra; they knew that access to quality affordable health care was a basic social justice issue.

In the words of Dr. Martin Luther King, Jr., ***"He who has health has hope and he who has hope has everything."*** Each day in our offices we see how poor health negatively impacts an individual's ability to learn, to contribute, to parent and to engage. And what drives us back each morning is our collective ability to do something about it, to empower our community with tools—which include access—to achieve their best health and with that, the possibilities are limitless.

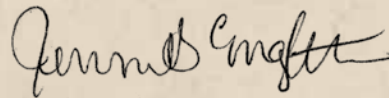
With the publication of this report, we close the books on a year that was big on mission and small on margin—more than 20,000 patients received medical and dental care. Nearly 4,000 were accessing our services for the first time and 23% were uninsured.

Our challenge going forward is great. The health care industry and the world around us is changing but the need for continued access to primary medical and dental services is more important than ever. I am fortunate to work

with a great team that includes staff, volunteers, patients and supporters that are as committed as the group that advocated for our formation over four decades ago. The promotion materials around the York Charrette said, "To make a better community. Come and help."

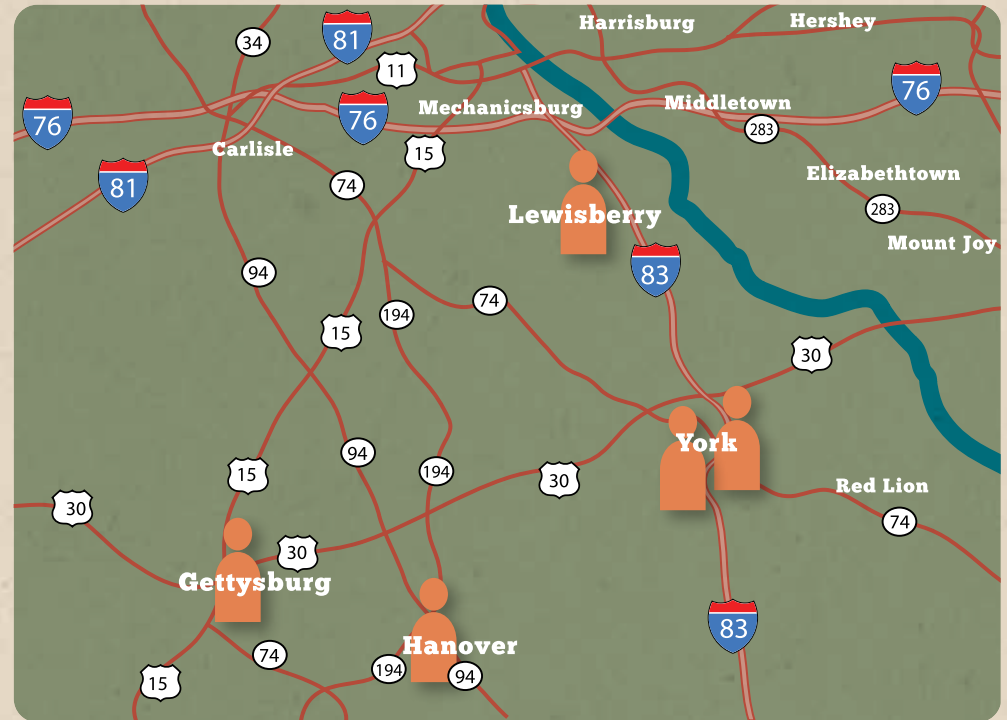
If you are a long-standing supporter, we need you now more than ever. If you are learning about us for the first time, I urge you to get involved, come for a tour and learn more about Family First Health. To make a better community... come and help.

