



North Country
Family Health Center



Our Community Healthcare Heroes

Proudly Standing Behind Health Centers

Thank You
North Country
Family Health Center
Healthcare Heroes



A Word From the CEO . . .

Throughout the history of this organization, we have faced many challenges many of which have threatened our financial sustainability. The COVID-19 pandemic threatened the organization and its staff, along with the entire healthcare system, like no other challenge we have faced in our history. Looking back on 2020, I am pleased to say we have weathered the initial impact of the pandemic, with service delivery closures and a 65% reduction in visits, and are moving forward with a renewed sense of organizational purpose and the imperative role public health plays in our community's health and wellbeing. We have also reenergized our commitment to innovation in service delivery and have leveraged technology to change how we go about our work.

In July, NCFHC celebrated a decade of expanding access to care via the use of telemedicine. In our rural region of the country, telemedicine has provided our patients with timely access to specialty providers. The COVID-19 pandemic has propelled this service delivery model into widespread usage across the healthcare system – from primary care to behavioral health services. At the height of the pandemic, over 1/3 of our visits were being provided via telemedicine. As an organization, we immediately adapted to this service delivery platform as a means of keeping patients engaged in their care while ensuring their safety remained our top priority.

Additionally, like so many other organizations, we quickly adapted to a virtual workplace. Our WIC Department moved entirely virtual in March and continues to provide services to our WIC families remotely to ensure their safety. Within six months of remote work arrangements for our Finance Department, the majority of the Department permanently moved to remote work which allowed us to implement an expansion plan to increase the footprint of our dental clinic at our main location in Watertown. Furthering our commitment to technology innovation and utilizing technology as a tool to allow our staff to work more efficiently and effectively, we made the decision in May to transition our electronic health record system and went live with two new systems, one for medical and behavioral health and one for dental, in October and November.

The pandemic has also highlighted the important role collaboration can play during challenging times. We are proud to have worked with other community health centers throughout New York State, public health departments, school districts, and higher education institutions on various initiatives focused on supply chain, training, work flows, and ensuring those in need not only had access to care but to COVID-19 testing. In July, we began a mobile COVID-19 testing program which is open to anyone in the community – not just patients of NCFHC; in October, we began work with SUNY Upstate Medical University to offer pooled saliva surveillance testing to students at Jefferson Community College; and in November, we began work with Jefferson County Public Health to prepare for expanded testing within local school districts.

2020 has also brought to the forefront of our discussion a national conversation about race and equality. Our organization was built on a foundation of equality, inclusivity, and compassion. Nearly fifty years ago, community organizers came together to develop a model of care that opened doors and hearts to low income children and offered a solution to make healthcare accessible in our rural communities. Five decades later our mission has been expanded to serve adults as well. However, our values remain the same today as when we started in 1971. We are committed to ensuring equality in healthcare delivery; ensuring all individuals – regardless of race, ethnicity, income, insurance status, religion, age, nationality, gender identity, or sexual orientation – are welcomed into our doors. We are proud to be the North Country's Community Health Center and are incredibly appreciative of the community's continued support.



**Joey Marie Horton, MBA
Chief Executive Officer**

A handwritten signature in blue ink, appearing to read "Joey M. Horton".

NCFHC Welcomes Pediatrician & Dentist in 2020

Diane Keating Jones, D.O., F.A.A.P., pediatrician, joined the Health Center in August and will provide care for newborns through young adults age 21. Dr. Jones completed her undergraduate education at Canisius College, Buffalo, New York in 1997 and then received her Doctor of Osteopathy from New York College of Osteopathic Medicine, Westbury, New York in 2001. She completed her pediatric residency at the Women & Children's Hospital of Buffalo in August 2004 and it was there she was awarded the Outstanding Resident Teaching Award in June 2002. Dr. Jones is certified by the American Academy of Pediatrics, is a member of the Academy, and too is a member of the Jefferson Physician Organization. Prior to joining NCFHC she was the Medical Director of Pediatrics at Carthage Area Hospital; and was Chief of Pediatrics at Guthrie Clinic at Fort Drum from 2004-2015.



Diane Keating Jones, D.O.
Pediatrician

"What attracted me to North Country Family Health Center is not only the quality of care provided to our patients, but the access to care that children and their families have."



