

From Healthcare to *Health for All*



Our Locations

www.familyfirsthealth.org

Columbia Dental Center

430 Walnut Street, Columbia, PA 17512

Columbia Medical Center

369 Locust Street, Columbia, PA 17512

George Street Center

116 South George Street, York, PA 17401

Gettysburg Center

1275 York Road, Suite 17, Gettysburg, PA 17325

Hannah Penn Center

415 East Boundary Avenue, York, PA 17403

Hanover Center

1230 High Street, Hanover, PA 17331

Lebanon Center

300 Willow Street, Entrance B, Lebanon, PA 17046

Lewisberry Center

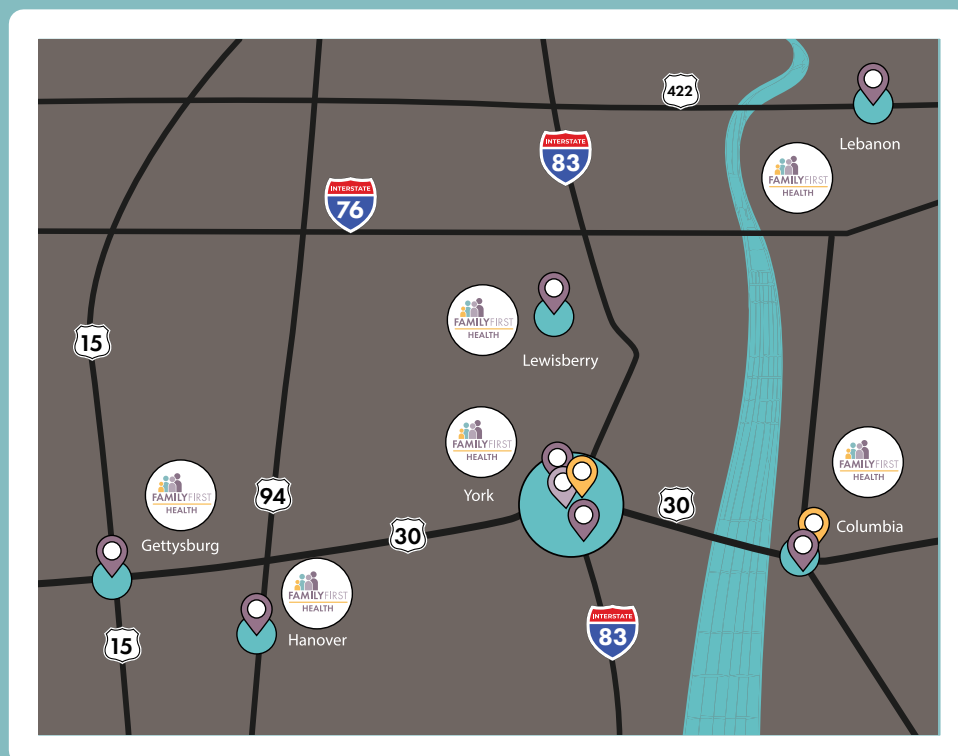
308 Market Street, Lewisberry, PA 17339

Springwood Road Dental Center

2003 Springwood Road, York, PA 17403

William Penn Center

101 West College Avenue, York, PA 17401



From Healthcare to Health for All

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Serving everyone, caring for you



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MESSAGE FROM THE PRESIDENT AND BOARD CHAIR

Dear Friends and Supporters,

As we reflect on the past year, we are reminded of the unwavering commitment and resilience of our team, our partners, and our community. At Family First Health, our vision—From Healthcare to Health for All—is not just a statement; it is a call to action. Every day, we strive to close the gap, pave the way, and raise the bar for equitable healthcare, ensuring that no one is left behind.

This past year has been one of growth, innovation, and impact. In 2024, we expanded services, embraced new approaches to care, and strengthened partnerships. From preventive care to chronic disease management, we are not only treating illness but also fostering wellness in our communities.

