

JUL 29 2024

Received



TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2025

Organization's Name: Greater Seacoast Community Health
(dba Families First Health & Support Center)
Address: 8 Greenleaf Drive, Suite 100, Portsmouth, NH 03801

Year Founded: 1984

Executive Director/ Board Chair: Jim Avrett/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, substance abuse treatment, and parent education and family programs. Services are provided at our locations in Portsmouth and Somersworth. 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 go to Exeter residents: 1.2% of the 13,315 patients seen at Greater Seacoast Community Health

of Exeter residents served: 157 Exeter residents were served in 2023

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

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 more than 150 Exeter residents each year, particularly those with low incomes. The \$5,000 we request from the Town of Exeter equals about \$33 per Exeter resident expected to be served in FY25 (\$5,000 divided by 150 Exeter residents). The annual cost of serving Exeter residents is about \$238,950 (150 residents x \$1,593, the average cost of serving one client annually). We appreciate your past support and hope you will continue supporting us.

Total Municipal Contributions in 2023 (Jan – Dec): \$37,240

List each town that contributes and the amount received:

Durham- \$500

Hampton- \$10,000

New Castle- \$750

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

Newington- \$490

Rye- \$2,000

Portsmouth- \$10,000

Seabrook- \$6,000

Exeter- \$5,000

Stratham- \$2,500

Organization's total projected budget for FY 2025: \$ 22,362,383*

*We do not have our FY25 budget completed. This figure represents the current fiscal year operating budget (January 1, 2024 – December 31, 2024).

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 July 22, 2024.

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 18, 2024



Submit no later than July 31, 2024:

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

Request to the Town of Exeter | FY 2025 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 15,000 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 2023, 14% of Greater Seacoast's medical and dental patients were uninsured, Medicaid covered 40%, 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 2023. 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 reduce 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 de Paul 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 continues exploring expansion opportunities for communities with problematic healthcare access while supporting seasonal programs targeted to unhoused populations, such as warming shelters.

A few key highlights from 2023 include the following:

- Opening an on-site clinic at Somersworth High School in December 2023. We provide primary care and behavioral health services to high-school and middle-school students weekly, making these services more accessible while addressing the growing need among youth, particularly for behavioral health support.
- Partnering with colleges and universities to provide internships for medical assistants (MAs), nursing students, behavioral health clinical social workers, and dental students to promote careers in community health while addressing workforce shortages.
- Migrating to a new organization-wide electronic health record system, which offers enhanced technology to enable us to provide an even higher quality of care, improve our patient's overall health status, and reduce acute health incidents among our patients. Ultimately reducing the cost of their care as well as the cost to the overall healthcare system.
- Preparing for value-based care by joining a special kind of Accountable Care Organization (ACO) called a REACH ACO, where we focus on our Medicare patient population to refine our processes and improve quality.

FY24 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 2023, Greater Seacoast Community Health (Greater Seacoast) providers served 157 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, twenty-two Exeter families 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 610 people last year; our home visitors worked with six Exeter families.

Organization-wide, Greater Seacoast primary care providers conducted 33,755 in-person visits and 2,194 visits via telehealth last year. The oral health team conducted 4,911 visits for 2,272 patients. The mobile health team provided primary care, behavioral health, access to SUD services, and care coordination services to 681 people experiencing homelessness or housing instability. The family center served more than 1,000 people through home visiting and parent support programs.

GREATER SEACOAST COMMUNITY HEALTH CY2024 OPERATING BUDGET	
REVENUES	BUDGET
Patient Services:	
Medicare	765,462
Medicaid	6,425,992
Maine Medicaid	292,424
Private Insurance	3,837,130
Self Pay	755,833
Vytalize Health ACO	350,000
Contractual Adjustments	(4,800)
Bad Debt Expense	(669,064)
Subtotal Patient Services:	11,752,977
Grants:	
U.S. Health Resources and Services Administration	4,233,207
NH Department of Health and Human Services	
NH DHHS Bureau of Drug and Alcohol Services	233,087
NH DHHS Division of Children, Youth, and Families	391,298
NH DHHS Division of Public Health Services	1,668,573
Miscellaneous (foundations, businesses)	75,000
Subtotal Grants:	6,601,165
Community Support:	
Donations (leadership, individual, general)	510,000
Special Events	190,000
Donated Support	54,000
Subtotal Community Support:	754,000
Pharmacy:	
Medicare	437,206
Medicaid	329,879
Maine Medicaid	42,908
Private Insurance	1,036,799
Self Pay	201,995
Subtotal Pharmacy:	2,048,787
340B Program:	
Portsmouth and Somersworth Health Centers	816,256
Subtotal 340B Program:	816,256
Other Income:	
Managed Care	156,000
Contract Revenue	108,000
MTM- Pharmacy Revenue	1,200
MCD Processing Fee	900
Medical Records Fees	6,600
Interest Income	90,000

GSCH CY2024 Operating Budget

Rent	8,498
Miscellaneous Revenue	18,000
Subtotal Other Income:	389,198
TOTAL REVENUE	22,362,383
EXPENDITURES	
Personnel:	
Salaries	13,488,137
Benefits	1,395,325
401K Employer Match and Fees	257,816
Payroll Taxes- ERr FICA/SUTA	1,016,594
Provider Incentives	90,000
Tuition Reimbursement	22,000
Recruitment Expenses	27,000
Miscellaneous	136,800
Subtotal Personnel:	16,433,672
Administrative:	
Office Supplies	114,000
Postage	54,000
Printing	21,000
Telephone	186,000
Meetings, Travel, Meals and Lodging	84,000
Advertising and Promotions	56,400
Outsource Processing Fees	171,000
Education, Memberships and Subscriptions	193,800
Miscellaneous	119,520
Subtotal Administrative:	999,720
Clinical:	
Medical and Dental Supplies	243,600
Medications	1,720,538
Physician Services	15,000
Laboratory Fees	41,400
Professional Services	37,200
Miscellaneous	130,500
Subtotal Clinical:	2,188,238
Facility:	
Rent and Condo Fees	109,959
Utilities	285,000
Cleaning, Laundry and Sanitation	120,012
Miscellaneous	207,000
Subtotal Facility:	721,971
Business:	
Insurance	128,469
Audit Fees	58,800
Other Consultants	60,000

