

2024 ANNUAL REPORT



HealthFirst
Family Care Center, Inc.
Heart of Our Community

Greeting from CEO

I am pleased to share HealthFirst Family Care Center's Annual Report for 2024 with you.

I would like to acknowledge and thank Julie Almond for more than 20 years serving HealthFirst and our community. Julie retired this winter, and I know we all will miss her dedication and quiet strength. I am humbled to step into her role as CEO of HealthFirst.

Community Health Centers have at their core the bedrock belief that everyone is entitled to healthcare. At HealthFirst we believe that serving our neighbors makes our entire community stronger. I am proud to report that in 2024, HealthFirst cared for 12,803 residents of Greater Fall River. Reflecting the demographics of our area, more than half of HealthFirst patients speak a language other than English at home. 75% earn less than 200% of the Federal Poverty level.

HealthFirst Family Care Center strives to be the Heart of our Community and in 2024 our focus was outside of our four walls. In March 2024, HealthFirst opened the area's first School-Based Health Center at Diman Regional Technical Vocational High School. At the school clinic students have access to medical and behavioral health services, including physical exams, acute needs, and therapy services. School-based health services are known to improve graduation rates and decrease absenteeism for students and working families. At the same time, HealthFirst attended more than forty-five partner organization events, launched a farmer's market, hosted nursing students from the University of Azores and distributed more than five hundred backpacks to Fall River students.

2025 looks to be an even more exciting year – one I am thrilled to be a part of! HealthFirst will continue to provide the highest quality medical, dental, and behavioral health services while identifying new opportunities to meet the needs of our neighbors. I encourage you to be a part of HealthFirst – as a patient, donor, community partner or simply interested neighbor. Please reach out, visit our Quarry St location, or just say hi when you see HealthFirst staff at Community Events. I am confident you will see why we call ourselves the Heart of our Community.

Be well,

A portrait of Lisa M. Jones, the CEO of HealthFirst. She is a woman with shoulder-length, wavy brown hair, wearing a light blue button-down shirt. She is smiling and looking directly at the camera. The background is a plain, light-colored wall.

Lisa M. Jones

Lisa M. Jones, MD, MBA
Chief Executive Officer

Greeting from the Board President

There are changes happening at Healthfirst. Our long time CEO Julie Almond retired at the end of the 2024 year She will be greatly missed by the management team, the staff at HealthFirst and the organization's Board of Directors.

The HealthFirst organization is well positioned to move forward though as Dr. Lisa M. Jones has been hired as Ms. Almond's successor. Dr. Jones has an impressive resume working in federally qualified community health centers and we are excited to welcome her here to HealthFirst.

The services that HealthFirst provides in the Fall River community are critically important. HealthFirst provides medical services to individuals in our community without regard to their ability to pay. But for HealthFirst, many of these individuals would go without medical care. No one should ever be in that position.

Over my tenure on the Board, I've been continually impressed by the staff at HealthFirst. Many have been with the organization for years. The pride that they show in their work and in the HealthFirst facility is clear. Above it all is a clear understanding that quality patient care is the number one goal of the organization.

I'm proud to serve as the Board President
at HealthFirst.



