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YEAR END REPORT

North Country Family Health Center, Inc.

*Your Community Health Center Serving
Jefferson and Lewis Counties.*



www.NoCoFamilyHealth.org

A WORD FROM THE CEO

NORTH COUNTRY FAMILY HEALTH CENTER, INC.



JOEY MARIE HORTON,
CHIEF EXECUTIVE OFFICER

It is my pleasure to be sharing with you our 2023 Annual Report. As I write this year's Annual Report, I am reminded of how far we have come as an organization since I stepped into this role back in October 2013.

A decade ago, this organization was struggling financially to keep its doors open. It is because of the strong community support from our partners, including Samaritan Medical Center and the Northern New York Community Foundation, as well as the dedication of our amazing staff, that we were able to create a financially sustainable business model that is stronger today than it was a decade ago.

The tremendous progress that we have made in not only stabilizing the organization's operations but in growing to meet the needs of those in our community within the last decade has been made possible by so many individuals and organizations within our community. 2023 is a year to reflect on the progress we have made over the last ten years and a time to express our gratitude to those in the community who played a part in making it possible.

North Country Family Health Center would not be here today serving over 16,000 individuals in over 17 locations in our community without the tremendous support of our community partners, our loyal donors, and our incredibly talented and dedicated staff. I continue to be inspired by the community's unwavering support of the Health Center and the dedication of our staff to prioritize the needs of our patients and the vision of a healthy community.

I am incredibly proud of where we stand today - as a stronger organization, even more dedicated to our mission of improving the health, wellness, and quality of life of individuals in our community by providing accessible, high quality, affordable, patient-centered, and integrated health services. Everyday our staff witness the importance of having a patient-centered and integrated model of healthcare, one where everyone is treated with dignity and respect and barriers to care are removed. I know that our model of integrated, patient-centered care is helping to create a healthier community and I am beyond grateful for each individual and community partner that makes this vision a reality.

I hope you find the enclosed 2023 Annual Report informative. Thank you for your continued support of North Country Family Health Center and our mission.



With gratitude,

A handwritten signature in black ink, appearing to read 'Joey Marie Horton'.

Joey Marie Horton, MBA
Chief Executive Officer



OUR SERVICES AND LOCATIONS



North Country Family Health Center (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 include:

- Family medical care for children and adults including primary care, preventative services, and treatment of chronic diseases. Our care is comprehensive, including integrated behavioral healthcare, health education, nutrition services, and substance use screening and treatment - all provided within our two offices in Watertown.
- Preventative and restorative 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 preventative 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 which provides support to individuals & families who are homeless or those in unstable housing - providing them with healthcare, case management services, and connecting them to community services.
- Healthy Outcomes Program serves high-risk pregnant women and parenting families by providing support, education, and assistance to secure basic needs, so they 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.
- Community health services including COVID-19 testing and vaccination to anyone in the community, regardless of patient status.
- 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. Our application counselor is available to anyone in the community, regardless of patient status.
- Transportation is a significant barrier for our patients, and we have seen month to month increases in the number of requests for transportation assistance from 2022 to 2023. We deliver household, personal care items, and food to our patients ensuring all of our patients' needs are met. We continue to leverage our valued community partners to provide transportation services as well as our staff conducting trips using agency vehicles. From January to October 2023 we have averaged nearly 300 calls per month for assistance and coordinated over 2,000 trips, over 200 of which were conducted by our staff. We have also been able to expand access to School-Based care in the South Jefferson Central School District through our transportation services. Through October 2023 we have transported nearly 300 students to our Mannsville and Wilson School-Based Health Center sites from the Clarke Middle/High School.

Main Campus: Administrative Offices & Watertown Family Health Center

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, Ste. 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



INVESTING IN THE HEALTH CENTER

Night on the River 2023



Doug & Debbie Dier, A.T. Matthews & Dier, Presenting Sponsors

The 24th annual Night on the River fundraiser was the Health Center's most successful event to date. Together, with Presenting Sponsor, A.T. Matthews & Dier and Erie Insurance, along with several local community businesses and our NoCo staff over \$70,000 was raised to help support NoCo's mission. Over 200 attendees enjoyed an evening of fun, friendship, and fundraising at the 1000 Islands Harbor Hotel in Clayton. Johnny Spezzano, Community Broadcasting, also lead the first live auction for the event.

"Our event continues to be a success thanks to the amazing generosity of so many local individuals and businesses who support our mission to improve the health and wellness of those in our community," comments Joey Marie Horton, Chief Executive Officer.



