



Vision:

In the eyes of the community, Families First will be synonymous with integrity, exemplary service, and a compassionate approach. In the eyes of families, Families First will be a trusted partner offering hope and bolstering stamina on parents' journeys toward improved emotional/behavioral health for their children.

*Families First in Essex County, Inc.
PO Box 565, 196 Water St., Elizabethtown, NY 12932
* 518-873-9544 * * www.familiesfirstessex.org **



Families First in Essex County, Inc.

2017 Annual Report



Dear friends, staff, community partners and families of Families First -

We are very pleased to report that Families First has completed twenty-five years of providing care to children and families in Essex County who are struggling to make their lives better: parents who have the same hopes and dreams for their children’s futures as we all do.

As usual, there have been many challenges to face. The transition to Medicaid Managed Care and other regulatory changes has not been easy. Management and staff have been challenged by new reporting and computer systems and mandated changes in work load while always striving to provide the best possible service to our clients. We are grateful for their flexibility and positive spirit in the face of these challenges. We continue to be inundated by an ever growing alphabet-soup of acronyms such as MCO, DSRIP, VBP, SPA, RPC, and BHCC.

During 2017, Families First received donations of more than \$135,000. Our annual \$10,000 raffle continued to be successful while expanding our name recognition in the community. Without these funds from our supportive friends, we would not have been able to be flexible and creative in the services we provide. Financially, we continue to operate with good control of income and expenses, despite the moving targets of new systems and operating procedures. We also had a clean external audit as required by federal and state agencies.

Four major capital projects have been completed, which were paid for by a state grant. When you come to Families First you will notice that the entryway has a new roof extension that has increased the safety for all when arriving in inclement weather. The paving of the driveway has much improved arriving, parking and preventing safety concerns. We also renovated part of the basement to provide additional office space for staff.

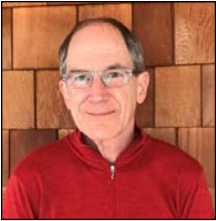
We have added new board members: Sue Reaser, Margie Emery-Ginn and Bonnie Haberle. Valued members Max Riley and Terri Morse resigned.

Summer camp at Southwoods in Paradox Lake continues to be a highlight for our children and families. This weeklong event provides an opportunity for campers and parents alike to have fun in the outdoors and learn many new skills. We are so fortunate to be able to provide this outstanding camp experience which would not be possible without the generosity of the camp owner Scott Ralls and donations we receive from the public.

Although the past year was challenging, we are pleased to see Families First on a sound footing and look forward with confidence to many more years of providing services to children and families in Essex County.

Respectfully submitted,

Winky Thomas and
Joe Bogardus,
Board Co-Chairs



Project 1: Construction of a new roof structure over the entry way to the building -

Our contractor built a raised roof over the existing roof on the side of the building that extends over the entry way, covering and sheltering it, and directing rainfall beyond the steps. This area was paved, and now provides a covered walkway to the building. A small concrete wall on the outer perimeter stops rain from falling back into the entryway. The goals of alleviating ice on the steps and entry way and allowing us to use the full entrance without any safety issues have been accomplished. This project began on August 14, 2017 and was completed on October 30, 2017.



Project 2: Paving Driveway -

The parking lot was frequently filled to capacity, causing people to park beyond the edge of the building and into the driveway on one end, or on the lawn on the other end. This created poor visibility on one end, and the possibility of parking on or near the septic system on the other end. Visitors were frequently forced to park in the driveway, creating a safety hazard, or find parking along the street, creating a longer walk to the building. We looked to expand the parking lot by five additional spaces and add an additional handicapped space. Because the parking lot was packed earth and not completely level, water pooled in some spots, creating huge puddles, which froze in the winter, making walking hazardous for both staff and visitors. Following the redesign, paving and painting of parking lines, the goals of paving the lot and driveway, expanding the parking spaces, adding a handicapped space as well as alleviating ice build-up have been accomplished. This project began on June 28, 2017 and was complete on September 27, 2017.



Project 3: New Septic System -

The third project involved our septic system. Our septic system was in a grassy side lot next to and behind the building. We had a 1000 gallon tank, which because of its size, needed to be pumped out twice a year. It was next to the parking lot, which meant that when the lot was full, people typically parked on the grass, close to the location of the septic creating a hazard. In order to pave and expand our parking lot we needed to change the location of our septic tank, moving it several yards away. The current tank was filled in, rather than moved. While moving the system we increased the size of the septic tank to 1500 gallons, making pump-outs less frequent. The goals of moving the septic system to a safe distance away from the parking lot and increasing the size of the tank were accomplished. This project began on August 8, 2017 and was complete on August 30, 2017.



Project 4: Upgrades to Electric System -

Our fourth project was to upgrade portions of our electrical system. We replaced our current recessed can lights with more energy efficient LED lights throughout the building. We installed 29 combination arc fault breakers, installed two GFCI receptacles, created a dedicated receptacle in the kitchen for appliances, and an outside receptacle. The goals of upgrading to LED lights, installing arc fault and GFCI receptacles and an outside receptacle were all accomplished. This project began on September 8, 2017 and was completed on November 2, 2017.



Capital Construction Campaign - Summer 2017

In 2016, Families First applied for and was awarded a Nonprofit Infrastructure Capital Investment Program Grant from The Dormitory Authority of New York State (DASNY) in the amount of \$66,470.

During the late Spring, Summer and Early Fall of 2017, four projects were completed that addressed improving access, safety and efficiency for the building and grounds at Families First.



Before



After

Our Mission:

In the hopes and dreams of parents we find our work - offering a hand in partnership to families who have children with emotional or behavioral challenges - That self-doubt give way to uncovered strengths, despair be replaced with hope, and the once-diminishing dreams for their children's success will blossom anew.