With respect and gratitude,



Jenny Englerth,  
Chief Executive Officer





# Where To Find Us

## York City

**George Street Center**  
Offering Medical, Dental and Social Services  
116 South George Street  
York, PA 17401  
(717) 845-8617

**Hannah Penn Center**  
Offering Medical Services  
Located inside former Hannah Penn Middle School  
415 E. Boundary Ave.  
York, PA 17403  
(717) 843-5174

## North York

**Lewisberry Center**  
Offering Medical Services  
308 Market Street  
Lewisberry, PA 17339  
(717) 938-6695

## Gettysburg

**Gettysburg Center**  
Offering Medical and Dental Services  
Located in Peebles Plaza  
1275 York Road, Suite 17  
Gettysburg, PA 17325  
(717) 337-9400

## Hanover

**Hanover Center**  
Offering Medical and Dental Services  
1230 High Street  
Hanover, PA 17331  
(717) 632-9052

[www.familyfirsthealth.org](http://www.familyfirsthealth.org)



# Mission & Services

## Mission Statement

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.

## Who We Are

Family First Health is a not-for-profit provider of medical, dental and supportive services with a 43-year history of improving the health of residents of York and Adams Counties. As a Federally Qualified Health Care Center (FQHC), Family First Health is both accessible and community-minded. We are proud to be one of over 9,000 health care centers in the country that provides accessible health care to 20.2 million patients. We are a community health center founded by the community and that connection to community and founding mission remains today, 43 years later.

## Services

### Medical Services

- Adult and pediatric care
- Routine health exams (work, school, driver's exams, etc.)
- Immunizations
- Chronic disease management
- Sexually transmitted infections testing and treatment
- Preventive care
- Referrals
- Confidential rapid HIV testing
- Family planning, pregnancy diagnosis, and well-baby care
- Free blood pressure screening
- Infectious disease care
- HIV care

### Dental Services

- General check-ups and examinations
- Cleanings
- X-Rays
- Extractions
- Fillings and restorations
- Root canals
- Limited denture work

### Special Programs

- Nurse-Family Partnership: Nurse home visits for eligible first time mothers
- Community outreach efforts
- Caring Together: Comprehensive HIV services for people living with HIV/AIDS

### Special Services

- Healthy Community Pharmacy on site at our George Street Center
- Trained staff to assess eligibility for insurance assistance programs
- Certified Spanish translators on staff
- 24 hour support for the emergency health needs of our patients
- Healthy York Network
- Reduced Fee Program
- Patient Benefits Navigation and Enrollment



# 2012 Patient Visits By Site

SITE	MEDICAL	DENTAL	TOTAL
George Street Medical	20840	12664	38366
Family First Health Plus	4862		4862
Hannah Penn	2775	1129	3904
Hanover	12581	6099	18680
Gettysburg	6949	2379	9328
Lewisberry	4755		4755
Total Nurse Visits	1556		1556
TOTAL VISITS ALL SITES	54318	22271	76589

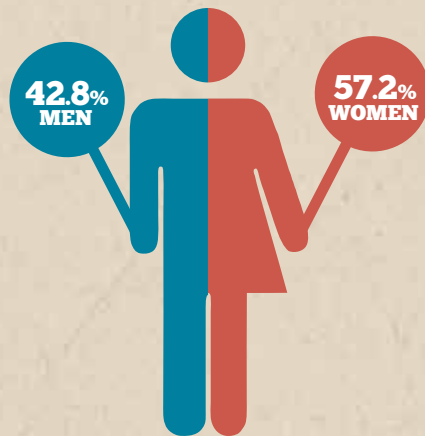
LOOKING BACK		
Calendar Year	# of Pt's	# of Visits
2012	20666	83948
2011	19759	81327
2010	20108	79812

FAMILY FIRST HEALTH ENABLING SERVICES	
Services	# of Visits
Case Managers	3871
Patient / Community Education Specialists	2804
Nutritionists	218
Mental Health Services	466
Total Enabling Services	7359