Closing the Gap means eliminating barriers to quality healthcare—whether financial, geographical, or systemic. Through outreach programs, community partnerships, and culturally competent care, we continue to reach those who need us most.

Paving the Way requires innovation and forward-thinking solutions. This year, we launched podiatry services, opened a school-based site at William Penn Senior High School and through partnership with WellSpan Health have expanded access to dental care, making healthcare more accessible than ever.

Raising the Bar is our commitment to excellence. We are investing in our staff, our facilities, and our technology to ensure that every patient receives the highest standard of care.

Our mission is only possible because of you—our patients, our advocates, our generous supporters and our team members. Together, we are building a future where healthcare is not a privilege, but a right for all.

Thank you for your unwavering belief in our mission. We look forward to another year of progress, impact, and health for all.

With gratitude,

Allison Hawthorne, Board Chair
Jenny Englerth, President and CEO



President and CEO

Jenny Englerth

A handwritten signature in black ink, appearing to read "Jenny Englerth".



Board Chair

Allison Hawthorne

A handwritten signature in black ink, appearing to read "Allison A. Hawthorne".

Board of Directors

Kenneth Adams
Vicki Dettinger
Philip Given

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Kyle Kirkpatrick
Robert Merino, *Treasurer*

Julio Rivera
Michael Shanebrook
Cindy Steele, *Vice Chair*

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Kimberly Fletcher, *Vice President, Human Resources and Talent Development*

CarrieAnn Frolio, *Vice President, Strategic Initiatives*

Asceline Go, MD, *Vice President, Medical Services*

Anika Jackson, *Vice President, Diversity, Equity and Inclusion*

Joseph Mountain, DMD, *Vice President, Dental Services*

LaJuan Mountain, DMD, *Vice President, Dental Services*

Meg Wheeler, *Vice President, Operations and Quality*



Mission | Vision | Values

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.

From healthcare to health for all

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

Patient Centered

Collaboration

Diversity

Stewardship

Evolving

Celebrating our Leadership

20TH
Anniversary



Family First Health is pleased to congratulate Jenny Englerth, President and CEO, on an incredible milestone of 20 years of dedicated service to the organization. Throughout her tenure, Jenny's unwavering commitment to improving the health and well-being of the communities we serve has had a profound impact. Her leadership, vision, and compassionate approach have helped guide Family First Health to new heights, and we are grateful for her steadfast dedication. Here's to many more years of success and continued service under Jenny's inspiring leadership.

25 Years and Counting



Congratulations to Dr. Asceline Go on an extraordinary 25 years of dedicated service at Family First Health. Throughout her tenure, Dr. Go has played a pivotal role in the success of the Caring Together Program, which provides compassionate and comprehensive care to individuals living with HIV. Her commitment to improving the lives of others has made a profound impact on the community, fostering a sense of hope, support, and empowerment.

Closing the Gap...

Community Medical Team Supports Guests at Bell Family Shelter

In June 2024, Family First Health launched a new partnership with Bell Socialization Services to provide medical support onsite at their new Bell Family Shelter in York. Family First Health staff, including a registered nurse and community health worker, are onsite every Friday morning to provide screenings like blood pressure readings, health education, coaching, referrals, appointment scheduling, and navigation support for accessing health insurance to shelter guests. The primary objective is to connect Bell's guests to care through Family First Health, ensuring they have access to the health resources and services they need.

In the seven months that it operated in 2024, the community medical team completed 33 encounters with guests at the shelter, resulting in 10 completed appointments through linkages to care at Family First Health offices. In the words of one of the families served through this partnership, Ms. A.B., *"This is a crucial service. They help with applying for medical benefits, they fight for you to get necessary appointments and can do physicals."*



Family First Health Expands Dental Care at Springwood Road Dental Center

On December 30, 2024, Family First Health assumed operation of WellSpan Health's dental health services at its location in the Queensgate Shopping Center. The Springwood Road Dental Center adds 24 operatories to our overall practice, increasing from the 36 already at George Street, Columbia, Gettysburg, and Hanover. *"The same professionals that these patients have trusted through the years will continue to provide the same level of care under the Family First Health name, ensuring our unwavering commitment to this community,"* said Victoria Diamond, Senior Vice President of WellSpan's Central Region.

