FamilyCare Outreach

The FamilyCare outreach and enrollment efforts have been a huge success in helping people get health coverage through Medicaid or the Health Insurance Marketplace. Since Open Enrollment began in October 2013, FamilyCare's Outreach and Enrollment staff members have assisted over 2,200 people and distributed over 3,000 postcards and fliers. Before Open Enrollment, we estimate that FamilyCare had 5,710 patients who were uninsured. By the end of 2014, we had 2,664 patients who were uninsured.

FamilyCare currently has Certified Application Counselors available five days a week in our Scott Depot and Patrick Street locations, and three days a week at our St. Albans location, along with an In-Person Assistor in Eleanor and at the Children’s Medicine Center. We are available upon request in Madison. Consumers are encouraged to make an appointment but can walk in and are asked to bring a current tax form or pay stubs for the entire household, social security numbers for the entire family, and employer information.

--Kelly Belcher, Outreach Supervisor

FamilyCare's Putnam County School-Based Health Services is in its fourth year and serves eight schools, ensuring all students have access to necessary healthcare from immunizations and well-exams to chronic and acute needs. Many of these children would not otherwise receive the care they so desperately need due to access to care issues.

This school year, a mobile unit was purchased through a grant funded by the Sisters of St. Joseph Health and Wellness Foundation. This gave the program the ability to move around to meet healthcare needs, which allowed for better follow-up, eradicated any space issues within the schools, and assisted with less days missed from work/school. School employees also utilized this service and found it to be convenient during their busiest days.

Successes of the mobile program include building positive relationships, an increase in patient visits, an increase in well-child exams, an increased awareness of the Putnam County School-Based Health Services program, and positive parent/patient satisfaction.

The Putnam County School-Based Health Services program continues to grow. With the addition of the mobile unit, patient visits have more than doubled. The mobile unit has already visited up to five schools in one day.

Putnam County School-based Health Services works together with the teachers to achieve one common goal for all students. Healthy Kids Learn Better! ♥

--Dawn Grigsby, FNP, PCSBHS

Healthy Kids Learn Better

To enhance our Dental Department, we implemented a new electronic health records program called Dentrix. We are well on our way to interfacing our medical ER athena with Dentrix eventually allowing us to pull patients reports from one system.

--Jona Fields, Site Manager | Charleston

We have had minimal staff turnover during the past year. Our site has a great team that works well together.

--Krista Wallace, Site Manager | Eleanor

This past year, we successfully implemented the x-ray/radiology service. This has been a useful tool in providing complete care to our patients and as an alternative to the emergency room.

--Terra Whittington, Site Manager | St. Albans

Our facility has worked hard to ensure patients are not only seen with Well Child Visits but also by informing their parents of preventive medicine and the importance of immunization schedules.

--Davids Wright, MA | Mary C. Snow West Side Elementary

As the only CAABC Accredited Birth Center in the state we proudly provide family-centered care to all of our patients and their families.

--Susan Morgan, Coordinator | Women's Health & BirthCenter

We welcomed a pediatrician, an additional OB/GYN and a new Family Nurse Practitioner.

--Cindy Nelson, Site Manager | Madison

Our site began offering psychiatry services through a telemedicine arrangement – a convenience for our patients allowing them to have all psychiatry treatment in house.

--Tracy Carnes | Teays Valley

The Real Deal

The Children's Medicine Center, operated by FamilyCare, is a Residency Teaching Program working with Charleston Area Medical Center and WVU Department of Pediatrics to equip and train young doctors as pediatricians. This year the Children's Medicine Center worked with 26 pediatric and internal medicine/pediatric residents. Often patients may say, “We want a real doctor!” This is when the staff says our residents are real doctors from excellent medical schools. Not only do we have “real doctors,” we have pediatric professors, who are all associate professors at WVU. Additionally, four psychiatrists, four D.O. interns, and several family practice residents spent a month doing a clinical lab.

--Debbie Carte, Site/Nurse Manager, CMC
Message from the Board Chair

Friends of FamilyCare,

As another year passes, and as the number of patients we see increases, FamilyCare continues its excellence and leadership in health care in southwestern West Virginia. We now have another year of experience operating under the aegis of the Affordable Care Act (ACA) and we, on the “front lines,” can see the many benefits that are afforded West Virginians. As a direct result of the ACA, many of our patients have health insurance. As a result, they are better able to take care of their families, keep them healthy, and, by avoiding the catastrophic costs that result from ignoring health care issues, keep health care costs lower for all of us. We are happy to report that the ACA is working as it is supposed to, and is making it easier for many of our FamilyCare patients to afford the health care they need.

Our staff of excellent health care providers, doctors, physical assistants, nurse practitioners, and midwives, as well as our administrative staff work hard every day to offer the thorough, friendly care and advice that you have come to expect from FamilyCare. We will continue that work. There will always be challenges that lay ahead for the delivery of adequate health care in West Virginia. We at FamilyCare look forward to accepting and overcoming those challenges, as we have in the past. We look forward to being your family’s health care provider, now, and in the future.

