



2022

Impact Report

Rooted in Community





Jenny Englerth

President/CEO

MESSAGE FROM THE PRESIDENT AND BOARD CHAIR

At Family First Health, we are fortunate to have a relevant and compelling mission, clear vision, and a set of values that guide our work. One of the values that has been particularly important throughout the past year is the value we place on intentionally evolving. We believe that learning and improving is a collective undertaking, inspiring us to find new and better ways of doing our work, framing our path forward with an understanding of our past.

The human body is constantly evolving, cells die and regenerate on an ongoing basis. No one is exactly the same today as they were the day before. Our work mirrors that biological process. In our work, there is something new every day as well. It's up to us to notice it. Newness can present during a patient visit, a community event, or a conversation between colleagues over lunch. It is by noticing the newness that we can understand and address emerging needs.

In 2022, we put these skills to use to chart our strategic direction for the next stage of our organization's evolution. Each of our staff and board members were engaged in envisioning our future, along with patients and community members. We learned and built new skills along the way and based on those learnings the following strategies emerged.

We are grateful for all of our committed partners who are on this journey to learn and build new strategies together with us to meet community need. We are humbled by our team who goes above and beyond to help our patients and community each day. Finally, we are proud of the impact made in 2022 and look forward to our continued evolution.

Board of Directors

EXECUTIVE COMMITTEE

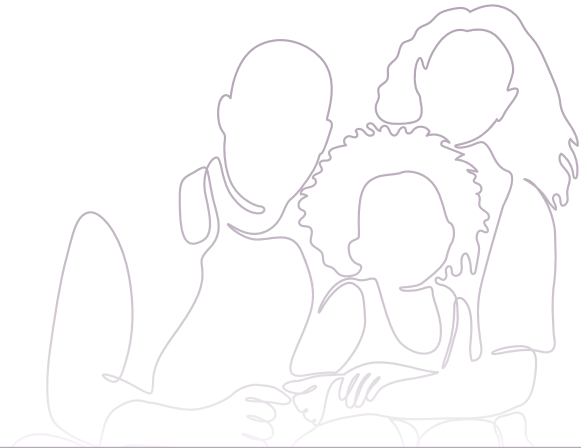
Allison Hawthorne, *Chair*
Cindy Steele, *Vice Chair*
Robert Merino, *Treasurer*
Ann Shaleialohalani, *Secretary*

BOARD MEMBERS

Kenneth Adams
Vicki Dettinger
Philip Given
Kyle Kirkpatrick
Julio Rivera
Michael Shanebrook

Key Staff

Joan Beaverson, *Vice President, Human Resources & Talent Development*
Amy Chamberlin, *Senior Director, Development*
Brent Doores, *Vice President, Finance*
Jenny Englerth, *President/CEO*
CarrieAnn Frolio, *Vice President, Strategic Initiatives*
Dr. Asceline Go, *Vice President, Medical Services*
Anika Jackson, *Vice President, Diversity, Equity & Inclusion*
Peter Lugaro, *Vice President, Information Technology*
Dr. Joseph Mountain, *Vice President, Dental Services*
Dr. LaJuan Mountain, *Vice President, Dental Services*
Meg Wheeler, *Vice President, Operations & Quality*





HIGHLY ENGAGED WORKFORCE

STEP FULLY INTO LEADERSHIP

- VALUE EMPLOYEE VOICE
- PRIORITIZE WORKFORCE WELLBEING
- MAKE SPACE TO GROW
- DEMONSTRATE VALUES IN ACTION

- LEAD WITH UNDERSTANDING & ACCOUNTABILITY
- NURTURE RELATIONSHIPS
- COMMITMENT TO WORKFORCE DEVELOPMENT



to
HIP

CTION
VELOPMENT

FOCUS
on
HEALTH(CARE)