Roger A. Cabral

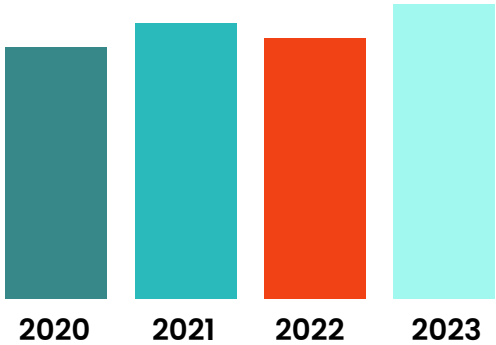
Roger A. Cabral
Board President



Financial Data for FY 2024

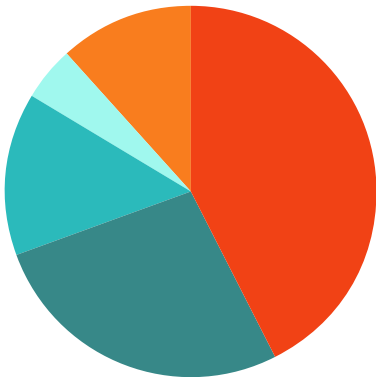
Unduplicated Patients

2020	11762
2021	12154
2022	11853
2023	12388



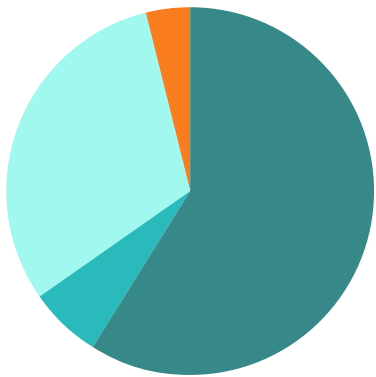
Revenue by Sources:

Patient Service Revenue	\$11,760,232
Grants	\$5,359,496
WIC Vouchers for Clients	\$2,402,652
Contracts	\$1,793,265
Other Revenues	\$257,298
TOTAL	\$21,572,943



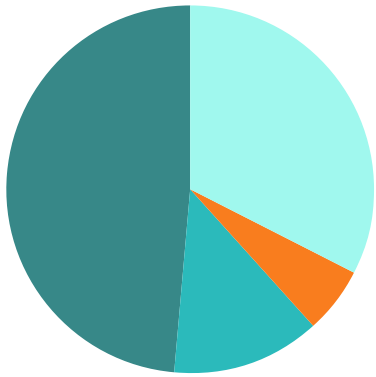
Expenses by Category:

Personnel	\$12,585,804
Facility	\$1,153,546
Operating Expenses	\$2,665,644
Direct Administrative	\$4,919,670
TOTAL	\$21,324,664



Visits by Category

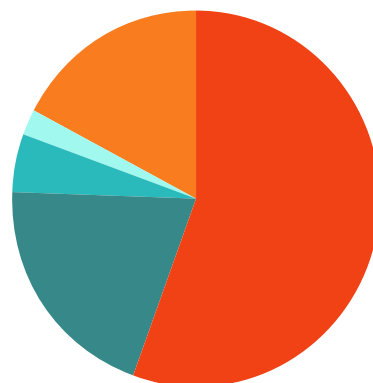
Medical & BH	37,055
Dental	6,448
WIC Nutrition Education	14,830
MA Benefit Enroll Assistance	5,147
TOTAL	63,480



By Federal Poverty Level

100% and below	55%
Between 101 - 150%	20%
Between 151 - 200%	5%
Over 200%	2%
Unknown	17%

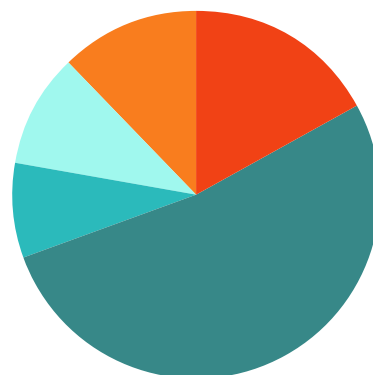
TOTAL 100%



By Insurance

Uninsured	26%
Medicaid	52%
Medicare	7%
Other Public	15%
Commercial Insurance	12%

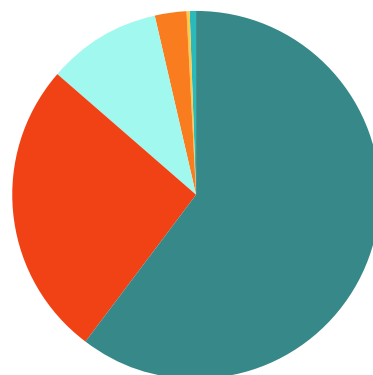
TOTAL 100%



By Race

White	60.2%
Unreported/Declined to report	23.2%
Black/African American	9.6%
Asian	4.0%
Pacific Islander	2.4%
American Indian/Alaska Native	0.7%

