

2011 – 2012  
ANNUAL  
REPORT

# Families First

*support for families...health care for all*



# ABOUT US

## OUR MISSION

Families First Health and Support Center contributes to the health and well-being of the Seacoast community by providing a broad range of health and family services to all, regardless of ability to pay.

## OUR VISION

We envision a strong community that provides fully for the health and well-being of all its members.

## OUR GUIDING PRINCIPLES

- Adapt services to address evolving community needs.
- Meet or exceed standards of excellence in all services.
- Ensure continuing outreach so all feel welcome to use our services.
- Treat clients with respect and with concern for their dignity.
- Integrate services for the best possible client experiences and outcomes.
- Utilize resources as efficiently as possible, making the best use of public and private dollars to serve clients.
- Invest in the organizational capacities needed to sustain our ability to fulfill our mission in the future.
- Collaborate with other organizations to achieve the most effective and efficient use of community resources.



## OUR HISTORY

1984	1992	1997	1999	2002	2003	2008	2010
Portsmouth Prenatal Clinic opens	Family Center opens	Health Center begins providing primary care	Health Center and Family Center move to Community Campus	Mobile health care for homeless begins	Dental Center opens	Behavioral health care integrated with primary care	Mobile dental care for homeless begins

# LEADERSHIP REPORT

Like all health care providers, Families First is challenged by great uncertainties in the evolving health care landscape. To cite just one example: While we are projecting increased demand for our services when the Affordable Care Act is fully implemented in 2014, we also realize that these projections could be affected by the outcome of the November election and the State of New Hampshire's decision on whether to expand eligibility for Medicaid coverage.

One thing we know for sure is that significant health care reform is inevitable, because the current course is unsustainable. So our Board and Management Team are immersed in preparing for many programmatic and payment-reform changes. In addition to continuing to provide *integrated, comprehensive care that is accessible to all, regardless of ability to pay*, here are some of the ways we are responding to the current climate.



Helen B. Taft  
*Executive  
Director*



Kathleen  
MacLeod  
*Board Chair*

## FOCUSING ON PREVENTION AND COST-EFFECTIVENESS

A goal of our prenatal program is to prevent babies from being born at low birth-weights, and our outcomes exceed national averages even though we serve a high-risk clientele. This past year we piloted two Healthy Families groups for overweight child patients and their parents. And our mobile Health Care for the Homeless team began offering a twice-weekly exercise and nutrition group at Cross Roads House. Such prevention-focused services reduce costs in the long run.

## MAINTAINING CLINICAL EXCELLENCE

We measure quality and outcomes in order to improve patient care and to build a medical home that is patient-centered, multidisciplinary and well coordinated with the community health care system. We received the National Committee for Quality Assurance's highest-level recognition as a Patient-Centered Medical Home last year, and our team is already working to meet new NCQA criteria so we can renew that recognition in 2014.

## INCREASING ACCESS TO CARE

We make our services accessible to all by offering discounts for uninsured patients and providing a range of complementary services in a welcoming environment, including bringing services to sites convenient for homeless people. We recently recruited a new physician, which will enable us to see more new patients.

## STRATEGIC POSITIONING

Our Strategic Development Committee, made up of Board, Staff and Advisory Committee members, meets monthly to review our fast-changing environment, analyze opportunities for strategic alliances and ensure our ability to succeed in the many different scenarios that could play out at the state and national levels.

With your support, we will continue to bridge the gap between current and future health care landscapes, ensuring access to the best possible care for every person in need. We are so grateful for your generosity.

# FACTS & FIGURES

July 2011 — June 2012

## AGENCYWIDE

Total clients served: 5,885

## PARENT/FAMILY PROGRAMS

1,680 parents and children received services, through:

- **Parent groups, family programs, child care:** 1,300 children and adults, in 10,112 visits
- **Home visiting:** 501 people in 157 families

## HEALTH AND DENTAL CARE

4,612 patients were served in 20,995 visits, through:

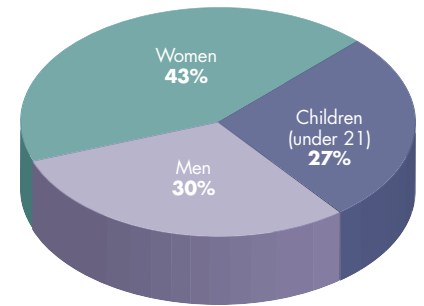
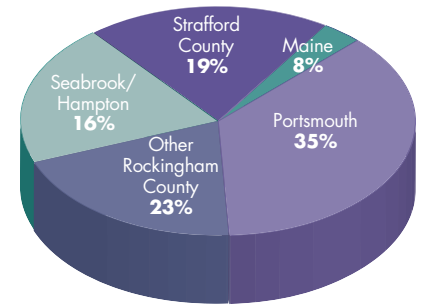
- **Prenatal Care:** 139 women
- **Well Child Care (preventive pediatric care):** 812 children
- **Behavioral Health Counseling:** 453 patients in 1,175 visits
- **Mobile Health Care for the Homeless:** 679 patients in 2,298 visits (including 478 patients receiving substance abuse counseling)
- **Prescription Assistance:** 344 patients receiving assistance valued at \$890,000 worth of medications
- **Dental Center:** 1,873 patients in 5,233 visits
- **School-Based Dental Program:** 1,187 children screened; 96 receiving hygiene services
- **Mobile Dental Care for the Homeless:** 269 patients in 626 visits

## GROWING DEMAND FOR SERVICES

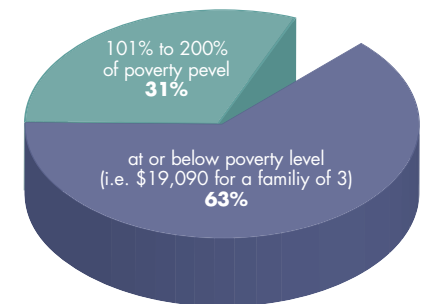
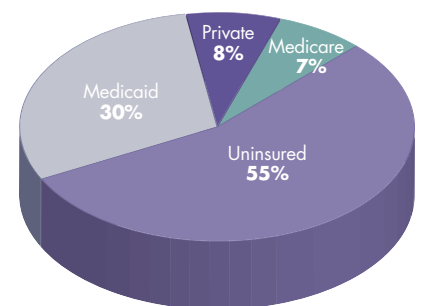
Over the past five years, Families First saw increases of:

- 66% in medical visits to Health Care for the Homeless sites
- 63% in dental patients
- 59% in patients at or below poverty level
- 43% in uninsured patients
- 39% in Health Center visits (medical, dental, counseling, education, social work)

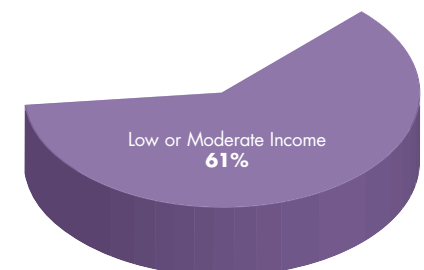
## ALL CLIENTS



## HEALTH CENTER PATIENTS



## FAMILY CENTER CLIENTS



# IMPACT: PARENT & FAMILY PROGRAMS

“When you have three young kids and you are facing overwhelming struggles on a daily basis, you can get so exhausted. There is no time to come up for air and analyze your situation. Parenting classes offer the opportunity to step back, take a look at the big picture, get advice from experts and make small, manageable changes that add up in the long run. I feel more confident in myself as a parent and more in control of my life.”

“The help I receive here is like somebody holding my hand and guiding me through this rewarding but very challenging experience of motherhood. I’ve found very reliable, resourceful and open people working here. They listen to you vent your frustrations, but they always have a gentle and kind way to help you see things a different way or explore different ideas to make your life easier and better and the lives of the kids better too.”

“My home visitor has been phenomenal, and I am very grateful. I feel that the care I have received has helped me be a more successful parent and confident individual. The assistance I have received has made a phenomenal difference in many areas of my life.”

## SERVICES

- Parenting classes and parent groups
- Playgroups and other family programs
- One-to-one support for families under stress
- Child care during parenting programs and medical/dental appointments



# IMPACT: HEALTH CARE

“When I came to Portsmouth I was without money, a home, and medical care — for which, with serious cardiac issues, I was desperate. At Cross Roads House shelter, I was introduced to the medical staff of Families First. The doctor and nurses were all professional, thorough and kind. Without their help I would probably be dead by now. They have, in effect, saved my life.”

“Thank you for providing me with a free breast cancer screening and for setting me up with a free colonoscopy. These are such important procedures, but their cost to the underinsured, like myself, is prohibitive.”

“Every time I have an appointment, I’m treated with respect and kindness. The staff listens to any concern I have without making me feel rushed. All the money and best health insurance would not change my wanting to be a patient of Families First.”

“I appreciate the ‘scale’ pricing and the availability. I appreciate the pleasant staff. I appreciate the fact that I can still get quality care even though uninsured.”