Board of Directors:

Officers:

Winky Thomas: Co-Chair, Middlebury, VT
Joe Bogardus: Co-Chair, Keene
Nicky Bryant: Treasurer, Moriah
Karen Ashline: Secretary, Willsboro

Members:

Margie Emery-Ginn: Essex
Bonnie Haberle: Westport
Terri Morse: Schroom Lake
Sue Reaser: Westport
Mary Rhoades: Dallas, TX
Max Riley: Elizabethtown
Carolyn Sicher: Elizabethtown
Hillary Stransky: Essex

Advisory Board:

Dr. Russell Barkley
Janet Cross
Ronnie Cunningham
Joyce Daniels
Bill James
Richard Kelly
Debbie Lynch
Carol Prevost
Paul Reiss
Teresa Sayward
Fred Shaw
Kip Thompson
Libby Treadwell
Monique Weston



Solar Eclipse 8.21.17 at Southwoods

Staff:

JoAnne Caswell
Executive Director

Tracey Serlock
Director of Behavioral
Health Services

Anne Griffin
Director of Development &
Family Services

Andrea Kuhn
Director of Finance /HR /IT

Robin Nelson
Compliance Officer

Deb Mitchell
Coord. of Direct Services

Mackenzie Lahue
Individualized Care Coord.

Kayleigh Wojewodzie
Individualized Care Coord.

Stacey Vaughn
Individualized Care Coord.

Paul Pulsifer
Health Home Care Manager

Brian Gay
Health Home Care Manager

Michele Paulson
Health Home Care Manager

Buffy Marcil
Family Peer Advocate

Tara Stockwell
Family Peer Advocate

Robyn Anson
Family Peer Advocate

Peter Casanova
Admin. Asst. / Office Coord.

Donna Farrell
Receptionist



Soccer Group at Southwoods



Anne Griffin
Director of Development/Family Services
10.1.1992 - current



In Essex County

1992 - 2017

In 1991, Families First was a dream in the mind of our Founder, Naomi Tannen. She spent a year talking to families in their homes asking them what had been most helpful for them, what hadn't been helpful and if they had three wishes for things that would be helpful for them and their children, what would they be? They responded with practical needs that were less intrusive and less expensive than the services usually recommended by professionals (hospitalization and residential placement). Parents felt that if they had these services they could maintain their children at home. They asked for the following: Respite, Information & Referral, Parent Support, Advocates, Big Brothers/Big Sisters, Concrete Assistance, Crisis Services & a Family Center. Naomi then worked with a small group of parents to design a program. In 1992 she had received enough grant money to start Families First. It began as a very small agency with a staff of 1.5, a budget of \$85,000 and a small rented building on Water St. in Elizabethtown. From the days of its inception, Families First has been deeply committed to providing the spectrum of services that were so lacking in the mental health system of care and that families of children with mental health issues said that they needed. During all of our 25 years we have strived to ensure that parents never struggle alone, to make every effort to keep kids at home and to utilize families strengths and work in partnership with them. Today we have a staff of 17, a budget of \$1,521,097 and own a large building with a beautiful piece of land by the river, just down the street from where we started.

In the next few years, the impending changes brought about by the Affordable Care Act and NYS Medicaid Re-design may significantly impact how we do business. We have chosen to look at these changes and this integration of physical and behavioral health services as bringing about opportunities to serve the whole child in a way that can only enhance the services we have provided in the past. Families First has always viewed a child and family across all life domains - the integration of physical and behavioral health will allow us to address the needs of that child and family in a more complete and holistic way. This also presents a shift for the entire field - new territory that may bring improvements in the lives of families.

It will take vigilance on our part to remain committed to our values and to providing the family driven services that are a part of our history even as we navigate the coming changes in a climate that is foreign to the way we have done business for the last twenty five years. We will face unknown pressures as we increase case loads and limit the depth of service that any one staff person can provide to any one parent or child. There will be new regulations, processes, and systems that we will have to learn and incorporate. On the other hand, if we are prepared and navigate carefully, we may bring increased opportunity to Families First, and to the families we serve.

You can be assured that the staff members and Board of Directors at Families First are working diligently to navigate these changes. We are partnering with regional collaboratives and working with all types of new partners. If our history is any indicator, we will be successful both from a business standpoint as well as ensuring needed, quality services for our families!

Program Report - Continued

The Family Support Program continues to provide high quality services delivered by three Peer Advocates, who work with families in their homes and communities. These services include:

- information and resource sharing with families
- connecting them with appropriate services and supports
- helping families set goals
- coaching and modeling shared decision making
- prepping families for needed meetings
- helping families get involved in social and recreational activities in their communities
- helping families learn and practice strategies to support a child’s positive behavior
- assisting families to implement strategies recommended by clinicians, case managers, etc.

In 2017 ninety eight families participated in these services.

Our Family Peer Advocates were all also recertified in providing the Family Assessment of Needs and Strengths tool (FANS), enabling them to continue using this strengths-based assessment in their work with families. Robyn Anson, as the most recent hire, also completed her mandatory Parent Empowerment Program (PEP) training, which required five days of training, twelve weeks of follow-up consulting phone calls, and application to receive her Family Peer Advocate credential. This is a substantial amount of work that ensures that families are receiving Family Support services from actual peers.

Deb Mitchell, our Direct Services Coordinator, has done a fine job of continuing to recruit and train subcontractors. In 2017 staff and subcontractors were able to provide:

- 187 instances of respite to 15 children - 156 of these instances were overnights
- 145 instances of Intensive In-Home coaching and supporting families in incorporating treatment and service plan goals into their daily functioning
- 360 instances of skill building (mentoring, coaching) to 23 children
- 325 subcontracted instances of transportation

As part of our Direct Services, we continued to offer 10 week skills groups to youth. In the spring of 2017, we offered Social Skills training to a group of nine to twelve year olds, and also a group of thirteen to fifteen year olds. In the Fall of 2017, we created a new curriculum for these groups based on cooking and sharing a meal, learning table manners, and engaging in dinnertime conversation. Both groups had the opportunity to learn basic kitchen skills, prepare a meal together, sit down and eat at a table they had set, and complete all clean-up afterwards. It was a fast-paced, very hands on curriculum that had the kids very engaged, proud of their increased skills, and enthusiastic about coming. The final week they hosted a formal dinner for their parents, and showed off their skills with a meal they had prepared themselves. We were quite pleased with the attendance and outcomes of these groups.