- EMPOWER PATIENTS
- OPTIMIZE THE MODEL OF CARE
- ALIGN RESOURCES TO ADDRESS SOCIAL NEEDS
- BOOST ACCESSIBILITY
- PRACTICE TRANSPARENT DECISION MAKING

OUR STRATEGIC PATHWAY
ROOTED IN COMMUNITY

By the Numbers



Number of Sites

8

Total Patients Served

25,684

VISITS

Site	Medical	Dental	Behavioral Health	Substance Use Services
Columbia	3,293	3,950	175	411
George Street	13,119	11,591	1,297	447
Gettysburg	4,751	4,614	140	-
Hannah Penn	2,725	-	84	-
Hanover	6,089	4,938	422	469
Lebanon	3,339	-	217	98
Lewisberry	3,043	-	3	-
Telehealth	6,817	-	1,854	29
TOTAL	43,176	25,093	4,192	1,454



TOTAL VISITS: 74,293

PATIENTS

Site	Medical	Dental
Columbia	1,113	1,815
George Street	5,637	5,903
Gettysburg	1,726	1,973
Hannah Penn	961	-
Hanover	2,184	2,436
Lebanon	1,200	-
Lewisberry	1,137	-
Telehealth	2,356	-
TOTAL	16,314	12,127

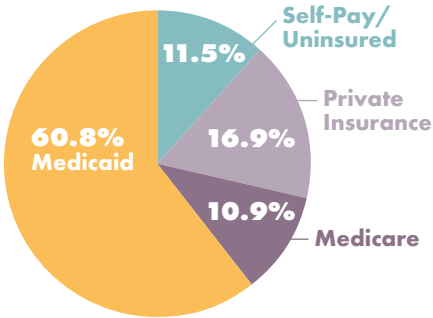
Behavioral Health: **1,391**

Substance Use Services: **206**

Optometry: **373**



INSURANCE TYPE



INCOME LEVEL

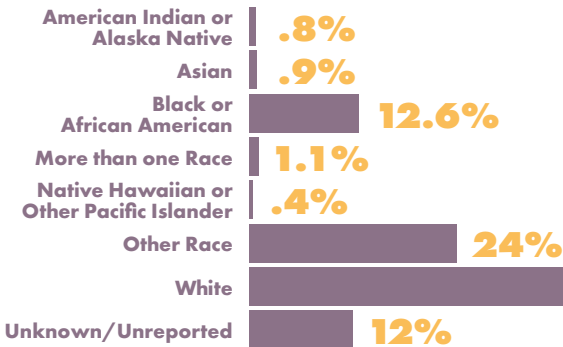
(% of patients below poverty)