## SERVICES

- Primary care for all ages
- Prenatal care
- Mobile health care for the homeless
- Behavioral health, substance abuse and nutrition counseling
- Social work services and care coordination
- Education in coping with chronic illnesses
- Group visits for diabetics and for overweight children and their parents
- Nutrition and exercise group for residents of Cross Roads House homeless shelter
- Developmental screenings for children
- Breast and cervical cancer screenings
- Help obtaining insurance and medications
- Transportation, translation and child care for appointments



# IMPACT: DENTAL CARE

“I had never been to a dentist in my life before Families First, for financial reasons. No one had ever shown me the right way to brush and floss before.”

“My daughter and I have been coming here for years. All the nurses and doctors are so nice and take their time to answer all of my questions. My daughter also uses the dentist here, and she loves it. We always feel welcomed and that you all really care about your patients. I tell all of my friends about you guys! I will never go anywhere else!”

“I love the fact I can go to the same place not only for all three girls to see a doctor, but also a dentist too.”

“I would like to express my thanks to all of you involved with my tooth emergency. The nurse on the van gave me a referral to have my abscessed tooth treated. I was taken into Families First. The staff was so nice, and comforted me. Dr. Homicz was so nice, caring and gentle. He listened to my concerns, removed my infected tooth and gave me my prescription. He and his assistant were so wonderful. Someone should give them a big star.”

## SERVICES

- Center-based dental hygiene, treatment and urgent care
- School-based education, screening, cleanings and sealants
- Mobile dental care for the homeless



# SUPPORTERS

## HEALTHY FUTURES LEADERSHIP SOCIETY

The Healthy Futures Leadership Society recognizes individuals and organizations with the vision and desire to support Families First in a substantial way, by contributing \$1,000 or more toward our annual operations between July 2011 and June 2012. This year we welcomed 47 new donors.

### INDIVIDUALS AND FAMILIES

#### \$25,000 – \$80,000

Elizabeth & Robert Fitzmaurice  
John & Kelly Habig  
NH Charitable Foundation  
*Blythe & Dan Brown Fund*  
*Thomas W. Haas Fund*  
Bill & Mary Schleyer  
Jeannine & Scott Zeller

#### \$10,000 and up

Geoffrey & Martha Fuller Clark  
George & Mary Donovan  
Joan Granlund  
Barbara Henry & Nancy Winkley  
Joanne Lamprey  
Kathleen & Robert MacLeod  
NH Charitable Foundation  
*Josephine A. Lamprey Fund*

#### \$5,000 and up

Anonymous (1)  
Elizabeth Bauman  
Gail & Robert Brown  
Eileen & Robert Eberhart  
Jeanne & Michael Falzone  
Jackie & Stephen Gacek  
A.J. ("Skip") & Kathy Homicz  
Judy Jellinek  
Alan & Donna Perkins  
Alan & Sharon Weston

#### \$2,000 and up

Anonymous (2)  
Karin & Stephen Barddollar  
Joseph & Sonja Baroni  
Mary Broussard  
Gregory & Sandra Desisto  
Sylvester M. Foster Foundation  
Wendy Frosh  
Brook Gassner  
Daniel Hoefle  
P. Darcy Horgan  
Dexter & Ellen Legg  
MacDonald Family Foundation  
Mary Ellen & Tyler Morse  
NH Charitable Foundation  
*John and Mabel Healy*  
*Tillinghast Memorial Fund*  
Lex Scourby  
James Shanley  
Mary Jane & Robert Solomon  
Barbara & Cyrus Sweet  
Helen B. Taft  
Edward & Mary Tate  
Anne & Arnet Taylor

#### \$1,000 and up

Anonymous (2)  
John & Susan Batty  
Gail & Tom Beamer /  
The Gleason Family Fund  
Bob & Marion Bestani  
Jude Blake & Peter Paul  
MJ Blanchette & Brian Coy  
Casey & James Bloomer  
Mindy & Stanley Bocko  
Elisa Bolton & Michael Michaels  
Sam Bourns & Diana Getman  
Christina & Jim Breen  
Anne Bryan  
Karen Burgon  
Donald & Jessica Catino  
Eric & Jennifer Chinburg  
Nancy & Terence Conklin  
Richard Corzatt  
& Nancy Euchner-Corzatt  
Daniel DeTolla  
Richard Dumler & Mary Reid  
Chris Dwyer & Michael Huxtable  
Richard Egdahl & Cynthia Taft  
Diane & Mark Forsyth  
John & Sally Freear  
Jameson & Priscilla French  
Lesli & Matthew Friel  
Beth & William Gilmore  
Michele Grennon, Michaela  
Phaneuf  
& Courtney Wood  
Peter Griffin  
ML Hannay & Evander Hawes  
Faith Harrington & Peter Lamb  
Mark Harrison  
Phillip Hatcher  
& Margareth Kieschnick  
Dennis Hedegard  
Patricia & Robert Hickey  
Gail & Neil Hiltunen  
Lindsay & Mark Josephs  
MJ & Thomas Keane  
Ann Kendall  
Donna & Stuart Levenson  
Pat & Timothy Losik  
Ben & Sandy Lovell  
Greg & Laura Ludes  
Kathleen & William MacAlpine  
Jill & Matthew McFarland  
Paul & Sandra Montrone  
Cheryl & Joseph Mullen  
Cynthia Muse  
Doug & Karin Nelson

