

# Our First 50 Years 2020-2021 Impact Report



2012



Addition of Dental Services at Gettysburg Center

2015



To improve access to dental for children, Kids Against Cavities program launched

2015



NCQA Patient Centered Medical Home Recognition, Level 3, all sites achieved

2015



Addition of Behavioral Health Services

2016



Columbia Center opened

2017



Addition of Substance Use Services at George Street Center

2017



Connections For a Healthy Pregnancy program launched

2018



National recognition for depression screening practice

2019



Connections program expands to a robust Community Health Worker program

2020



Lebanon Center opened

2020



Columbia Dental Center opened

2020



Supported our communities in every way possible through COVID-19 Pandemic



# A Letter From Our President/CEO & Board Chair



Taking on **new roles, ice cream,** and **opening new sites** - these are just some of the examples of activities in 2020 that inspired a refresh of Family First Health's mission, vision and values in our 50th year of operation.

Navigating the local impact of a global pandemic shined a spotlight on what we likely knew all along: that "small" things like check-in calls to patients in the uncertain early days of the pandemic and a team member showing up with ice cream to fuel planning sessions as we rolled out new ways to provide care matter just as much as the "big" things like expanding access by opening two new sites in 2020. Aligning our actions, big and small, leads to improved lives for our patients and dedicated team members.

Our refreshed vision reminds us that in our pursuit of improved lives, it's health that matters, not just the delivery of health care. Focusing our vision on health allows us to think in new and creative ways, from governance and leadership to care delivery and community partnerships. While the 2020-21 Impact Report allows us to reflect with appreciation on the extraordinary efforts that this past year required, we are most excited to continue our journey. Thank you to those that have been with us all along, and welcome to new partners and supporters. Improving lives is big work and there is space for all to contribute - please join us on the journey!



*Jenny Englerth*

Jenny Englerth, President/CEO

*Rob Bernhard*

Rob Bernhard, Board Chair

## Our Mission

### WHAT WE DO

We improve lives: in **big ways** and **small ways**. From high quality health services and innovative partnerships to daily acts of compassion. In all ways, **we work together** to improve lives.

## Our Vision

### WHY WE DO IT

*From healthcare to health for all*

**Closing** the gap  
**Paving** the way  
**Raising** the bar

## Our Values

### WHAT GUIDES US

Patient Centered  
Collaboration  
Diversity  
Stewardship  
Evolving



# 50 Years Of Caring For Our Community



*As our organization continues to grow and evolve, the one thing that will never change is our whole-person approach to primary care. Whatever our patients need, we work with them to find a solution. Our patients trust us, and because we've built trust, they call us when they need support. This is what makes primary care effective and what lets us deliver the best possible care and supports our patients in achieving their best health.*

Jenny Englerth, President/CEO

Our 50th year will mark a re-commitment to doing the hard work of breaking through the health disparities that can stem from social inequities. As we look ahead to our next 50 years and beyond, we're making a renewed commitment to our patients and the communities we serve.

- We're committed to becoming an even louder voice and an even stronger advocate for our patients as we work to break the systemic barriers to health that arise from income, race, and geography.
- We're committed to becoming even more creative in our delivery models. COVID-19 has given us new ways to make care accessible through initiatives like TeleHealth. We're already seeing the positive impacts these new delivery methods are having on our patients' health.
- We're committed to placing a greater focus on data. Data can play a key role in giving our health centers the ability to drive interventions and support patient health. Collecting and making sense of data gives us the ability to turn theory into practice and implement those programs and initiatives that are making the biggest impact on patient health.



The Story  
Continues  
Here...