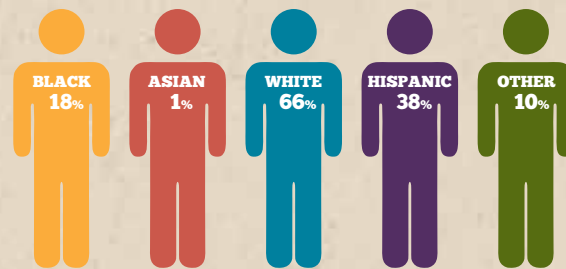


# Serving Everyone in 2012

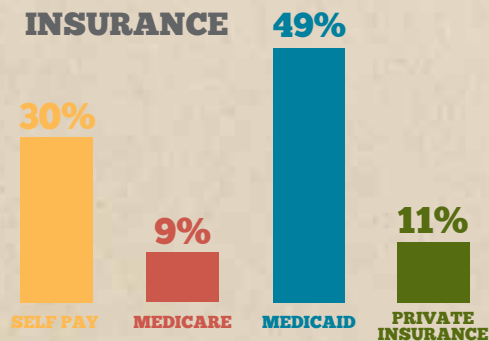
## GENDER



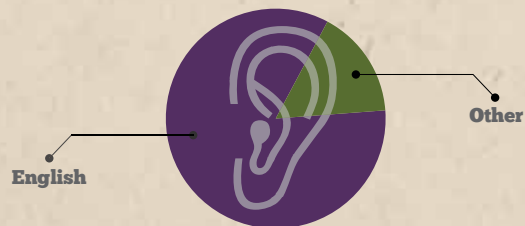
## RACE



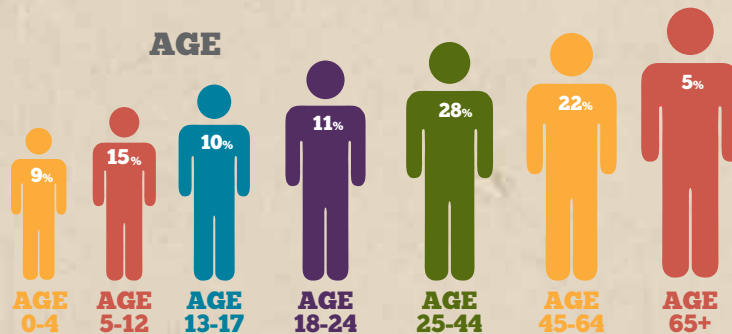
## INSURANCE



## PATIENTS BEST SERVED IN ENGLISH



## AGE



## Caring Together Program

People who are HIV positive have unique needs and challenges. 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.

Total number of clients served in FY12	581
Total number of NEW clients in FY12	54
Total number of clients using transportation services	64
Total number of clients using housing services	82
Total number of clients using nutrition therapy	166
Total number of clients using oral health care services	107
Total number of clients using case management services	571
Positivity Rate	.38%
TOTAL HIV screenings administered at FFH during FY12, not exclusive to Caring Together. Rapid HIV screening has been integrated into routine medical visits at all Family First Health locations.	3449

NURSE FAMILY PARTNERSHIP	
Total patients (moms) served	171
Total visits made	1794

\*Includes data from Hanover and Gettysburg locations. Adams County Nurse-Family Partnership expansion began in December 2012.

**First**  
**FIV5**

# "Beyond Healthy"

Donald and Sheila Davis thought long and hard about starting a family. Donald Davis never had a father figure growing up and as a result, he wasn't so sure he would be a good father. After some careful consideration, the couple decided the time was right. However, the process wasn't nearly as easy as they had hoped it would be.

Due to a medical condition, the couple struggled with infertility for more than a year. The Davises were overjoyed to learn that Sheila was finally expecting, but the pregnancy was not without its complications. Donald lost his job. Sheila was forced to keep two jobs while continuing her high-risk pregnancy. The couple also would move from one apartment to another. But through it all, Donald and Sheila stuck together and welcomed a healthy baby to their family, this spring.

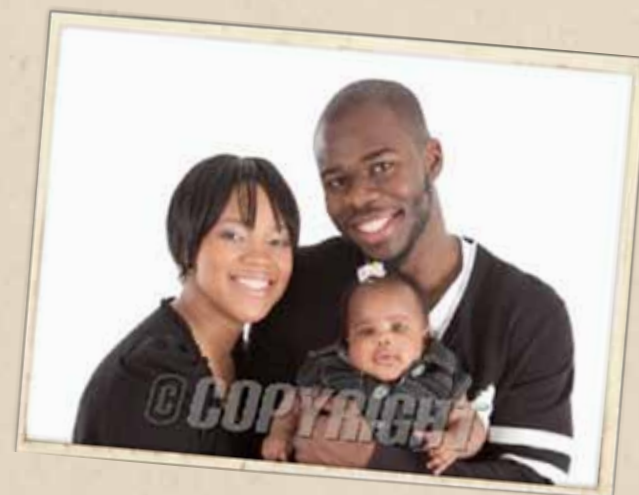
To make the transition into parenthood a little easier (and because the couple does not live close to either family), Donald and Sheila enrolled in parenting classes and have found support through our Nurse-Family Partnership, a program that provides a nurse to visit the family to provide education and support – pregnancy through the child's second birthday.