NH Charitable Foundation

*Patricia C. & Kennett R.*  
*Kendall Jr. Fund*

*Lyons Fund*

*George W. Merck Fund*  
*Irene U. Reynolds Fund*

Kenneth & Rona Purdy  
Donna & Mark Ruddy  
Jackie & Jim Russ  
Mike & Pam Ryan  
Stephanie & Thomas Saltonstall  
Linda Sanborn  
Andrew & Loring Schwarz  
Daniel & Lisa Schwarz  
Naomi & William Scott  
Pamela & Richard Senger  
Mitchell Sevigny  
& Michele Shafmaster  
Jackie & John Sexton  
Annabelle & Steven Shulman  
Donato & Joan Sisto  
Gwendolyn & Scott Stewart  
Ned & Margot Thompson  
Lee & Peter Vandermark  
Nancy & Rodman Van Sciver

### BUSINESSES, FOUNDATIONS & ORGANIZATIONS

#### \$336,500

Foundation for Seacoast Health

#### \$284,000

Portsmouth Regional Hospital

#### \$20,000 – \$45,000

Exeter Hospital  
NH Charitable Foundation  
United Way of the Greater Seacoast

#### \$10,000 and up

AJ's Wood Grill Pizza  
Bottomline Technologies  
Citizens Bank Foundation  
CVS Caremark Charitable Trust  
Digital Proectors Corp.  
Piscataqua Savings Bank  
Seatrade International  
TD Charitable Foundation

#### \$5,000 and up

Academy of General  
Dentistry Foundation  
BJ's Charitable Foundation  
The Fabulous Find  
Federal Savings Bank  
Hesed Foundation

International Women's  
Club of New England  
Liberty Mutual Insurance  
Liberty Mutual Foundation  
Mad\*Pow  
Northeast Delta Dental Foundation  
Pax World Investments  
Public Service of New Hampshire  
Rite Aid Foundation

#### \$1,000 and up

Abeniqui Women's League  
Appledore Marine Engineering  
ARQ Architects  
Asian Atlantic Industries  
J. Clifton Avery Agency  
BayRing Communications  
Best Buy  
Abraham Burtman Charity Trust  
C J Architects  
The Cheney Companies  
Coldwell Banker Residential Broker  
Flatbread Company  
Fuller Foundation  
Goldman Sachs & Co.  
Greater Portsmouth  
Chamber of Commerce  
Heine USA Ltd.  
Peter G. Kasnet, Inc.  
Jenn Madden Realtors  
Paul McInnis, Inc.  
NH Dental Society Foundation  
Newman's Own Foundation  
Olde Port Properties  
Optima Bank & Trust  
People's United Bank  
People's United  
Community Foundation  
Port City Chrysler Dodge  
Provident Community Foundation  
Rolling Green Nursery  
Rotary Club of Portsmouth  
St. John's Church  
Sam's Club (Seabrook)  
Seascape Capital Management  
Signature Escrow & Title Services  
VIGILANT Capital Management  
Voyager Insurance Services  
Wal-Mart (Portsmouth)  
Wal-Mart (Raymond  
Distribution Center)  
Wentworth by the Sea Hotel & Spa



# SUPPORTERS

## ANNUAL FUND

We thank the hundreds of individuals, families, local businesses and community organizations who have made financial contributions to support our annual operations. While we wish we could list every donor's name, space constraints limit the following list to *those who contributed \$100 to \$999 between July 2011 and June 2012.*

### Anonymous (148)

#### -A-

Lea & Nick Aeschliman  
Tyler Agnew  
Dawn Ahern  
Donnajean Ahigian  
& Jeffrey Gordon  
Jonathan & Sharada Allen  
Inger Arky  
Laura Asbury-Lambrou  
J. Scott Astle  
George Atkins  
Atlantic Cardiology Associates