Anne Griffin - Director of Family Services

Families First held its 25th Annual Old Time Apple Cider Pressing Event, on 9.30.17



2017 was a milestone for us here at Families First as we reached our 25th year of providing services to youth and families in Essex County, NY. Throughout all of those years, with the many challenges and changes, we have maintained our values, believing that all families have strengths, deserve the opportunity to raise their children in their own home and communities and should never have to struggle alone. No matter what the future brings we will do our very best to ensure that these efforts continue!

Later in this report you will see detailed descriptions of some major events that happened during 2017, including completion of major capital improvements, significant changes to our programming (HCBS Waiver and Health Home Care Management), completion of our 7th annual weeklong summer camp and our 25th annual old time apple cider pressing event.

Early in 2017 we decided that we would not renew our membership with the United Way. We had been a member since the late 1990s. Although we believe strongly in their mission and will continue to participate in Community Planning, the process to access funds became too time consuming and costly for the amount of grant monies that we were receiving. We wish all of the current United Way members the best of luck in the future.

Starting in 2017, Families First began participating in two large collaborative efforts to help ensure the continuation of regional funding for behavioral health providers.

The first is the RPC (Regional Planning Consortium), sponsored by the NYS Conference of Local Mental Hygiene Directors. A RPC is a regional board populated with community based providers, peers, county mental health directors, regional healthcare entities and managed care companies for each region in the state. We are part of the North Country RPC, serving Clinton, Essex, Franklin, Warren, Washington and Hamilton Counties. The RPCs are being built based upon the belief that each region experiences unique challenges and opportunities in their provision of behavioral healthcare and that these challenges require in person dialogue and collaboration to resolve. The purpose of the RPC is to work closely with the State agencies to guide behavioral health policy in the region, problem solve regional service delivery challenges, and recommend priorities for reinvestment of Medicaid savings. Families First has two staff members serving as Board members in this very important effort. I am representing the Community Based Organization group and Anne Griffin is representing the Peer group. We are hoping that the time and effort that we spend on this endeavor will yield tremendous benefits for our field and our families.

The second is the regional BHCC (Behavioral Health Care Collaborative) Process. This initiative, sponsored by the NYS DOH, and the NYS Offices of OMH and OASAS, represents a unique opportunity to strengthen behavioral health providers throughout NYS and prepare them to be successful in the transformation of the health care delivery system. To prepare for VBP (Value Based Payment), BHCCs will invest in infrastructure to improve health outcomes, manage costs, and participate in VBP arrangements. The North Country BHCC covers Clinton, Essex, Franklin, St. Lawrence, Warren, Washington and Hamilton Counties and has a membership of 15 agencies. The initial purpose of this group was to work collaboratively to submit an application for funding to explore the feasibility of creating a structure (most likely an IPA - Independent Practice Association) to collaboratively serve people in upstate NY and to leverage our ability to negotiate/contract with Managed Care Payers. The NC BHCC has been awarded a three year grant totaling \$1.75 million to begin work on these initiatives. Citizen Advocates in Franklin County has been identified as our lead agency. I am representing Families First on the steering committee for this endeavor. The work of this group, through this grant, hopefully will allow small regional nonprofit agencies to exist and thrive in the new world of Medicaid Managed Care.

In 2017, we said goodbye to staff members Jami Ganter and Alysia Ahrent and welcomed new staff members Brian Gay and Michele Paulson. Michele’s position was a new hire in response to our growing Health Home Care Management program.

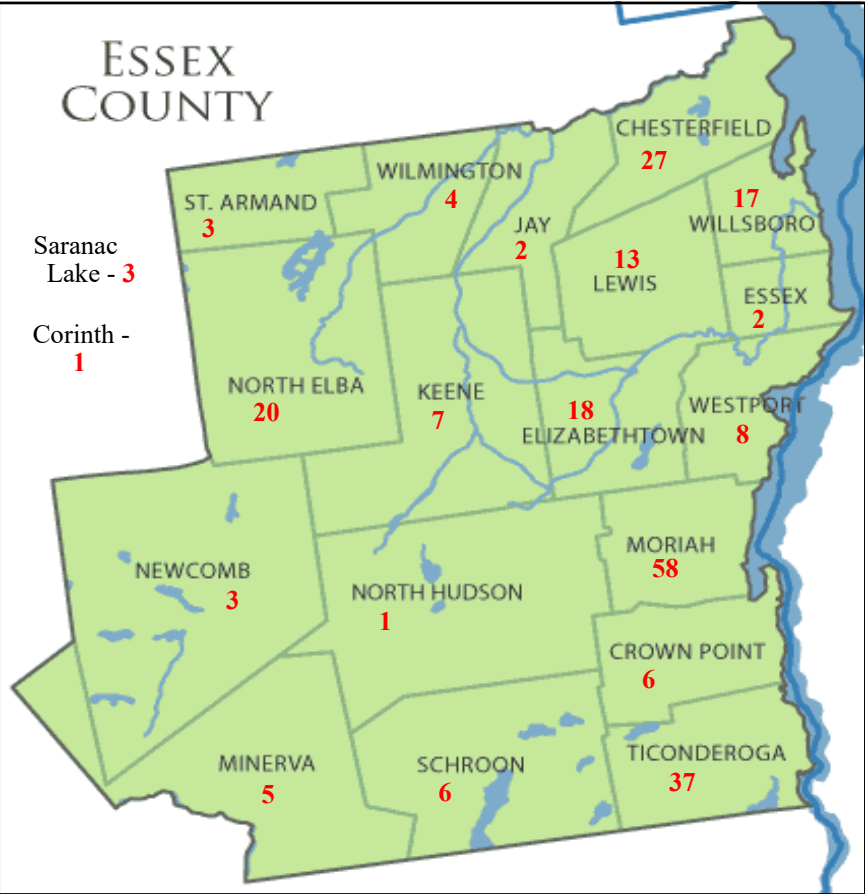
As in the past few years, 2017 was a challenge, but thanks to a dedicated staff, a committed Board and a supportive community, we made it through. We anticipate 2018 will be just as challenging but we have confidence in our abilities and know that we will continue to provide the best possible services to our families!

