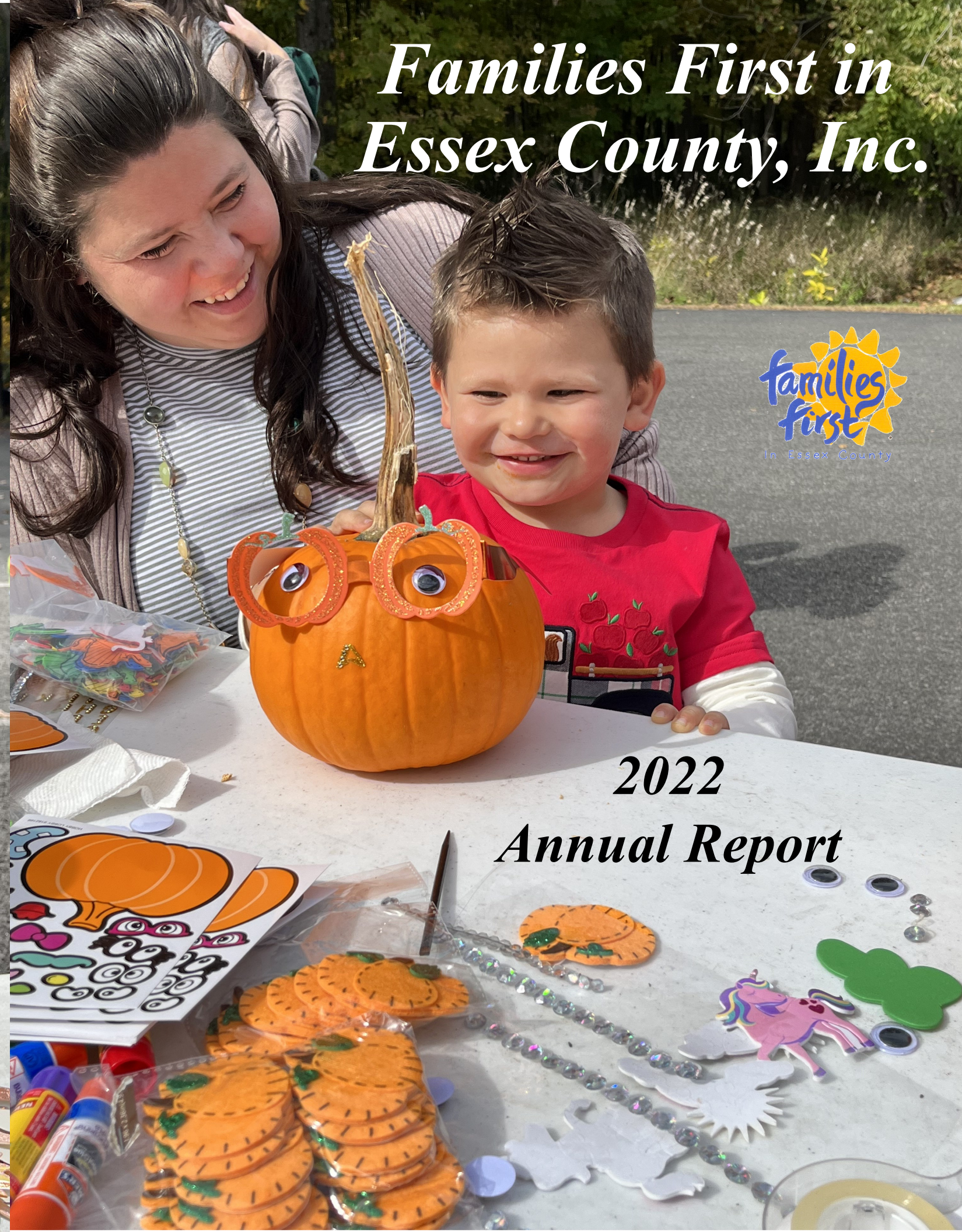


Vision:

*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](http://www.familiesfirstessex.org) \*



# *Families First in Essex County, Inc.*



2022

*Annual Report*



Dear Friends, staff and community partners of Families First,

As Co-Chairs of the board of Families First it is truly a privilege to serve this organization.

This past year has offered many highlights. The Covid restrictions were lifted in September allowing support to be given to our clients in person. This has been a welcome return to normalcy for everyone. We celebrated 30 years of Families First with a lovely party and a display of the history of the organization. It was attended by employees, community members and many former and current board members! We received the NYS-COLA (cost of living adjustment) of 5.4% which was appreciated but unfortunately did not extend to all of our programs including the Health Home program, which is a large, important piece of what Families First does. Our Financial Audit went very smoothly thanks to DALLE Accounting Services, with whom we have extended our contract for accounting and fiscal support. We have successfully implemented a new EHR (electronic health record system-Netsmart). This streamlines the employees clinical input which ultimately saves them time and is a more comprehensive method of recording client visits. An administrative assistant has been hired allowing the senior staff to focus more on their primary duties.

Thanks to the generosity of our donors and board members, more families than ever were given Thanksgiving turkeys, grocery store gift cards (111 families) and Holiday gifts (324 kids). The board approved many improvements to staff benefits as well. The 401k plan was upgraded to offer more robust retirement options and more flexible benefits for their wellbeing in hopes this will attract more team members. Another successful friend raiser was hosted in Essex NY, bringing awareness to a new group of people and resulting in some generous donations.

Financially, it was a tough year for the organization, but with a competent board and strong leadership in place, Families First will overcome these challenges and continue to provide incredible services. An application for ERTC (employee retention credit) funds through the IRS, for COVID losses, has been completed and should be received in 2023.

In 2022 we said good-bye to board members Joe Bogardus and Shelley Winters and welcomed Jo Husslein from Westport, Maureen Moynan from Willsboro, and Deb Cully from Ticonderoga. Thank you for your past service and welcome to the new members. Current board members Karen Ashline, Sue Reaser and Hillary Stransky have agreed to continue serving on the board for a third term.

