



IMPROVING LIVES
IN BIG WAYS
AND SMALL
2023 ANNUAL REPORT



03

Letter from
Jenny Engerth
and the Board
of Directors

04

Organizational
Information

05

Celebrating Success and
Community Leadership

06

Secretaries Visit
Hannah Penn K-8

06

Protecting Our Little
Heroes

07

Investing in Behavioral
Health Services

08

By the
Numbers

10

Strengthening Our
Community:
A Spotlight on Senior
Centers

11

Strengthening Our
Community:
A Spotlight on
Community Health
Workers

12

Improving Health
Outcomes

13

Mobile School
Dentistry: Bringing
Smiles to Students
at School

14

Donor Giving: Making
a Difference in the
Health of Our Families,
Friends, and Neighbors

15

Sneak Peek Into
2024



LETTER FROM JENNY AND THE BOARD OF DIRECTORS

Dear Friends and Supporters,

As we reflect on the past year, we are reminded of the interconnectedness that defines the ecosystem in which we live and work each day. Every interaction and each service we offer at Family First Health demonstrates the intricate web of relationships that sustain and nurture the health and well-being of our community. At the heart of our mission lies a commitment to provide comprehensive and compassionate care to all who walk through our doors, regardless of circumstances. Yet, we recognize that our impact extends far beyond the walls of our centers, weaving into the fabric of our neighborhoods and broader communities.

Persistent challenges exist in our work, notably the inequities in health faced by our patients and communities rooted in income, race, and other socioeconomic determinants. Despite our collective efforts, these inequities continue to underscore the urgent need for systemic change and focused interventions. As we confront these realities, we reaffirm our commitment to dismantling barriers to health equity and fostering an environment where every person has access to the care they deserve.

Looking to the future, we recognize that our work is far from complete. Significant roadblocks to health and inconsistencies in outcomes still exist. But we remain steadfast in our goal to cultivate a healthier, more inclusive community.

We extend our deepest gratitude to each and every one of you for your support and partnership on this journey. Whether you are a member of the Family First Health team, supported our governance member, donated resources, or simply shared your voice, you played a vital role in advancing our mission.

Let's continue to nurture the connections that bind us and stand united in our pursuit of a healthier, more vibrant future for all.

With Gratitude,

Allison Hawthorne, *Board Chair*
Jenny Englerth, *President & CEO*



Allison Hawthorne



Jenny Englerth

MISSION VISION VALUES

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.

Why We Do It

From healthcare to health for all

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

What Guides Us

- Patient-centered
- Evolving
- Diversity
- Collaboration
- Stewardship

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

Brent Doores, *Vice President, Finance**
Jenny Englerth, *President/CEO*
Kimberly Fletcher, *Vice President, Human Resources and Talent Development**
CarrieAnn Frolio, *Vice President, Strategic Initiatives*
Dr. Asceline Go, *Vice President, Medical Services*
Anika Jackson, *Vice President, Diversity, Equity and Inclusion*
Dr. Joseph Mountain, *Vice President, Dental Services*
Dr. LaJuan Mountain, *Vice President, Dental Services*
Meg Wheeler, *Vice President, Operations and Quality*

*New to FFH in 2023



Brent Doores



Kimberly Fletcher

CELEBRATING SUCCESS AND COMMUNITY LEADERSHIP

Dr. Garcia Named Healthcare Hero

Dr. Luis Garcia, Family First Health's Chief Medical Information Officer, received a 2023 "Healthcare Hero" award from the Central PA Business Journal. This award recognizes physicians who display exemplary performance in their field and whose services directly benefit our local communities. Dr. Garcia provides primary care and family medicine services to adults and children at our George Street Center. Dr. Garcia is also a trusted advocate for our Spanish-speaking patient population.



"The achievement of any family doctor can't be measured in the typical way we think of achievements," Dr. Garcia noted. "Family medicine is a medicine of relationships. It's not the number of patients seen, procedures done, or lives saved. It's how the relationship affected the individual patient's life."



Jenny Englerth Honored With Leadership York Award

Leadership York named Jenny Englerth, President and CEO of Family First Health, its 2023 "Outstanding Alumnus of the Year." This prestigious award recognizes one outstanding Leadership York alumnus each year for their contributions to the community and greater good.