Save the Date . . . May 10, 2024

On Friday, May 10, 2024, we will celebrate our 25th annual Night on the River event at the beautiful 1000 Islands Harbor Hotel, Clayton. Mark your calendar and join us!

Interested in sponsoring or attending?

Contact April Fallon, Marketing & Community Relations Director, at afallon@nocofamilyhealth.org.



Donation & Endowment

Did you know the Health Center has an Endowment Fund? The North Country Family Health Center Endowment Fund was established at the Northern New York Community Foundation in 2021 to grow a consistent and permanent charitable fund that supports the Health Center presently, but more importantly forever.

What is an endowment fund?



An endowment fund is money set aside, and invested, to earn revenue to fund charitable activities and programs. An endowment fund benefits a nonprofit organization versus an individual. Gifts to an endowment support general operations, programs and services, capital projects, and more. It is the best giving option for donors who wish to meaningfully help the Health Center in perpetuity. Your donation, at any level, will help us continue our work and will provide accessible, affordable healthcare to your North Country neighbors.

It all starts with a conversation . . .

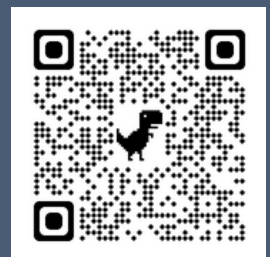


"We have lived in Watertown for over 55 years. During this time we watched the Children's Clinic blossom into what is now - North Country Family Health Center. We continue to be amazed at the range of services the Health Center provides our community. For many of our friends and neighbors the Health Center provides more than "just healthcare" -- it is a place of compassion -- for this, and a variety of other reasons, we will continue our support of their mission."

Judith and Patrick Pearson, Watertown

Help support our mission with an enduring gift, or a year end donation.

For more information please contact April Fallon, Marketing & Community Relations Director, at afallon@nocofamilyhealth.org or utilize this QR code.



MAIN CAMPUS RENOVATION



Rendition of the exterior of the Health Center's 238 Arsenal Street, Watertown location. The Health Center's exterior will be completed in December of 2023.

MAIN CAMPUS RENOVATION & EXTERIOR UPDATE UNDERWAY

The Department of Health approved the Health Center's construction and renovation project of its Main Campus facility at the end of April 2022. Northern Tier Contracting has been hard at work renovating and expanding our 238 Arsenal Street location! Construction is expected to be complete by the end of the calendar year.

The Main Campus construction and renovation project added 1,700 square feet to the north end of the Main Campus building. The expansion provided for 6 new exam rooms, a new patient bathroom, and new provider offices. The project will also include 900 square feet of renovations to the current clinical area including modifications of a clinical storage room, clean supply room, office space for clinical staff, and expansion of the lab.

The project also includes the creation of an outside testing area for convenient drive up COVID-19 testing as well as modifications to the building's exterior including new siding and windows.

In addition, renovation of 1,450 square feet of space in the basement created 9 additional offices for the Health Center's growing Quality & Population Health Department.

"The Main Campus renovation project is an investment in our community's health. We are thrilled to be able to expand our physical footprint while also modifying the current layout of our building to create additional patient care areas and space for our growing workforce. These critical investments ensure we are continuing to meet the needs of our patients and the community for years to come," comments Joey Marie Horton, CEO.



PEDIATRIC RENOVATION



6 new pediatric rooms within the addition.



OUR BRILLIANT TEAM

A WARM WELCOME TO THE NEWEST PROVIDERS ON OUR TEAM



Rina Yom, DDS
Main Campus



Meaghen Fitzpatrick
Dental Hygienist, Main Campus



Tricia VanCamp
Dental Hygienist, Main Campus



Michele Smithers, LMSW
Main Campus



Andrea Smith-
Hawthorne, LMSW
Main Campus



Caitlin Ely, LMSW
JCC Health &
Wellness Center



Andrea Turo, PA
School-Based
South Jefferson



Elizabeth Fry, LMSW
School-Based
Watertown



Congratulations on 30 Years

Donna Knowlton, Competent Professional Authority (CPA)/WIC Nutritionist, at North Country Family Health Center's Women, Infants, and Children program celebrated 30 years of service in January of this year. Donna is a dedicated and compassionate member of the WIC team; she provides nutrition and breastfeeding education to our WIC families. Donna is an advocate for referring WIC families to other local non-profits.