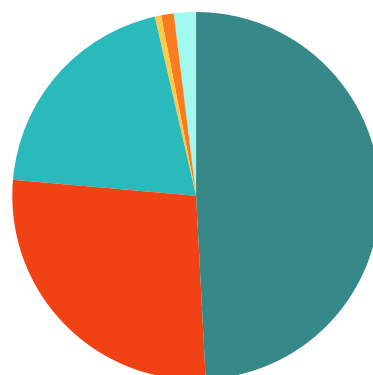
TOTAL 100.0%



By Native Language

English	49.3%
Portuguese	27.3%
Spanish	19.8%
Creole	0.7%
Khmer	1.0%
Other Languages	1.9%

TOTAL 100.0%



Medical

The HealthFirst Medical department has continued to have a productive year throughout 2024 with 15857 medical visits. The department has continued to expand in many ways, namely in the behavioral health space. We have relocated behavioral health to a larger area within HealthFirst to accommodate this growth. Currently the department has expanded to include five full-time social workers as well as two psychiatric providers. We continue to expand our substance use disorder treatment with our OAR program RN working toward fully integrated care within the primary care setting.

Under the guidance of Dr. Lynn Taylor, we have made strides diagnosing and treating hepatitis C. She worked with the sexual and reproductive health program and the entire medical team to identify and treat individuals with hepatitis C promptly and effectively.

HealthFirst moved into school-based health in 2024. We opened the doors of our school-based health center serving the students and staff of Diman Regional Vocational Technical High School. With a provider on site five days a week, as well as, a nurse managing the program, care was able to be delivered in this exciting new setting.

Please join us in welcoming our new staff:

Kathryn Collins – Katherine comes to HealthFirst from Southcoast Pediatrics. With 14 years of experience as a pediatric nurse practitioner, as well as a doctorate of nursing practice, Kathryn has shown interest, and has made great strides, in pediatric vaccination and well child health. She has been an asset to our growing pediatric team.

Michelle Mulvey-Sylvia – Michelle has been a nurse practitioner for over 5 years and has experience in neurology as well as providing care for peoples in the criminal justice system. Her compassion for these populations will prove to be instrumental in providing high quality care.

Karphly Murdock – Karphly Murdock is a family nurse practitioner who has experience of caring for patients throughout the lifespan. Her caring and warm approach as well as clinical acumen has made her successful in her time here at HealthFirst.

Lynn Taylor – Dr. Taylor is renown in the world of hepatitis C treatment. She has worked on many Hepatitis C initiatives in the fields of clinical medicine and research. She has an interest in caring for individuals with HIV. She has a wealth of knowledge and a warm caring demeanor that benefits both HealthFirst staff and patients.



School-Based Health Center

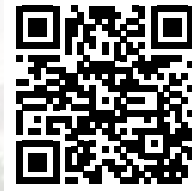
In March 2024 HealthFirst opened the first School-Based HealthCenter in the SouthCoast of Massachusetts. Since opening its doors, the HealthFirst School-Based Health Center at Diman Regional Vocational Technical High School has served 347 students, seeing an average of 4-5 students per day. The program, led by Diana Moniz, LPN works with HealthFirst Medical Providers to serve the needs of the students at the school. The School-Based health center offers primary care services, sick visits, chronic disease management, testing and vaccination services.

In September we saw the integration of Behavioral Health services. Brenda Valantz, LICSW began working with students 2 days a week. The demand for these services has increased and Brenda is now available to students three days a week.



For more information on our School-Based Health Center at Diman scan the QR code to visit the HealthFirst website or call

774-627-1225



Behavioral Health

In 2024, Behavioral Health (BH) moved into a newly expanded space at 387 Quarry Street to accommodate Psychiatry Services, the Opioid & Alcohol Recovery (OAR) Program, social work interns, the intern supervisor, the BH Director and one Patient Support Staffer with four social workers remaining on the medical side. Having a Behavioral Health Patient Service Representative has also increased direct scheduling for Behavioral Health intakes during check-out.