Services at the new center are consistent with those we offer at our other sites. They include general checkups and exams, cleanings, x-rays, extractions, dentures, restorations, root canals, and emergency appointments.



"Our mission has always been to provide accessible, equitable care to every individual," said Dr. LaJuan Mountain, Vice President of Dental Services at Family First Health. *"With Springwood Road Dental Center, we are building on our legacy of comprehensive care and reinforcing our role as a trusted healthcare partner for the York community."*

New Sites and Services

New Health Center at William Penn Senior High School

Students and staff in York City at William Penn Senior High School now have easier access to medical and behavioral health care where they spend most of their time: in school. Family First Health opened a school-based health center at the school on September 23, 2024, and had an official ribbon cutting ceremony on October 9, 2024. The center supports the primary care services including: sick visits; physicals (work, school driver's license, sports, etc.); vaccines; help managing health problems (asthma, weight management, depression, anxiety, diabetes, etc.); sexually transmitted infections, testing and treatment; family planning and pregnancy diagnosis; and integrated behavioral health services.

"Accessible healthcare in our high school is vital to supporting both the physical and mental well-being of our students," says Dr. Andrea Berry-Brown, superintendent of the School District of the City of York. "Through our incredible partnership with Family First Health, students receive regular health assessments that help identify potential issues early on. This proactive approach allows for timely interventions, creating a healthier learning environment while promoting lifelong wellness habits."



Podiatry Services Added at George Street Center

The first day of podiatry patient care was Thursday, October 10, 2024. The addition of podiatry services allows another way for the Family First Health team to support overall and comprehensive patient health. The health of a patient's feet can impact patient mobility and quality of life.

Led by two podiatrists, Dr. Dana Linn-Toomey and Dr. Stacie Gill, the program offers general foot care, diabetic foot care, and foot and ankle surgery. It is important for Family First Health to offer podiatry services because podiatrists play a vital role in working with primary care providers to manage and prevent complications associated with chronic conditions.

"I enjoy helping people feel better. They walk in with pain and walk out feeling better. Being at FFH allows me to treat patients who would not otherwise have access to podiatric care," says Dr. Dana Linn-Toomey.



Paving the Way...



Nutritional Support Partnership in Lewisberry

Family First Health's Lewisberry Center offers a program with the York County Food Bank to provide shelf-stable food products to patients and families who need them with monthly pick ups. We use a client-choice approach for this program—patients can select items that they will receive from the Food Bank's inventory. This ensures that patients receive food they will enjoy and consume, and they can tailor selections to any dietary restrictions or food allergens.

Patients choose up to three selections of fruit, four grains, six vegetables, five proteins, and three miscellaneous items. In total, the team distributed 344 boxes of food in Lewisberry during 2024, serving 913 total household members.

"We are grateful to Family First Health for their partnership with the York County Food Bank. Working together helps to advance our mission to reach food insecure neighbors and provide them with the healthy, nutritious food they need to thrive," said Jennifer Brillhart, President and CEO of the York County Food Bank.

Nurse-Family Partnership in the Community

Family First Health's Nurse-Family Partnership (NFP) program participated in the 2024 Susquehanna Valley Breastfeeding Coalition Resource Fair, which brought together healthcare providers, community organizations, and families to share resources and support for breastfeeding and maternal-child health. Our team provided information about our services and celebrated the shared commitment to nurturing healthy beginnings for mothers and babies. NFP is an evidence-based nurse-led home visitation program with demonstrated success in improving the health of first-time mothers and their children from pregnancy until the child's second birthday. In 2024, the NFP program supported close to 300 clients and achieved immunization rates above state and national benchmarks for children ages six to 24 months in the program.