"I am very excited to have the opportunity to work in my home community. I look forward to educating families on the importance of preventative dental care - it affects so much of one's overall health."

Kathleen Bacsik, DDS

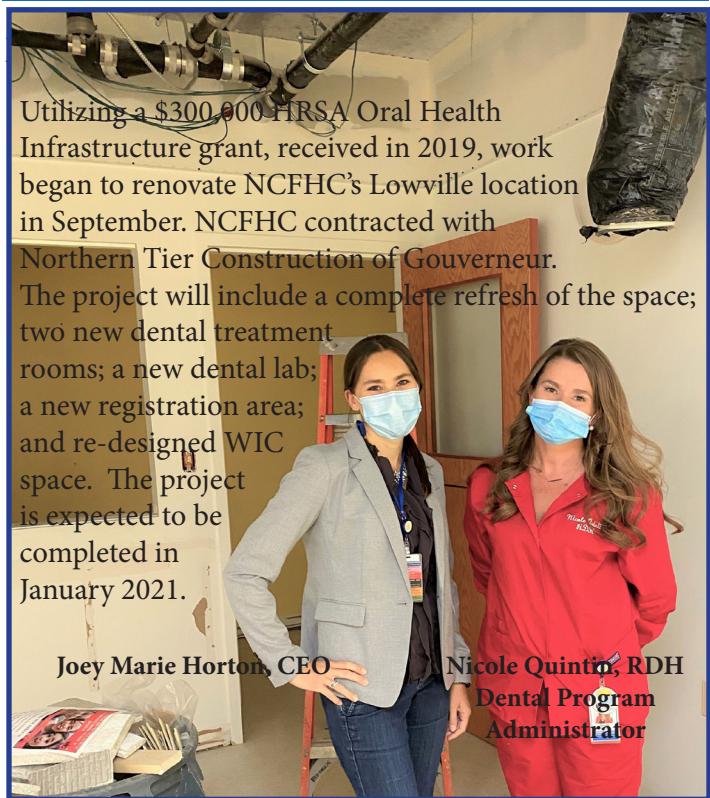
Kathleen A. Bacsik, DDS, joined the Health Center in October. Dr. Bacsik, a native of Watertown, joins the Health Center's five other community-based dentists and will join them in providing care at both the Health Center's Watertown dental office and at the Evans Mills dental office. She completed her undergraduate education at the State University of New York at Albany in 2014 and then received her Doctor of Dental Surgery from the State University of New York at Buffalo, School of Dental Medicine in 2018. She completed her General Practice Residency at the Erie County Medical Center in Buffalo in 2019. Dr. Bacsik is a member of the American Dental Association; American Dental Political Action Committee; and American Dental Education Association.

NCFHC Opens Fourth Community-Based Health Center



In early March 2020, NCFHC opened its fourth community-based health center site on the campus of Jefferson Community College. Providers **Robin Frost, RPA-C; Erica Freeman, LCSW-R; Johnna Pupillo, LMSW; and Roxanne Turturro, LCSW-R** provide medical and behavioral health services not only to faculty, staff, and students on campus but also to members of the community. The Health & Wellness Center is open from 8:30 a.m. - 4:30 p.m., Monday through Friday. Scheduled, same-day, and walk-in appointments are available by calling 315.786.1042.

Lowville Renovation Project



Utilizing a \$300,000 HRSA Oral Health Infrastructure grant, received in 2019, work began to renovate NCFHC's Lowville location in September. NCFHC contracted with Northern Tier Construction of Gouverneur.

The project will include a complete refresh of the space; two new dental treatment rooms; a new dental lab; a new registration area; and re-designed WIC space. The project is expected to be completed in January 2021.

Joey Marie Horton, CEO

Nicole Quinto, RDH
Dental Program
Administrator

NCFHC offers high quality, patient-centered healthcare to anyone who needs it -- regardless of race, ethnicity, income, insurance status, religion, age, nationality, gender identity, or sexual orientation. NCFHC is a Patient-Centered Medical Home and a Federally Qualified Health Center. Both are designations that reflect quality of care, a commitment to breaking down barriers to care, and providing access to all.