## *Locations* Across Adams, Lancaster, Lebanon, & York Counties

### GEORGE STREET

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

### HANNAH PENN

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

### LEWISBERRY

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

### HANOVER

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

### GETTYSBURG

1275 York Rd. Suite 17  
Gettysburg, Pa 17325  
(717) 337-9400

### COLUMBIA (Medical)

369 Locust St.  
Columbia, Pa 17512  
(717) 342-2577

### COLUMBIA (Dental)

430 Walnut St. Suite 101  
Columbia, PA 17512  
(717) 356-2233

### LEBANON

300 Willow St. Ent. B  
Lebanon, PA 17046  
(717) 356-2222

## *Team Members* From Our Board of Directors, Committees, & Key Staff

### BOARD OF DIRECTORS

Robert Bernhard *Chair*, Allison Hawthorne *Vice Chair*, Robert Merino *Treasurer*, Ann Shaleialohalani *Secretary*  
Vicki Dettinger, Philip Given, Reed Gunderson, Kyle Kirkpatrick, Michael Shanebrook, Charlie Snyder, Cindy Steele

### COMMITTEE MEMBERS

Pat Brubaker, Don Dusich, Beverly Evans, Doug Heishman, Vicki Krotzer, Ellie Lamison, Mary Meisenhelter, Trisha Melikian, April Murray, Kevin Smith, Erica Townes

### KEY STAFF

Joan Beaverson, *VP of Human Resources & Talent Development*, Amy Chamberlin, *Director of Development & Community Engagement*, Jenny Englerth, *President/CEO*, CarrieAnn Frolio, *VP of Integration & Business Development*, Dr. Asceline Go, *VP of Medical Services*, Anika Jackson, *VP of Diversity, Equity & Inclusion*, Peter Lugaro, *VP of Information Technology & Chief Information Security Officer*, Dr. Joseph Mountain, *VP of Dental Services – Gettysburg & Hanover Centers*, Dr. LaJuan Mountain, *VP of Dental Services – George Street & Columbia Centers*, Becky Shearer, *VP of Finance*, Meg Wheeler, *VP of Operations & Quality*



# Expanding Access to Care with New Medical and Dental Sites

**In 2020, Family First Health cut the ribbon on two new sites to expand access and services.**

In February, we opened a medical site at the WellSpan Dixon Foundation Health Center in downtown Lebanon. Knowing that 30 percent of Lebanon County residents live in poverty, a great need for accessible, affordable healthcare prompted an advisory group of Lebanon leaders to choose Family First Health as the primary care partner in this project. With startup funding from the Francis J. Dixon Foundation and WellSpan Health, the center provides access to primary care, integrated behavioral health care, substance use treatment, and other essential health services to Lebanon County residents. The new medical site has received strong support from other local health providers and social service agencies, including Lebanon Family Health Services and WellSpan Good Samaritan Hospital.

In August, we opened the doors to our new Columbia site. To complement the existing medical services we offer in Columbia, this new site fills a gap in dental service access in the community, especially for pediatric patients. As with the Lebanon site, community partnerships were integral into the development of this project, including support from CHI St. Joseph Children's Health, the PA Department of Health, and Columbia School District. The new site offers primary dental care, serving patients of all ages. The newly constructed center has 12 treatment rooms and a team of 5 dentists.



*Lebanon Center*



*Columbia Dental Center*

# Medical Services

Primary medical care is a core service offered at Family First Health.

**Good health is the foundation of a good life**, and the care that our providers offer our patients leads to good health for our entire community.

Our sites are recognized as Level 3 Patient Centered Medical Homes; our staff focus on highly coordinated care and long-term collaborative relationships. From routine health exams to chronic care management, immunizations to preventative care, **our providers help patients overcome barriers to good health and wellness while making care accessible and affordable for all.**

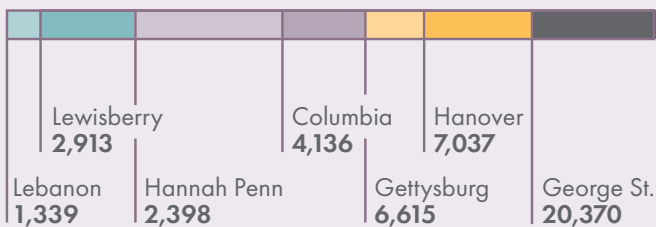


## MEDICAL SERVICES

44,808

Total medical visits across seven sites.\*

\*Includes in-person, TeleHealth, and VideoHealth visits.



16,596

Unique medical patients across seven sites.