"Jenny's passion for system-level change, knack for breaking down complex problems into actionable pieces, and ability to engage diverse voices have positioned her to lead many change initiatives throughout her career. Those things combined with her dedication to serving the community in leadership positions is what led to Jenny getting selected for this award."

– Wilda Reahm-Alessi, Executive Director, Leadership York

05

Walk With A Doc Celebrated First Anniversary

In October 2023, Family First Health's Walk With A Doc program celebrated its one-year anniversary. The event attracted close to fifty walkers and featured raffle prizes, food and music. Anna Deraco, PA-C, one of our Lebanon providers, leads the community walks on the third Saturday of every month and kicks off each walk with a topical health discussion.

"I love leading Walk With A Doc! It is something I look forward to every month. I love the connections we are forming between community members. It gives me joy to see the relationships that some of our walkers cultivate with each other as they come out to walk together each month. I also love that we have a lot of families and neighbors who come out to walk together. Participants seem to appreciate the brief health topic discussions before the walks and often engage with follow-up questions or comments. And, of course, I love getting people out and moving their bodies. Everyone leaves feeling better!"

– Anna Deraco, PA-C



SECRETARIES VISIT HANNAH PENN K-8

During National Health Center Week, Dr. Debra Bogen, PA Department of Health Secretary, and Dr. Val Arkoosh, PA Department of Human Services Secretary, visited Family First Health's school-based health center at Hannah Penn K-8 School.

In the course of their visit, the Secretaries highlighted the crucial role school-based health centers play in offering healthcare access for underserved communities. They toured the facilities and met with health center staff, offering expertise in creating critical safety nets within untraditional spaces.

"Family First Health's school-based health center is working to reduce barriers for families by providing critically needed services directly in school so that all young people, no matter their zip code, have equal opportunities to learn and grow."

– Dr. Val Arkoosh, PA Department of Human Services (DHS) Secretary

National Health Center Week is a platform to recognize how community health centers combat healthcare access inequities and meet the diverse health and social service needs of their communities.

"During National Health Center Week, it is important to showcase how centers such as Family First Health work to bridge the health equity divide and create a healthier Pennsylvania for all."

– Dr. Debra Bogen, PA Department of Health Acting Secretary

To watch the full press conference, scan here



PROTECTING OUR LITTLE HEROES

In 2023, Family First Health received a grant to launch a campaign promoting the benefits of vaccinations, including the COVID-19 vaccine. The campaign created engaging health content for children and their families and emphasized the importance of preventive care and immunizations throughout childhood and adolescence. The campaign took the form of a fun, educational graphic novel where kids journey through space to get all their vaccinations and band together to fight the galactic grime!



To complement the graphic novel, Family First Health developed a webpage featuring health education content for both children and adults. The pages provide guidance on recommended screenings and immunizations at specific ages and stages throughout life. This interactive website helps everyone stay informed on preventative health.

Use the QR code to explore the website and remain on track for good health! You can schedule screenings and vaccines directly through the website.

To explore the website, scan here





"The expansion to full-time psychiatry services at Family First Health was a big step forward in furthering our ability to support the growing mental health needs of our patients and communities. In addition, having a dedicated Nurse Care Manager supporting the Psychiatrist allows us to provide high-quality care that contributes to improved overall health outcomes."

– Cory Erhard, Director of Integrated Services

Behavioral Health Services Expanded At Hannah Penn School-Based Health Center

At our Hannah Penn School-Based Health Center, we welcomed Nigel Leslie as Behavioral Health Associate and extended our reach to more individuals in the school community. Now, we are better able to meet the social, emotional, and physical needs of students and their families.

Hannah Penn also identified student candidates for Rainbow Days, an interactive, multi-cultural, curriculum-based prevention program. This evidence-based practice equips children and youth with essential life skills, teaching them how to cope with difficult family situations, resist negative peer pressures, and refuse alcohol, tobacco, and other drugs.

07

INVESTING IN BEHAVIORAL HEALTH SERVICES

In 2023, Family First Health made strategic investments in Behavioral Health services. We expanded our Psychiatric services to full-time hours and added a new Behavioral Health position at our Hannah Penn School-Based Health Center.

Psychiatry Services Expand

We welcomed Dr. Canale to our Behavioral Health team and increased psychiatry service access for patients from 20 hours per month to a full-time 40 hours per week. With this change, we reduced patient wait times from multiple months to just a few short weeks.



