

JUL 15 2020

Received



TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2020

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

Year Founded: 1984

Address: 100 Campus Drive, Suite 12, Portsmouth, NH 03801

Executive Director/ Board Chair: Janet Laatsch/Barbara Henry

Tax ID Number: 02-0304203

Applicant Contact: Helen Long

Email Address: hlong@goodwinch.org

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, Somersworth, and Rochester. And, some of these services are provided in Exeter, such as weekly health and dental 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: 2% of the 15,933 patients seen at Greater Seacoast Community Health

of Exeter residents served: 265

List all geographic area(s) served by organization: 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 be used to subsidize the services Greater Seacoast Community Health provides for about 270 or more Exeter residents each year, particularly those with low incomes. The \$5,000 we are requesting from the Town of Exeter equates to about \$18.50 per Exeter resident expected to be served in FY21 (\$5,000 divided by 270 Exeter residents). The annual cost of serving Exeter residents is about \$331,020 (270 residents x

Greater Seacoast Community Health (dba Families First Health & Support Center)

\$1,226.00, the average cost of serving one client annually.) We appreciate your past support and hope that you will continue your support for us.

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

2018- \$5,000 2019- \$5,000 2020- \$5,000

Total Municipal Contributions in 2020: \$55,553

List each town that contributes and the amount received:

| | | | |
|-------------------|------------------------|----------------------|--------------------------|
| Durham- \$500 | Hampton- \$10,000 | Hampton Falls- \$400 | Lee- \$4,003 |
| New Castle- \$750 | North Hampton- \$1,000 | Portsmouth- \$15,000 | Portsmouth CDBG- \$8,400 |
| Rye- \$2,000 | Seabrook- \$6,000 | Stratham- \$2,500 | |

Organization's total projected budget for next fiscal year: \$ 19,926,377*

*We do not have our FY21 budget completed. This figure represents the current fiscal year's operating budget (January 1, 2020 – December 31, 2020).

Amount Requested: \$5,000

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on June 22, 2020.

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 Recommendations Committee and subsequent contract award.

Director's (or Designee) Signature:



Date:

7/14/2020

Submit no later than July 31, 2020:

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

Request to the Town of Exeter | FY 2021

Narrative

Organization Overview

Greater Seacoast Community Health (hereafter Greater Seacoast) is a network of community health centers that includes Families First Health & Support Center in Portsmouth, Goodwin Community Health in Somersworth, and Lilac City Pediatrics in Rochester. Since 1969 and 1984, respectively, Goodwin Community Health and Families First have been providing health care to residents of Strafford and Rockingham counties who have low incomes and/or are underinsured or uninsured. 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 and SOS Recovery Community Organization also are affiliated with Greater Seacoast.

Our 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 who live in eastern Rockingham County and 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 uninsured patients, and most parent/family programs are offered at no cost. Services are open to everyone and aim to be respectful, recovery-friendly, LGBTQ-affirming, and trauma-informed.

Impact on Exeter Residents

In the calendar year 2019, 265 Exeter residents relied on Greater Seacoast Community Health (Greater Seacoast hereafter) for medical and/or dental care; 19% were uninsured and had their care heavily subsidized by Greater Seacoast. There were more than 100 visits to our mobile health clinic at St. Vincent dePaul.

Also, 87 residents took advantage of the parenting and family programs we offer in Portsmouth, Exeter, and other towns. (Some residents used both health and family services.) Fifty-six families attended our weekly *Family Morning Out* program at the Exeter Parks & Recreation, and our home visitors worked with fifteen Exeter families.

We provide some services right in Exeter, including*:

- **Mobile Health Care for the Homeless:** Since June 2013, our mobile Health Care for the Homeless team has been providing a weekly clinic at St. Vincent dePaul Society on Lincoln Street, every Wednesday from noon to 2 p.m. This team provides medical care, social work services, and access to substance abuse counseling.
- **Family Morning Out:** 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 both children and parents a chance to

socialize with their peers and also to 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, going through a divorce, domestic violence, homelessness, and economic stress.