#### -B-

Jeffrey & Margaret Balboni  
Maureen Baldwin & Ellie Sexton  
Marty Battistelli & Dave Lefebvre  
BB Bayerle & Tom Newbold  
Cynthia & Robert Bear  
Nancy & Peter Beck  
Diane Berkowitz  
Paul Bonacci & Lucinda Schlawer  
Paula & Stuart Boxer  
Brattan Industries  
Brian & Kathy Breslin  
Carl Brigada  
Helen Brock & Doug Knight  
Stephanie Brown  
Dave & Jerilyn Brownell  
Jess Bunshaft  
Rick & Sheral Burgess

#### -C-

Harold & Sheila Cail  
Gail & Jim Carolan  
Barbara Caswell  
Margaret & Philip Cavanaugh  
Cindy & Robert Chaikin  
Ida Choy  
Pam & Tom Clairmont  
Deborah & Ken Clark  
Jennifer & Peter Clark

Classic Cutters  
Lydia Coggeshall  
Burt & Patty Cohen  
Barbara Coit  
Russell Coit  
Martha Cox  
Daniel & Patricia Craig  
The Howard S. Crosby  
Revocable Trust  
Jose Cuevas  
Martha Virden Cunningham  
Harlan & Patricia Cutshall  
Brian & Martina Cyr

#### -D-

James & Maryann Daly  
Michael Davidson  
Peg & Richard Davis  
Anna Decarteret  
Charles DeGrandpre  
& Marcia Makris  
Barbara Deuell  
Keith Dominick  
Dennis & Shari Donnermeyer  
Joanna & John Doykos  
Grant & Karina Drumheller  
Gerald Duffy & Effie Malley  
Barbara & David Dunfee  
John & Sue Durkin  
Amy Dutton

#### -E, F, G-

Bonnie Eggleston  
Gwen English & Henry Ferrell  
Kenneth Ernstoff  
& Katharine Moody  
Exeter Subaru  
Grae Garl  
Barry & Tara Gendron  
Jill & Michael Gibbons  
Marcia Gibbons & William Hazen  
Jody Hoffer Gittell & Ross Gittell  
Janet & Thomas Gorman  
Lori Grady

Granite United Way  
Eric Gregg  
Griffin Family Corporation  
The Guild  
at Portsmouth Regional Hospital  
Dodi & Joe Guyton

#### -H-

Dan & Kendra Hackett  
Pamela Hall  
Hampton Business Services  
Elfriede Hanley  
Kristin Hanley  
Deborah Harrington  
Joy Harvey  
Paul Harvey  
Caroline & Richard Hayden  
Bob & Polly Henkel  
Lucius & Nancy Hill  
Barbara Hilton & Douglas Prince  
Louise Hirshberg  
Kevin & Peggy Hodges  
Holy Trinity Lutheran Church  
Mary Homicz  
Houghton Mifflin Harcourt  
Donald & Faye Houldsworth  
Jan Hudlin  
Kathleen Hudson  
& Norman Silberdick  
Marie Hussey  
Frank & Kimberly Hyer

#### -J, K, L -

Anne Jamieson  
Jack Jamison  
Eric & Victoria Kasabian  
Dara Klein  
Laurence & Suzanne Knowlton  
Craig & Judy Krespach  
Ellen & James Labrie  
Carol & Mike Lambert  
Andrea LeBlanc  
Charles & Jill LeMay  
John Lemire  
Grace Lessner  
Dana & Shaula Levenson  
Patricia Lewis & Steve Vogl  
Donna Lietz  
Kevin Looser  
Nancy & Peter Loughlin

#### -M-

Ronda MacLeod  
Jacqueline Mahoney  
Malfer Foundation  
Holly & Terence Malloy  
Ann Malpass  
Mann Publishing Group  
Dan Mannschreck & Emily White  
Claude & Joan Marchessault  
Mardin Capital Group  
Kirsten & William Marella

Denise & Frank Martel  
Lisa Martin  
Virginia McCann  
Thomas McCormack  
Mark & Mary McCue  
Allen & Mary McGee  
Diane & Jack McGee  
Elizabeth & Everett Moitoza  
Michael Moniz  
Morgan Stanley Smith Barney  
Esther & Peter Motson  
Jeff & Karen Mountjoy

#### -N-

Michael & Sharyn Nault  
Christopher & Sara Nee  
Susan & Walter Neff  
New Castle Volunteer  
Fire Fighters Association  
NH Charitable Foundation  
*Jennie French Atlantic Fund*  
*Katherine L. Jarvis Fund*  
Newmarket International  
North Church of Portsmouth  
North Coast Family Health