We sadly said farewell to Anne Griffin, our Development Director, who retired after 30 years of service at Families First. Anne was the first staff member hired by the Founder. She was a parent of a child with special needs and had been involved in many aspects of Families First. Thank you Anne, for your dedication and hard work for Families First all of those 30 years.

Respectfully submitted,

Hillary Stransky and Malinda Bergamini Chapman  
Board Co-Chairs

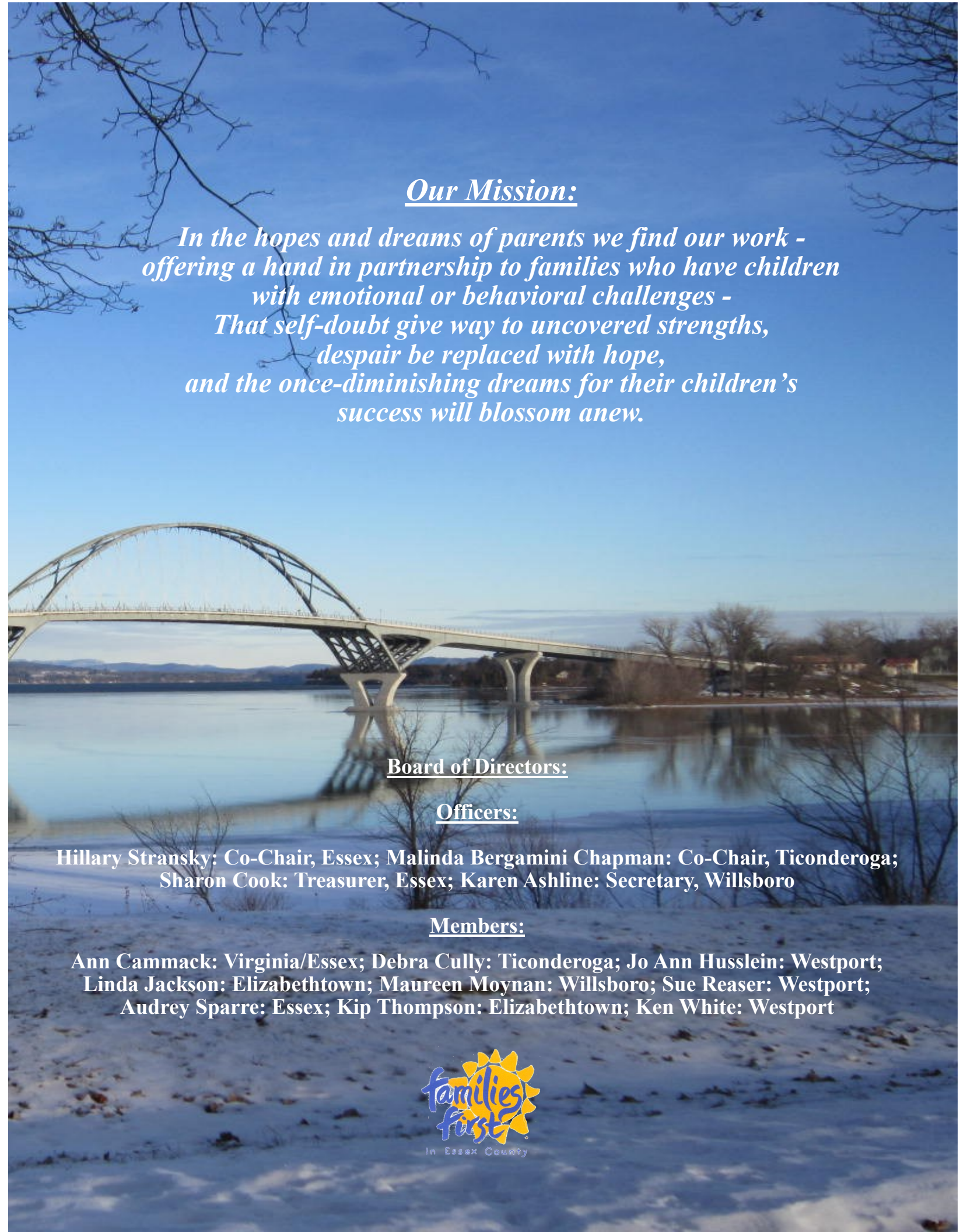


*Group Social & Recreational Activities - 2022*

*Beach days*  
*E-town Day*  
*Learning to Sail*  
*Apple Cider Press*  
*Snow Shoeing*  
*Reiss Camp*  
*AuSable Chasm*







*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:

Hillary Stransky: Co-Chair, Essex; Malinda Bergamini Chapman: Co-Chair, Ticonderoga;  
Sharon Cook: Treasurer, Essex; Karen Ashline: Secretary, Willsboro

Members:

Ann Cammack: Virginia/Essex; Debra Cully: Ticonderoga; Jo Ann Husslein: Westport;  
Linda Jackson: Elizabethtown; Maureen Moynan: Willsboro; Sue Reaser: Westport;  
Audrey Sparre: Essex; Kip Thompson: Elizabethtown; Ken White: Westport