2023: BY THE NUMBERS

Visits

75,928

42,845 Medical •

Unique Patients

26,718

16,274 Medical •

Insurance Type

Patient Percent

60.9% Medicaid •

Income Level

Per Federal Poverty Guidelines

30.9% 100% and below

8.7% 101 - 150%

4.6% 151 - 200%

Ethnicity

Not Hispanic or Latino

13,712

Age

Patient Percent

42.4% 0 - 17 • 48.8% 18 - 65

8.8% 65 +

Caring Together

638 Total Patients

207 Case Management Patients

520 HIV Tests Completed

Mobile School Dentistry Program

3,770 Total Patients

5,536 Total Visits

Nurse - Family Partnership

287 Total Patients

3,057 Total Visits

Insurance Navigation

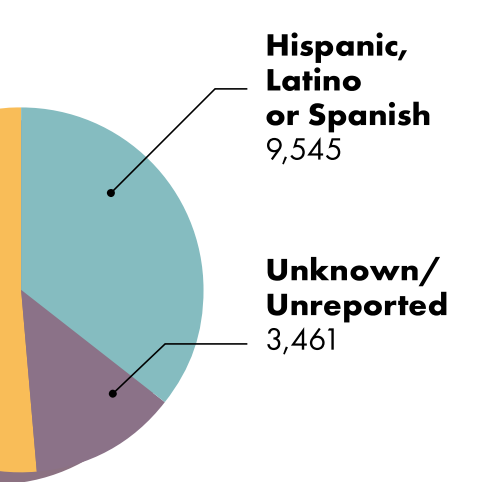
1,795 Patients Helped with Insurance Enrollment

27,479 Dental • 4,306 Behavioral Health • 393 Optometry • 905 Substance Use Services