GSCH CY2024 Operating Budget

Legal Fees	54,000
Miscellaneous	115,032
Subtotal Business:	416,301
Equipment:	
Computer Operations and Licenses	390,714
Other Computer	174,000
Micellaneous	93,300
Subtotal Equipment:	658,014
Other (Income)/Expense:	
Depreciation	428,740
Investment Income	(108,000)
Release from Endowment	(48,000)
Amoritization	318,727
Capital Items	353,000
Subtotal Other (Income)/Expense:	944,467
TOTAL EXPENSES	22,362,383

Greater Seacoast Community Health

Balance Sheet
As of 5/31/2024

	Current Month Balance	Prior Month Balance	Current Month Change
Assets			
Current Assets			
Cash	6,636,523.81	6,362,980.73	273,543.08
Money Markets	78,597.81	78,597.81	0.00
Patient Receivables	1,481,391.50	1,526,393.39	(45,001.89)
340B Receivables	107,381.94	99,563.87	7,818.07
Pharmacy Receivables	211,346.20	191,884.55	19,461.65
Allowance for Doubtful Accounts	(410,808.28)	(350,957.47)	(59,850.81)
Contractual Allowance	(198,600.33)	(213,999.98)	15,399.65
State, Federal, Local, and Dental Grants	538,673.66	1,018,628.70	(479,955.04)
Pledges Receivable	63,000.00	73,000.00	(10,000.00)
Miscellaneous Account Receivable	31,317.95	28,557.95	2,760.00
Pharmacy Inventory	87,870.51	77,360.12	10,510.39
Prepaid Expenses	151,245.08	150,106.50	1,138.58
Total Current Assets	8,777,939.85	9,042,116.17	(264,176.32)
Property and Equipment			
Computers	873,999.08	873,999.08	0.00
Mobile Vans	501,038.70	501,038.70	0.00
Equipment - Office	587,520.73	587,520.73	0.00
Equipment - Medical	1,219,353.10	1,219,353.10	0.00
Leasehold Improvements	1,409,419.45	1,409,419.45	0.00
Land	718,426.76	718,426.76	0.00
Building	6,499,880.82	6,499,880.82	0.00
Predevelopment Costs	93,915.00	93,915.00	0.00
Accumulated Depreciation	(4,660,852.39)	(4,622,150.34)	(38,702.05)
Total Property and Equipment	7,242,701.25	7,281,403.30	(38,702.05)
Other Assets			
Capital Contribution	0.00	0.00	0.00
Total Capital Contribution	0.00	0.00	0.00
Total Other Assets	0.00	0.00	0.00
Long Term Assets			
Endowment	1,321,805.51	1,281,154.37	40,651.14
Investment Account	2,414,284.64	2,364,060.33	50,224.31
Finance ROU Leases	4,037,212.85	4,063,773.46	(26,560.61)
Total Long Term Assets	7,773,303.00	7,708,988.16	64,314.84
Total Assets	23,793,944.10	24,032,507.63	(238,563.53)
Liabilities			
Current Liabilities			
Accounts Payable	137,308.49	192,120.98	(54,812.49)
Intercompany due to	0.00	0.00	0.00
Accrued Earned Time	686,273.41	673,483.83	12,789.58
Withheld Payroll Liabilities	(7,138.68)	20,932.86	(28,071.54)
Accrued Payroll	218,536.79	559,967.58	(341,430.79)
Accrued Payroll Taxes	18,115.93	7,223.48	10,892.45
Accrued Expenses	44,000.00	39,249.00	4,751.00
Deferred Revenue	90,758.23	69,700.01	21,058.22
Current Portion Debt	362,103.87	362,048.69	55.18
Total Current Liabilities	1,549,958.04	1,924,726.43	(374,768.39)
Long-term Liabilities			
ROU Finance Lease	3,882,408.96	3,903,078.92	(20,669.96)
Note Payable - HEFA	163,776.43	166,258.82	(2,482.39)
Total Long-term Liabilities	4,046,185.39	4,069,337.74	(23,152.35)
Total Liabilities	5,596,143.43	5,994,064.17	(397,920.74)
Fund Balance			
Fund Balance			
Unrestricted	16,231,811.19	16,231,811.19	0.00

Greater Seacoast Community Health

Balance Sheet

As of 5/31/2024

	Current Month Balance	Prior Month Balance	Current Month Change
Temporarily Restricted	1,026,938.83	1,026,938.83	0.00
Permanently Restricted	869,677.52	869,677.52	0.00
Board Designated	<u>166,696.42</u>	<u>166,696.42</u>	<u>0.00</u>
Total Fund Balance	18,295,123.96	18,295,123.96	0.00
Current Period Activity			
Current Period Surplus/ (Deficit)	<u>(97,323.29)</u>	<u>(256,680.50)</u>	<u>159,357.21</u>
Total Fund Balance	<u>18,197,800.67</u>	<u>18,038,443.46</u>	<u>159,357.21</u>
Total Liabilities and Net Assets	<u><u>23,793,944.10</u></u>	<u><u>24,032,507.63</u></u>	<u><u>(238,563.53)</u></u>