JoAnne M. Caswell - Executive Director



JoAnne Caswell handing \$10,000 raffle winner, Kathy Robertson, her winning check

Number of unduplicated Families, served in 2017, broken down by town ▼ and program ▼ : 241



	Resource Center	Family Support	Care Management (HH & Non-Medicaid)	HCBS Waiver
Total # of Families Served ►	37	98	73	33



We have managed some very difficult cases - more than we ever have at one time and with larger obstacles. Our service providers have been tested to the limits. It feels, though, that there has been a breakthrough.

Staff members are assimilating the information that they have been learning. Their creativity, skills and abilities are shining through. We are beginning to feel fairly competent with the new processes, procedures, regulations, and electronic health records. We are seeing a decrease in acuity scores in Health Homes. We continue to have strong relationships within Essex County. Our billing in Health Homes is “in the black” which is a testament to our diligence in bringing up this new program as many agencies have struggled financially in their first year.



We have many goals for 2018 and the extended future. As I said earlier, we want to be known for our exemplary service provision. We want to be known for our responsiveness, communication and collaboration. We want the Essex County Child Serving System and people serving system at-large to view us as the only game in town.

We would like to widen our referral base and increase our caseloads in health homes by 300%. We would like to develop more intimate partnerships with referring agents and other community (and beyond) service providers. The child serving system in Essex County is expanding exponentially. We want to participate in a plan to ensure that it expands in a cohesive and synergistic manner.

We continue to work from a recovery model, which has very strong principals of empowerment, developing natural supports, respect, responsibility, hope, and self-actualization. We would like to build on this model ensuring that services are delivered holistically and that we are truly pinpointing needs through identifying social determinants. We will work on developing stronger relationships with school personnel, doctors, therapists, psychiatrists and other providers that serve our population. We will integrate focused, strength-based, judgement-free goals ensuring holistic care for families. Additionally, we will incorporate focused outcomes into all of our work.

Above all, our plan will always include the continuation of providing the best quality services possible to our clientele. We will solidify our training program, processes and procedures to ensure this outcome.

All in all, 2017 was a year of transition. I believe that we came out of it with our feet on the ground and with our hearts intact. That says a lot about the dedication and tirelessness of our staff. It says a lot about the support that we receive from our Executive Director and our Board in order to make things happen. We are looking forward to growth and improvement for the future.

Tracey Serlock - Director of Behavioral Health Services

Number of unduplicated Individual Children served in 2017, broken down by Program: 357 ▼

	Resource Center	Family Support Services	HCBS Waiver Program	Health Home Care Management	Non Medicaid Care Management
Total # of Children Served ►	93	132	33	92	7

2017 Summer Camp at Southwoods

During the week of 8.21 - 8.25.17, Families First held its seventh annual weeklong summer camp at Southwoods Children’s Camp in Paradox, NY. We definitely would like to thank owner Scott Ralls and his staff for another wonderful experience!

We had a total of 87 people attend camp:

- 62 kids ranging in age from 5 to 17
- 8 parents
- 13 staff
- 4 sub-contractors



As usual this week provided a tremendous opportunity for the kids to gain significant amounts of self-esteem, learn new skills and make new friends! This year while at camp we had to deal with a solar eclipse and a tornado warning, both of which were dealt with successfully! We look forward to continuing this tradition of providing such a wonderful experience for our kids and families in the future!

Program Report:

HCBS Waiver and Health Home Programs:

In December, 2016, we started delivering care management services via Health Homes. This means that we currently continue to run HCBS-W (Home and Community Based Services-Waiver) Program and that in place of our former ICM (Intensive Case Management) Program, we run a Health Home Care Management Program. We contract with three Health Homes - CHHUNY (Children’s Health Home of Upstate New York), AHI (Adirondack Health Institute), and Encompass (a Catholic Charities affiliate). The bulk of our referrals choose CHHUNY. Families seem to feel more comfortable choosing a Health Home that has “Children” in its name.

Last year we learned that we were going to “unbundle” the HCBS-W, which meant that our services dedicated to that program were going to change in the way that they are delivered. In the past we were able to have an ICC (Intensive Care Coordinator) deliver not only the care management functions, but also IHH (Intensive In-Home services) and Crisis Response services. Also, OMH (Office of Mental Health) instructed us to change the ICC client ratios from 1:6 to 1:9. We have 18 HCBS-W slots and three ICCs, so that meant that one of the ICCs would have to move from care coordination to delivering IHH and Crisis Response.

After consulting with the ICCs, we realized that because of the geography of Essex County, any of these positions could require nearly endless travel. We had arranged things to cut down on the travel, positioning ICCs regionally (South, Central and North). We decided, then, not to do the 1:9 ratios. We submitted a proposal to OMH that allowed ICCs to continue with their 1:6 HCBS-W ratios and then to have them each pick up four Health Home High Acuity cases. (Health Homes categorize clients-based on assessment scores-in high, medium and low acuities, which determines billing and service delivery). The proposal was approved and so we moved forward with this model.

This was a paradigm shift for our staff members and for our clients. When we ran the ICM program, an important option for families that was missing was being able to have a “continuity of care”. With this new model, we can, potentially, move clients from one program to another without changing their service providers. This allows families a much better sense of security about transitioning.

This decision to provide quality care to our customers was not without huge impact and hardship on the people providing the services. Health Homes, although a lower level of care than HCBS-W, comes with a huge learning curve. For both programs there are new regulations, policies and procedures. New Electronic Health Records, new reporting responsibilities... The list goes on and on. Our staff members, who are all seasoned workers who felt confident and competent in their previous roles had to start over learning everything from scratch. They have truly risen to the occasion.

I believe that the biggest loss for them is the inability to provide IHH and Crisis Response services. Our Care Managers and ICCs are passionate about their work. They are wired to work directly with people and now they are not the central players in terms of service delivery, rather, they are truly service coordinators. The new design of HCBS-W has decreased contacts with youth and their families and has significantly increased contact responsibilities with other service providers. The same is true for Health Home Care Management. They have always been able to develop relationships with people. The real challenge has been being able to step back and let others do the direct service work.