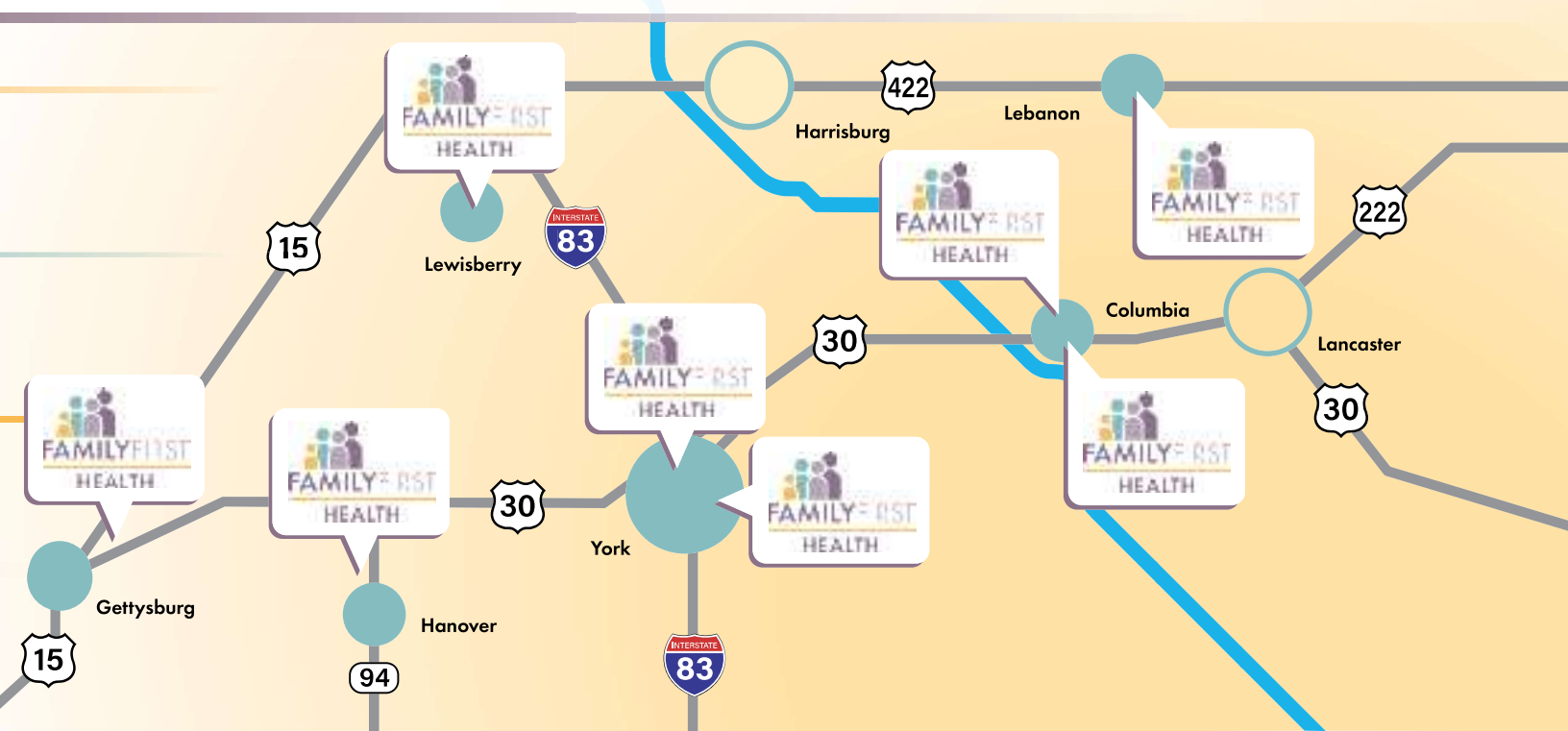
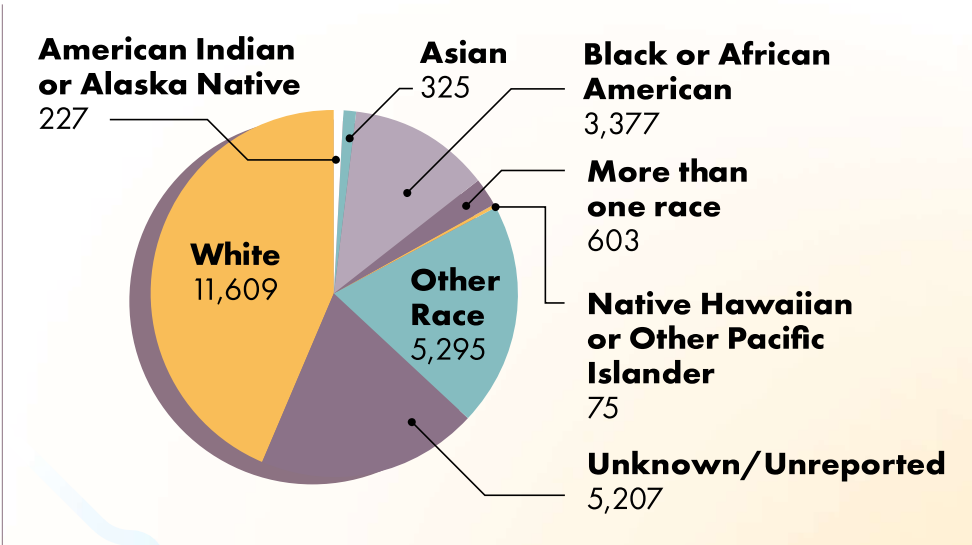
13,181 Dental • 1,310 Behavioral Health • 392 Optometry • 95 Substance Use Services

10.7% Medicare • 14.6% Private Insurance • 13.8% Self-Pay

26,718 Total Patient Count



Race 26,718 Total Patient Count



STRENGTHENING OUR COMMUNITY: A SPOTLIGHT ON SENIOR CENTERS

Family First Health's community medical team delivers health services at locations out in the community where they are needed most. Comprised of a registered nurse, certified medical assistant, and certified community health worker, our community medical team provides a variety of on-site health services, such as blood pressure screenings, immunizations, COVID-19 and rapid HIV testing, health insurance navigation, and connections to Family First Health's services and programs. By establishing a presence at familiar gathering places like senior centers, we create more meaningful connections with community members.

Our community medical team offers members of the senior centers free blood pressure screenings as a gateway to address their broader health needs. These interactions provide a unique opportunity to link individuals with necessary healthcare services and initiate conversation around specific health concerns and building healthy habits. Our team conducted 357 total blood pressure checks in the past year at Windy Hill Senior Center in Spring Grove and White Rose Senior Center in York.