100% and below: **31.8%**

101-150%: **10.3%**

151-200%: **5.7%**

RACE



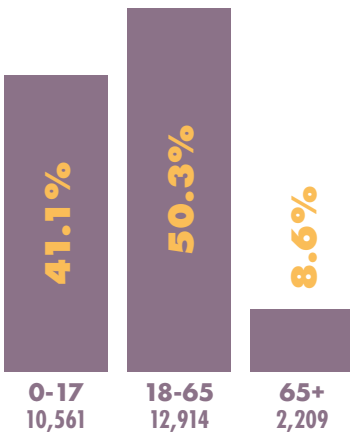
LANGUAGE

English: **73.4%**

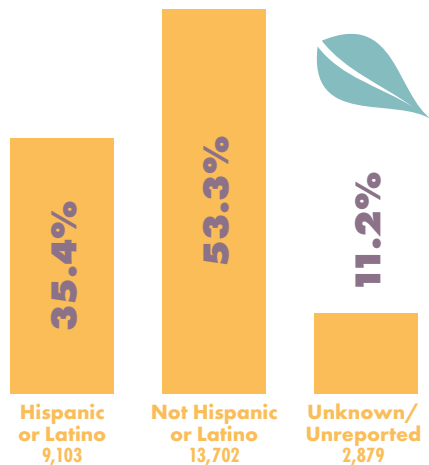
Spanish: **23%**

Other: **3.6%**

AGE



ETHNICITY



In Recognition

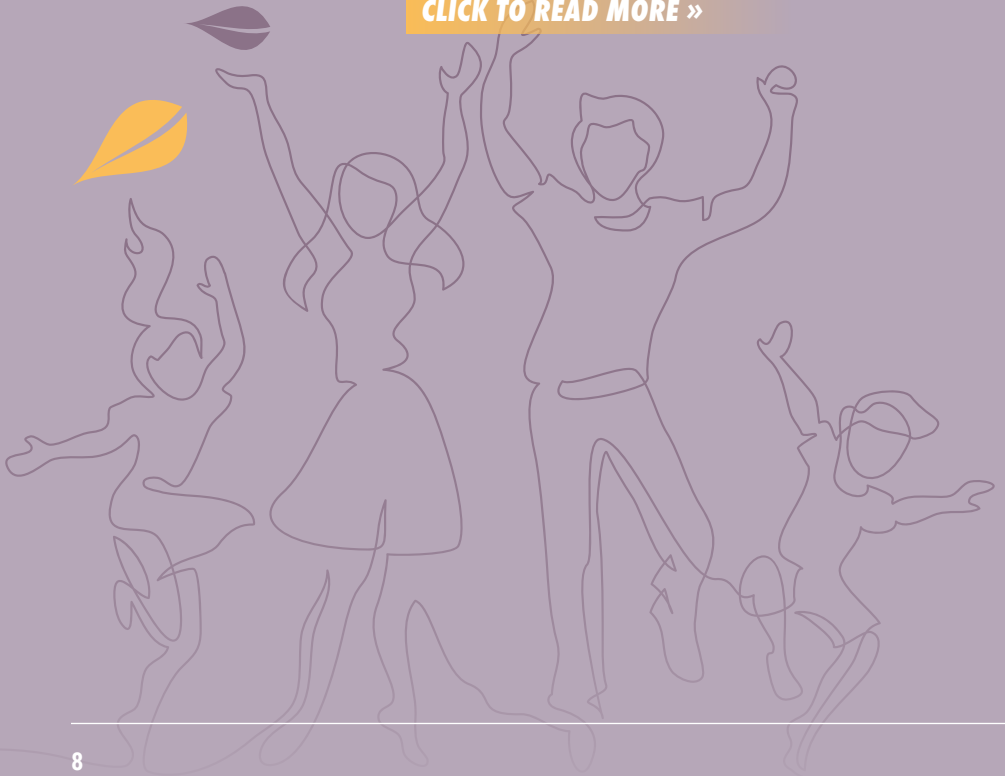


DR. GO, M.D., RECOGNIZED AS COVID-19 HERO

Asceline Go, M.D., representing Family First Health, was recognized as a “COVID-19 Hero” in the Central Penn Business Journal’s annual Health Care Hero awards.

For more than 20 years, Dr. Go has served as a primary care physician at Family First Health. “Being able to take care of patients and help them navigate their health needs has always been a priority for me,” says Dr. Go, who currently serves as Vice President of Medical Services at FFH.

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RECEIVING THE CHANGEMAKERS AWARD

Family First Health is pleased to share that Dr. LaJuan Mountain and Dr. Joseph Mountain, our Vice Presidents of Dental Services, received the “Builders” award from the York County Economic Alliance. This award recognizes their work to “strive to provide healthcare to all families in order to lead better lives.”

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CELEBRATING ALMOST 40 YEARS!

We would like to recognize Melissa “Missi” Ensminger as she moves into retirement. She has served our community for almost 40 years working in various roles at Family First Health. Most notably, Missi worked as a Registered Nurse in our Nurse-Family Partnership (NFP) program, working with first time mothers for 20 years. She joined FFH in 1983, when we were known as York Health Corporation.