We have faced many challenges this year. The new structure allows for something we have never faced before - competition from other CMAs (Care Management Agencies), outside of our county, even. It is our goal to temper the competition through superior service delivery and outcomes. The over-emphasis on logistics has been distracting. Not being able to implement the new SPA (State Plan Amendment) and HCBS Home and Community Based Services) services has been disappointing. We continue to have no services for our youth being served in Health Homes (respite, skill building, family support, etc.). We do have a small pot of funding (flexible service dollars) for health home youth who have SED (serious emotional disturbance) diagnoses. We can use the flex dollars for purchasing needed supports and services. There is a trade off, though, for those services. It means that we cannot provide scholarships to these children for summer camp, we cannot purchase school clothes and supplies, we cannot purchase coping skills items, we cannot pay for tutoring, food and gas/transportation, etc.



A Parent Testimonial:

My daughter: “Sara” is currently 12 years old. She is diagnosed with ADHD, ODD, and Anxiety. She also takes medications which have varied throughout the years. Her current medications are for sleep, moods/anxiety, and ADHD.

We have been involved with Families First programs since she was about 6 or 7 years old. I first got her involved with Families First because I was worried about her having behavioral issues. At that time, she was pulling her hair out, breaking things in the home, she was also acting in aggressive ways, such as: pushing her little sister down the stairs and hitting others.

With the support from Families First Staff throughout the years we have accomplished the eradication of some of the behaviors. She has been in therapy for years and is now being supported on the HCBS Waiver program. It has not been smooth sailing and other issues have arisen since she was younger. “Sara” has turned to cutting, pulling out her eye lashes/eyebrows, destroying her room (hoarding, not cleaning), but every time another habit forms I have the support and help from Families First and her counselor to help her to reach safety and happiness within herself. We are also working on how I can better help “Sara”, myself and my family. In the beginning we tried different techniques attempting to help her to make good choices to deal with certain problems, such as alternatives to hurting herself and/or others. Some of the techniques Families First and/or her counselor(s) suggested include: incentives/rewards for doing good. This worked but only for a very short amount of time. “Sara” is the type of person that if she does not see instant gratification or an immediate reward she gives up. It is like if it’s not immediate she doesn’t think she has been successful and then she no longer tries. In the past, we tried giving her fake money, as an incentive, that she had to save for her to be able to "buy" items from a box. We have tried behavior/incentive charts to mark her progress. While creating plans, we try very hard to get her input and we have tried to utilize what she thinks will work for her as well as to hopefully encourage her to make better choices if she has options that she thinks works better.

Over the years, there have been many hurdles we have overcome and will continue to overcome. We continue to grow as a family unit and we are also working very hard to have positive connections within our community by doing activities together in the community. During this time we have been able to pinpoint some strengths and weaknesses within ourselves to better provide a stable relationship as well as a happier house. It’s still a work in progress and I am very hopeful in the future to be able to have a great relationship with ‘Sara’ and for her to be able to use the tools for her to succeed in all that she does. I have also learned that “Sara”, what I like to call, "self-destructs" upon hearing any sort of praise. Having asked her she has been able to open up more to me recently with the help of the people that support her. According to her she doesn't like praise and feels unworthy of it and she feels as no one is listening to her. We have been able to have more frequent talks which don’t always end positively but we are now better able to help each other understand one another. Families First and I have also been able to have more regular team meetings with her counselor and have started to have “Sara” join in on these meetings to be able to have a better understanding of each other and help to build our relationship. With help we also have written out a list of rules for the children of the house on a poster, and placed it in the open, for them to refer to.

We are looking towards a bright future and thank Families First for their support and for the knowledge we have gained on our way to a healthier, happier, relationship!

“Jackie” - “Sara’s” Mom

No Family Should Have To Struggle Alone

Development Report:

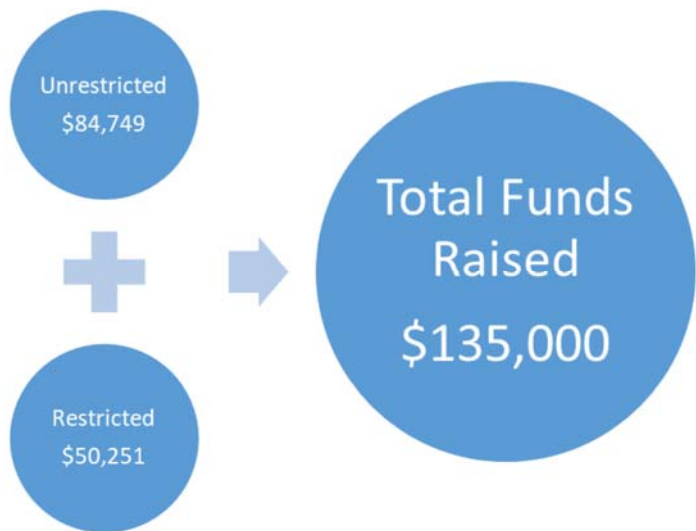
2017 was a very successful fundraising year for Families First. Between grants, gifts from individual donors, our \$10,000 Raffle, and Board support we raised a total of \$135,000! We are very pleased to report that \$40,654 of this total came from various Foundations. We have worked hard to build strong relationships with local Foundations, and are honored by their support. Board contributions also remain strong, totaling \$35,896.55, thanks to our dedicated Board members who believe so strongly in our mission. Our annual appeal brought in \$31,432. These gifts are from individuals and community members and are a testament to their interest and support for our work.

Additionally, as reported in 2016, we were awarded a Capital Investment Grant, highlighted elsewhere in this report, for \$66,470. We received the actual funds in February of 2017 and completed all four of the projects by November of 2017. (this grant is not reported in the \$135,000 total).