Expanded Programs and Reach

Enhancing Maternal Health for Haitian Women

In 2024, Family First Health was able to expand services to support maternal health for York residents from the Haitian community. With the support of two funders, the Jewish Healthcare Foundation and Capital Blue Cross, we were able to hire Community Health Workers dedicated to supporting the health and wellness needs of pregnant and parenting Haitian women. These new health workers are native speakers of Haitian Creole and have a shared cultural background with the women they serve, helping to build trust and understanding with the patients.



Their roles are to support the pregnant and parenting women in accessing and navigating prenatal and postpartum care and accessing resources to overcome barriers to health. Services include connections to community resources and services for the mothers, babies, and their families to support them in addressing non-medical health needs; pregnancy and newborn education; support at medical, community, and home visits; and access to other Family First Health services including medical, behavioral health, substance use treatment, dental, podiatry, and optometry.

"Capital Blue Cross is committed to staying one step ahead in our fight to decrease racial disparities in maternal healthcare. We are proud to do our part to support Family First Health's effort to educate expectant and post-partum Haitian women to help ensure their pregnancy, childbirth, and parenting journeys are successful." - Susan Hubley, Vice President Corporate Social Responsibility

In Focus: Women's Health

In 2024, Family First Health bolstered support for women's health with the hiring of Women's Health Nurse Practitioner Nicole Campanella, CNM, WHNP-BC at the George Street location. Services under this category include screenings (pap smears and mammograms), reproductive health, birth control and preconception education, help with vaginal concerns, STI testing, treatment of menopausal symptoms, and annual exams. Nicole has found that education is one of the greatest needs for her patients. A great benefit of having a women's health focus is the convenience for patients in a primary care office. In the past year, cervical cancer screenings at George Street Center increased from 57% to 73%, and cervical cancers for all patients across Family First Health increased by eight percentage point.

Raising the Bar...



Lebanon Center Receives Award

In March 2024, our Lebanon Center was awarded the "Live Fierce Award" at the Lebanon Heart Ball for our outstanding leadership in blood pressure control and management. This has been an area of focus for our staff during the past year to support the health of our patients in the Lebanon community.

Family First Health annually submits data about our progress in various clinical areas, and in March 2024, we were proud to celebrate that four sites exceeded state and national performance for patient blood pressure control and management.

Family First Health Partners with the American Heart Association

Family First Health has partnered with the American Heart Association's *Target: BP* initiative which provides at-home blood pressure monitoring kits for patients. From this, providers can determine whether or not a patient needs any interventions to control their blood pressure. Two of our sites- Hanover and Columbia- received Gold + recognition from this initiative meaning that their patients achieved 70% or greater blood pressure control. The other five sites received Silver recognition for their commitment to improving the lives of patients by monitoring their blood pressure and providing education.

Family First Health was also recognized on the American Heart Association's *Target: Type 2 Diabetes* Honor Roll for showing a commitment to improving quality of care through awareness, detection and management of type 2 diabetes and cardiovascular risk factors. We are here for our patients for any questions they might have about diet, exercise, medications, or management of their diabetes.

Jenny Englerth Earns Spot on Power List

Jenny Englerth, President and CEO of Family First Health, was recognized on the Central Penn Business Journal's Power List.

From budget management to developing and engaging in partnerships to keeping tabs on service outcomes and coaching team members, Jenny takes a daily hands-on approach to her position, the health care organization and communities Family First Health serves.



"I'm proud of the growth achieved in 2024, both personally and for Family First Health as an organization. Family First Health made great strides in expanding services, including opening a school-based health center at William Penn Senior High, adding podiatry and expanding dental care. These milestones reflect our commitment to improving lives through accessible, comprehensive health services." -Jenny Englerth



Recognition and Spotlights

Colorectal Cancer Screening Success

Family First Health received a grant from the American Cancer Society in 2024 to support our efforts in colorectal cancer screening. We successfully completed the project in January 2025, having met our objectives. The grant provided valuable support in implementing evidence-based interventions and connecting us with regional clinics engaged in similar colorectal cancer screening initiatives.

