

JUL 21 2023

Received



TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2024

Organization's Name: Greater Seacoast Community Health **Year Founded:** 1984
(dba Families First Health & Support Center)

Address: 8 Greenleaf Drive, Suite 100, Portsmouth, NH 03801

Executive Director/ Board Chair: Janet Laatsch/Jennifer Glidden **Tax ID Number:** 02-0304203

Applicant Contact: Helen Long

Email Address: hlong@goodwinch.org

Address: 8 Greenleaf Drive, Suite 100, Portsmouth, NH 03801 **Phone:** 603-422-8208 X3322

Organization's Mission Statement: To deliver innovative, compassionate, integrated health services and support that are accessible to all in our community, regardless of ability to pay.

Statement of Grant Purpose; e.g., this grant will be used...: This grant will be used to provide a broad range of health and family support services to Exeter residents, including primary, prenatal, and oral health care, behavioral health care including, substance abuse treatment, and parent education and family programs. Services are provided at our locations in Portsmouth and Somersworth. And some services are provided in Exeter, such as regular health clinics at St. Vincent de Paul, Family Morning Out at Exeter Parks and Recreation, and home visiting.

% of overall services that goes to Exeter residents: 1.4% of the 14,061 patients seen at Greater Seacoast Community Health

of Exeter residents served: 195

List all geographic area(s) served by organization: Eastern Rockingham County, Strafford County, and southern York County.

Brief detailed description of how the money will be specifically utilized for Exeter residents: Funding from the Town of Exeter will subsidize Greater Seacoast Community Health's services for approximately 200 Exeter residents each year, particularly those with low incomes. The \$5,000 we request from the Town of Exeter equals about \$25 per Exeter resident expected to be served in FY24 (\$5,000 divided by 200 Exeter residents). The annual cost of serving Exeter residents is about \$314,600 (200 residents x \$1,573, the average cost of serving one client annually). We appreciate your past support and hope you will continue supporting us.

Amount received from the Town of Exeter (by year) for the last 3 (three) years:

2021- \$5,000

2022- \$5,000

2023- \$5,000

Total Municipal Contributions in 2022: \$35,691

List each town that contributes and the amount received:

Durham- \$500	Hampton- \$10,000	New Castle- \$750
Newington- \$441	Portsmouth- \$10,000	Portsmouth CDBG- \$9,000
Rye- \$2,000	Seabrook- \$6,000	Stratham- \$2,500

Organization's total projected budget for FY 2024: \$ 22,799,199**

**We do not have our FY24 budget completed. This figure represents the current fiscal year's operating budget (January 1, 2023 – December 31, 2023).

Amount Requested: \$5,000

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning the need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on June 26, 2023.

By signing this application, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that are quoted. This agreement is subject to final negotiation and acceptance by the Select Board and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature:

Date: July 14, 2023



Submit no later than July 30, 2023:

Town of Exeter
Town Manager
10 Front Street
Exeter, NH 03833

Request to the Town of Exeter | FY 2024

Narrative

Organization Overview

Greater Seacoast Community Health (Greater Seacoast) is a network of community health centers that includes Families First Health & Support Center in Portsmouth and Goodwin Community Health in Somersworth. Since 1969 and 1984, Goodwin Community Health and Families First have provided health care to low-income Strafford and Rockingham counties residents, many of whom lack health insurance or are underinsured. We provide primary care, pediatric care, dental care, prenatal care, behavioral health counseling, substance use disorder treatment, mobile health services, WIC, social work services, and a pharmacy. Greater Seacoast's Family Resource Center provides parenting classes, playgroups, family programs, and home visiting services. The Strafford County Public Health Network is a program of Greater Seacoast that focuses on the coordinated and comprehensive delivery of essential public health services throughout Strafford County.

Greater Seacoast's mission is to deliver innovative, compassionate, integrated health services and support that are accessible to all in our community, regardless of ability to pay. We serve more than 16,000 people living in eastern Rockingham County, Strafford County, New Hampshire, and York County, Maine. Health and dental services are provided regardless of ability to pay, with a sliding fee scale offered to all patients, and most parent/family programs are offered free. Services are open to everyone and aim to be respectful, recovery-friendly, inclusive, LGBTQ-affirming, and trauma-informed.