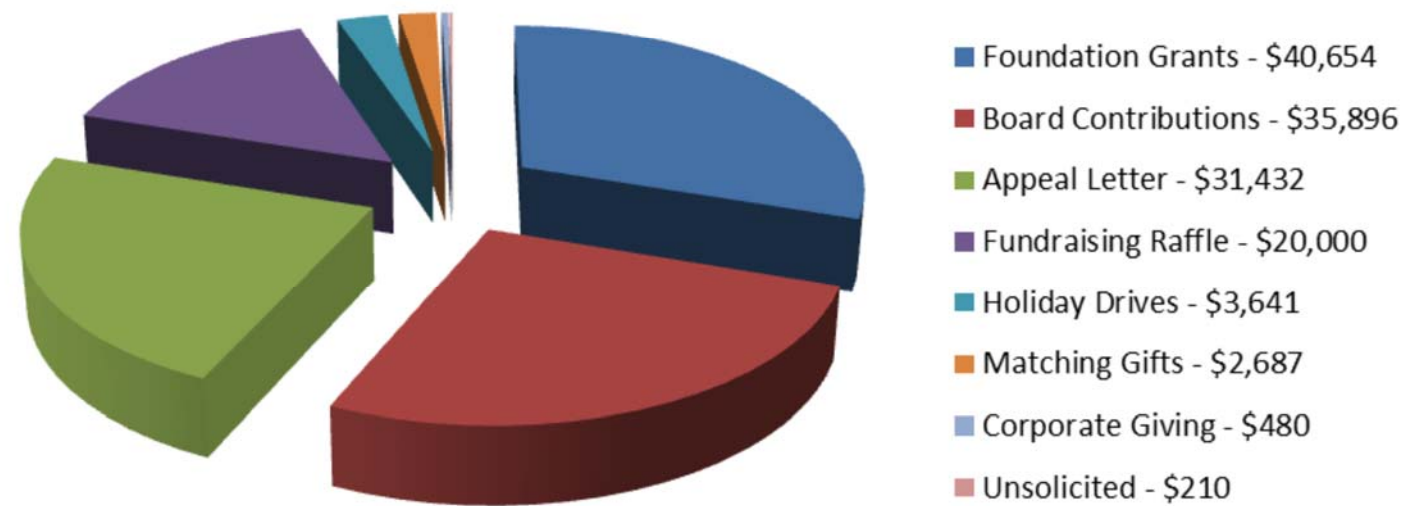
The graphic below represents restricted and unrestricted giving in 2017. Unrestricted gifts may be used at the agency’s discretion and typically support our work in general. Restricted gifts fall under the following categories: Holiday Drives, Food Shelf, Youth, Camp, Endowment, and the Raffle payout.

We cannot emphasize enough the appreciation and gratitude we feel toward our loyal donors. We are honored to have your support, and would like to draw your attention to the many five and ten year donors highlighted in the following list.

Anne Griffin -
Director of Development



2017 Giving Categories

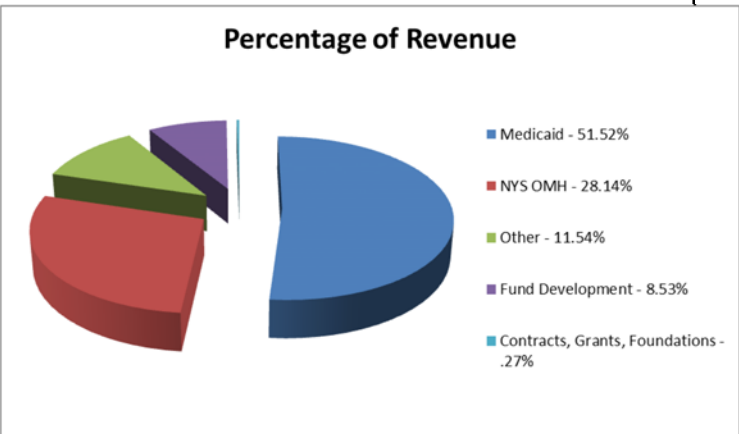


Financial Statement

Families First in Essex County, Inc. Condensed Financial Statements, unaudited Year Ended December 31, 2017

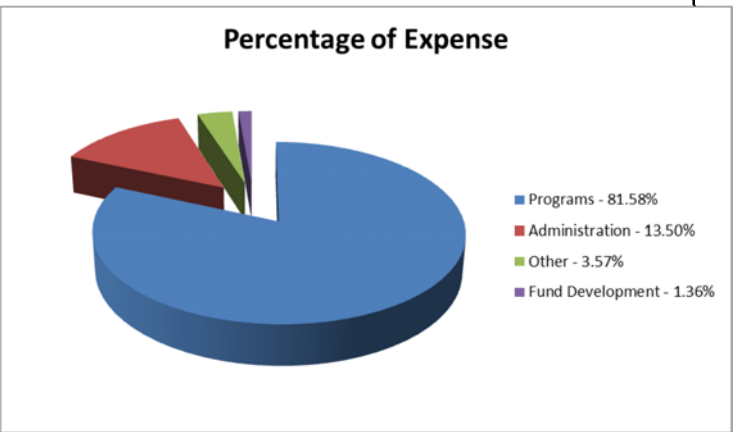
Revenues

Medicaid (HCBS Waiver & Health Homes)	815,591
Aid to Localities - NYS OMH	445,500
Grants, Contracts, Foundations	4,250
Other (DASNY & DSRIP)	182,683
Fund Development	135,000
	<u>\$1,583,024</u>



Expenses

Programs:	1,238,009
- HCBS Waiver	458,322
- Health Home	234,945
- Care Management	
- Family Support	357,059
- Other (DSRIP, DASNY, etc.)	187,683
Fund Development	20,624
Administration	204,787
Other	54,172
	<u>\$1,517,592</u>



Net Revenues	\$65,432
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Fiscal Report:

Our buzzword for 2017 was transition.

Families First successfully transitioned from the Medicaid funded *Intensive Case Management* program to the *Health Home Care Management* program which resulted in considerable growth for the agency and the number of children and families served in Essex County. We invested in remodeling the former downstairs playroom area to create new offices, work – stations and meeting rooms for the Health Home Care Management team.

In addition, the DASNY (Dormitory Authority of the State of New York) Nonprofit Infrastructure Capital Investment Program (NICIP) Grant awarded to Families First in late 2016 was used in 2017 to remodel the Water Street facility to improve electrical and septic capacity as well as eliminate safety concerns in the parking lot and front entry.