## COVID-19 RESPONSE

During the COVID-19 pandemic Family First Health providers expertly balanced ongoing primary care needs, like managing chronic conditions and supporting prescription needs, with an integration of COVID-19 care and support. Staff were concerned about children staying on track with well-child visits and immunizations and created a program on Saturdays that focused completely on these patients' needs. Noticing a gap in accessible COVID-19 testing, Family First Health medical offices started offering COVID-19 testing on-site during regular medical appointment hours. Additionally, we launched a community-based COVID-19 vaccine program, and at all of our medical sites for all of our patients and the larger community. Through June 2021, we administered more than 10,000 vaccines across our 7 medical sites.

# Integrated Behavioral Health and Substance Use Services



*No other health system was integrating behavioral health to the extent Family First Health was doing even five years ago. Bringing behavioral health services into the primary care setting was a new concept and something only a few health centers like Family First Health were doing.*

Dr. Marie Kellett

Dr. Kellett shared Peter's story and how the integrated approach has positively impacted his recovery journey. "When Peter first came to Family First Health in 2018, we worked to help him maintain his sobriety with support from both medication and group meetings." His needs also included treatment for depression, PTSD and other issues.

It was important for Dr. Kellett to understand his history of trauma to support the full extent of his needs. "He's sustained significant amounts of trauma, from being shot to witnessing people die," she said. "He hasn't had an easy life."

## SUBSTANCE USE SERVICES

2,907

Total visits providing comprehensive support to reach & maintain recovery.\*

\*Includes in-person, TeleHealth, and VideoHealth visits.

## BEHAVIORAL HEALTH SERVICES

4,789

Total patient visits for Behavioral Health services as part of routine primary care visit\*

\*Includes in-person, TeleHealth, and VideoHealth visits.

## COVID-19 RESPONSE

The Integrated Services team was able to effectively pivot to use of both TeleHealth and VideoHealth modalities to continue seeing patients. The Behavioral Health team self-initiated training allowing them to develop a 4-session virtual COVID group for those experiencing stress and anxiety due to the pandemic while the Substance Use team gathered information on support services as they changed offering formats to keep patients connected and on the right track with their recovery.

The Story  
Continues  
Here...



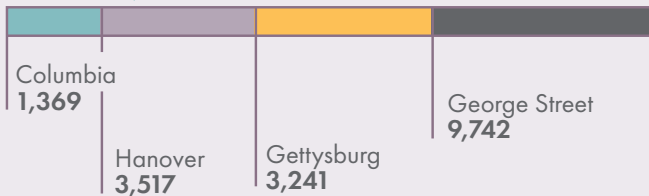


# Dental Services & Kids Against Cavities

## DENTAL SERVICES

17,869

Total dental visits across our four dental centers.



9,865

Unique dental patients across four sites.

**Good oral health is essential to overall health and a lifetime of healthy smiles** - that's why our family dental program is a core service.

FFH provides comprehensive dental services for the whole family and supports patients in not only achieving good dental health, but also maintaining it. Our team of dentists and support staff offer general check-ups and exams, x-rays, cleanings, extractions, dentures, root canals, and emergency care.

## COVID-19 RESPONSE

In 2020, the PA Department of Health halted all dental services across the state, except for emergency care, causing us to close our practices for nearly three months. During that time, the FFH team adapted and made changes to ensure a safe reopening for our staff and patients. We invested in new equipment to safely support aerosol-generating procedures, upgraded our airflow systems, and incorporated additional Personal Protective Equipment (PPE) to safely resume dental care.

For our Kids Against Cavities program, we offered additional days and extended hours to events because of hybrid school schedules. To ensure students' safety, we introduced COVID-19 screening questions, temperature checks, and chlorohexidine mouthwash rinse.



# Opening the Door To Quality Dental Care



*Treating patients is easy. Getting them to trust the dentist enough to get treated is where the hard work comes in. Trust is what it takes to move a patient from only coming to us when they're in pain to coming back every six months so their mouths stay healthy.*

Dr. LaJuan Mountain, VP of Dental Services, East

Accessibility is often a barrier for the children in our community. When Dr. Mountain saw how difficult it was for parents to bring their kids to the dentist, she decided to go to them. She co-launched our Kids for Cavities program, treating students in K-8. She and her team can now clean teeth and care for students right from inside the school or early education setting.