Historically, HealthFirst's counseling services were only offered to HealthFirst primary care patients. In early 2024, Behavioral Health extended counseling and Psychiatry services to HealthFirst patients of our Dental and WIC programs, as well as, other community providers, regardless of where their patients had primary care services.. In October 2024, Psychiatry services were also extended to both the Dental Department and WIC Program.

HealthFirst opened the areas first School Based Health Center at Diman Regional Technical Vocational High School. In addition to primary care, our Behavioral Health department began providing mental health services to students. This service was initially offered one day a week and quickly expanded to two days per week to meet student need.

Behavioral Health counseling services are now moving toward a fully integrated service care model within Primary Care. In August 2024, we experimented with designating an assigned social worker within primary care to provide behavioral health care to patients and support for providers during medical visits. The positive feedback from both our patients and providers enabled us to permanently designate social workers or social work interns as a support during all medical appointments. This model of care helps us bridge patients to regularly scheduled Behavioral Health visits.

In 2025, all Behavioral Health services will be available to anyone in need of services, even if they are not otherwise a patient of HealthFirst.



Opioid & Alcohol Recovery Program

In 2023, The Opioid, Alcohol and Recovery (OAR) program received a three-year grant to support services for patients with substance use disorder. During 2024, the OAR program provided 1,807 visits and received an additional \$77,760.00 in grant funding. In September 2024, the OAR Program proudly became part of the Community Naloxone Program (CNP). The CNP is a Massachusetts Department of Public Health program aiming to prevent death from opioid overdose by increasing distribution of naloxone to community bystanders across Massachusetts.

At HealthFirst, we understand the challenges that individuals may face during their recovery journey. Our OAR Program is designed to provide comprehensive support and resources to individuals seeking to overcome addiction and related challenges.

Our dedicated staff offers personalized guidance, counseling, and assistance to help individuals navigate the recovery process. Whether you or someone you know could benefit from support, we are here to provide the resources necessary to achieve success.

To learn more about the OAR program or schedule an appointment, please contact us at (508) 679-8111.



Dental

The HealthFirst Dental Department provided routine examinations and teeth cleaning, fluoride and sealant treatments, extractions, dentures and in selected cases root canals and crowns to more than 3,955 patients with 11,252 visits in 2024.

In early 2024 our Dental Department was invited to participate in a pilot training program with Tufts School of Dental Medicine. The Oral Health Equity Communication Training Program provided funding for training to support our Dental providers and supervisory staff. The intention of the training was to help our Dental team apply a health equity lens and cultural humility to enhance communication with our patients.