#### -O, P-

Martin & Michelle O'Donnell  
Catherine & Peter Okhuysen  
Op4G  
Don & Sandy Osborne  
Darlene & Neal Ouellet  
Ronald Ouellette  
Overeaters Anonymous  
Dan & Paula Packard  
Audrey & Keith Parker  
Judith Parks  
Donald & Dorothy Perham  
Marianne Pernold  
David & Edith Pierson  
Carmen & Katherine Place  
Portsmouth  
Neuropsychology Center  
Denise Poulos  
Margery Prazar

#### -R-

Melissa Raffoni  
Kristal & Timothy Reil  
Alan & Joan Reische  
Penny Reynolds  
Christine & Theodore Ristaino  
Douglas Roberts  
Elisabeth & Jeffrey Robinson  
Carol Rodenberg  
Jennifer & Kevin Roelofs  
Allan Rogers  
ROKON International  
Anne Romney  
Jenny & Malcolm Rosenson  
Olive Rugg

## HEALTHY TOMORROWS LEGACY SOCIETY

### Anonymous (3)

Geoffrey Clark  
& Martha Fuller Clark  
Clarke & Laurie Chandler  
Harlan & Patricia Cutshall  
Gerald Duffy & Effie Malley  
Phyllis Eldridge  
Barbara Franzoso  
Wendy Frosh  
Eugene & Susan Glick

Lindsay & Mark Josephs  
Josephine Lamprey  
Andy Livingston & Donna Ryan  
Gary Lowe  
Ruth Mott  
Cynthia Muse  
Dan & Lisa Schwarz  
Naomi & William Scott  
James Shanley  
Helen B. Taft

# SUPPORTERS

## ANNUAL FUND *(continued)*

### -S-

Gregory & Jennifer Sancoff  
Caryl Sawtelle  
Jean Sawtelle  
Joyce Schleyer  
Janey Scott  
Seacoast Rotary Club  
Thomas Seavey & Philippa Stratton  
Jane Shanahan  
Dann & Georgette Shapiro  
Barbara Shea-Smucker  
& William Smucker  
Maria Sillari & Greg Wool  
William Smith  
Claire & Winthrop Smith  
Howie Spitz  
& Patrice Trionfo-Spitz  
Mark & Sally Stebbins  
Morey Stettner & Margie Wachtel  
John & Maureen Sullivan  
Laverne & Mark Swanson  
Jim & Michele Swisher

### -T, U, V-

Mark Tay  
Cathy & Jeff Taylor  
Pete Taylor & Linda Westinghouse  
Antje Themnitz  
Karen Theriault  
Bob & Sue Thoresen  
Tobey & Merrill Insurance  
Joyce Troy  
Lisa & Roy Urdanoff  
John & Julia Ver Ploeg

### -W,X,Y,Z-

Kathleen Wallace  
Walmart (Rochester, Seabrook)  
Gisela & Stuart Wemple  
Heather Wentworth  
John Wicklein  
Helen & Summer Winebaum  
Andy & Christina Winslow  
Grenville & Nancy Winthrop  
Matthew Wynne  
Barbara & Joseph Yergeau  
York Hospital

## MEMORIAL & HONORING GIFTS

### IN MEMORY OF...

Tina Ball  
Ferris Bavicchi  
Agnes Breslin  
Lorna Brown  
Bama & Bert Clay  
Jean Daly  
Christopher Dwiggin  
Robert Garrish  
Leo Gibbons  
Catherine Hanna  
Dorothy Henshon  
Al Homicz  
Rev. Richard Hutchins  
Judy Johnson  
Peter F. Kearns  
Harry Klein  
Marianne Knowlton  
Noah Landis  
Mimi Loughlin  
Allan McCarthy  
Rita McDonough  
Bill Muse  
Beatrice Patterson  
Cecelia Rand  
Earle Sanders  
Joseph Sawtelle  
Ruth Simons  
Helen Stoecker  
Jane & Win Taft  
Bernard Tay  
Gordon Young