In November, the Board of Directors approved a resolution to contribute 60% of individual group health insurance premiums as part of the agency benefits package. This replaces the flat rate contribution for that purpose in previous years. Families First and the Board of Directors always endeavor to implement creative solutions to strengthen staff retention.

Our projected 2018 Budget is \$1,521,097, a 16% increase from 2017.

Families First Finance and Audit Committee members:

Nicky Bryant (Committee Chair and Board Treasurer),
Winky Thomas, Joseph Bogardus, Terri Morse, Sue Reaser,
JoAnne Caswell, Andrea Kuhn

Andrea M. Kuhn
Director of Finance/HR/IT



2018 Budget - \$1,521,097		
Medicaid \$911,342 (59.91%) - HCBS Waiver - \$603,342 - Health Home Care Manangement - \$308,000	NYS OMH Aid to Localities \$445,772 (29.31%) -Family Support, CCSI, OMH Transformation Funds, Flexible Services \$, Non Mediciad Care Manangement	Fund Development, Contracts, Grants \$163,983 (10.78%) -Board Fundraising - \$112,733 - Contracts, Grants, DSRIP - \$51,250

Annual Giving Report:

Our Annual Giving Program runs from January 1 through December 31 each year. We recognize gifts made to the Annual or Endowment Funds and those gifts that were commemorative. A separate list recognizes donors, groups and businesses that supported our Holiday Drives.

We regret that space does not allow us to list all those who supported our special event fundraisers. If you bought raffle tickets, or attended a fundraising event we appreciate your support and want you to know that each of these gifts has made a difference to Families First.

Our apologies if your name has been inadvertently misspelled, omitted or incorrectly listed. Please call the Development Director for corrections.

Benefactors: (\$10,000 & Up)

Adirondack Foundation
The Reiss Foundation
Winifred Thomas *

Patrons: (\$5,000 to \$9,999)

Charles R. Wood Foundation
Daphne Hallowell **
The Kelsey Trust
Carolyn Sicher and Aaron Woolf
Joseph and Linda Bogardus ** (w/a
matching gift from Bristol-Myers
Squibb Foundation)

Champions: (\$1,000 to \$4,999)

Mary Elizabeth Alexander *
Anonymous
Babette and Marc Atz
Monique Weston Clague **
The Dusky Foundation **
Margie and Scottie Emery-Ginn
The Clements Foundation **
Karen and Robert Ashline
Terri and Jim Morse
Melissa Murphy *
Stewart's Foundation **
Charles and Delia Thompson **
Kathryn Conway Preyer Charitable
Lead Unitrust
Wielandy Family Charitable Fund

Sponsors: (\$500 to \$999)

Cloudsplitter Foundation
Barry and Sharon Cook
Gap Foundation
Janice Kyle and Hans Himelein **
J. Haws and Steve Pounian
Clay and Sue Reaser
James Rosenberg *
Sarah M Smith
Mr. and Mrs. Thomas Stransky
Morris, Max, and Sarah Altman Trust

Supporters: (\$100 to \$499)

Carl and Inge Aiken *
Anonymous
George Davis and Susan Bacot-Davis
Glens Falls National Bank
Russell Banks and Chase Twichell *
John and Joanne Bartlett *
Benevity Community Impact Fund
S.E. and A.D. Bissell
Ted and Catherine Blazer
Nicky and Bill Bryant **
Thomas Burleigh
Dr. Glen and Malinda Chapman *
Westport Federated Church
Mineville Oil Co., Inc. **
Jenifer Hale Deming
Dominic and Melissa Eisinger *
Jane and Chip Elfner
Gail Smith Else
EVS Family Foundation
Families Together in New York State
Ticonderoga Federal Credit Union
David and Bartel Fite
Len and JoAnn Folin **
Kirk Kellogg Foundation
Four Winds of Saratoga
Dick and Susan Gaffney
Dennis and Martha Gallagher
Susan and Woody Gandy
Dr’s Henry and Michele Gasiorowski*
Bonnie and Albert Haberre
Chuck and Nancy Harste
John Haverlick and Deb Whitson
Ed Hopple *
Diana House *
Janet Findlay and David Hunter **
Bill and Meredith Johnston **
Wayne and Cathy Johnston *
Steven and Helen Kellogg
Richard and Joan Kelly **
Glenn Kelsey
Alan Kennedy and Joan Simon

Supporters: (\$100 to \$499) - Continued

Thomas and Allison Kohler
Bob and Phyllis Klein
Miles and Joan Kulukundis **
ADK Foundation - Charles H. Lewis and
Renee A. Rosch Lewis
Nils and Muriel Luderowski
Lussi Family
Schelling and Annie McKinley
Dr. Charles Moisan, Jr. **
Nick and Carol Muller
Mary Neary *
Mr. and Mrs. Archie Nelson **
Michael and Michele Parker
Charles and Gloria Pfund
Elizabeth J. Pillard and Ken Spencer **
Port Henry Council # 384
Alan Hipps and Jane Preston
Katharine Preston and John Bingham **
Rosemary and Paul Reiss **
David and Margaret Reuther
Harriet H. Savage **
Ernst and Betty Schoen-Rene
Bev and Don Sears
Larry and Leslie Shipp
Donald and Ellen Stiles **
Maria Stitt *
Richard P. Suttmeier **
John and Sandra Taylor **
George L. Topka
Leslie Tubbs
Charles and Anne Turek *
Honorable and Mrs. Dominick J.
Viscardi
Dorothy Voorhis **
Donna L. Wadsworth
Present and Past Masters and
Wardens Association *
Wade and Tracey Whitney **

Annual Giving Report - (continued))