"We realized that accessibility was a main issue with children in our community seeing a dentist," Dr. Mountain said. "So, we established our Kids Against Cavities program and brought the dentist to the students."



The Story  
Continues  
Here...



## KIDS AGAINST CAVITIES

# 1,233

Children who received comprehensive dental services at their school or early learning center as part of our mobile dental program

## PARTICIPATING SCHOOLS & CENTERS

**School Districts:** South Eastern School District, School District of the City of York, York Suburban School District, Columbia Borough School District

**Centers:** The York Learning Center, Crispus Attucks Early Learning Center, Gettysburg Montessori Charter School

# Community Health Programs Nurse-Family Partnership

323

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

Encounters between nurses and clients - including home visits and OB appointments

4,749



## TOP SERVICES OFFERED TO OUR MOMS



Home visits with RN



Pregnancy education



Infant education



Lactation education



Connection to resources



Car seat installation



United Way of York County  
Partner Agency

Family First Health is a partner agency of the United Way of York County and they graciously support our Nurse-Family Partnership program. Thank you for your continued support!

## COVID-19 RESPONSE

The Nurse Family Partnership Program seamlessly continued providing care and support to moms and babies in our program with the use of TeleHealth video conferencing.

The nurses have also stayed busy doing door drops of developmentally appropriate learning materials as well as providing many clients with donated diapers and sometimes formula, baby food and other baby care items. Nurses and their clients have been able to continue building strong relationships and working on healthy pregnancies, child development screenings, parenting skills and so much more.



# Trina's Story

## How NFP is Helping One Young Mother



Our Nurse-Family Partnership program is Family First Health's dedicated support program for mothers in need. We help these women find their way through pregnancy and the first stages of motherhood. Whatever they need, whether it's medical care, safe housing, social services, or any other resource to protect their health and the health of their baby, we find it for them.

*We're empowering first-time mothers to transform their lives and create a better future for them and their babies.*

Nurse-Family Partnership Home Visitation Nurse

"One NFP participant, Trina, had been living on the streets for months before going to a shelter just prior to becoming pregnant. Trina then confided in me that her pregnancy had been the result of a rape during her time in the shelter. When I left that appointment, I somehow had to wrap my mind around what she had just shared with me." Trina's NFP nurse said.

"What I admired about Trina immediately, and even more so after hearing her story, was her resilience," she said. "She was both excited and scared about having a baby. I kept thinking about how thankful I was that she wanted to be a part of our program. I was instantly ready to get started and do everything I could to help Trina and her baby."



The Story  
Continues  
Here...



# Community Health Programs *Caring Together*

# 625

Total people with HIV provided with coordinated, high-quality medical care & easy access to needed services.

Individuals who received free, confidential HIV testing through **walk-ins & outreach events**. \*

*\*Testing was suspended from March 2020 until November 2020, due to COVID-19.*

# 152

# 464

Individuals who received free, confidential HIV testing through **routine medical visits**. \*

*\*Testing during routine medical visits was rolled out in Sept. 2020.*

## COVID-19 RESPONSE

Since March 2020, Caring Together has been operating under modified COVID-19 operations. We have been providing TeleHealth/VideoHealth and in-person options for medical appointments and most of our case management needs have been met remotely with little disruption to patient care. Through robust CARES Act and other funding sources, we have also been able to provide our patients with masks, hygiene/cleaning products, and in-home grocery deliveries. We had a temporary suspension of walk-in and outreach rapid HIV testing from March-November 2020; however, we were able to resume this service two days a week by the end of the year.

## TOP SERVICES OFFERED TO CLIENTS



Free HIV testing



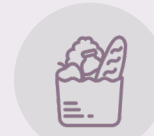
Case management



Nutrition counseling



Medication assistance



Connection to resources



Referrals to care



## Meet Ed Long-Time FFH Patient with Our Caring Together Program



Ed is a part of our Caring Together program, a treatment program specifically designed to help HIV patients get both the HIV care and the primary care they need. He's been a part of Caring Together and a patient of Dr. Asceline Go's since he first moved to the area in 2014.