In the calendar year 2019, 16% of Greater Seacoast's medical and dental patients were uninsured, Medicaid covered 41%, and 5% were homeless. We need the Town of Exeter's support to care for this population, for several reasons:

- We offer a sliding fee scale to patients who lack health insurance, and to underinsured patients (those who have plans with high co-pays and/or high deductibles).
- Nearly all our patients lack dental insurance; we subsidize their care significantly as well.
- We provide many supports targeted to low-income clients, such as social service coordination, assistance applying for benefits, and child care and transportation to make it easier for clients to use our services. By providing these services, we help reduce the burden on town welfare staff. For many of these services, we receive no reimbursement even when patients have insurance.
- Our clients or third-party payers reimburse approximately 50% of what Greater Seacoast spends to provide services.

Program changes and/or highlights from the past year

The most significant changes have happened since the onset of COVID-19 and happened rapidly. We have transitioned to offering many medical, behavioral, substance misuse, and recovery services by phone or online. Dental care is available for emergency cases. Mobile health vans are onsite for assistance with testing. Parenting programs are being offered through virtual groups and phone support. And our Somersworth pharmacy is providing drive-thru pickup. We are staying diligent about patient and staff safety. As of July, 2020, we have begun to open up the practice back up to patients with non-emergency oral health needs and seeing more primary care patients in the office setting. More change is inevitable as we move through this incredibly volatile and uncertain time. Greater Seacoast is positioned and ready to meet the challenges ahead and remain a safety net for our patients to access critical health and supportive services.

*Due to COVID-19, we have temporarily suspended our mobile health program, Family Morning Out, and home visiting programs.

Greater Seacoast Community Health CY 2020 Operating Budget

| GREATER SEACOAST COMMUNITY HEALTH CY2020 OPERATING BUDGET | |
|---|-------------------|
| REVENUES | BUDGET |
| Patient Services: | |
| Medicare | 730,949 |
| Medicaid | 5,084,249 |
| Maine Medicaid | 237,104 |
| Private Insurance | 2,958,848 |
| Self Pay | 803,750 |
| Contractual Adjustments | (33,000) |
| Bad Debt Expense | (689,354) |
| Subtotal Patient Services: | 9,092,546 |
| Grants: | |
| Government and Other Contracts | 7,650,941 |
| Subtotal Grants: | 7,650,941 |
| Community Support: | |
| Donations (leadership, individual, general) | 544,000 |
| Special Events | 195,000 |
| Donated Support | 61,800 |
| Subtotal Community Support: | 800,800 |
| Pharmacy: | |
| Medicare | 231,150 |
| Medicaid | 261,576 |
| Maine Medicaid | 28,140 |
| Private Insurance | 336,468 |
| Self Pay | 177,000 |
| Subtotal Pharmacy: | 1,034,334 |
| 340B Program: | |
| Portsmouth and Somersworth Health Centers | 1,204,800 |
| Subtotal 340B Program: | 1,204,800 |
| Other Income: | |
| Managed Care | 66,000 |
| SOS Wentworth-Douglass Hospital Contract | 26,400 |
| BCCP Case Management | 15,000 |
| Family Center Participant Fees | 10,920 |
| Medical Records Fees | 6,120 |
| Interest Income | 10,500 |
| Rent | 8,016 |
| Subtotal Other Income: | 142,956 |
| TOTAL REVENUE | 19,926,377 |
| EXPENDITURES | BUDGET |
| Personnel: | |
| Salaries | 12,809,555 |
| Benefits | 1,102,903 |
| 401K Employer Match and Fees | 209,796 |
| Payroll Taxes- Err FICA/SUTA | 969,683 |
| Provider Incentives | 168,000 |