"I'm proud to be a part of one of the most friendly, caring, and helpful organizations in the North Country. After 30 years, I feel like NoCo is part of my DNA! Over the years I have developed great relationships with co-workers as well as with the families I have assisted. As I am preparing to retire in 2024, I am even more grateful for the friendships and memories I have made while at WIC. I will always advocate for WIC - it is a necessary and amazing Program for our local families." ~ Donna Knowlton, WIC



OUR BRILLIANT TEAM



Dr. Scott Stern receives the Jefferson County Community Health Hero award from (at left) Pat Fontana, Deputy Director, FDRHPO and (at right) Joey Marie Horton, CEO, NoCo.

Community Health Hero

Not every Community Health Center can say they have a “Community Health Hero” providing services to their patients, but at NoCo, we can. Family physician Scott Stern, MD, was awarded the 2023 **Community Health Hero** award by the Fort Drum Regional Health Planning Organization and the North Country Health Compass Partners on November 8, 2023. Dr. Stern was nominated not only for his work serving the most underserved in our community, but also his dedication to providing Medicated Assisted Treatment (MAT) services.

The Health Center has been offering its patients MAT services under the clinical leadership of Dr. Stern since the fall of 2016. MAT is not just a service that solely prescribes medication for patients with a substance use diagnosis, it integrates care - mental and physical health - to ensure we are holistically meeting patients’ needs. Dr. Stern has been instrumental in changing the stigma for receiving addiction treatment. Addiction does not discriminate - patients are from all socio-economic backgrounds and career fields, they are our neighbors, and our family members.

Health Center Quality Awards

In November, North Country Family Health Center was awarded the 2023 Health Center Quality Leader badge at the Silver level by the Health Resources and Services Administration (HRSA). This badge is based on our clinical quality measure performance for the 2022 calendar year and is awarded to health centers whose overall performance is among the top 11-20% of all health centers. NoCo was also awarded three other Community Health Quality Recognition badges. The Access Enhancer badge demonstrates the continued growth of our services and patients. The Health Disparities Reducer badge is awarded health centers that demonstrate improvement for at least one racial or ethnic group or achievement of national targets for all racial or ethnic groups served on selected clinical quality measures. Lastly, the Advancing Health Information Technology for Quality badge is given to those who actively utilize health information technology to provide services such as telehealth, to facilitate health information exchange, to collect data on patient social risk factors, and for engaging with patients.



SCHOOL-BASED HEALTH PROGRAM

Universal Pre-Kindergarten & The Primary Project

In 2023, school-based staff at NoCo helped coordinate services for Watertown City School District's **Universal Pre-Kindergarten Program** welcoming pre-kindergarten students into the School-Based Health Center sites. Pre-Kindergarten students have access to all services of the health centers - medical, dental, and behavioral health. Universal Pre-Kindergarten partners with the following community based organizations: Bright Beginnings Early Learning Center; Community Action Planning Council of Jefferson County; First Step Day Care, Inc.; Jefferson Campus Care; New Day Children's Center; The Treehouse Child Care Center; and YMCA Daycare. It is at these sites and at all Watertown City Elementary buildings that the Pre-Kindergarteners spend their days. In total, the Watertown City School District's Universal Pre-Kindergarten includes 13 sites with approximately 400 students in 31 classrooms.

In addition, the Health Center is providing mental health supervision through the **Primary Project** at Watertown City School District. The Primary Project is a school-based early intervention, prevention program designed to enhance school related competencies and reduce social, emotional, and school adjustment difficulties for children Pre-Kindergarten through third grade. NoCo is providing the mental health coordinator who oversees the Program's Primary Project Coordinator and Associate.

"Partnering with NoCo and the Primary Project coincides with our purpose of caring for the whole child - early intervention is the key," comments Beth Maurer, Pre-Kindergarten Administrator, Watertown City School District. "Not only will every child be in a "caring culture that fosters lifelong learners and responsible citizens" but they will be healthy in mind and body. We highly value the partnership with NoCo and are very thankful for our littlest learners and their families."



Photo: (L to R) Beth Maurer, Pre-Kindergarten Administrator & Primary Project Coordinator; Erin Cooney, LCSW-R, RPT-S, Mental Health Supervisor (NoCo Staff); and Karie Fitzgerald, Primary Project Child Associate.

School-Based Anniversaries

Faculty and staff at **H.T. Wiley School** joined School-Based Health Center staff to celebrate the health center's 20th anniversary at school. "We are thrilled to have celebrated 20 years of providing healthcare services at Wiley - a significant milestone not only for us, but for students who utilize our services at the school. Providing services directly where students are, in school, significantly increases access to care and allows our staff to focus on the importance of preventative healthcare and health education," comments Joey Marie Horton, Chief Executive Officer.