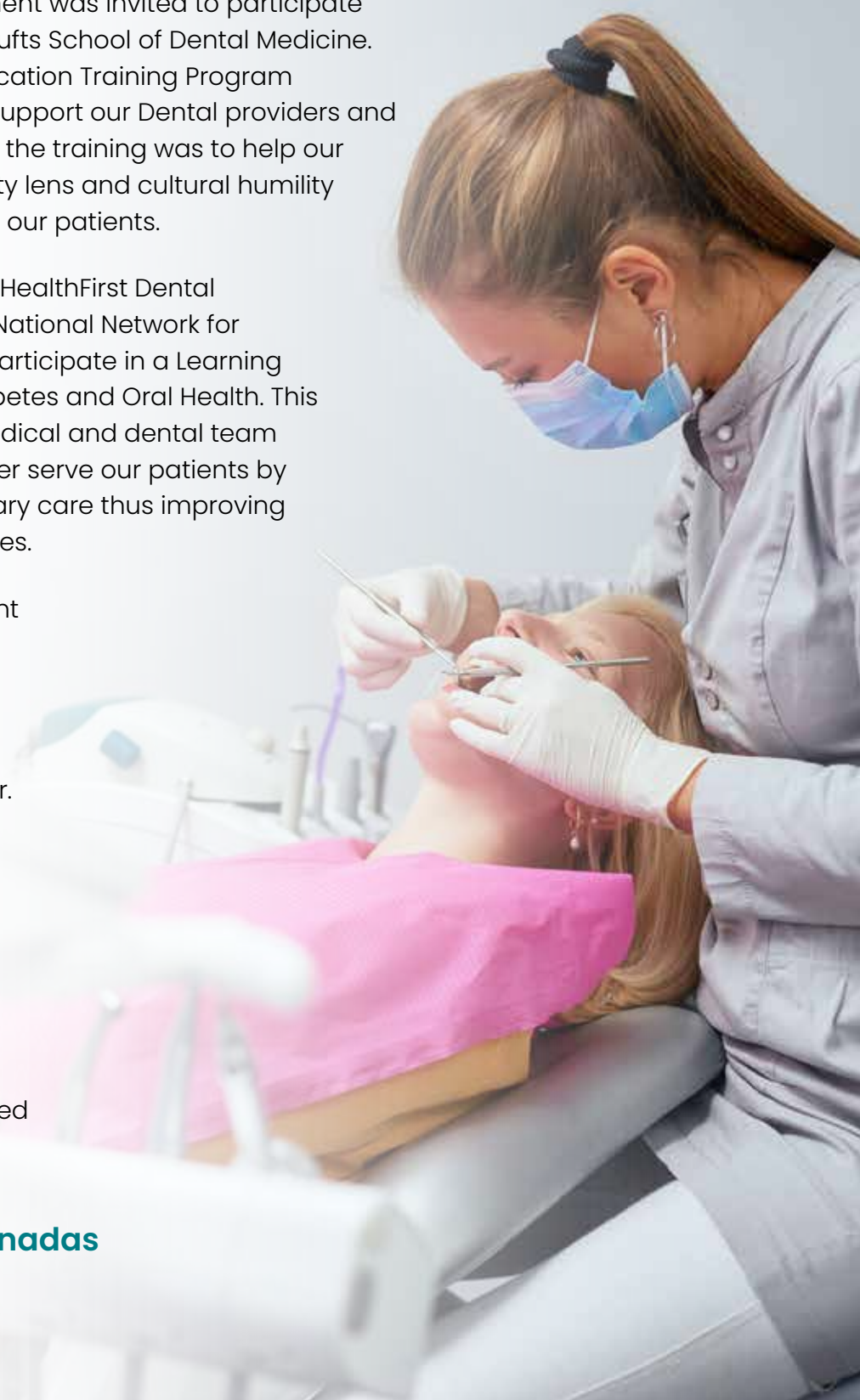
Additionally, In October 2024 the HealthFirst Dental Department was chosen by the National Network for Oral Health Access (NNOHA) to participate in a Learning Collaborative on Integrating Diabetes and Oral Health. This pilot program is assisting our medical and dental team in working collaboratively to better serve our patients by integrating oral health and primary care thus improving outcomes for people with diabetes.

The HealthFirst Dental Department continues its mission to ensure the health and well-being for all members of our community by continuing to participate in a variety of trainings each year. This past year our staff attended and implemented trainings to support our infection control standards, strategies to monitor and evaluate a site-specific infection prevention and control, and an Obstetric training

In 2024 our Dental team welcomed two additional dentists:

Dr. Pradepp Venigalla

Dr. Sri Mookambika Krishnadas



Fall River WIC

WIC is here to help your families.