Our baseline screening rate was 44% as of December 31, 2023, with a goal to reach 47% by the end of 2024. Through our collective efforts, we exceeded this target, achieving a 49% screening rate—a remarkable 5% increase. This progress was made possible through process improvements, enhanced patient education materials, and the introduction of Cologuard kits as a screening option for self-pay patients. Having this additional option for our uninsured patients was a huge addition for us.

Dr. Hetal Patel remarked *“Improvement work is challenging, yet deeply rewarding. It requires the collective effort of our entire team, bringing together resources, expertise, and dedication to enhance the overall health of the patients we serve. This journey is ongoing, and each year we strive to do better—driven by our shared commitment to making a meaningful impact.”*

Chelsea Boyde: Publishes Tell Me Book

Chelsea Boyde, one of our Nurse-Family Partnership nurses, has published a book! Her goal was to offer a single, affordable resource encompassing essential developmental aspects, designed to evolve with the child as they progress towards school readiness. Within its 24 pages, this book provides the opportunity for exposure to various developmental elements, including high contrast colors for infancy, tummy time activities, eye movement and tracking exercises, introduction to animals and their sounds, shapes, counting, basic American Sign Language to help bridge the word gap in early communication, coping mechanisms and affirmations.



Loucena Emile: Receives EPIC Award for outstanding Community Health Worker from Pennsylvania Area Health Education Center (PA AHEC).

Loucena, one of our Community Health Workers (CHW) in our Connections for a Healthy Pregnancy program, received an award for her dedication and service to the Haitian Creole population. This recognition celebrates individuals who embody the qualities of Empathy, Power, Intelligence, and Courage in their work and communities. Loucena received this award at the Statewide CHW Conference in State College in September 2024.

Jess Hubbell: Shines in Nurse’s Week Community Health Center Nurse Spotlight

During National Nurses Week in May 2024, the Pennsylvania Association of Community Health Centers gave a shout-out to Jess Hubbell to recognize her 11 years as a nurse and seven and a half years at a community health center. When asked what she enjoys most about working at a health center, Jess replied, *“I enjoy being part of a team of incredible individuals who work together to provide high-quality care to the patients and community that we serve. Each person at Family First Health makes an impact on the patient’s life. Our focus is on wellness, prevention, and meeting the patient’s needs. This is exactly why I began my healthcare journey and became a nurse.”*



2024 By the Numbers

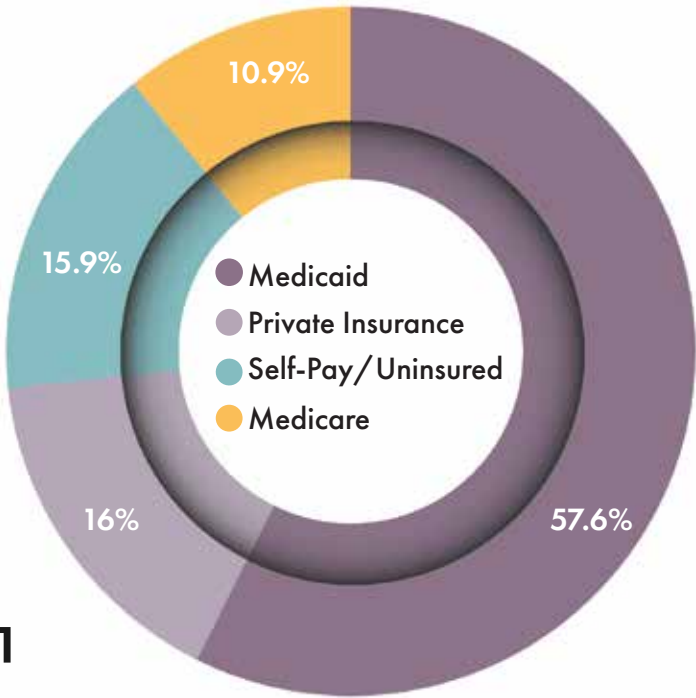
The Family First Health Data Report highlights our continued commitment to improving the health and well-being of families in our community. This comprehensive report reflects the impact of our services, providing valuable insights into the care we deliver and the outcomes achieved. By analyzing key health indicators, patient satisfaction, and service utilization, we are able to measure our success in promoting healthier lifestyles, reducing health disparities, and ensuring accessible healthcare for all.

