



2015 accomplishments



**Expansion of our Behavioral Health Program** to include Psychiatric Nurse Practitioner, Clint Emmett.



**Provided primary care services** for more than 12,000 area residents. Conducted more than 48,000 office visits.



**Quality Awards** – Received recognition from commercial and government health insurers for the quality of care provided to our patients.



Obtained nearly \$3 million in **pharmacy assistance** for CCFHS patients.



Obtained a large federal grant to further **expand access to oral health care** for area residents.



**Substance Abuse** – Worked in collaboration with other providers to implement prevention, treatment and recovery strategies to address opiate abuse.



Formed a partnership with Androscoggin Valley Hospital and other health care organizations to participate in a newly formed **Accountable Care Organization (ACO)**.



Worked in collaboration with the Appalachian Mountain Club and the University of New Hampshire Extension Service to **address childhood obesity**.



**Tele-Health** - Formed a partnership with Dartmouth-Hitchcock Medical Center to offer pediatric neurology consultation providers via video conference link.



**RESPONSE** – Provided advocacy and support services to 984 survivors of Domestic Violence and/or Sexual Assault. Provided more than 1500 nights of shelter.



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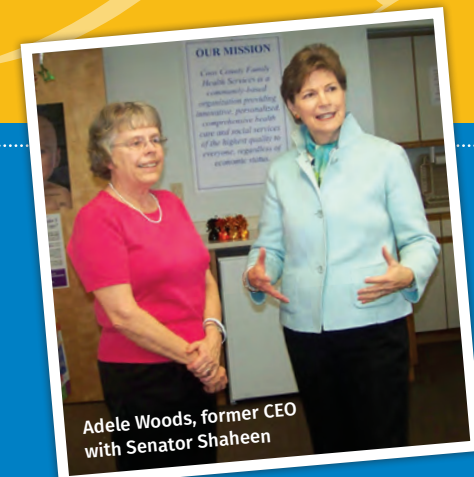
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Nicole Lukaszewski	
Loretta Morrissette, CPHDH	
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Luc Raymond	

*Service to the community.*

Annual Report 2016



Adele Woods, former CEO with Senator Shaheen

This Annual Report is dedicated to Adele Woods for her more than three decades of service to Coos County Family Health Services and to the greater Berlin-Gorham community. Adele's leadership was instrumental to the growth of the organization, and made a positive difference in the lives of many area residents.

**Locations**

<b>Pleasant Street</b> 133 Pleasant Street Berlin, NH 03570 (603) 752-2040	<b>Page Hill</b> 59 Page Hill Road Berlin, NH 03570 (603) 752-2900	<b>Gorham</b> 2 Broadway Street Gorham, NH 03570 (603) 466-2741
<b>RESPONSE-Berlin</b> 54 Willow Street Berlin, NH 03570 (603) 752-5679	<b>RESPONSE-Groveton</b> 3 State Street, Suite 3 Groveton, NH 03582 (603) 636-1747	<b>Willow Street (Admin)</b> 54 Willow Street Berlin, NH 03570 (603) 752-3669

Dear Friends and Neighbors:

Service to the community is one of the founding principles upon which Coos County Family Health was established. Since opening our doors nearly forty years ago, we have been dedicated to the goal of improving the health and well-being of North Country residents.

Over the years we have grown larger in response to the needs of the individuals and families we serve, but regardless of our size, our focus has remained the same – ensuring that all people in our community have access to health care regardless of their income or insurance status, and that each of our patients received personalized care and attention of the highest quality.

2015 was a significant year in the history of our organization. Perhaps most importantly, Adele Woods, who guided the organization for more than three decades, retired after a long and distinguished career of service to the community. Adele's leadership was instrumental to the growth of the organization, and her contributions to our success cannot be overstated.

Much of our work in 2015 was devoted to addressing the impact of narcotics abuse in our community. Our Chief Operating Officer, Patty Couture, and Medical Director, Dr. Bill Gessner, led our organization's efforts to reduce the amount of narcotics being prescribed for chronic pain. And, in partnership with many state and local organizations, we worked on a variety of prevention and treatment initiatives designed to address this difficult problem.

During the year we also received national recognition by the Health Resources Services Administration for the quality of care we provide, secured a large federal grant award to expand our oral health program and, in partnership with Dartmouth Hitchcock Medical Center, began making tele-health services available to children with special health needs.

We're excited about what the future has in store for the region, and are honored to be able to continue to serve North Country residents. We welcome your thoughts and ideas about how we can improve our services, and better meet the needs of area residents. Please feel free to contact me at anytime.