Instructors at the parenting classes have remarked on how involved Donald is in raising their baby.

**"I had to tell him that he can be different," Sheila said. "He didn't have to be what his father was to him."**

Thanks in large part to contributions from donors to the United Way of York County, Family First Health expanded the Nurse-Family Partnership program to their Hanover and Gettysburg locations in 2012. Because of programs like the Nurse-Family Partnership, Family First Health is helping to build strong communities that are Beyond Healthy.

***To keep patients healthy, we need a healthy organization. We understand that organizational health means managing our team to meet the highest standards, ensuring our providers and staff receive the best possible training and being active members of our community. We actively look at the whole picture, even beyond what most consider being healthy.***





# "Caring Forward"

Walter,\* a George Street dental patient, found himself in a medical crisis. His dental concerns had reached a point where he needed to have his remaining upper teeth extracted so he could receive dentures, but he had just learned that he would be losing his dental insurance in three weeks due to a change in his employment. The average time between the extraction of any teeth and receiving dentures is about eight to 10 weeks, well outside of Walter's three-week insurance window.

Without these dentures, Walter's oral health would have rapidly declined, potentially affecting his medical health as well. The Family First Health dental team wanted to help Walter by addressing his dental issues before they became a bigger medical issue for him, and they wanted to make sure they came up with a solution Walter could afford.

**"Without these dentures, Walter's oral health would have rapidly declined, potentially affecting his medical health as well."**

The dental team worked to set an accelerated appointment schedule, to lessen the 10-week wait time and get Walter his dentures before his dental insurance ran out. Furthermore, the dental team went above and beyond to put in personal calls to the dental laboratory to ask for their help in making sure Walter's casework was readily available.

Because of the dental team's care for their patients, ingenuity and fast thinking, Walter received his dentures just one day before his insurance ended. By caring forward, the dental team got their patient on track with preventative dental care that was affordable and accessible.

In May 2012, with funds from the Pennsylvania Department of Health, Highmark Foundation and WellSpan Health, Family First Health renovated existing space in our Gettysburg location to begin offering dental services. We identified a real need for quality dental health among our patient population in Gettysburg and took steps to make sure we met our patients' and community needs.

*We are always thinking beyond what we see in front of us, which includes finding new solutions, thinking differently about how to achieve a lifetime of good health and ensuring the care we provide is always advancing. From being resourceful to making sure we have the best resources, we Care Forward so that our patients are able to count on us for quality care and can live happy healthy lives.*



**6,913**

Dental Hygiene Visits



**10,135**

Immunizations



**30,761**

Annual Check-ups

## TOTAL DENTAL UNDUPLICATED PATIENTS:

**George Street Dental = 4,290**

**Hannah Penn Dental = 439**

**Hanover Dental = 1,871**

**Gettysburg Dental = 966**

(opened May 2012)

**Total Patients = 7,566**



## TOTAL DENTAL VISITS BY LOCATION

**George Street Dental = 12,664**

**Hannah Penn Dental = 1,129**

**Hanover Dental = 6,099**

**Gettysburg Dental = 2,379**

(opened May 2012)

**Total Visits = 22,271**





Family First Health performs dental screenings for students in kindergarten, 3rd and 7th grades of the School District of the City of York. Those patients needing dental treatment are offered an appointment at Family First Health.

**First<sup>#3</sup>  
Fiv5**

## "Be Accessible"

A phone call from the school nurse is something every parent dreads. One school day afternoon, Sophia's\* mother received a call that her daughter had broken a tooth and was bleeding profusely.