Our Services:

- Family medical care for children and adults including primary and preventative services and treatment of chronic diseases. The care is comprehensive, including integrated behavioral healthcare, health education, and substance abuse screening and treatment - all provided within our two offices in Watertown.
- Dental care for children and adults provided in Watertown, Lowville, and LeRay.
- School-based medical, dental, and behavioral health services for students in the South Jefferson and Watertown City School Districts. School-based dental services are also provided to students in Alexandria Bay, Copenhagen, Lowville, Lyme, and South Lewis schools as well as at Jefferson-Lewis BOCES.
- Healthcare for All is a special initiative that reaches out to individuals who are homeless and those in housing conditions that are unstable - providing them with healthcare and case management services.
- Healthy Outcomes is a pregnancy program that serves high-risk pregnant women and parenting men by providing support, education, and assistance to secure basic needs so high-risk families can focus on their overall health and the health of their baby.
- WIC issues electronic benefit cards for nutritious foods as well as provides nutrition counseling to Women who are pregnant and breastfeeding, Infants, and Children under age 5. WIC services are offered in Jefferson and Lewis Counties.
- Insurance enrollment assistance provided by an application counselor who assists individuals to enroll in Medicaid and Medicaid Managed Care plans, Child Health Plus, and insurance plans offered by the New York State of Health Marketplace.

Finances:

An independent auditor's report to the NCFHC Board of Directors in June 2020 found the agency in full compliance with all major program requirements and federal award regulations. The audit report found no deficiencies of internal control or material weaknesses. The below is based on the fiscal year of January 2019-December 2019.

Statement of Financial Position		Statement of Activities	
Assets		Program Revenue	
Cash.....	\$ 3,858,157	Medicaid/Medicare.....	\$ 3,473,161
Patient Service Receivable	549,497	Third Party Payors and Self Pay	1,342,918
Grants/Contracts Receivable.....	248,805	Grant and Contract Revenue.....	4,870,682
Prepaid Expenses.....	23,634	340B Revenue.....	253,602
Property & Equip.	3,350,907	Miscellaneous Income.....	546,825
TOTAL Assets	\$ 8,031,000	TOTAL	\$ 10,487,188
Liabilities		Expenses	
Accounts Payable	\$ 509,078	Primary/Preventative Healthcare	\$ 7,564,761
Accrued Liabilities	434,707	Nutrition	974,071
Due to Funding Sources	223,516	Management/General.....	1,870,914
Short Term Debt	255,361	Fundraising.....	20,170
Long Term Debt.....	385,167	TOTAL	\$ 10,429,916
TOTAL Liabilities	1,807,829	Change in Net Assets from Operations.....	57,272
NET Assets.....	6,223,171	Non-Program Revenue	
TOTAL Liabilities & Net Assets	\$ 8,031,000	Contributions.....	115,981
		Miscellaneous Income (Expense).....	44,443
		CHANGE IN NET ASSETS.....	\$217,696

Board of Directors

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Administrative Offices & Watertown Family Health Ctr.

238 Arsenal Street
 Watertown, NY 13601
 315.782.9450

Health & Wellness Center at JCC

1220 Coffeen Street, Bldg. 17
 Watertown, NY 13601
 315.786.1042

LeRay Family Dental

26908 Independence Way
 Suite 202
 Evans Mills, NY 13637
 315.782.2628

Lowville Family Dental

7785 N. State Street
 Lowville, NY 13367
 315.376.4500

School-Based Health Centers

South Jefferson Ctrl. School District
 Watertown City School District

School-Based Dental Only

*Alexandria Central School District
 *Copenhagen Central School District
 *Jefferson-Lewis BOCES
 *Lowville Academy & Central Sch. Dist.
 *Lyme Central School District
 *South Lewis Central School District

WIC Offices

238 Arsenal Street
 Watertown, NY 13601
 315.782.9222

26908 Independence Way, Ste. 200
 Evans Mills, NY 13637
 315.782.9222

7785 N. State Street
 Lowville, NY 13367
 315.376.6427

Additional 2020 Highlights:

- Granted five quality awards from the Health Resources and Services Administration (HRSA) in August for clinical quality improvement, healthcare access enhancement, health disparities reductions, advancing health information technology for quality, and patient-centered medical home (PCMH) recognition.
- Implemented CareMessage a new call reminder system in early March across all clinical services. The program reminds patients of their scheduled appointments as well as the importance of scheduling preventative care appointments.
- Implemented a comprehensive quality improvement campaign in 2020 that focused on increasing access to diabetic eye exams for patients with Diabetes; increasing access to mammograms by hosting the Upstate Mobile Mammography van several times on site; increasing access to colorectal cancer screenings by delivering test kits directly to patients' homes; enhanced scheduling for well women exams to increase access to cervical cancer screening; and implementing a Care Coordination Discharge Program with UnitedHealthcare to assist patients who had recently been hospitalized or visited the emergency room by providing care coordination services including assistance with scheduling follow-up appointments, obtaining prescribed medications, and transportation.
- Focusing on healthcare data, our Quality & Value-Based Programs Department implemented a Patient Risk Stratification Program to assess patient risk levels to determine which patients can best be served by our Care Management/Care Coordination outreach and support.
- Welcomed three new LMSWs to the Behavioral Health Department to enhance access to behavioral health services throughout our service delivery sites.
- Collaborated with the Northern NY Behavioral Health Network to apply for FCC funding to expand our telemedicine offerings to patients. Utilizing grant funding, the Health Center purchased a mobile telemedicine device allowing staff to bring telemedicine to patients' homes. Additionally, with HRSA funding the Health Center was able to purchase two vehicles to provide mobile services to patients and to transport patients as needed.
- In May, the WIC Department implemented an expanded New York State food list for participants giving families more options and variety in their healthy food choices.



Times of crisis teach us to take a step back and reflect on what we have to be thankful for. We are incredibly grateful to the amazingly dedicated individuals who make up the North Country Family Health Center Team. Individuals who put fear aside and stepped up to care for patients in need during a pandemic and those who have worked tirelessly to ensure this organization remained agile and stable during constant uncertainty.

Thank you to the NCFHC Team for living our mission and vision each day.

Sundance Leisure Supports NCFHC

Brian and Mary Fraser, owners of Sundance Leisure, Watertown, have supported the mission of North Country Family Health Center for over 5 years. Their commitment and dedication to the Health Center was on display this summer when they, along with the staff at Sundance, organized a month long “socially distanced” fundraising event for NCFHC. When asked why they continue to help support the work of the Health Center, they replied, “We support a variety of organizations in Jefferson County, but feel the Health Center is one organization that makes the most impact on so many lives locally - as a part of the local school systems, expanding medical services in the most rural of areas, and most importantly this year the work they have done providing care during the pandemic.”

**At Center Madeline Felice,
Adams Center**



Jim Gunter, Oswego

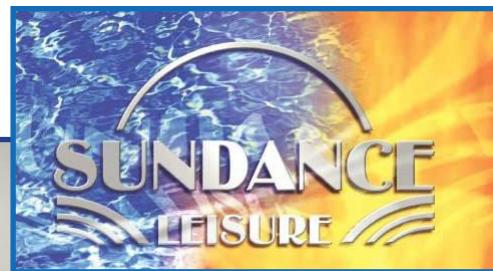
Congratulations to Madeline Felice, Adams Center, and Jim Gunter, Oswego, who both received a \$2,000 gift certificate as part of the Sundance month long fundraiser.

Happy Retirement Jeanne Emery, PsyD



At left, Erin Cooney, LCSW-R, School-Based Behavioral Health Provider; center, retiree Jeanne Emery; and at right, Roxanne Turturro, LCSW-R, Community-Based Behavioral Health Provider.

Jeanne Emery, Psychologist, was presented with a retirement plaque and flowers on Tuesday, January 28th at the Behavioral Health monthly staff meeting. Jeanne was instrumental in commencing the Health Center's Behavioral Health Program in 1993. She dedicated her time and talent to the Health Center and served hundreds of families in her 27 years with the organization.



“We are lucky to have a local Community Health Center that cares about the families who live and work in our rural communities.

The Health Center is a “medical family” taking care of local families in need.” Brian & Mary Fraser

Congratulations to Julie McDermott for 40 Years of Service

On May 1, 1980, Julie McDermott began her career at The Children's Clinic . . . now, 40 years later, she is celebrating a milestone with her co-workers at NCFHC. Julie has held a variety of positions over her 40 years with the Health Center and is responsible for all repairs at our facilities and purchases the essential items providers and staff use every day to provide care to our patients. Congratulations and thank you for your 40 years of service!



**Julie McDermott
Facilities Manager**

Unique Patients Served Each Quarter in 2020

- Q1
- Q2
- Q3
- Q4*
*Projected