**Staff -**

- JoAnne Caswell, CEO
- Tracey Serlock, COO
- Anne Griffin, CDO & Director of Family Services
- Robin Nelson, Chief Compliance & HR Officer
- Kayleigh Wojewodzic, Clinical Manager
- Paul Pulsifer, Compliance & Quality Assurance Manager
- Mackenzie Lahue, Programs Manager
- Deb Mitchell, Family Services Manager
- Peter Casanova, Office Manager/Admin. Assist.
- Michelle Janisse, Administrative Assistant
- Robyn Anson, Receptionist
- Stacey Vaughn, Health Home (HH) Care Manager
- Brian Gay, HH Care Mgr./IT Manager
- Tara Stockwell, HH Care Mgr./DS Professional
- Jennifer Deyo, HH Care Mgr.
- Janelle Bausman, HH Care Mgr.
- Kari Leclair, HH Care Mgr.
- JoAnne Rice, HH Care Mgr.
- James St. Denis, HH Care Mgr.
- Heather Ford, HH Care Mgr.
- Olivia Worden, HH Care Mgr.
- Michelle Cressey, HH Care Mgr.
- Talia Lynch, HH Care Mgr.
- Elise Silverstein, HH Care Mgr.
- Jim Jaquish, Direct Service (DS) Professional
- Natalya Vuozzo, DS Professional
- Ryan Yellott, DS Professional
- Jeanne Brown, DS Professional
- Buffy Marcil, FPA / Direct Service Provider (DSP)
- Lisa Sheehan, Family Peer Advocate/DSP
- Kathy Drew, DSP/FPA
- Tom Sloan, DSP
- Jeannie Calderon, YPA
- Taylor Gohlke, YPA



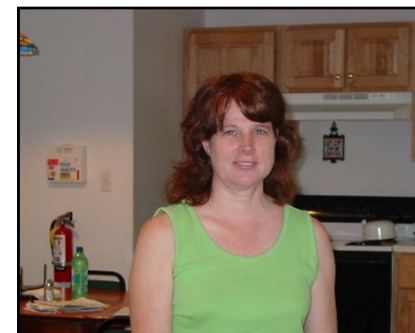
# Happy Retirement

*Happy Retirement to the most tenured staff member at **Families First**, Anne Griffin.*

*Anne enters a well deserved retirement after thirty years of service to the agency (Note: That spans the entire life of the agency). Anne retired on 1.20.23*

*Next on the list for Anne is spending some additional time with her family, including her beloved canine, Thor, and doing some traveling. We wish her well!*

*Please join us in thanking Anne for her many years of dedication to the children and families of Essex County.*



Cobble Lookout, Wilmington NY



## Program Report: - (continued)

We have been fortunate to be able to take advantage of these trainings. In the past, they also focused on trauma-informed care, which has influenced the way we do business at Families First. We have developed a Trauma - Informed work group and strive to ensure not only trauma-informed care for our clients, but also to guarantee that we manage staff from that perspective. As part of operations and developing a strong infrastructure, we spent an extraordinary amount of time implementing MyEvolv, our new electronic health record for direct services from NetSmart. Many administrative hours went into the design, implementation and training of staff members. We needed to develop processes and procedures that integrated with the new structure and we were able to answer several items on our performance improvement plan from our Children's Mental Health Rehabilitation Services (CMHRS) CFTSS re-designation audit. Staff members appear to appreciate the new, updated health record, as the one we used previously was quite outdated and difficult to manage.

Another important aspect of operations is related to production. In order to be able to continue providing the valuable services to community members and in order to maintain our staff, we must pay attention to numbers related to billable services delivered. We have worked long and hard at trying to develop systems that will support the work that we do in a somewhat seamless manner.

In 2023, our directors and managers will work along with staff members to ensure that productivity standards set are reasonable and are easily met so that we can continue serving the youth and families in our communities.

Although 2022 was complicated, we were able to continue to serve youth and families. We worked more collaboratively in the local system of care (BRIEF - Building Resilience in Essex Families), with each other and with families. Our staff has proven to be resilient and ready, willing and able to live up to the 30-year-old agency principle of "no family ever having to struggle alone".

Respectfully Submitted,

Tracey R. Serlock,  
Chief Operating Officer



Individuals	OMH FSS	HHCM	NMCM	CFTSS	HCBS
493 **	36	291	1	130	35

\*\* Duplicated Number of children - (children often receive more than one of the services above)

### From the Chief Executive Officer -

In 2022, most of the Covid restrictions were removed with the exception of the Mask mandate which remained in place until September. We were able to be back to almost 100% face to face service delivery with our families and were able to once again host numerous group activities throughout the year! (see pictures later in the report). One important change to the way we do business as a result of Covid is that all Direct Care Staff now officially are based out of their homes. They no longer need to come to the office unless they have supervision, meetings, youth groups, etc. This saves time and mileage costs and staff seem to find it a more effective way to work. It does however, cause a bit of a disconnect as we no longer see our staff on a regular basis. We are working on strategies like team building ideas as well as better/stronger communication techniques so that we can stay connected. We are also doing some construction at our office to do away with multiple small offices and create "spaces" for staff to use for things like: collaboration, planning meetings, youth groups, meetings with parents, etc. Our hope is that this will give staff the types of spaces that they need to better serve our clients and work together as a well oiled team.

#### Accomplishments:

- ◆ We implemented a new EHR (electronic health record - Netsmart) System, early in 2022. This was a very labor intensive project which had been needed for some time. A team of our Management Staff took on the task and did a great job getting us up and running. The new system seems to be working well, both on the program and fiscal sides of the Agency.
- ◆ We had numerous audits including, NYS OMH for our CFTSS services, and our CMHRS license (which was granted a 3-year renewal) and Health Home audits from CHHUNY and an HCBS audit from NYS DOH. All went very well.
- ◆ We continue to improve our staff benefits package. This year we implemented a mileage tracker system through Paycom and an app on our phones. It is significantly easier for the staff, the Finance Dept. and much more accurate.
- ◆ We held an in person Staff Retreat at the Sagamore Resort in Bolton Landing. It was an amazing day of team work, good food, a beautiful place and a well deserved break to spend some quality time together.
- ◆ We hired an Administrative Assistant. This was a new position for us and was much needed with the expanded requirements in data collection, rules and regulations, billing, etc.
- ◆ We had two of the parents we serve present at the System of Care Conference in Albany. They did an amazing job and were applauded by people from across the State!
- ◆ We celebrated Families First's 30th Anniversary with a nice gathering and wished Anne Griffin a well deserved retirement after 30 years at Families First.