Patient Visits

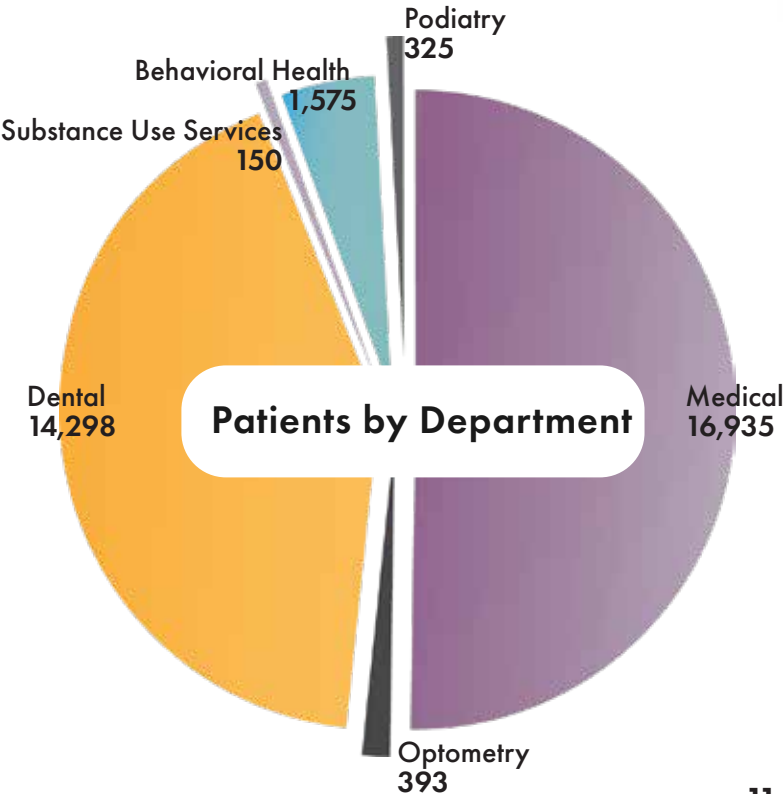
- Medical: 45,230
- Dental: 29,987
- Behavioral Health: 5,972
- Optometry: 396
- Podiatry: 537
- Substance Use Services: 1,200