Massachusetts WIC offers a wide variety of multilingual and multicultural nutrition and breastfeeding services to pregnant and postpartum participants and parents/caregivers of infants and children under the age of 5, including:

- Nutrition counseling
- Breastfeeding counseling and support, with Peer Counselors and IBCLCs available
- Free nutritious foods
- Farmers' Market coupons
- Immunization screening
- Health and human service referrals
- Infant and child developmental monitoring:

www.mass.gov/wic-act-early

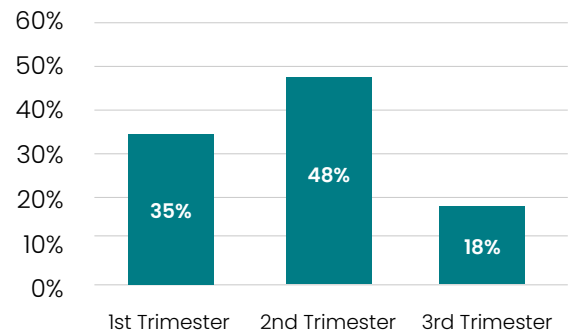
Participants by the Numbers

339	Pregnant
759	Breastfeeding Postpartum
705	Non-Breastfeeding Postpartum
1034	Infants
3670	Children
6507	Total Participants Served

*National WIC Association (2022) The State of WIC: Investing in the Next Generation. Available online: https://s3.amazonaws.com/aws.upl/nwica.org/state-of-wic_2022.pdf

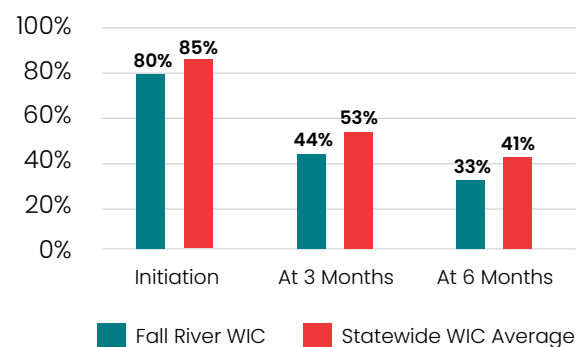


Prenatal Trimester Enrollment



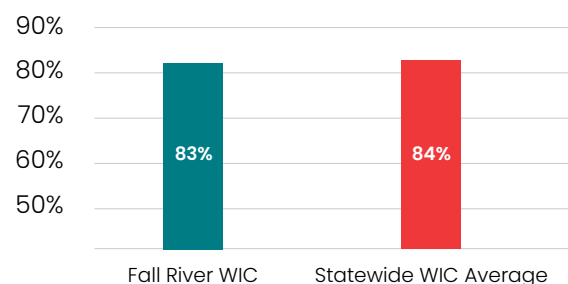
Early prenatal participation in WIC can reduce maternal and infant mortality rates and improve health outcomes.*

Breastfeeding/Chestfeeding Rates



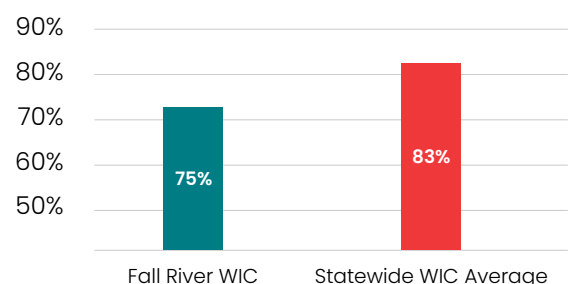
As a leading national breastfeeding promotion program, WIC is committed to offering breastfeeding education and support that helps participants reach their breastfeeding goals.*

% of Fruits and Vegetables Benefits Redeemed



The enhanced fruit and vegetable benefit has provided WIC participants with increased access to a wide variety of fruits and vegetables.*

Child Retention at 14 Months



Childhood participation in WIC is associated with reduced childhood obesity, increased food security, and improved developmental outcomes.*

Community Outreach

The HealthFirst Community Initiatives Program works with our community partners and community members to share information and resources in the Greater Fall River community.

In 2024, team members of the HealthFirst Community Initiative Committee attended more than 45 partner organization events including, The Fall River Public Schools Literacy Fair, Thumbs Up, Spring into Wellness Expo 2024 at Fonseca Elementary School, Highland Pediatrics Resource Fair, Thrive for Humanity Summer Kindness Initiative, Fall River Annual Pride at the Gates of the City, Greater Fall River Re-Creation Annual Kick off to Summer, Fall River Housing Authority, Fall River Public Palooza, DCF Providers Fair and several other community events that allowed us to bring HealthFirst resources to the community at large.