Sophia's mother had learned that Sophia had urgent dental needs through an earlier Family First Health dental screening at her York City school. She attempted to get Sophia dental care at one of the dental office chains in the city, but the kindergartener was uncooperative and the office referred them to a pediatric dentist, which was an expense the family could not afford.

Now, a few months later, it was an issue that could not be ignored and Sophia's mom didn't know what to do. The school nurse phoned the Family First Health Dental Center for advice. Even though Sophia was not a Family First Health patient and it was the end of the day, our dental team told her mother to bring Sophia in right away. We saw Sophia within 15 minutes.

Dr. Molta examined Sophia and determined that two teeth had to be extracted immediately. The dental assistant team went above and beyond to work hard in accommodating this late-day patient as Dr. Molta administered Novocain and extracted two severely decayed teeth.

After picking out her prizes, Sophia left much happier and healthier than when she came in. Her mother scheduled a follow-up appointment with us to continue her dental care. Sophia is a Family First Health patient to this day. By being accessible and acting fast, Family First Health introduced a family to quality care in their community and gained a new patient for life.

*We believe that everyone deserves access to quality care. We also believe that being accessible is a standard for our behavior and how we create an experience that fulfills a comprehensive definition of being "accessible." Be Accessible represents how we treat others as well as our ability to care for everyone.*

YORK CITY ELEMENTARY SCHOOLS	# OF STUDENTS	DECAYED TEETH	MISSING TEETH	FILLED TEETH	TEETH TO BE EXTRACTED	REFERRED TO DENTIST	REFERRED TO URGENT CARE	DECAY IN 5+ TEETH
JACKSON	131	172	70	114	22	47	15	14
GOODE	182	243	77	204	20	70	13	16
DEVERS	154	289	21	98	16	83	30	22
McKINLEY	123	146	59	140	11	48	7	10
FERGUSON	181	275	30	167	26	81	14	16
DAVIS	153	176	54	172	14	53	8	9
TOTAL	924	1301	311	895	109	382	87	87





# First<sup>#4</sup> Fiv5 "Self-Accountability"

We pride ourselves on our community involvement and leadership, whether it be serving on boards, supporting local businesses or even coaching a youth soccer team. Giving back to the communities that we live in and serve is not only our mission, but also our passion.

**"At Family First Health, we want our patients to know they can count on us."**

Our employees go above and beyond in the community, not just at the office, to help make York and Adams counties great places to live. Sonia Lucre, a Medical Records Technician at the George Street Center not only works for Family First Health, she also attends classes at HACC and has a school-age son. Despite her busy schedule, Sonia recently graduated from Leadership York's Leadership Training Program, and was instrumental in the creation of the Family First Health greenbacks at the St. Patrick's Day parade. Sonia takes pride in her work at Family First Health and is a great reminder that you can continuously improve yourself and your community.

At Family First Health, we want our patients to know they can count on us. We work as a team for the good of our patients, our community and our organization to be the kind of teammate you would want on your side.

*Saying you are accountable is one thing. Holding yourself and others accountable is another. We expect our team to deliver superior care and do that successfully, we hold ourselves to a higher standard. We don't ever wait for someone to tell us something is wrong, we make the extra effort to provide solutions first.*



## Community Events 2012

### Bring on Play Events

Plaza Palooza Sponsor

BOPstacle Course - 6 teams participated

### York County Hispanic Coalition Scholarship Committee

Opened **dental services in Gettysburg Center**

**Highmark Free Screening Days** in Hanover and York City

Participated with **York Revolution** to promote good oral health

**Voter registration** at George Street, Hanover and Gettysburg locations

Meetings with Deputy Secretary Vincent Gordon and the Pennsylvania **Coalition for Oral Health** to work towards addressing the oral health needs locally and throughout the state

Community outreach and education for **National HIV Testing Day and World AIDS Day**

### Starts with Apples

Pop-up apple handouts in York City, Hanover and Gettysburg

Free community screening of Escape Fire in York City and Gettysburg

### Eat Your Greens

Pop up Picnic at the White Rose Senior Center in York City

Photo booth at Go Green in the City

Walked in the York St. Pats Parade

Free community screening of Fresh in York City

## Award-Winning Care

•**Downtown First Awards:** Jenny Englerth - Outstanding Individual within an Organization Nomination