### IN HONOR OF...

Cate Baroni  
Susan Burns-Tinsdale  
Cindy & Robert Chaikin  
Elizabeth Chute

Robert Eberle  
Susan Engel & Terry Martin  
Elisabeth Hebbert Engelbach  
Philip Fernald  
Brian & Kathy Fitzgerald  
John Freear  
Wendy Frosh  
Jay Gibson  
Ross Gittell  
Dick & Jackie Glennon  
Stephanie Glennon  
Harbour Women's Health  
The Hinds Family  
Skip Homicz  
Brooks James & Sandra Jalbert  
Lindsay Josephs  
Sarah Knowlton  
Gail & Richard Marshall  
Grover & Linda Marshall  
The Mikami Family  
The Millstein Family  
Kim Monaco  
The Monaco Family  
Mary Ellen Morse  
Maxine Morse  
Nancy Lee Nickerson  
Aislinn Palardy  
Doug & Stella Scamman  
Bill Schleyer  
Bill & Mary Schleyer  
Dan Schwarz  
Norman Silberdick  
Susan Turner  
Lowri & Pancras Van der Laan  
Eric Van Wert  
Margie Wachtel  
Joanna Wicklein

## BUSINESS SUPPORT

### PROFESSIONAL SERVICES DONORS

*This list recognizes professionals who provided at least 10 hours of services in fiscal year 2012.*

#### Donated services

Jim Abrams/Shooting Star Photography  
Citizens Bank  
D.F. Richard Energy  
Barbara L. Deuell, MD  
Gastroenterology Professional Associates  
Graphic Details  
Suzan Harding, RN  
Joy Harvey, RN  
Neil S. Hiltunen, DMD  
Skip Homicz, DDS  
Dawn Huebner, PHD  
Kathryn Kourafas  
Barry McArdle, DMD  
Barbara Nicholson, M.ED.  
Nicole Pollak  
Portsmouth Regional Hospital CATCH Program  
Seacare Volunteer Specialty Providers  
Joan Sisto, MD  
Kareen Worrell, DO  
Richard Yeaton, DDS

#### Discounted services

Harbour Women's Health  
Image Arts, Etc.  
Portsmouth Radiological Associates  
Doug Roberts/PortsmouthNH.com

### COMMUNITY PARTNERS

*These organizations held fundraisers or donated a portion of sales to us. (Additional Community Partners, whose donations exceeded \$1,000, are listed on page 8.)*

Abenaqui Women's League  
AG Fitness  
Anneke Jans  
Club Finz  
Jason's Run  
Liz Forkel  
Margaritas Mexican Restaurant & Watering Hole  
Northeast Credit Union  
Portsmouth Meat House  
Preceptor Zeta Beta Sigma Phi  
Portsmouth Regional Hospital  
RiRa Irish Pub  
Sounds of the Seacoast

### ART CALENDAR SPONSORS

Allergy Associates of NH  
Boynton, Waldron, Doleac, Woodman & Scott  
CB Richard Ellis/Portsmouth  
Carolyn C. Chase and Julia A. Barnard, dentists  
CGI Employee Benefits Group  
Exeter Hospital  
Harbour Women's Health  
Jumpin' Jay's Fish Café  
Liberty Mutual  
Louis F. Clarizio, Oral Surgery & Dental Implant Center  
McLane, Graf, Raulerson & Middleton  
Ocean Properties  
Portsmouth Regional Hospital  
Seatrade International  
Sir Speedy  
Tilton Equipment Company  
Tobey & Merrill Insurance  
Women's Health Associates

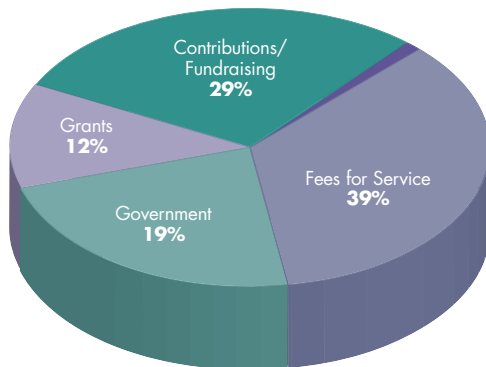
# REVENUES & EXPENDITURES

July 2011 — June 2012 (unaudited)

Families First faced financial challenges this past year that required cost-cutting and a reduction in staff benefits. Between fiscal years 2011 and 2012, government funding dropped by 11%, and grant funding dropped by 15%. An investment loss and increased depreciation due to capital purchases also contributed to a \$57,782 loss for the fiscal year. The good news is that these cuts and losses were nearly offset by additional Medicaid revenue and a 20% increase in private contributions, which are listed in this annual report. We also managed to reduce our management, administration and fundraising costs to 15% of our overall expenses, considerably less than the nonprofit industry benchmark, 20%.