#### Challenges:

- ◆ Staff Recruitment and Retention continued to be a significant challenge this year. During the year we hired 12 new staff members, but we also had 10 staff members leave. We are working on new advertising strategies and on improving our orientation process, including the use of mentors.
- ◆ In June, the North Country Behavioral Health Network (NCBHN) closed its doors after 20 years of providing opportunities for Mental Health and Substance Use Agencies to collaborate and work together throughout the North Country. Families First was a founding member and this will be a loss for the Region.
- ◆ No Summer Camp Opportunity. Due to Covid and then Funding changes, we no longer hold a weeklong summer camp for our kids and families. We do try to find other opportunities like local summer camps and other specialty events for the kids we serve, but we find this a real loss for our families! We do however, maintain the relationship with Southwoods Camp and this year they offered 6 full scholarships. We helped distribute these scholarships to local kids through the Crown Point, Schroon Lake and Ticonderoga School Districts.
- ◆ We continue to face revenue challenges as the rates for most of the programs we offer have not kept up with costs. We will be implementing a minimum acceptable production standard for all of our Direct Care Staff at the beginning of 2023 to try to alleviate these fiscal challenges. We continue to advocate for Cost of Living Adjustments as well as rate increases that are needed to pay for costs and create reasonable salaries to attract new staff.

#### As we look forward to 2023:

- ◆ We will be implementing a new Management Structure with 3 staff members being promoted to a Director level and the creation of 5 new Managers and Supervisors. All of these promotions will be from within the organization and we are very proud of the staff involved! (Kayleigh Wojewodzc, Paul Pulsifer, Mackenzie Lahue, Stacey Vaughn, Tara Stockwell, Jennifer Deyo, Deb Mitchell, Brian Gay)
- ◆ We will be implementing an Electronic Visit Verification System (EVV), that will track staff visits in real time. A new unfunded State mandate.

We look forward to providing excellent services to our participants, working with our dedicated donors and colleagues at other Community Agencies to make Essex County a better place for families struggling with kids that have special needs.

JoAnne M. Caswell  
CEO

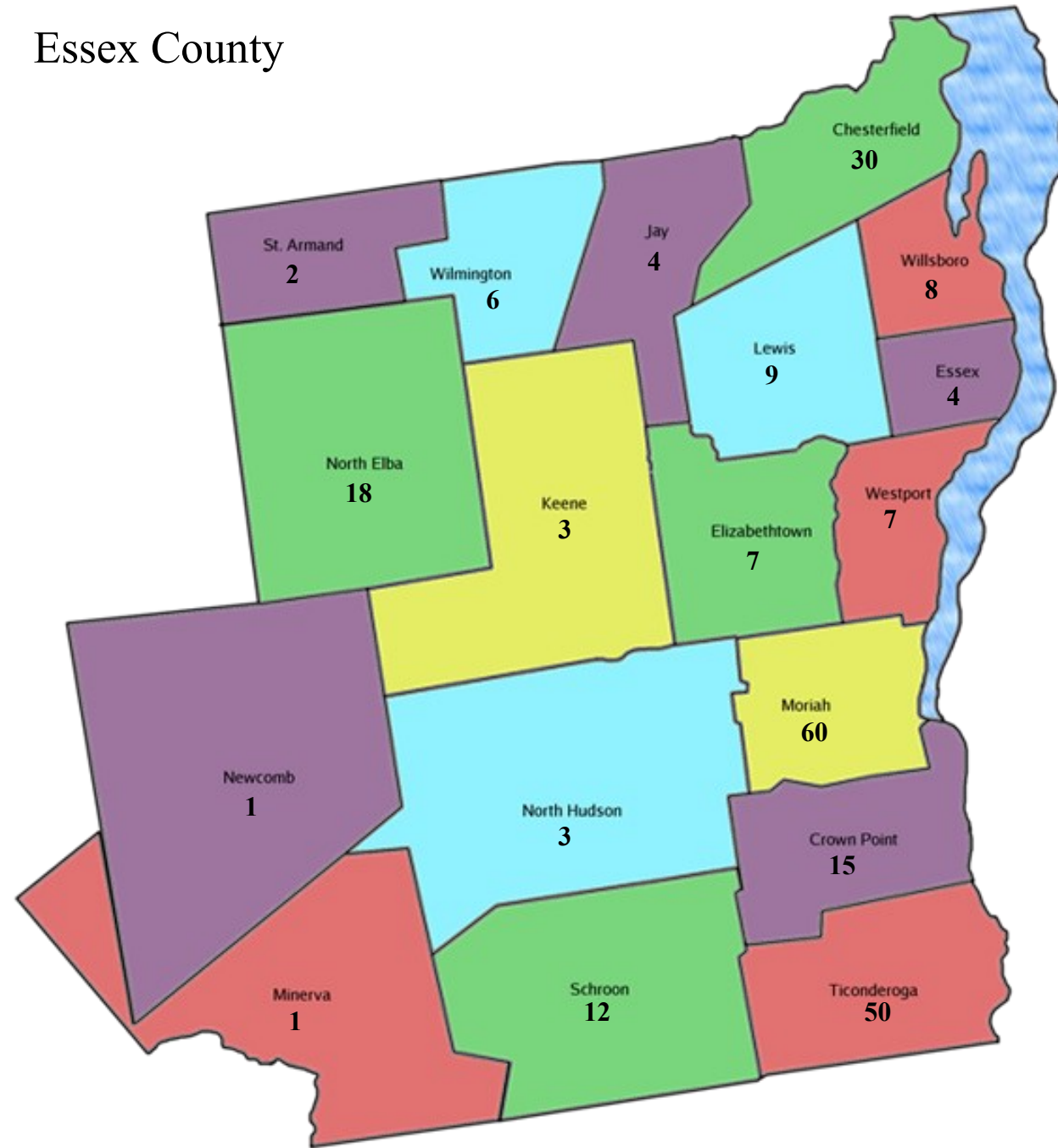




**Number of Unduplicated Families, served in 2022,  
(broken down by Town) - 264**

**(there are 329 unduplicated kids served, within these 264 families)**

**Essex County**



**Families First is also designated to provide services in Franklin, Clinton and Warren/Washington Counties of NYS. (The numbers below are included in the 264 Families served)**

**Franklin Co. - 2    Clinton Co. - 20    Warren/Washington Co. - 2**



Last year we spent time educating various community stakeholders about our services and referral processes in hopes to increase and streamline referrals. We have seen an uptick in referrals from some schools, Probation and Head Start, but are still working with other community resources to hopefully increase referrals. In 2023, we would like to target the transition-aged youth referrals, which will probably come from schools.