Greater Seacoast Community Health CY 2020 Operating Budget

| | |
|--|-------------------|
| Tuition Reimbursement | 31,000 |
| Recruitment Expenses | 17,400 |
| Miscellaneous | 34,800 |
| Subtotal Personnel: | 15,343,137 |
| Administrative: | |
| Office Supplies | 135,000 |
| Postage | 56,400 |
| Printing | 44,400 |
| Telephone and Pagers | 119,640 |
| Meetings, Travel, Meals and Lodging | 180,000 |
| Advertising and Promotions | 42,000 |
| Outsource Processing Fees | 114,600 |
| Education, Memberships and Subscriptions | 195,296 |
| Miscellaneous | 65,700 |
| Subtotal Administrative: | 953,036 |
| Clinical: | |
| Medical and Dental Supplies | 315,900 |
| Medications | 892,475 |
| Physician Services | 198,000 |
| Laboratory Fees | 99,000 |
| Professional Services | 70,200 |
| Miscellaneous | 80,796 |
| Subtotal Clinical: | 1,656,371 |
| Facility: | |
| Rent | 322,848 |
| Utilities | 136,500 |
| Cleaning, Laundry and Sanitation | 116,040 |
| Miscellaneous | 151,123 |
| Subtotal Facility: | 726,511 |
| Business: | |
| Insurance | 120,308 |
| Audit Fees | 66,900 |
| Other Consultants | 169,800 |
| Legal Fees | 30,000 |
| Miscellaneous | 40,440 |
| Subtotal Business: | 427,448 |
| Equipment: | |
| Computer Operations and Licenses | 386,772 |
| Other Computer | 136,200 |
| Micellaneous | 82,200 |
| Subtotal Equipment: | 605,172 |
| Other (Income)/Expense: | |
| Depreciation | 282,702 |
| Investment Income | (30,000) |
| Release from Endowment | (72,000) |
| Capital Items | 34,000 |
| Subtotal Other (Income)/Expense: | 214,702 |
| TOTAL EXPENSES | 19,926,377 |

Greater Seacoast Community Health
Balance Sheet as of 5/31/2020

| | Current Month Balance | Prior Month Balance | Current Month Change |
|--|--------------------------|------------------------|-------------------------|
| Assets | | | |
| Current Assets | | | |
| Cash | 7,273,829.89 | 5,656,799.64 | 1,617,030.25 |
| Money Markets | 77,677.00 | 77,633.94 | 43.06 |
| Patient Receivables | 864,434.45 | 1,003,994.92 | (139,560.47) |
| 340B Receivables | 187,612.28 | 137,368.26 | 50,244.02 |
| Pharmacy Receivables | 284,097.37 | 281,155.78 | 2,941.59 |
| Allowance for Doubtful Accounts | (303,839.19) | (385,619.11) | 81,779.92 |
| Contractual Allowance | (100,016.27) | (91,528.89) | (8,487.38) |
| State, Federal, Local, and Dental Grants | 497,487.71 | 517,640.53 | (20,152.82) |
| Pledges Receivable | 12,439.05 | 15,939.05 | (3,500.00) |
| Miscellaneous Account Receivable | 686.68 | 3,539.80 | (2,853.12) |
| Inventory | (0.05) | (0.05) | 0.00 |
| Pharmacy Inventory | 78,930.87 | 89,346.17 | (10,415.30) |
| Prepaid Expenses | 68,836.95 | 72,955.94 | (4,118.99) |
| Total Current Assets | 8,942,176.74 | 7,379,225.98 | 1,562,950.76 |
| Property and Equipment | | | |
| Computers | 899,950.33 | 899,950.33 | 0.00 |
| Mobile Vans | 476,038.70 | 476,038.70 | 0.00 |
| Transportation Vans | | | |
| Transportation Van | 23,600.00 | 23,600.00 | 0.00 |
| Total Transportation Vans | 23,600.00 | 23,600.00 | 0.00 |
| Equipment - Office | 382,455.16 | 382,455.16 | 0.00 |
| Equipment - Medical | 915,499.48 | 915,499.48 | 0.00 |
| Leasehold Improvements | 302,547.11 | 302,547.11 | 0.00 |
| Land | 718,426.76 | 718,426.76 | 0.00 |
| Building | 5,910,073.26 | 5,910,073.26 | 0.00 |
| Predevelopment Costs | 17,946.00 | 6,913.00 | 11,033.00 |
| Accumulated Depreciation | (3,889,237.10) | (3,865,799.72) | (23,437.38) |
| Total Property and Equipment | 5,757,299.70 | 5,769,704.08 | (12,404.38) |
| Other Assets | | | |
| Capital Contribution | 0.00 | 0.00 | 0.00 |
| Long Term Assets | | | |
| Asset Limited to use | 34,435.23 | 33,808.21 | 627.02 |
| Endowment | 1,676,368.64 | 1,622,386.49 | 53,982.15 |
| Investment Account | 1,150,342.30 | 1,128,778.72 | 21,563.58 |
| Total Long Term Assets | 2,861,146.17 | 2,784,973.42 | 76,172.75 |
| Total Assets | 17,560,622.61 | 15,933,903.48 | 1,626,719.13 |
| Liabilities | | | |
| Current Liabilities | | | |
| Accounts Payable | 69,133.46 | 98,869.90 | (29,736.44) |
| Intercompany due to | 0.00 | (43.54) | 43.54 |
| Accrued Earned Time | 610,923.92 | 562,982.32 | 47,941.60 |
| Withheld Payroll Liabilities | 25,769.60 | (1,238.30) | 27,007.90 |
| Accrued Payroll | 375,537.23 | 323,053.42 | 52,483.81 |
| Accrued Payroll Taxes | 0.10 | 24,243.06 | (24,242.96) |
| Accrued Expenses | 34,229.46 | 26,729.46 | 7,500.00 |
| Deferred Revenue | 398,256.50 | 394,135.04 | 4,121.46 |
| Total Current Liabilities | 1,513,850.27 | 1,428,731.36 | 85,118.91 |
| Long-term Liabilities | | | |
| Other Long Term Liabilities | 1,513,435.23 | 33,808.21 | 1,479,627.02 |
| Total Liabilities | 3,027,285.50 | 1,462,539.57 | 1,564,745.93 |
| Fund Balance | | | |
| Fund Balance | | | |
| Unrestricted | 11,626,267.90 | 11,626,267.90 | 0.00 |
| Temporarily Restricted | 225,375.71 | 225,814.40 | (438.69) |
| Permanently Restricted | 1,227,950.00 | 1,227,950.00 | 0.00 |
| Board Designated | 166,688.32 | 166,688.32 | 0.00 |
| Temporarily Restricted Net Assets | (530.00) | (530.00) | 0.00 |
| Total Fund Balance | 13,245,751.93 | 13,246,190.62 | (438.69) |
| Current Period Activity | | | |
| Current Period Surplus/ (Deficit) | 1,412,585.18 | 1,225,173.29 | 187,411.89 |
| Total Fund Balance | 14,658,337.11 | 14,471,363.91 | 186,973.20 |
| Total Liabilities and Net Assets | 17,685,622.61 | 15,933,903.48 | 1,751,719.13 |