•**Central Penn Parent - Healthcare Heroes:** FFH for Medical/Dental Integration Initiatives Nomination

•**PACHC Apex Awards:** Anessa Inman, PA-C - Outstanding Primary Care Clinician Award

•**PACHC Apex Awards:** Rolando Nieves, Dental Health Records Specialist - Customer Service Award

•Jenni Black named to PAeHi, **The Pennsylvania e-health initiative**

•Jenny Englerth appointed to the **Office of Health Equity Advisory Committee**



# "Put Everyone First"

Samantha has been a patient of Family First Health for the past three years. She is a young girl who has been diagnosed with a genetic form of neuropathy, which affects the nerves in her lower legs. Because of this, she is very weak, and requires a walker and braces for her feet to help her walk. Her diagnosis will most likely progress.

As with many of our patients, Samantha's challenges don't stop there. Her mother and stepfather have some cognitive issues that make it difficult for them to fully understand her medical needs. Her stepfather works, but their finances are very limited.

**"The staff is very fond of this girl who has so many challenges, but always seems to greet everyone with a happy smile and even a hug."**

At an office visit during the winter, the Gettysburg Center staff noticed that Samantha's clothes seemed worn and she was wearing a very light jacket. The staff is very fond of this girl who has so many challenges, but always seems to greet everyone with a happy smile and even a hug.

A staff member mentioned how nice it would be to have a winter coat for her to wear. And from that, the staff collected a nice heavy winter coat, some gloves, hat and some warm

clothes to get Samantha through the winter. At Family First Health, we strive to care for our patients beyond the waiting room. By putting our patients first, we were able to provide Samantha with at least a few items to make her day a little warmer, inside and out, just as she brightens the office with her sunny disposition during visits.

***Every person is important. No matter who they are. We care. And we strive to put everyone first by taking the time to listen and be present for every conversation. We know that so much of being a quality provider has to do with having an understanding of what is important to the people we serve.***



# Fiscal Responsibility/ Revenue & Expenses

**FISCAL YEAR 2012/13**



## REVENUE

Patient Pay (Self-Pay)	\$802,341
Medicare	\$1,026,775
Medicaid	\$5,290,383
Insurance	\$1,327,869
Grants	\$3,192,871
Private Donations <small>(includes in-kind)</small>	\$445,344
Other	\$531,947
Total	\$12,652,530



## EXPENSES

Wages	\$7,261,938
Fringe Benefits	\$1,548,074
Professional/Training/CME	\$63,364
Supplies/Equipment	\$523,112
Occupancy	\$473,450
Depreciation	\$434,145
Subcontracts/Clients/Labs	\$505,768
Other	\$2,298,752
Total	\$13,108,604
Net	-\$456,073

# Support Family First Health

Community Health Centers are ranked among the most cost-effective avenues to provide primary health care. Average annual cost of care is \$610 per patient or about \$1.67 a day per patient served. Comparatively, the average annual cost for non-community health centers is \$2.64 a day per patient served, or \$964 per year.

A Community Health Center helps the population by reducing hospitalizations, inpatient days and emergency department use. Patients living in underserved areas with a health center have 25% fewer preventable hospitalizations per year than patients who live in areas with no health center.

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 while states benefit from the rest.

Your support makes these vital services possible locally in our community. Please visit our website [familyfirsthealth.org/support-ffh](http://familyfirsthealth.org/support-ffh) to donate today.

## Support the work of Family First Health with a donation

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Enclosed is a donation of:

☐ \$25   ☐ \$50   ☐ \$100   ☐ \$150   ☐ other \$ \_\_\_\_\_

### Chose the service that you would like you donation to support:

- ☐ Medical (*funds will help offset the cost of caring for our uninsured patients*)
- ☐ Dental (*funds will help offset the cost of caring for our uninsured patients*)
- ☐ Caring Together
- ☐ Nurse Family Partnership

### Please send your donation to:

Courtney Lewis, Director of Development  
Family First Health  
116 South George Street, Suite 301  
York, PA 17401

You can also donate online at [familyfirsthealth.org/support-ffh](http://familyfirsthealth.org/support-ffh).