We were fortunate to have a provider who worked at the Essex County Mental Health Clinic as a therapist, agree to provide OLP (Other Licensed Professional) services for us. This provider was at the end of his journey toward becoming a licensed clinician. In order for him to provide these services for us, he needed specialized supervision, which could come from the Essex County Mental Health Clinic, but could be quite expensive. ECMH agreed to provide this supervision for him free-of-charge so that he could offer these valuable services (in-home evaluation, assessment and/or counseling) to our clients. We are so grateful.

OLP services can be used to assess and diagnose emotional/behavioral challenges in order to open the gate for individuals to receive CFTS services. OLP can also be used to provide in-home mental health counseling services to individuals and families who may not be able to use the traditional clinic or have barriers to getting there.

In our Health Home Care Management Program, we have experienced many graduations of clients that have been with us for longer periods of time. Because of this, our census is a bit low compared to what we are used to. We are actively seeking new health home referrals and hope to see an influx in 2023.

We are developing our agency outreach program to include both passive and active outreach. Passive outreach is when we participate in a community event or activity and distribute information about the agency and its services. Active outreach is more targeted toward specific referrals.

We saw rates increases in both health homes and direct services. Health Homes received a 1% rate increase (the first increase since the program's inception in 2016) and Children and Families Treatment and Support Services (CFTSS) received a 4% rate increase. Unfortunately, this still leaves the rates significantly too low. Neither increase was sufficient enough to cover ever increasing costs.

When Anne Griffin, Chief Development Officer and Director of Family Services, announced her plan for retirement after 30 years of service in January 2023, it became apparent that we needed to strengthen the scaffolding that holds Families First up. We decided that in 2022, we would develop a stronger management team. In our planning, we realized we needed more supervisors and that senior management needed stronger supports to be able to keep the departments and programs running efficiently. What we did was begin developing an agency structure that included executive, director and manager level teams. Building these levels of support would allow us to manage the myriad of responsibilities that go along with the various programs and services that we offer while insulating the agency from risk.

This shift meant that some of our managers would become directors, some of our senior staff members would become managers and that we would have to develop new sets of job descriptions and policies and procedures to support these changes. Staff members who were selected for the new positions were alerted toward the end of the year, but did not step into their new positions until the beginning of 2023. This opened up a new career path for some of our most valued staff members.

To strengthen service provision and team-based approach and to increase cultural competency, NYAPRS has provided several high-quality trainings to service providers across the state.

**Families First -  
30th Anniversary Celebration**





## Program Report:

2022 was complicated. There were many ups and downs in the world and in the agency. We spent a lot of time trying to streamline many aspects of how we do business, including our electronic health record and all of the processes that go along with that; our infrastructure; hiring processes; and outreach and referrals.

The pandemic continued through most of 2022 along with all of the provisions, regulations and challenges. Telehealth was available in 2021 for any services that we wanted to deliver in that mode. In 2022, the regulations shifted and telehealth was meant to be provided more specifically around issues of COVID. What this means is, it was suggested that we utilize telehealth services when a provider or client had been diagnosed with COVID or had received positive results for COVID on an at-home test.

This was challenging because both our staff and our clients found telehealth to be desirable in many instances. Suddenly, people who preferred to provide and/or receive services via telehealth, were strongly encouraged to begin working face-to-face, again. Some people were wary of this because they did not want to put their health at risk and some had become accustomed to working via telehealth and preferred that method of service delivery.

One thing everyone was happy about regarding the relaxing of COVID regulations is the fact that we were able to begin in-person social and recreational activities again. Among a menu of activities, we had our first Cider Pressing event since 2019 in October 2022. It was not very well attended, but that is to be expected. In October, we were able to hold an in person Staff Retreat, which was much needed. We predict 2023's events to be like old times.



Staff Retreat - at the Sagamore  
in Bolton Landing, NY



Families First maintains that face-to-face is a far more effective strategy to service delivery because it is difficult to provide accurate assessments through telehealth and it is easier to deliver messages when you are sitting with someone and can read all of their body language.

We had a lot of staff turnover this year. We hired 12 people and 10 people left. In some cases, people left directly related to the fact that they could not deliver services via telehealth as they had been. This turnover caused a great stress on the staff and strain on the budget.

As a direct result of the turnover, we worked very hard to streamline our recruiting, hiring, onboarding, training and retention of new employees. We recruited another youth peer advocate and another family peer advocate, who happens to be the first father that we hired as a peer advocate.

## A Parent Testimonial:

My family started working with Families First back in 2019, when my son was having a hard time at home and at school and started a fire on our porch. Mackenzie, has been with us from the very beginning, as our Health Home Care Manager. We immediately created a safety plan to be sure that me and the two kids were as safe as possible in the house, which included increased supervision, locking up sharp knives, etc. "Jake" quickly became eligible for HCBS (Home and Community Based Services), which is the highest level of care in the community, because of the behaviors he was showing. We also started working with a Family Peer Advocate (FPA) and a Psychosocial Rehabilitation (PSR) provider through Families First.

Due to my own personal history with domestic violence and the things that my children have seen. I am not always a confident parent or assertive with rule making and setting expectations. I tend to be more of a laid-back parent that will identify issues that kids are having. They have been through a lot, so I think I worry about punishing them too much. Mackenzie and my FPA have worked with me to identify my strengths and areas that need improvement, so that I can start to be more assertive without feeling guilty (this is still a work in progress).