In addition to the H.T. Wiley celebration, staff at **South Lewis Central School District School-Based Dental Program** celebrated 5 years in early December too. Staff at school, and from the Dental Program, celebrated the convenience of having preventative dental services right at school. In school services range from dental screenings, cleanings, sealants, and fluoride treatments. Over 300 students utilize the South Lewis Program.

PATIENT VISITS AT SCHOOL

10,917 Student Visits

3,267 Students Enrolled

Check Out Our
School-Based Health
Commercial



WOMEN, INFANTS, & CHILDREN PROGRAM

In 2023, our Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) celebrated its 49th year providing nutrition counseling, health education, breastfeeding support, referrals, and supplemental food benefits. Over the summer WIC issued 1,520 Farmer's Market booklets to participants - allowing families to enjoy fresh foods all summer and into the fall. At the beginning of August WIC began offering both remote and in-person services at all sites.

"We were pleased to learn that, after polling our participants in August, many were excited for the opportunity to meet with our staff in person," comments Angel Carter, WIC Director. "However, so many were thankful that we continue to provide remote services for their family as it is a convenience for all. Staff thoroughly enjoyed welcoming participants back in-person."

WIC performed 24,184 visits from June 2022 through June 2023. On average, there are over 4,200 participants enrolled in WIC each month.



"It (WIC) is a huge help to our family, keeping fruits and veggies and healthy foods as a consistent party of our diet," comments a current WIC participant.



WIC enrollment is easy . . . scan your phone here.



Haven't visited our Facebook page or our Instagram page? Check them out along with our other social media platforms. If you have yet to "like" our pages please do. Also, we invite you to give us a review. Our dedicated staff work hard every day to make your experience a positive one!



LinkedIn



YouTube



Facebook



Instagram



Indeed



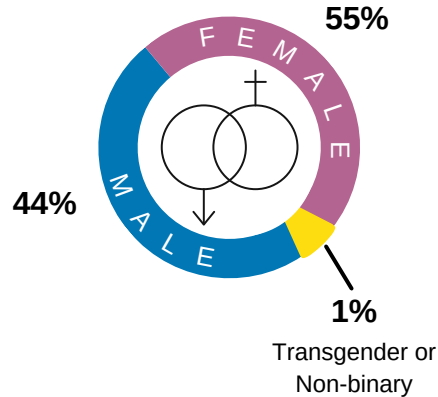
Google

FINANCES, PATIENTS, & VISITS

North Country Family Health Center provides services to individuals of all ages, payor types, and income levels. We strive to always provide high quality, integrated, patient-centered services and are proud to have been serving the community for the last 52 years.

AGE RANGE OF 2023 PATIENTS

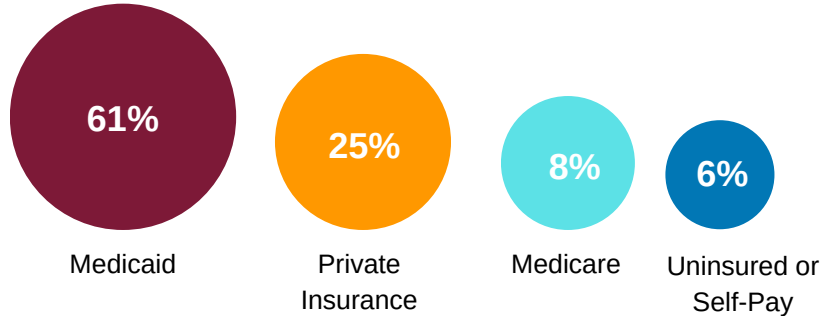
0 - 9 years: 3,773
 10-19 years: 4,223
 20-29 years: 1,766
 30-39 years: 2,030
 40-49 years: 1,603
 50-64 years: 2,036
 65 and older: 1,116



Total Unique Patients: 16,548*

*Projected for 2023

PAYOR MIX



January 2022 - December 2022

An independent auditor's report to the NCFHC Board of Directors in June 2023 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.

STATEMENT OF FINANCIAL POSITION

ASSETS

Cash	\$1,605,193
Patient Service Receivable	2,249,083
Grants/Contracts Receivable	1,891,018
Prepaid Expenses	89,255
Investments	3,020,894
Property & Equipment	4,217,120
Right of Use Assets	629,905
TOTAL Assets	\$13,702,468

LIABILITIES

Accounts Payable	\$601,918
Accrued Liabilities	1,499,695
Deferred Revenue	3,789
Short Term Debt	121,422
Current Lease Liability	213,622
Long Term Debt	1,989,978
Long Term Lease Liability	418,526
TOTAL Liabilities	4,848,950
NET Assets	8,853,518
TOTAL Liabilities & Net Assets	\$13,702,468