Friends: (\$1 to \$99)
Roger and Linda Adams *
AmazonSmile
Anonymous
Robert Andrews and Margaret Wilson
Richard Arndt and Phyllis Perna
Perry and Susan Babcock
Keith Barber *
Joseph and Patricia Beneshan
Mr. and Mrs. David Blades
Sam and Cheryl Blanchard
Brian and Janet Bliss
Tom and Alana Both
Mrs. Enid Bousfield *
Mary and Tim Burke
Jane Burleigh
Champlain Contracting
Linda Clark
Bryan and Pat Corwin
John and Dona Croto
Michael and Julie Cruickshank
John and Anita Deming
Stan and Barb Dickinson
Ronald and Susan Dubay
Maureen Ecclesine
Jeris French *
Lynne E. Goepper
Gordon Pratt Agency *
Anne Griffin and Larry Hartson
Harkness Methodist Church
Evelyn Hatch
Bruce and Nona Hoskins
Beverly Hudak *
John and Peggy Hunn
Robert and Priscilla Hurd *
John and Karen Huttlinger
Terry Ingleston
Reverend and Mrs. Robert Johnson *
Mary Buschman Kelly
Pat Kelly and Chuck Stewart **
Milton Dudley and Kathryn Kernan
Brian and Laura Kiely *

Friends: (\$1 to \$99) - Continued
Col. George and Heidrun King
Phil Knowles
Kim Koch-Wright and Wayne Wright **
Jay and Candy Kohen
Don and Jodi LaRock
Betty Light
Bryant's Lumber, Inc.
Pat Marshall **
Anne B. McDonald
Robert and Joanne McShane *
Bernice Mennis
Meg Montgomery
Meg F Montgomery
Vicki and Neil Morse
Pamela and Michael Moser
James and Shari O'Bryan
Eugene and Janice Orlowski
Alicja Ozugowaki
Carol and Robert Palandrani *
Hairs the Place
James Lewis Porter
Steven & Linda Preston
Harry and Margaret Provost
James and Emily Pugsley **
Peter and Lynne Reale *
Walter and Dot Rushby
Mr. and Mrs. Alvin and Vivian Reiner *
Cynthia Schira **
Joyce Scovell *
Shannon Stone
Phil and Gladys Siarkowski
Tom Smith
Naomi Tannen
Jane Terlouw *
Francis and Sharon Trudeau
Claude and Wanda Turner
Helene and Larry Vanderburgh *
James and Colleen VanHoven *
Ethel and Bernard Webb
Dr. Thomas Woodman **

Bequest Society:
Anonymous
Monique Weston Clague
Trisha Forrest
Anne Griffin
Richard Kelly
Sandy Murphy and Winky Thomas
Helen Paul (realized)
Jamie Paul Clark (realized)
Henrietta Thomas (realized)

Tribute Gifts:
In Memory of: Clare DuRoss
- Mrs. Enid Bousfield

In Memory of: Marshall Dumas
- Meg Montgomery

In Memory of: Sandy Murphy
- Melissa Murphy

In Memory of: John Collins
- Clay and Sue Reaser

In Memory of: John Marshall
- George L. Topka



Names in Bold = new donors
Names with an * = donors who have given to FF for 5 or more consecutive years
Names with an ** = donors who have given to FF for 10 or more consecutive years

Holiday Drives: This includes businesses, individuals, groups or families who contributed to our Thanksgiving Food Drive, who “adopted” a child for Christmas giving, or made it possible for us to purchase gifts for teens. 100% of these contributions of food and gifts are distributed directly to families.

Thanksgiving

Andrade, Jackie and Skip
Anonymous
Ashline, Karen and Robert
Bartley, Margaret
Boquet Liquor Store-Terry McDougal
Bryant, Nicky and Bill
Decker, Scott and Lisa
Deyo, David
Egglefield Ford
Essex Farm
Feigenbaum, Judy
Greschler, Tobin and Susan
Hairs the Place
Hoskins, Rebecca
Kelly, Richard and Joan
LaFountain, Molly and Shawn *
Lamb, Terrence and Mary
Martin, Malcolm and Judy *
Moore, Hildegard *
Morse, Terri and Jim
O'Neill, Kevin and Wever, Julie
Pulsifer, LuAnn and Stacy
Reaser, Clay and Sue
Stephens, Monette
Stitt, Maria
Stransky, Thomas and Hillary
Terlouw, Jan and Jane
Teuschler, Bill
Thompson, Kip and Delia



Christmas

ADK Bank, staff and customers
Alexander, Mary Elizabeth
Amerigas, staff
Anonymous
Ashline, Karen and Robert
Bousfield, Mrs. Enid
Bryant, Nicky and Bill
Casanova, Peter
Caswell, JoAnne and Jim
Cellotti, Lucianna
Champlain National Bank, Lake Placid Branch, staff
Chazy Westport Communications, staff
CEF Library, staff
Clark, Allan
Emery-Ginn, Margie and Scottie
Farrell, Donna
Fernandez, Tony
Fields, Pam
Fitness Revolution, staff and members
GAP, staff
Goodwin, Alyssa
Griffin, Anne
Hallowell, Hunter and Priscilla
Hartson, Larry
Haseltine, Sharon
Hennessey, Tracie
Himeline, Hans and Kyle, Janice
Hoskins, Becky
Kelly, Richard and Joan
Keene Fitness, staff and members
Lamb, Mary Jane and Terry

Christmas—continued

Martin, Malcolm and Judy
McCarroll, Mike and Marsha
Michelfelder, Mary and Bill
Mineville Oil Co., Inc.
Mountain Lakes Services, staff
Mountain Riders LLC
NBT Bank, staff
Northwoods School, staff and students
NYSDAR-Champlain Chapter
Perry, Lily
Pinsonneault, Tammy
Reaser, Sue and Clay
ROOST - Lake Placid Chamber of Commerce
Sayward, Janet
Sayward, Teresa
Sheehan, Lisa and John
St. Elizabeth's Church Congregation
Stitt, Maria
Stransky, Thomas and Hillary
Summers, Emma
Sun Community News, staff
Thomas, Winky
Varga, Dr. Francis and Anita
Vaughn, Stacey
Warchol, John and Whitelaw, Frank
Wever, Julie
White, Ken and Barbara **
Willsboro Methodist Church
Woods, Chet and Sandy



13 beautiful individually decorated Christmas Wreaths donated to Families First to give to our participants, by the ADK Garden Club