Total Visits: 83,322

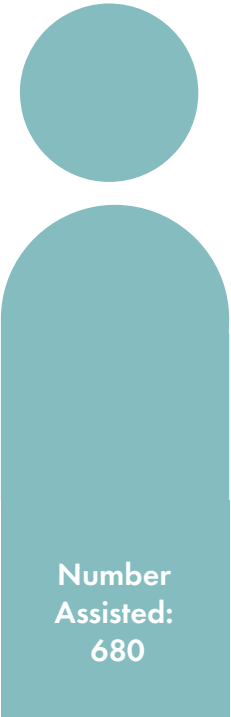
Insurance Type



Unique Patients Served: 28,511



Insurance Navigation



Nurse-Family Partnership

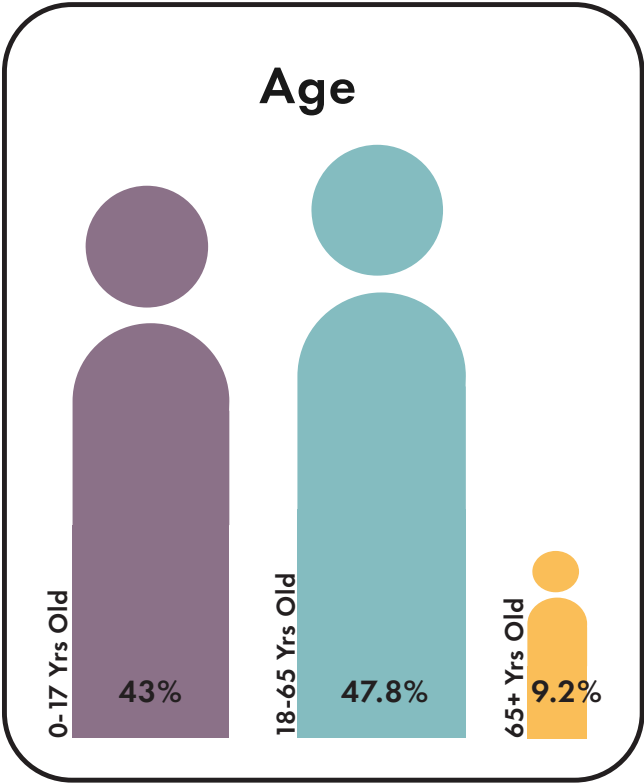
Patients Served: 293 (243 of these w/infant)
Completed Encounters: 3,375 (3,032 in person & 343 telehealth)

Mobile School Dentistry

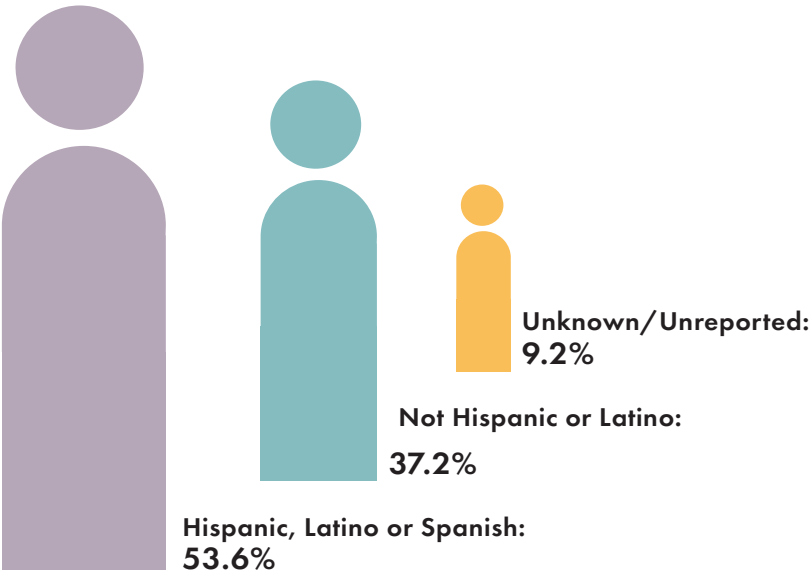
Patients Served: 4,252
Total Visits: 5,990

Caring Together

Patients Served: 646
HIV Viral Suppression Rate: 89.8%
If taken as prescribed, HIV medicine reduces the amount of HIV in your blood (also called your viral load) to a very low level. This is called viral suppression.



Ethnicity



Race

- Native American or Alaska Native: 1.2%
- Asian: 1.4%
- Black or African-American: 14.7%
- More Than One Race: 2.8%
- Native Hawaiian or Other Pacific Islander: 0.3%
- Other Race: 16.1%
- White: 45.3%
- Unknown/Unreported: 18.2%

*Of the 18.2% of patients who have an "unknown/unreported" race, 44% identified Hispanic/Latino as their ethnicity.