Sincerely,

Ken Gordon, *Chief Executive Officer*

603-752-3669  
kgordon@ccfhs.org



#### INDIVIDUAL DONORS

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Lucie Demers	Bridget Laflamme		Steven Winer & Margaret Landsman
	Maurice Laflamme		Adele Woods
			Wyman Family Fund

#### ORGANIZATIONS, CORPORATIONS OR FOUNDATIONS

Church of Latter-Day Saints	Douglas Huntley, DMD	North Country Dental	Proctor & Gamble/ Oral-B
Coos Eye Care	Roland Montminy, DMD	Northeast Delta Dental Foundation	Randolph Church Benevolence Fund
Forsyth Institute	Mt. Washington Summit Road Co.	Norbert R. Roy Revocable Trust	Retired Senior Volunteer Program
Gill's Flowers, LLC	New Hampshire Charitable Foundation	Northway Bank	White Mountains Community College
Gorham Family Dentistry	New Hampshire Masonic Charitable Foundation	Oral Health America	
HNH Foundation			

#### RESPONSE TO DOMESTIC VIOLENCE

Allied Orthotic Labs	Cooper Cargill Chant	New Hampshire Grange	<i>The Conway Daily Sun</i>
Androscoggin Valley Hospital-Medical Staff	Corrigan Screen Printing	Northern New Hampshire Correctional Facility	Town & Country Motor Inn
Berlin Emergency Medical Services	Edward Jones Financial	St. Paul Lutheran Church Women	Verizon Wireless/ HopeLine
Berlin Police Department	Fleury-Patry Funeral Home	Tassey Group	Women's Fund of New Hampshire
Bryant Funeral Home	Granite United Way	Taurus Financial	
	Keene Medical Supply		
	Mountain Fire Pizza		



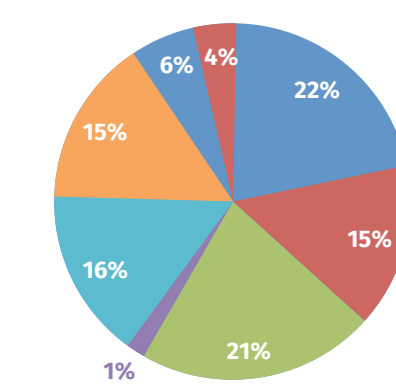
# Giving

FROM JANUARY 1 TO DECEMBER 31, 2015

## Financials

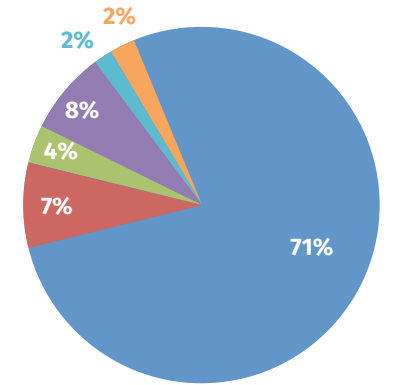
#### Revenue

Medicare	2,236,059
Medicaid	1,495,856
Commercial	2,180,174
Uninsured	93,694
Pharmacy (Net)	1,583,114
Federal Grant	1,574,979
State Grants	634,220
Private Grants/Other	367,265
<b>Total Revenue</b>	<b>10,165,361</b>



#### Expenses

Salaries and Benefits	7,621,423
Supplies	799,098
Occupancy	376,438
Purchased/Professional	805,154
Bad Debt	191,378
Depreciation	230,107
Other	679,071
<b>Total Expenses</b>	<b>10,702,669</b>



#### As of December 31, 2015

#### ASSETS

##### CURRENT ASSETS

Cash	1,998,348
Patient Receivables (Net)	779,937
Grants/Other Receivables	958,276
Prepaid Expenses/Investments	112,351
<b>TOTAL CURRENT ASSETS</b>	<b>3,848,912</b>

##### FIXED ASSETS

Land, Buildings & Improvements	3,362,327
Furniture, Fixtures, and Equip.	1,773,619
Accumulated Depreciation	(2,729,846)
<b>NET FIXED ASSETS</b>	<b>2,406,100</b>

##### TOTAL ASSETS

**6,255,012**

#### LIABILITIES & NET ASSETS

##### CURRENT LIABILITIES

Accounts Payable	121,112
Accrued Expenses	578,230
<b>TOTAL NET LIABILITIES</b>	<b>699,342</b>

##### LONG TERM LIABILITIES

**686,448**

##### NET ASSETS

Unrestricted Net Assets	4,731,577
Temporarily Restricted Net Assets	113,348
Permanently Restricted Net Assets	24,297
<b>TOTAL NET ASSETS</b>	<b>4,869,222</b>

##### TOTAL LIABILITIES & NET ASSETS

**6,255,012**