Interpreter Services

HealthFirst Family Care Center Inc. is committed to providing linguistically and culturally appropriate services to our patients, families, and providers. Our in-house interpreters speak English, Spanish, Portuguese, and Cape Verdean Creole. We offer telephonic or remote video interpretation for American Sign Language (ASL) and other language needs.

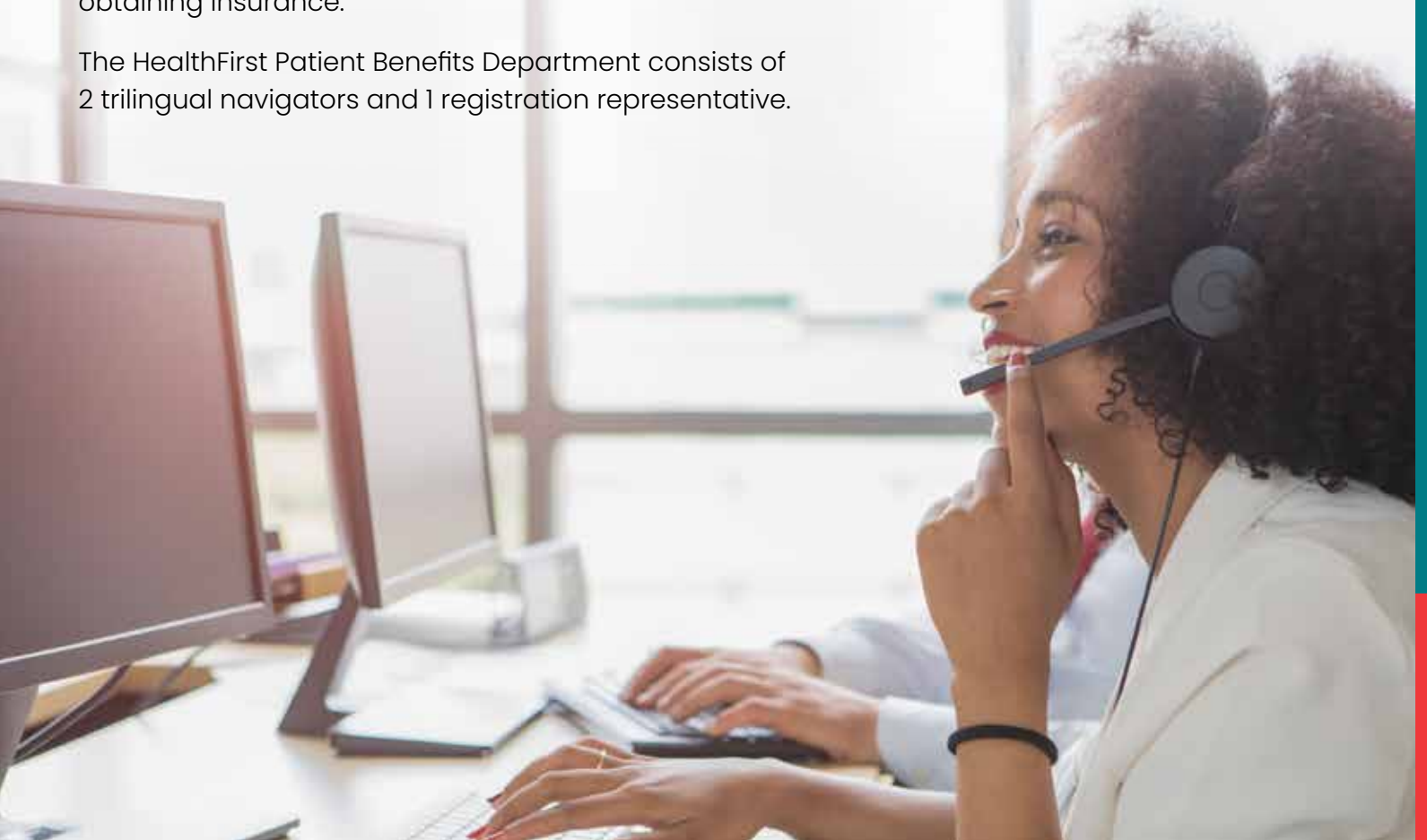
If necessary, we will arrange for an American Sign Language interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing to be present. In addition to these services HealthFirst has 10 Interpreters on Wheels (mobile stands equipped with audio and video interpreting services) offering over 200 languages. HealthFirst Family Care Center Interpreter Services bridge language and cultural gaps and services are provided FREE of charge. This fiscal year, out of 12,803 patients, HealthFirst provided language services to 5,576 non-English speaking patients.