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Donor Giving:

Making a difference in the health of our families, friends, and neighbors



The majority of Family First Health's expenses are covered by insurance providers and public programs like Medicare and Medicaid. However, many of our innovative and community needs-based programs rely on grant funding and donations made by individuals and businesses.

Foundations and Grants: In 2024, Family First Health received \$883,810 in grant awards. We used this funding to support existing community health programs and support the start-up of new programs including the William Penn High School Health Center and the Podiatry program.

Giving Days: This year, Family First Health participated in three giving days across our service area: Give Local York, Adams County Giving Spree, and Lancaster ExtraGive. Thanks to the generosity of business and individual donors, we were able to raise a total of \$39,785.02 during these three 24-hour events.



Donor Spotlight:

School District of the City of York Employee Campaign

This year, Family First Health partnered with the School District of the City of York to conduct a payroll deduction campaign for school district employees to support the new William Penn Senior High School Health Center, which opened to students and staff in September 2024. During this campaign, the staff raised a total of \$12,228. We are extremely grateful to the staff at the district who came together to raise such an incredible amount of money to support this project that benefits students in the district.

Superintendent Dr. Andrea Berry-Brown along with the School District City of York Vice President of Human Resources Rob Bernhard, representing the school district, present the “big check” to the staff at William Penn Health Center.



-Marvin, a current William Penn Senior High School student, said, “I think it will really help with getting back to class faster, as well as giving us . . . medical staff for people with important issues. It will also help open up a direct line of communication between medical professionals, teachers, and staff to help better figure out problems with students.”

Elevator Replacement at George Street Center

During the summer of 2024, Family First Health was able to replace the elevator at the George Street Center in York City. This modernized elevator was necessary to ensure safe and efficient support for patients needing to access the second and third floors for medical and community health services. We are thankful for the financial support of the Powder Mill Foundation, the J. William Warehime Foundation, and the Arthur J. and Lee R. Glafelter Foundation to make this project possible.



Your Gift Can - And Does - Make A Difference

Ways to Give

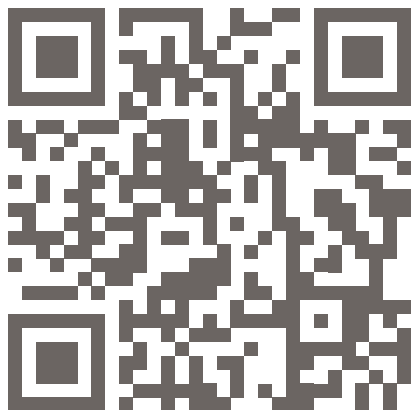
If you would like to support our programs and services that bring high-quality, accessible healthcare to residents of our community, here are ways that you can give:

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 making 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 Amy Amato, Senior Director of Development, at 717-801-4808 or aamato@familyfirsthealth.org



Sneak Peek at 2025



FAMILYFIRST PHARMACY

Family First Health will open a pharmacy at the George Street Center in downtown York in 2025. Serving patients, as well as the greater community, Family First Pharmacy will offer a convenient location for patients to get their prescriptions filled, with access to other services, like receiving immunizations. Having these services onsite will allow for enhanced care coordination, enabling better collaboration between pharmacists and other healthcare providers, especially Family First Health providers ordering medication. We are excited for this to result in improved medication management for patients, and more comprehensive and personalized care.

Supporting Incarcerated Individuals with Connection to Care

Family First Health recently received a federal grant to help improve access to healthcare for individuals reentering the community from incarceration from York County Prison. With this project, Family First Health aims to reduce recidivism and improve health outcomes by supporting chronic health condition identification and coordination of management as well as prevention, screening, diagnosis and treatment for Hepatitis C, HIV, and other infectious diseases.

"This innovative partnership with Family First Health is the first of its kind in Pennsylvania. Together, we are leading the way in addressing both the physical and behavioral healthcare needs of those who leave incarceration and reenter our community, creating a healthier York County." - Julie Wheeler, York County President Commissioner