In 2022, 9% of Greater Seacoast's medical and dental patients were uninsured, Medicaid covered 45%, and 5% were homeless. The Town of Exeter's support is essential for many reasons. We receive reimbursement from third-party payers and patients for approximately 50% of the cost of service provision. We subsidize a lot of care annually, \$1.1M in 2022 alone. And many supportive services targeted to low-income clients, such as social service coordination, assistance applying for benefits, and transportation, make it easier for clients to use our services and reduces the burden on town welfare staff. Yet, we receive no reimbursement for many of these services, even when patients have insurance.

Finally, some Greater Seacoast programs are delivered in Exeter, including:

- **Mobile Health Care for the Homeless:** Our mobile healthcare team has provided regular healthcare clinics at St. Vincent dePaul Society on Lincoln Street for people experiencing homelessness and housing instability for a decade. Greater Seacoast's mobile healthcare team provides medical care, social work services, access to substance misuse counseling, and referrals to other Greater Seacoast services.
- **Family Morning Out:** During the school year, every Thursday morning from 9:30 to 11 a.m., children ages birth through six, and their parents are invited to attend *Family Morning Out* at Exeter Parks & Recreation. This free program is intended to give children and parents a

chance to socialize with their peers and teach parents skills for interacting with, stimulating, and enjoying their children.

- **Home Visiting:** Greater Seacoast home visitors provide individualized, one-on-one support for many families living in Exeter right in their homes. This service is for families facing special challenges, such as coping with a child's chronic illness, divorce, domestic violence, homelessness, and economic stress.

Program changes and/or highlights from the past year

We continue offering telehealth and in-person services and programs, giving patients and clients more options and flexibility. The mobile healthcare program hopes to expand to communities with problematic healthcare access. For example, in the wake of Frisbie Memorial Hospital's walk-in clinic closures in northern Strafford County, the town of Milton and Greater Seacoast's mobile healthcare team worked together to bring a weekly healthcare clinic to the town. Patients and staff have embraced the move to our new Portsmouth health center last year; there is room for more programs and integration under one roof. Also, within the previous year, GSCH's Family Resource Center, based in Portsmouth, has been designated as a Family Resource Center of Quality (FRC-Q) by the Wellness and Primary Prevention Council. The family center is the only FRC-Q in New Hampshire within a community health center. This offers advantages like having playgroups strategically scheduled to coordinate with pediatric and prenatal days at the health center and for families to visit their primary and dental care providers and attend family programs all in the same location. And we renewed our Primary Care Medical Home (PCMH) designation for both health centers. PCMH designation enhances our ability to integrate and coordinate services, address patient access barriers, improve health outcomes through quality improvement projects, and track each patient's care plan over time and across medical, behavioral, and dental disciplines.

FY23 Annual Report

Town of Exeter funding contributed to the provision broad range of health and family support services for Exeter residents, particularly those with low incomes. Services provided include primary, prenatal, and oral health care, behavioral health care, substance misuse treatment and counseling, parent education, and family programs. Last year, Exeter residents were served at our health center and family resource center in Portsmouth, our mobile health clinics in Exeter, and at home with one of our home visitors. Also, Exeter residents attended our *Family Morning Out* program in Exeter.

In 2022, Greater Seacoast Community Health (Greater Seacoast) providers served 195 Exeter residents who relied on Greater Seacoast for medical and/or dental care; 25% were uninsured and had their care heavily subsidized by us. Also, seven residents took advantage of our parenting and family programs in Portsmouth, Exeter, and other towns. (Some residents used both health and family services.) Many Exeter residents participated in one or more *Family Morning Out* programs at the Exeter Parks & Recreation, which hosted 124 people last year; our home visitors worked with nine Exeter families.

Organization-wide, Greater Seacoast primary care providers conducted more than 42,000 in-person visits and 2,346 visits via telehealth last year. The oral health team conducted 5,557 visits for more than 2,717 patients. The mobile health team provided primary care, behavioral health, access to SUD services, and care coordination services to 652 people experiencing homelessness or housing instability. The family center served 700 people through home visiting and parent support programs.