HealthFirst Interpreter Services Department in partnership with Bristol Community College/Luso Centro is an approved site for medical interpreting students to complete 90 hours of work experience.

Patient Benefits

In the last 12 months, 6,896 patients and community members were provided with health insurance enrollment services, resulting in 9,404 patients/community members retaining or obtaining insurance.

The HealthFirst Patient Benefits Department consists of 2 trilingual navigators and 1 registration representative.



Human Resources

ACE WINNER

The ACE Award was established to recognize and appreciate employees that display a continued commitment to excellence that is aligned with the overall goals and objectives of HealthFirst. Please join us in congratulating our 2022-2023 ACE Award Winner.

Lisa has been a HealthFirst employee for over 37 years. She provides exceptional customer service to every patient, even in challenging situations and always goes above and beyond. She listens to patients in a welcoming, respectful, and empathic manner and assists them in every aspect of their healthcare. If she does not know the answer to a patient issue, she will go out of her way to find a solution and follow up with the patient. She gently educates patients and answers all their questions in conjunction with organizational policies. Examples of her customer service skills have been used to train and guide other employees. She is the ultimate team player and can be found assisting other departments and flexing her time to stay late whenever needed. She is HealthFirst's biggest fan, promotes all projects, and is an active member of the Employee Activities Committee. She works hard to make every employee feel included and valued in the department and across the agency. She always displays a positive attitude and brings forward new ideas and workflows to improve patient care. Lisa models the self-motivated behaviors that every employee in the organization should strive to match. She always leads with a smile.



Lisa Travassos-Costa

Call Center Representative

Nominees

Ana Branco Lourence Cabral, Medical Assistant

Dr. Karla Fuentes, Pediatrician

Darlene Roberts, RN Care Manager

Luci Sousa-Almeida, Dental Treatment Plan Coordinator

Denice Campoverde, Dental Assistant

Lisa Viveiros, Program Nutritionist Assistance, CLC

Staff Tenure

25 Years Linda Medeiros

20 Years Dr. Anila Khalid

15 Years Michelle Temido-Cabral

Melisa Temido-Roy

Joao Cabral

10 Years Khawar Khalid

Michelle Peixoto

Crystal Amarantes

Daniel Simoneau

5 Years

Rebecca O'Brien

Elton Livramento

Diana DaCosta

Katelyn Bridgestock

Maria Evora

Ryan Greene

Cynthia Drogo

Emily Stoddard

Thank You Julie Almond!

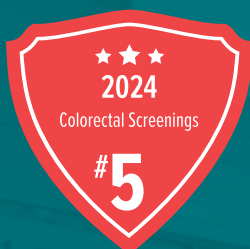
Thank you Julie for 25 years of leadership, friendship and service to our community.

Happy Retirement!



Massachusetts has 52 federally qualified health care centers providing health care to more than 1 million, or more than 1 in 6 residents.

HealthFirst ranked in the Top 5 amongst Community Health Center's in 2024 for:



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Family Care Center, Inc.
Heart of Our Community

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www.healthfirstfr.org
www.facebook.com/Healthfirster1

SCAN THE CODE