Throughout the years, I have worked with several parent advocates and the primary focus has always been to help me to be a more present parent with both of my kids, to help them to feel supported and loved, and to help our family run smoothly with scheduling doctor's appointments, enforcing rules and expectations. My son has had the privilege of working with PSR providers that have taught him how to develop and use his coping skills when he is feeling stressed out or anything like that. He does much better at identifying his emotions and will actually say the coping skill he used to help him. He doesn't use his skills 100 percent of the time, but at least now he knows he has them and is much better at managing himself. My son deals with Adjustment Disorder with mixed disturbance of emotions and conduct. He has unfortunately been exposed to very traumatic experiences in his early life and we are working hard to get him the services he needs to succeed. Both my son and daughter work with an OLP (Other Licensed Practitioner) therapist through Families First, that helps them to explore their feelings and everything that they have been through with their birth mom and the past domestic violence. They don't always open up about their feelings but they are learning that they have trusted adults in their lives that are there for them, that can help.

Also, throughout the past several years, CPS (Child Protective Services) has been in and out of our home. Mackenzie and the FPA have always been there when I am feeling nervous about accusations, about CPS being back in the home, about the thought of losing my kids. They sat through meetings, helped me put plans in place to keep the kids safe and most importantly they always listened to me and treated me like a member of the team and like someone that has value in the lives of my kids. They have treated me like I have power and have recognized and acknowledged that I am smart enough to make decisions that are good for my kids. They have also reminded me, several times, of my personal growth as a parent.

Since me and my girlfriend "Sarah", got together and started living together, staff at Families First has been very supportive in helping my kids with the transition. They have helped me and Sarah learn ways to respectfully parent my kids, without under minding one another and being clear and consistent with the kids. They are also working to make sure that Sarah and I have time together for our relationship. There are so many ways that the staff at Families First has helped my family and continues to help us grow, I am very grateful!

No Family Should Have To Struggle Alone



## Development Report:

As I write my last Development Report for the Annual Report, I am reminded of how I feel that in some sense I have gotten to know our donors since the Department began in 2004. I have had the opportunity to meet some of you in person, have become aware of who among you are friends with our Board members, and have learned your names and giving history from logging gifts for the last nineteen years. I have been continually impressed by the loyalty and consistency of so many of our donors. We have been fortunate indeed to have what is called in the business, a high “donor retention rate.”

All of your gifts are appreciated. I have been thrilled by the large gifts from donors who are able to give generously, and equally moved by the small donor who gives us \$5 a year. Each of these gifts is a testament to your belief in our mission and your desire to make an impact locally. Your gifts have enabled us to use funds flexibly where they are needed. The changing healthcare landscape has necessitated our transition to programs that are much more highly regulated and regimented. It is your support that enables us to continue to help families in the flexible ways upon which this agency was founded.

Each year more of you take advantage of our online giving page found on our website. We’ve discovered that some changes would be helpful to this page - allowing people the option of designating the gift as a tribute or to a certain fund, listing more than one name associated with the gift, and allowing donors to make the gift a recurring one. Until we are able to make these changes, please feel free to call the office and let our receptionist know any details related to your online gift that you feel are important.

In this report, you may notice a listing of our Bequest Society members. It’s a small list, but those on it have designated Families First as a beneficiary in their wills. Several of these Bequests have been realized, including one just recently. If you have designated Families First as a beneficiary and are not listed, we’d love to know about it. You may choose to remain anonymous if you prefer.

We were delighted to get back to providing a Friendraiser again this year, and hope to host several in 2023. It’s always nice to meet new friends, and give people the opportunity to hear directly from one of our participating families the impact our services have had in their lives.

Our Holiday Drives were also extremely successful this year. I’d like to thank all those who supported these drives, and in particular, would like to mention the Keene Valley Congregational Church, who adopted this cause with great enthusiasm.

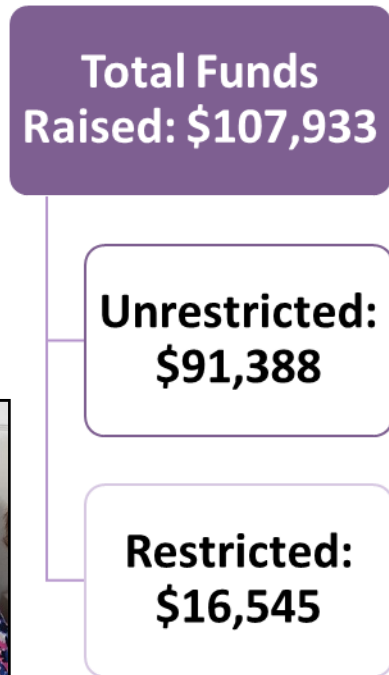
The Development Department has passed into the hands of Deb Mitchell, who has been a staff member for many years. She has direct experience working with our participating families, and a gift for forging connections. I have no doubt this Department will be in good hands going forward.

After thirty years of working at Families First, and having been the first staff member hired, I retired in January of 2023. It’s been my joy to have seen your passionate interest and commitment to our mission serving families.

Thank you again and again for your support.