"The Community Medical Team from Family First Health provides essential and invaluable services to members of our senior center, improving their chances of achieving improved health outcomes. Many of the seniors who are members of our center face struggles that affect their ability to access the health care services and supports they need, for a variety of reasons. Having the FFH Community Medical Team onsite helps our members overcome some of these barriers to care, thus improving their chances for more favorable health outcomes."

– Jenna Lawrence, Executive Director, Windy Hill on the Campus – Senior Center





STRENGTHENING OUR COMMUNITY: A SPOTLIGHT ON COMMUNITY HEALTH WORKERS

Often non-medical factors profoundly impact community health and can create significant barriers to healthcare access. Challenges related to adequate housing, food security, reliable transportation, education, and native language often complicate or prevent individuals from obtaining and establishing relationships with healthcare providers.

Family First Health addresses these challenges with the help of Community Health Workers (CHWs). CHWs are individuals who have similar lived experiences to those they work with in the community. Each CHW quickly establishes a rapport with a community member and provides one-on-one assistance to guide that individual through the healthcare referral processes. The work of CHWs ultimately improves overall health outcomes.

"A patient was referred to me by their provider. They were unemployed and behind on rent and utilities for a couple of months. I connected them with CAP (Community Action Partnership) which helps with rental assistance, assisted them with applying for cash assistance, and provided them with contact information for the utility companies so they could obtain an extension and be placed on a payment plan. I also gave the patient outside resources for employment. This community member was able to find a job and is still employed. They have been able to pay all of their bills and even get their car back from impound."

– Community Health Worker, Family First Health

By connecting the patient with resources to meet non-medical needs, the patient was better able to focus on their health.

CHWs are available at all Family First Health medical sites to work alongside clinical staff and patients. In 2023, our CHW team handled 1,742 referrals and 4,532 assists. Family First Health CHWs helped patients obtain meal vouchers, complete job applications, secure short-term rent payments, and arrange transportation for medical appointments.



Hep C Testing

12 IMPROVING HEALTH OUTCOMES

In-Office A1C Testing

Our medical providers now conduct A1C testing for diabetic patients during appointments. This is a cost-effective, convenient approach that allows providers and patients to have real time information about diabetic control. With on-site testing, providers discuss, encourage, and celebrate drivers of success such as changes in diet or medication adherence. Since adding this tool to our diabetic management strategy, the percentage of patients who have maintained control of diabetes has improved from 70% to 76%.

At-Home Blood Pressure Monitoring

Family First Health is a participant in the American Heart Association and American Medical Association's Target: BP™ initiative to educate patients on maintaining healthy blood pressure. We distribute at-home blood pressure monitoring kits and provide instruction to set patients up for success. As a result of this effort, patients are more attentive to this crucial aspect of their health during their visits and follow-ups. Our organization achieved Gold Status (70% or greater blood pressure control) and Silver Status (commitment to improving control through accurate measurement) Target: BP recognition, leading to improvements in overall health outcomes.

Rapid HCV Testing

Family First Health now provides rapid Hepatitis C virus (HCV) testing during appointments. HCV is a critical public health concern. The CDC estimates that approximately 4.1 million Americans are exposed to HCV, with at least 2.4 million infected with 35% of those individuals showing no symptoms. HCV medical treatments are available, and the virus can be cured, but proper testing is the only way to determine an individual's status. In 2023, Family First Health created a dedicated team to conduct community HCV testing at both of the White Deer Run locations in York. Since we implemented monthly testing in April 2023, we have tested 67 individuals (58 non-reactive, 9 reactive), and identified 9 previously positive individuals.



A1C Testing



MOBILE SCHOOL DENTISTRY: BRINGING SMILES TO STUDENTS AT SCHOOL

Through the Mobile School Dentist Program, Family First Health delivers dental care directly to students at their schools. We have operated this program for over a decade to promote good oral health from a young age and provide students with routine dental exams, cleanings, fluoride treatments, sealants, and oral hygiene education. We provide services in a school setting so parents do not have to take time off of work to take their children to the dentist.

How it works:

Our mobile school dental team sets up a temporary office inside the school gym, cafeteria, or library. After each visit, we provide parents with a report card explaining the care their child received and required follow-up care. The students we treat become Family First Health dental patients and have an official home for their future dental needs.

During the 2022-23 school year, we completed 4,562 dental visits and served 2,258 students at 51 sites, including public and charter schools, Head Start, and other community-based child care programs.