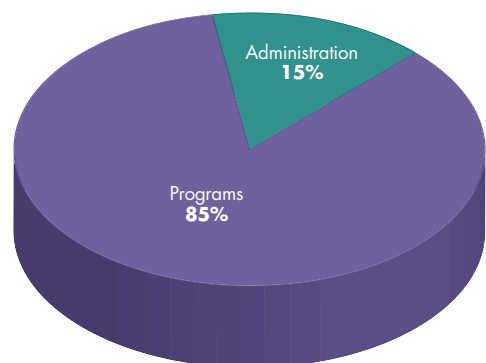
## OPERATING REVENUES

(\$4,626,578)



## OPERATING EXPENSES

(\$4,665,954)



## REVENUES

### ■ Fees for Service (39%)

Medicaid / Medicare / Insurance	\$1,422,127
Patient Fees	\$370,099
<b>Subtotal:</b>	<b>\$1,792,226</b>

### ■ Government (19%)

NH Dept. of Health & Human Services	\$461,533
U.S. Health Resources & Services Administration	\$373,274
Municipal governments*	\$33,093
Community Development Block Grants (Portsmouth)	\$7,500
<b>Subtotal:</b>	<b>\$875,400</b>

\*City of Portsmouth; Towns of Exeter, Greenland, Hampton, Hampton Falls, New Castle, North Hampton, Seabrook, Stratham and Rye

### ■ Grants (12%)

**Subtotal: \$574,854**

### ■ Contributions/Fundraising (29%)

Monetary Donations	\$1,022,853
In-Kind Service Donations	\$300,394
<b>Subtotal:</b>	<b>\$1,323,247</b>

### ■ Miscellaneous Income (1%)

**Subtotal: \$60,851**

**TOTAL OPERATING REVENUES \$4,626,578**

Investment loss (net) \$(18,406)

**TOTAL REVENUES \$4,608,172**

## EXPENDITURES

### ■ Programs (85%)

Salaries/Contract Services	\$2,841,120
In-Kind Services	\$300,394
Office/Miscellaneous	\$203,505
Program Expenses	\$183,083
Depreciation	\$108,863
Rent & Telephone	\$131,290
Computer Operations	\$74,853
Travel & Conferences	\$50,178
Insurance	\$35,578
Accounting & Legal	\$23,056
Marketing	\$7,861
Dues/Membership/Licenses	\$5,880
<b>Subtotal:</b>	<b>\$3,965,661</b>

### ■ Administration (15%)

Management and Administration	\$543,142
Fundraising	\$157,111

**Subtotal: \$700,253**

**TOTAL EXPENDITURES**

**\$4,665,914**



# LEADERSHIP

## BOARD OF DIRECTORS

Kathleen MacLeod, *Chair*  
 Patricia Locuratolo, MD  
*Vice Chair*  
 Jack Jamison, *Secretary*  
 Linda Sanborn, *Treasurer*  
 Karin Barndollar  
 BB Bayerle  
 David Bryce  
 Chris Crawford  
 Kristen Hanley  
 Sarah Knowlton  
 Joanne Lamprey  
 Tom Newbold  
 Linda Panori  
 John Pelletier  
 Donna Ryan  
 Mary Schleyer  
 Daniel Schwarz  
 Richard Senger (*Emeritus*)

## ADVISORS

Wendy Frosh, *Chair*  
 Jim Bloomer, MD  
 Laurie Chandler  
 Deborah Clark  
 Geoffrey Clark, MD  
 Phyllis Eldridge  
 John Freear  
 Jody Hoffer Gittell  
 Susan Glick  
 Faith Harrington  
 Barbara Henry  
 Edmund Hibbard  
 Lindsay Josephs  
 Effie Malley  
 Ruth Mott  
 Doug Roberts  
 Tom Sedoric  
 Georgette Shapiro  
 Toby Stowe  
 Kareen Worrell, DO  
 Peter Worrell

## EXECUTIVE DIRECTOR

Helen B. Taft, MPA

## MANAGEMENT TEAM

Terri Burdick.....*Health and Dental Operations Director*  
 David Choate, MBA.....*Finance Director*  
 Georgie Clark.....*Family Services Director*  
 Martha Virden Cunningham, MBA.....*Development Director*  
 Susan Durkin, RN\* .....*Health Care for the Homeless / QI Director*  
 Skip Homicz, DDS\*.....*Dental Director*  
 Wanda McDonough.....*Human Resources Director*  
 Margery Prazar, RN, MBA\*.....*Prenatal Nurse Coordinator*  
 Naomi Scott, RN, MS.....*Clinical Director*  
 Robert Slocum, DO\*.....*Medical Director*  
 Margie Wachtel.....*Communications Director*  
 Sandie York.....*Information Technology Director*

\* provides direct services to clients in addition to serving on the Management Team

# Families First

support for families...health care for all