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FAMILY FIRST HEALTH RECOGNIZED NATIONWIDE



As a federally qualified health center, FFH received four 2022 Community Health Quality Recognition badges for notable quality improvement achievements from the Health Resources & Services Administration (HRSA). In addition to the badges, FFH was recognized as a Patient Centered Medical Home by the National Committee for Quality Assurance.



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Community Health Programs

CARING TOGETHER

636

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

501

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

NURSE-FAMILY PARTNERSHIP

258

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

3,250

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

COMMUNITY HEALTH WORKERS

1,525

Interactions with patients by our Community Health Workers to address Social Determinants of Health



COMMUNITY MOBILE HEALTHCARE TEAM

COVID-19 tested in the community - 988

**Vaccines administered
during community events - 231**

COVID-19:

- **Johnson & Johnson (18 & up) - 1**
- **Moderna - Adult (18 & up) - 27**
- **Moderna - Bivalent (18 & up) - 22**
- **Pediatric Pfizer (5-11) - 93**
- **Adult Pfizer (12 & up) - 30**

Influenza (18 & up): 58

Blood Pressure checks in the community - 362



Mobile School Dentist Program

Total Patients Served

2,711

Total Visits

4,058



MOBILE SCHOOL DENTIST PROGRAM

Family First Health offers our Mobile School Dentist Program in the South Central Pennsylvania counties of York, Adams, and Lancaster. Our mobile team provides in-school dental care for all ages and grade levels.

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CONNECTIONS

HEALTHY NEIGHBORS. HEALTHY COMMUNITY.

Connections is 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 surrounding neighborhoods. It is led by residents, businesses, and organizations within the Hannah Penn neighborhood.

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843

Households served through monthly “Connections” Community Hygiene Distribution in 2022

In September, Family First Health recognized the 25th anniversary of our Hannah Penn K-8 school-based health center. As York County’s only school-based health center, FFH continues to provide care for school students, teachers and staff, and community members from the surrounding neighborhood.

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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.

VISION

Why we do it

From healthcare to health for all.

- Closing the gap • Paving the way • Raising the bar



VALUES

What guides us

- Patient centered • Evolving • Collaboration • Diversity • Stewardship

The Senior Leadership Team created the definitions below to ensure shared understanding as we strive to weave diversity, equity and inclusion into our daily work at Family First Health, with intentionality:

- **Diversity:** *All the ways that we see, appreciate and advocate for the attributes, perspectives and experiences that make each individual unique.*
- **Equity:** *Meeting individuals where they are to support their abilities to thrive.*
- **Inclusion:** *Individuals are invited and welcomed in a safe, non-judgmental environment where everyone experiences being respected, valued and supported.*

The definitions are purposely aspirational for the reality we seek to achieve, and will be used to guide us on our personal and collective diversity, equity and inclusion journeys.



DONOR RECOGNITION AND THANK YOU

Recently, Family First Health received a major gift from a donor in the Gettysburg area. The donor, who never had any interaction with FFH in the past, came to us on the recommendation of his own primary care provider, and personal friend. The doctor, who practices at a group practice and at the local emergency department, shared why he directed the donor to us.

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Family First Health is so appreciative of the support from our community, especially our donors and community partners. Their support makes it possible for us to carry out our mission every day.

**PLEASE HELP US SUPPORT
THE MISSION OF
FAMILY FIRST HEALTH.**

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LEARN MORE](#)



Locations

COLUMBIA DENTAL

430 Walnut Street
Columbia, Pennsylvania 17512

COLUMBIA MEDICAL

369 Locust Street
Columbia, PA 17512

GEORGE STREET

116 South George Street
York, PA 17401

GETTYSBURG

1275 York Road
Suite 17
Gettysburg, PA 17325

HANNAH PENN

415 E. Boundary Avenue
York, PA 17403

HANOVER

1230 High Street
Hanover, PA 17331

LEBANON

300 Willow Street
Entrance B
Lebanon, PA 17046

LEWISBERRY

308 Market Street
Lewisberry, PA 17339



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