"I am a dental assistant with Family First Health. I enjoy being able to participate in the Mobile School Dentist Program and work closely with the children, giving them a positive outlook on the dentist. I am also able to provide dental care to my son, who attends school in Columbia... he is always so proud and excited his mom gets to come to his school and provide dental care to him and all of the students!"

– Destiny R., Dental Assistant at Family First Health

DONOR GIVING: MAKING A DIFFERENCE IN THE HEALTH OF OUR FAMILIES, FRIENDS, AND NEIGHBORS

The majority of Family First Health costs are covered by insurance providers and public programs like Medicare and Medicaid. However, many of our innovative and community needs-based programs rely on foundation and grant funding and donations made by individuals and businesses. These programs include Family First Health's hygiene distribution and education initiatives and outreach to our homeless and unsheltered populations.

Foundations and Grants

Family First Health received \$284,000 in foundation and grant awards in 2023. We used this funding to grow our community medical and dental services and improve patient site access.

Giving Days

Family First Health raised \$19,306 through Give Local York in May 2023, and \$3,772 during ExtraGive Lancaster in November 2023. Thanks to the generosity of businesses and individual donors, these two days of giving accounted for approximately 60% of our 2023 donor contributions.

Why I Give: Donor Spotlight

"It doesn't matter how much you give; it's that you give. You don't have to make a large donation to show your support or to make a difference."

– Mike Shanebrook



Before retirement, Mike worked in sales for retail and insurance. He saw how important it is for people to have access to products and services that match their community's needs. This became clear when his employer's health insurance plan stopped covering visits to his longtime primary care provider.

Fortunately for Mike, his search for a new medical services provider led him to Family First Health. He was impressed with his new primary care doctor and the attention we gave to his health. He soon realized that every patient, including individuals and families from his community, received the same level of care.

This was nearly 20 years ago, and Mike's journey with us continues. Though he has seen changes in his care team, the focus on him – the consistency and quality of his healthcare and the importance of his role in his own healthcare team – has only made his trust in Family First Health stronger. And his commitment to helping us improve lives, in big and small ways, has also grown stronger. Mike's story emphasizes that one person's contribution, regardless of size, can truly make a difference.

Mike is currently a consumer representative on the Family First Health Board of Directors. He is a life-long resident of Adams County and is active in a number of community-based groups in the Gettysburg area.

Your Gift Can – And Does – Make A Difference.

Ways To Give:

Check: Mail your check, made payable to Family First Health, to: Development, Family First Health, 116 S. George Street, York PA 17401

Credit Card: Make your secure donation online at our website:

www.familyfirsthealth.org/donate

Consider a recurring monthly gift that has ongoing impact.

Set up an automated monthly credit card contribution on our website:

www.familyfirsthealth.org/donate

Questions? Contact David Corman, Manager of Donor Relations, at 717-801-4850 or dcorman@familyfirsthealth.org



SNEAK PEEK INTO 2024



WE HAVE MANY EXCITING PROJECTS IN THE WORKS!

Podiatry Services

In 2024, Family First Health will introduce podiatry services at our George Street Center in York. Podiatry services will be available to the entire community, targeting adults facing health barriers related to insurance and other social determinants. Services will include general foot exams, nail care, callus removal, and treatment of common issues like corns and bunions. We will also provide specialized foot care for diabetic patients to prevent and manage potential complications like neuropathy, foot ulcers and infections.

A New School-Based Health Center

At the start of the 2024-25 school year, Family First Health will launch an additional school-based health center at the William Penn Senior High School in York. Our new health center will offer students primary medical and behavioral health care and build on the strengths of our current school-based health center at York City School District's Hannah Penn School. We plan to serve 750 students in the first year and encourage them to make Family First Health their medical home going forward.

"The School District of the City of York is excited to extend our decades-long partnership with Family First Health to our high school students. Having a health center inside William Penn Senior High School will allow our students to access the health care they need, during the school day, so they can focus on learning."

– Dr. Andrea Berry-Brown, Superintendent, School District of the City of York

OUR LOCATIONS



Columbia Dental

430 Walnut Street, Columbia, Pennsylvania 17512

Columbia Medical

369 Locust St. 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 Ave. 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

IMPROVING LIVES
IN BIG WAYS
AND SMALL
2023 ANNUAL REPORT



FAMILYFIRSTHEALTH.ORG