STATEMENT OF ACTIVITIES

Program Revenue

Medicaid/Medicare	\$5,046,648
Third Party Payors and Self Pay	1,823,817
Grant and Contract Revenue	6,856,201
340B Revenue	432,243
Miscellaneous Income	877,886
Paycheck Protection Program Loan Forgiveness	1,369,739
TOTAL	\$16,406,534

Expenses

Primary/Preventative Healthcare	\$10,830,941
Nutrition	1,030,322
Management/General	2,805,007
Fundraising	9,877
TOTAL	\$14,676,147

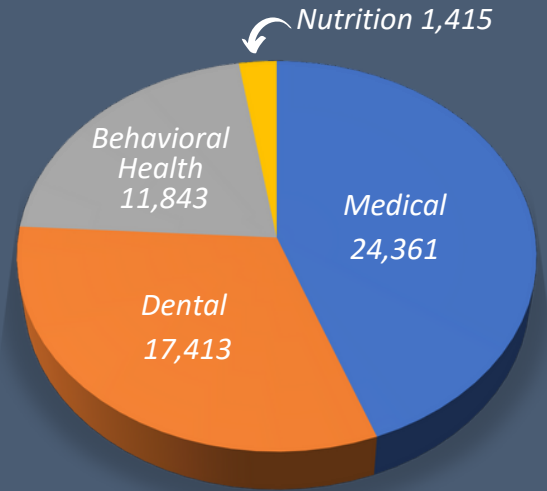
Change in Net Assets from Operations

1,730,387

Non-Program Revenue

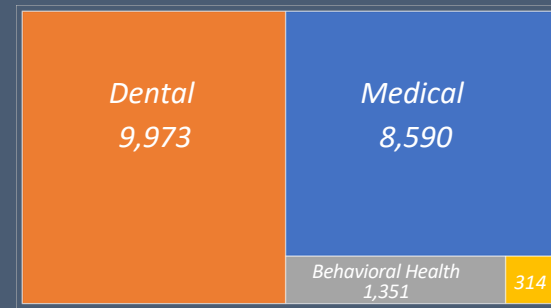
Contributions	70,002
Interest and Investment Income	78,836
Miscellaneous Income	66,414
CHANGE IN NET ASSETS	\$1,945,639

Patient Visits in 2023



Please note ~ above patient visits are projected for 2023.

Patients by Services



Please note ~ some of our patients may have received services in more than one service area.





NBC Watertown
Dining For Charities Donation



Community Health Care Association of NYS
Albany Advocacy Day



U.S. Senator Charles Schumer &
Dr. Scott Stern Presenting on the
Dangers Of Xylazine



NoCo's 2023 Heart Walk Team



Staff Participating in Happiness Advantage Training



Lowville Dental Staff Celebrating
National Health Center Week



Community Cup 2023



School-Based Staff Participating in the
Mental Health Awareness Walk



Spooktacular Trunk Or Treat 2023



Employee Picnic 2023

N^oCo North Country Family Health Center



Top row left to right: Angel Carter, Scott Casler, Adrienne Amell, April Fallon, Nicole Quintin, Stacey Town, & Heather Lupia.
Bottom row left to right: Jessica Jones, Barbara Fargo, Joey Marie Horton, Erin Hunter & Jana Shaw.

NCFHC Leadership Team 2023

Joey Marie Horton, Chief Executive Officer
 Dr. Jana Shaw, Chief Medical Officer
 Barbara Fargo, Clinical Operations Officer
 Erin Hunter, Chief Financial Officer
 Jessica Jones, Quality & Value-Based Programs Director
 Adrienne Amell, HR & Compliance Director
 April Fallon, Marketing & Community Relations Director
 Angel Carter, WIC Director
 Scott Casler, Information Technology Director
 Stacey Town, Revenue Cycle Management Director
 Heather Lupia, Primary Care Services Director
 Nicole Quintin, Dental Services Director

Board of Directors

Mark Gaines, President
 Eileen Snyder, Immediate Past President
 Leslie DiStefano, Vice President
 Jordan Jones, Treasurer
 William Couch, Secretary

Lindsay Baldwin
 Maxine Briggs
 Daniel Dupee
 Jeffrey Ginger
 Jan Macaulay
 Sarah Miletta
 Lynn Pietroski
 James Redmore
 Jesse Roshia
 Nancy Ruetten
 Cher VanBrocklin



North Country Family Health Center is a Federal Tort Claims Act (FTCA) deemed facility. North Country Family Health Center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health and or health-related claims, including medical malpractice claims, for itself and its covered individuals.