Anne Griffin,  
Chief Development Officer



### 2022 Giving Categories:

Annual Giving: \$79,504

Board Member Contributions: \$10,920

Holiday Drives: \$9,145

Grants/Foundations/Corporations: \$8,364

## Financial Statement

Families First in Essex County, Inc., Condensed Financial Statements, Unaudited Year Ended December 31, 2022

### Revenues

<b>Medicaid</b> (Health Homes, CFTSS, HCBS)	<b>\$1,596,775</b>
<b>Aid To Localities</b> (NYS OMH)	<b>\$ 491,847</b>
<b>System of Care</b> (NYS OMH SOC Grant)	<b>\$ 19,294</b>
<b>ERTC</b> (Employee Retention Credit, IRS)	<b>\$ 388,953</b>
<b>Other</b> (NYS DOH e-FMAP; NYS HCW Bonuses; NYS OMH Grants, NCBHN Close Out Refund)	<b>\$ 244,111</b>
<b>Fund Development</b> (Restricted & Unrestricted)	<b>\$ 107,933</b>
<b>Interest Income</b>	<b>\$ (89,848)</b>

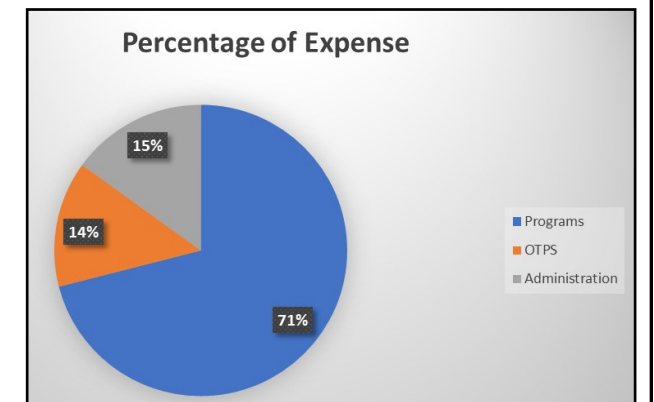
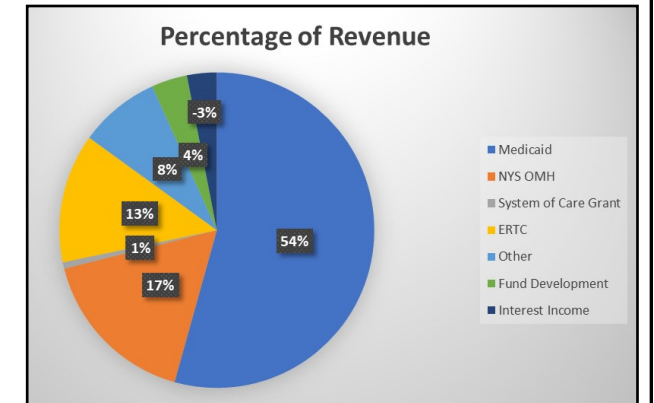
**Total Revenues** **\$2,759,065**

### Expenses

<b>Programs:</b> (Health Homes, CFTSS, HCBS, Family Support, Other, Staff Salary & Benefits, Flex \$, Staff Mileage and Training, etc.)	<b>\$1,795,744</b>
<b>OTPS:</b> Occupancy, Insurance, Equipment, Supplies, Telephone, etc.	<b>\$ 354,090</b>
<b>Administration</b>	<b>\$ 379,383</b>

**Total Expenses** **\$2,529,217**

**Net Revenues** **\$ 229,848**





## Financial, Compliance, IT and Human Resources Report:

2022 was a year of change and improvement in all of these departments!

### Finances:

- Continued to work with DALLE Accounting for our fiscal needs
- Billing through our new EHR System, Netsmart. Now a much smoother, timely process
- Clean fiscal audit, all electronic
- Investment Account took a loss with a volatile Market this year
- Applied for ERTC (Employee Retention Credit) through the IRS, for Covid losses, should come in for 2023 and help with cash flow challenges
- Staff received the NYS Healthcare Workforce Bonuses, for working during Covid, in the amount of \$3,000 each, the Board supplemented job titles that did not qualify
- Board approved an Agency Budget for 2023 in the amount of \$3,006,371
- Hired an Administrative Assistant Position to help Sr. Admin. Staff

### Compliance & IT (Information Technology):

- Numerous Audits, all mostly error free. A Quality First Response Team of Staff is working diligently on our audit process
- NYS Office of Medicaid Inspector General (OMIG) instituted significant Compliance changes for all NYS Medicaid Providers – we will be making adjustments in 2023
- Instituted an Incident Management Committee
- Installed a Multi Factor Authentication System to increase our Cyber Security
- Quality Assurance staff working on Gaps in Care
- Working to improve our Data collection systems
- Migrated email server from in house to the cloud
- Developing a new Client Satisfaction Survey for 2023

### Human Resources:

- Robin Nelson now overseeing HR Dept.
- Changed Health Insurance providers
- Using ALERAPAY for our Flexible Spending Account
- Upgrade to our 401k system with increased match %
- Created a new staff benefit called, A Special Fringe Benefit - \$1500 for wellness items
- Changed payroll start and end dates to give staff more flexibility in scheduling their visits
- Switched 3 paid holidays to 3 Wellness Days, more flexibility for staff
- Working on updating Personnel Policies and Procedures
- Utilizing a mileage tracker system in Paycom as well as doing most of our on-boarding training of new staff through Paycom



JoAnne Caswell, CEO  
Robin Nelson, Chief Compliance/HR Officer

## 2023 Budget - \$3,006,371

**Medicaid: \$2,359,176  
(78.5%)**

- Health Home Care Management
- CFTSS
- HCBS

**NYS Office of Mental Health: \$492,195  
(16.4%)**

- Family Peer Support; Outreach; OMH Transformation; Flexible Service \$; Non Medicaid Care Management; Recreation/Fitness; Respite

**Fund Development: \$155,000 (5.1%)**

- Board Fundraising
- Grants
- Contracts
- Foundations

## 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 Deb Mitchell at Families First, for corrections.

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# Annual Giving Report - (continued)

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

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 Claude and Wanda Turner  
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 Helene and Larry Vanderburgh\*\*  
 Kitty Wagner  
 Linda A. Warner\*  
 Rita Warren  
 Mona White

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 Trisha Forrest  
 Anne Griffin  
 Richard Kelly  
 Winky Thomas  
 Helen Paul (realized)  
 Jamie Paul Clark (realized)  
 Henrietta Thomas (realized)  
 Nicholas and Carol Muller (realized)

## Tribute Gifts:

Clay and Sue Reaser -  
**In Memory of - Tim Barnett**  
**- Steve Gelatt**  
**- Paul Mudie**