**Board of Directors
Calendar Year 2020**

| Name/Address | Occupation |
|---|--|
| <u>Chair</u> Barbara Henry | Retired Newspaper Publisher |
| <u>Vice Chair</u> Valerie Goodwin | Retired Business |
| <u>Board Treasurer</u> Dennis Veilleux | Accounting Manager |
| <u>Board Secretary</u> Jennifer Glidden | Department of Health and Human Services Administrative Supervisor |
| Karin Barndollar | Export Manager |
| Don Chick | Photographer |
| Jo Jordon | Emergency Management |
| Abigail Sykas Karoutas | Attorney |
| Allison Neal | Education Consultant |
| Yulia Rothenberg | Education Consultant |
| Kathy Scheu | Medical/Laboratory Product Sales |
| Dan Schwarz | Attorney |
| Jeffrey Segil, MD | Physician-OB/GYN |
| James Sepanski | Financial Executive |
| David B. Staples, DDS | Dentist |

FY20 Annual Report

We used funds from the Town of Exeter to provide a broad range of health and family support services to Exeter residents, particularly those with low incomes. Services provided include primary, prenatal and oral health care, behavioral health care including substance abuse treatment, and parent education and family programs. Last year, Exeter residents were served at our Health Center and Family Resource Center in Portsmouth, at our weekly mobile health and dental program clinics in Exeter, and at home with one of our home visitors. Also, Exeter residents attended our *Family Morning Out* program in Exeter.

In the calendar year 2019, 265 Exeter residents relied on Greater Seacoast Community Health (Greater Seacoast hereafter) for medical and/or dental care; 19% were uninsured and had their care heavily subsidized by Greater Seacoast. There were more than 100 visits to our mobile health clinic at St. Vincent dePaul.

Also, 87 residents took advantage of the parenting and family programs we offer in Portsmouth, Exeter, and other towns. (Some residents used both health and family services.) Fifty-six families attended our weekly *Family Morning Out* program at the Exeter Parks & Recreation, and our home visitors worked with fifteen Exeter families.