GSCH 2023 Operating Budget

GREATER SEACOAST COMMUNITY HEALTH CY2023 OPERATING BUDGET	
REVENUES	BUDGET
Patient Services:	
Medicare	855,678
Medicaid	5,445,355
Maine Medicaid	327,378
Private Insurance	3,284,072
Self Pay	749,293
Contractual Adjustments	(4,800)
Bad Debt Expense	(513,853)
Subtotal Patient Services:	10,143,123
Grants:	
U.S. Health Resources and Services Administration	5,558,762
U.S. Department of Justice	124,970
Substance Abuse and Mental Health Services Administration	21,600
NH Department of Health and Human Services	
NH DHHS Bureau of Drug and Alcohol Services	75,000
NH DHHS Division of Children, Youth, and Families	377,492
NH DHHS Division of Public Health Services	2,250,615
Harbor Homes	359,600
Miscellaneous (foundations, businesses)	434,141
Subtotal Grants:	9,202,180
Community Support:	
Donations (leadership, individual, general)	550,000
Special Events	130,000
Donated Support	40,800
Subtotal Community Support:	720,800
Pharmacy:	
Medicare	281,282
Medicaid	267,897
Maine Medicaid	80,757
Private Insurance	649,338
Self Pay	151,802
Subtotal Pharmacy:	1,431,076
340B Program:	
Portsmouth and Somersworth Health Centers	820,523
Subtotal 340B Program:	820,523
Other Income:	
Managed Care	181,200
Contract Revenue	214,200
BCCP Case Management	15,600
Family Center Participant Fees	0
Medical Records Fees	5,100

GSCH 2023 Operating Budget

Interest Income	14,700
Rent	8,400
Payroll Tax Credits	0
Miscellaneous Revenue	42,297
Subtotal Other Income:	481,497
TOTAL REVENUE	22,799,199
EXPENDITURES	
Personnel:	
Salaries	14,699,737
Benefits	1,371,485
401K Employer Match and Fees	258,245
Payroll Taxes- ERr FICA/SUTA	1,124,530
Provider Incentives	109,800
Tuition Reimbursement	22,000
Recruitment Expenses	42,000
Miscellaneous	159,000
Subtotal Personnel:	17,786,797
Administrative:	
Office Supplies	159,000
Postage	59,400
Printing	31,800
Telephone and Pagers	204,300
Meetings, Travel, Meals and Lodging	84,600
Advertising and Promotions	47,700
Outsource Processing Fees	171,000
Education, Memberships and Subscriptions	187,450
Miscellaneous	86,700
Subtotal Administrative:	1,031,950
Clinical:	
Medical and Dental Supplies	261,000
Medications	1,129,897
Physician Services	15,000
Laboratory Fees	33,000
Professional Services	78,000
Miscellaneous	112,500
Subtotal Clinical:	1,629,397
Facility:	
Rent	401,784
Utilities	234,000
Cleaning, Laundry and Sanitation	117,360
Miscellaneous	202,200
Subtotal Facility:	955,344
Business:	
Insurance	132,039

GSCH 2023 Operating Budget

Audit Fees	56,400
Other Consultants	138,000
Legal Fees	60,000
Miscellaneous	39,000
Subtotal Business:	425,439
Equipment:	
Computer Operations and Licenses	434,088
Other Computer	189,000
Micellaneous	94,500
Subtotal Equipment:	717,588
Other (Income)/Expense:	
Depreciation	414,684
Investment Income	(102,000)
Release from Endowment	(60,000)
Net Assets Released for Operations	0
Capital Items	0
Subtotal Other (Income)/Expense:	252,684
TOTAL EXPENSES	22,799,199