Lisa Anderson-Helbling, Ann Burgess  
 Cammack, Karen Dalton, Marilyn Day,  
 Jacob Dresden, Maureen Ecclesine,  
 Elizabethtown Community Hospital,  
 George and Libby Pataki, Warren Ginn,  
 Norma Goff, Craig and Linda Hacker,  
 Jill Neeley and Greg Owens, John  
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 Mrs. C.L. Powell, Jr., Rob and Lou  
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 Taylor, Megan Murphy and Eric Teed,  
 Jan and Jane Terlouw, Luvie A. Tuller -  
**In Memory of - Margie Emery-Ginn**

Lawson Allen -  
**In Honor of - Sharon Cook**

Catherine Conover Covert -  
**In Honor of - Scottie Emery-Ginn**

Linda Miller Clark -  
**In Honor of - Paul Mudie**

Fred & Sheila Kapper -  
**In Honor of - Barb White**

Maureen Ecclesine -  
**In Celebration of - Delia & Kip  
 Thompson**

**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.

**In 2022, Families First provided, Turkeys and Grocery Store Gift Cards to 111 families.**

## Thanksgiving:

Anonymous  
 Bob and Carole Harsh  
 Bouquet Liquor Store - Terry McDougal  
 Charles and Delia Thompson  
 Clay and Sue Reaser  
 Clorinda Moore  
 Daphne Hallowell  
 Don Cornell  
 Dr. and Mrs. Karin DeMuro  
 Hairs the Place  
 Hildegard Moore  
 Jackie and Skip Andrade  
 Jim Kinley and Mary Bell  
 Karen and Robert Ashline  
 Keene Valley Congregational Church  
 Ken White  
 LuAnne and Stacy Pulsifer  
 Maria Stitt  
 Mary and Bill Michelfelder  
 Meg Montgomery  
 Mold - Rite Plastics  
 Monette Stephens  
 Nancy MacArthur  
 Richard and Joan Kelly  
 Susan Hughes  
 Terence and Mary Jane Lamb  
 Thomas and Hillary Stransky  
 Tracey Colby  
 United Church of Christ

## Christmas:

Adirondack Bank  
 Mary Elizabeth Alexander  
 Robyn and Chris Anson  
 Tammy Anthorp  
 Sara Arnold  
 Karen and Bob Ashline  
 Megan and Nate Balanger  
 Janelle Bausman  
 Mark Bealor  
 Tammy and Marvin Bechard  
 Belden Property Management  
 Mary Bell  
 Noelle Bessette  
 Jody Bevilacqua  
 Peter Casanova and Will Booth  
 Sarah Breeyear  
 Briggs, Edward - Diamond Comic Distributors  
 Catholic Communities of Elizabethtown,  
 Willsboro and Westport  
 Champlain National Bank  
 Chazy Westport Communications  
 Allan Clark  
 Amy Connor  
 Barry and Sharon Cook



Vivian Reiner from the UCC Church in Elizabethtown, NY



Nancy McArthur, from the KVCC Church, handing off some Turkeys to Families First Staff member, Deb Mitchell

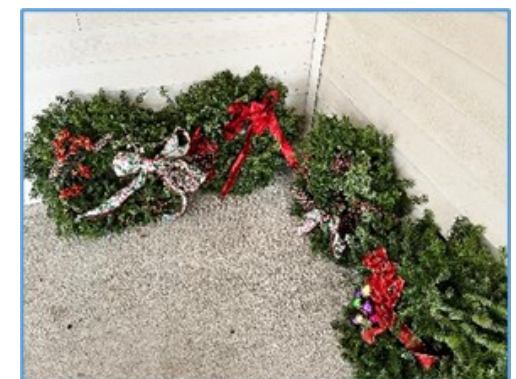
## Christmas - (continued)

Alicia Coon (Alicia's Salon)  
 Jessica Crane  
 Janet Cross  
 Debra and John Cully  
 Dr. and Mrs. Karin DeMuro  
 Jackie Deyo  
 Donna Farrell  
 Lynette Ferguson  
 Fitness Revolution  
 Brian Gay  
 Marie and Don Gijanto  
 Sharon Haseltine  
 Tracie Hennessey  
 Hans Himelein and Janice Kyle  
 Katie Huber  
 Fred and Sheila Kapper  
 Linda Hudson  
 Jo Husslein  
 Whitney Jackson  
 Michelle Janisse  
 Jim Jacquish  
 JP Waste Management  
 Mark Kazmierczak  
 Keene Fitness  
 Keene Central School  
 Keene Town Clerk  
 Leslie Kopec  
 Tonya and Don LaFrance  
 Judy Martin  
 Raymond and Nina Matteau  
 Jessica McDonough  
 Ginny Miller  
 Stephanie Miller  
 Mold Rite MPR Solutions  
 Mountain Lake Services  
 Mountain Riders LLC  
 NBT Bank  
 Kasey and Don Paige  
 Jay Haws and Steve Pounian  
 Marlene Prescott  
 Brittany Pucci  
 Tony and Pam Pucci  
 Sasha and Paul Pulsifer  
 Brittany Purdy

## Christmas - (continued)

Debbie Rafferty  
 Clay and Sue Reaser  
 ROOST Lake Placid Chamber of Commerce  
 Wolfgang Schachenmayr  
 Martine Schachenmayr-Dolnet  
 Lisa and John Sheehan  
 Carolyn Sicher  
 Crystal Staepel  
 William and Mary Ellen Shakun  
 Kristi Stanton  
 Maria Stitt  
 Thomas and Hillary Stransky  
 Sun Community News  
 Krissy Thompson  
 Charles and Anne Turek  
 John Warhol  
 Tom Ruby and Kasey Warren  
 Ken White  
 Kayleigh Wojewodziec

In 2022, gifts were distributed to 112 families (with 324 kids) throughout the region. In addition the Adirondack Garden Club made and donated 40 wreaths that were given to local families.



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