*"Before I moved and began seeing Dr. Go, I wasn't always taking my meds like I was supposed to," he said. "I received good care, but it wasn't like it is here. From day one, Family First Health was welcoming. There's a family-like feeling with everyone I talk to and who helps me with my treatment. I'm not a number."*

There's an entire team behind Ed providing him the care he needs to stay healthy. Erin, his case manager, works alongside Dr. Go and coordinates all of the resources he needs within Family First Health. She also coordinates all of the services Ed needs outside of Family First Health, like connecting him with mental health services.

Ed has a strong support system at home with a long line of family members helping to care for him. He sees the same support from his Caring Together team and believes it's this approach that gives Family First Health its family-like feel. "Family is everything to me," he said. "Family First Health treats me like family."



The Story  
Continues  
Here...





# Community Health Programs

## Community Health Workers

### CONNECTIONS LAUNCH

Through a partnership with the United Health Foundation, Family First Health has launched “Connections,” a collective effort to drive positive systemic health and wellness outcomes for students, families, teachers, and staff of the Hannah Penn K-8 School and the surrounding neighborhoods. Connections is led by residents, businesses, and organizations within the Hannah Penn neighborhood. This includes a steering committee with representatives from the School District of the City of York, Community Progress Council, City of York, Family First Health, and neighborhood residents.

The grant helps the Hannah Penn health center connect students, families and school staff to expanded primary care services as well as offer new behavioral health and wellness resources to the school’s students. It also deploys “Health Connectors,” health care professionals who provide in-home support to families, such as helping individuals manage chronic conditions. Health Connectors also connect families to the providers at the Hannah Penn Center and help those eligible enroll in health insurance.

*“Family First Health is connecting students to primary care, as well as additional services that help them to be healthy and ready to learn. This is incredibly needed and important during these historic times.”*

Governor Tom Wolf



### CONNECTING WITH THE COMMUNITY

125

Total connected to primary care by addressing financial barriers through enrollment in our sliding fee scale by Community Health Workers.

165

Number of households Community Health Workers connected to resources or services.

### COVID-19 RESPONSE

Our Community Health Workers could no longer assist families in their homes. They implemented “door drops” to deliver needed items or assist with paperwork from a distance. The team supported the community at COVID-19 testing events providing education and support. In addition, the whole team became certified as Contact Tracers to educate the families and keep themselves safe while doing so.

# Community Partnerships That Make Us All Stronger

- Adams County Community Foundation
- CHI St. Joseph Children's Health
- Delta Dental Foundation
- Family Health Council of Central PA
- Francis J. Dixon Foundation
- Lancaster County Community Foundation
- Lebanon Family Health Services
- Memorial Health Fund of YCCF
- Minnich's Pharmacy
- PA Coalition for Oral Health
- PA Department of Health
- PA Association of Community Health Centers
- Powder Mill Foundation
- Robert C. Hoffman Charitable Endowment Trust
- The Hershey Company
- Traditions Bank
- United Health Foundation
- United Way of York County
- WellSpan Health
- York City Bureau of Health
- York County Community Foundation

*We owe a huge 'Thank You' to our community partners who encourage us to think outside the box and allow us to serve our communities in new and exciting ways. We couldn't do it without you!*

## Donate: Online

Scan the QR code below or visit [www.FamilyFirstHealth.org](http://www.FamilyFirstHealth.org)



## Donate: Mail

Follow the instructions on the included donation envelope.



## Thank You!

A huge 'Thank You' to our donors, volunteers, and community members who support our mission and commitment to improve the lives of our patients. We couldn't do it without your support!

1970



Racial tension high across the nation, riots in York City prompts community input through Charette

1970



York Health Corporation, now known as Family First Health, opened its doors as a result of Charette

1972



Through partnership with CPC, rural health needs come into focus and Hanover Center Opens

1973



Addition of Dental Services at George Street Center

1973



Lewisberry Center Opens

1991



Caring Together program launched



1997



Hannah Penn Center opens first school-based site in county

2001



Nurse-Family Partnership program added to improve Maternal/Child Health

2006



Delivery model refreshed, relaunched as Family First Health

2007



Addition of Dental Services at Hanover Center

2009



Gettysburg Center Opens