Greater Seacoast Community Health Balance Sheet

	As of: May 2023	As of: April 2023	Current Month Change
Assets			
Current Assets			
Cash	8,005,190.09	7,785,483.16	219,706.93
Money Markets	78,334.61	78,299.21	35.40
Patient Receivables	1,120,230.58	1,087,438.59	32,791.99
340B Receivables	8,751.64	26,950.57	(18,198.93)
Pharmacy Receivables	125,913.94	130,465.76	(4,551.82)
Allowance for Doubtful Accounts	(274,774.84)	(266,332.82)	(8,442.02)
Contractual Allowance	(149,342.31)	(138,514.99)	(10,827.32)
State, Federal, Local, and Dental Grants	765,119.53	831,427.86	(66,308.33)
Pledges Receivable	129,833.00	133,833.00	(4,000.00)
Miscellaneous Account Receivable	35,762.71	25,954.00	9,808.71
Pharmacy Inventory	77,643.50	80,895.78	(3,252.28)
Prepaid Expenses	100,672.96	114,429.39	(13,756.43)
Total Current Assets	10,023,335.41	9,890,329.51	133,005.90
Property and Equipment			
Computers	655,454.08	655,454.08	0.00
Mobile Vans	501,038.70	501,038.70	0.00
Transportation Vans	23,600.00	23,600.00	0.00
Equipment - Office	587,520.73	587,520.73	0.00
Equipment - Medical	1,201,108.10	1,201,108.10	0.00
Leasehold Improvements	1,589,382.45	1,589,382.45	0.00
Land	718,426.76	718,426.76	0.00
Building	6,499,880.82	6,499,880.82	0.00
Predevelopment Costs	90,679.00	87,679.00	3,000.00
Accumulated Depreciation	(4,345,018.13)	(4,307,046.93)	(37,971.20)
Total Property and Equipment	7,522,072.51	7,557,043.71	(34,971.20)
Other Assets			
Capital Contribution	0.00	0.00	0.00
Long Term Assets			
Asset Limited to use	63,311.27	61,923.15	1,388.12
Endowment	1,223,640.61	1,239,702.48	(16,061.87)
Investment Account	2,093,896.69	2,114,186.26	(20,289.57)
Operating ROU Leases	116,103.29	147,813.23	(31,709.94)
Finance ROU Leases	4,355,940.17	4,488,743.22	(132,803.05)
Total Long Term Assets	7,852,892.03	8,052,368.34	(199,476.31)
Total Assets	25,398,299.95	25,499,741.56	(101,441.61)
Liabilities			
Current Liabilities			
Accounts Payable	138,253.18	260,813.13	(122,559.95)
Intercompany due to	0.00	0.00	0.00
Accrued Earned Time	706,339.86	685,330.15	21,009.71
Withheld Payroll Liabilities	32,845.88	33,140.29	(294.41)
Accrued Payroll	662,422.46	518,333.16	144,089.30
Accrued Payroll Taxes	11,260.89	0.10	11,260.79
Accrued Expenses	8,514.98	17,375.37	(8,860.39)
Deferred Revenue	150,212.50	180,729.24	(30,516.74)
Current Portion Debt	437,142.74	439,066.70	(1,923.96)
Total Current Liabilities	2,146,992.49	2,134,788.14	12,204.35
Long-term Liabilities			
ROU Operating Lease	41,559.48	71,151.31	(29,591.83)
ROU Finance Lease	4,128,179.93	4,229,136.64	(100,956.71)
Other Long Term Liabilities	63,311.27	61,923.15	1,388.12
Note Payable - HEFA	193,260.34	195,687.55	(2,427.21)
Total Long-term Liabilities	4,426,311.02	4,557,898.65	(131,587.63)
Total Liabilities	6,573,303.51	6,692,686.79	(119,383.28)
Fund Balance			
Fund Balance			
Unrestricted	16,833,667.97	16,833,667.97	0.00
Temporarily Restricted	969,165.87	969,165.87	0.00
Permanently Restricted	869,677.52	869,677.52	0.00
Board Designated	166,696.42	166,696.42	0.00
Total Fund Balance	18,839,207.78	18,839,207.78	0.00
Current Period Activity			
Current Period Surplus/ (Deficit)	(14,211.34)	(32,153.01)	17,941.67
Total Fund Balance	18,824,996.44	18,807,054.77	17,941.67
Total Liabilities and Net Assets	25,398,299.95	25,499,741.56	(101,441.61)