Stephen G. Hill
Chairman of the Board

Our New Logo and Trade Name

FamilyCare has had tremendous growth since we created our WomenCare wordmark in 1986 and our trade name FamilyCare in 1997. Now in our 30th year, we decided we wanted something brighter and more modern. We also wanted our trade name to reflect the fact that each FamilyCare HealthCenter location is one of several locations in Putnam, Kanawha, and Boone Counties. Through a contest we opened to the public asking for new logo designs, and working with Progressity, we narrowed the choices to two favorites. We then posted the final choices at our sites and asked patients and staff to vote. The overwhelming choice, out of 749 total votes, is our new logo!

Board of Directors

Shelly Beall (January 2013-Present)
Teacher’s Aide, Kanawha County Schools

Robin Bishop (June 2014-Present)
Clerk, WDHHIR

Office of Environmental Health Services

Steve Cunningham (October 2002-Present)
Pharmacist, Rite Aid Corp.

Myrtolyn English (April 2014-Present)
Special Education Teacher, Elkview Middle School

Jane W. Haley (April 2012-April 2015)
CFO, WVU Physicians of Charleston

Nils Haynes (January 2009-Present)
HHR Specialist Sr., WVDHHR

Steve Hill (July 1998-Present)
Financial Consultant, Hill Associates

Tim Ickes (April 2014 to Present)
Physical Therapist, CAMC Memorial Hospital

Terri O’Connor (February 2014-May 2015)
Assistant to State Medical Director and Interim Director, Office of EMS

West Virginia Offices of Emergency Medical Services

Bonita Perry-Dean (October 2005-Present)
Chief of Staff, Hope Community Development Corp.

Renate Pore (January 2013-Present)
Director of Health Policy, West Virginians for Affordable Health Care

Susan Scouras (September 2007-Present)
Librarian, State of WV Archives and History

Matt Thornhill (September 2011-August 2014)
Regional Sales Manager, Express Merchants

Kate White (July 2013-Present)
Access to Services Manager, Legal Aid of West Virginia

Bob Whiter (September 2005-April 2014)
Vice President for Government & Community Affairs, Charleston Area Medical Center

Our Board of Directors, made up of community representatives and FamilyCare patients, guides the organization and keeps us true to our mission. We appreciate the important contribution our all-volunteer Board makes to the success of FamilyCare.

We wish to thank the following for their donations:

Lucky and Susan Scouras - Kevin B. Wolfe

Your donation helps us accomplish the important work of FamilyCare.

Please mail your contribution to:

FamilyCare HealthCenter, Administrative Office
97 Great Teays Boulevard, Suite 6, Scott Depot, WV 25560-9816

Financial Report

July 1, 2013 – June 30, 2014

BALANCE SHEET

<table>
<thead>
<tr>
<th>2014</th>
<th>2013</th>
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<tbody>
<tr>
<td>Total current assets</td>
<td>$2,320,294</td>
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<table>
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<tr>
<th>Property and Equipment:</th>
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<tbody>
<tr>
<td>Land, Building and Improvements</td>
<td>4,653,228</td>
</tr>
<tr>
<td>Furniture and equipment</td>
<td>1,953,397</td>
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<tr>
<td>Construction in Progress</td>
<td>259,641</td>
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<tr>
<td>Less accumulated depreciation</td>
<td>5,967,386</td>
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<tr>
<td>Other Assets</td>
<td>10,000</td>
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<tr>
<td>Total Assets</td>
<td>$5,641,968</td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
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<tbody>
<tr>
<td>Total current liabilities</td>
<td>$2,305,519</td>
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<tr>
<td>Long-term debt, net of current portion</td>
<td>1,107,166</td>
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<tr>
<td>Net assets: Unrestricted</td>
<td>2,229,283</td>
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<tr>
<td>Total liabilities and net assets</td>
<td>$5,641,968</td>
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INCOME STATEMENT

<table>
<thead>
<tr>
<th>Income</th>
<th></th>
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<tbody>
<tr>
<td>Gross Patient Services</td>
<td>$16,001,863</td>
</tr>
<tr>
<td>Sliding Fee Scale Write Offs-Medical</td>
<td>(253,859)</td>
</tr>
<tr>
<td>Sliding Fee Scale Write Offs-Dental</td>
<td>(311,970)</td>
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<tr>
<td>EHR Incentive Reimbursement</td>
<td>446,252</td>
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<tr>
<td>Insurance Adjustments</td>
<td>(3,674,113)</td>
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<tr>
<td>Net Patient Services</td>
<td>12,208,173</td>
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<tr>
<td>Federal Grants</td>
<td>1,561,708</td>
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<td>State Grants</td>
<td>375,960</td>
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<tr>
<td>Other Grants</td>
<td>86,617</td>
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<tr>
<td>Other Income</td>
<td>886,537</td>
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<tr>
<td>Total Revenue</td>
<td>15,118,995</td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>8,859,382</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>1,672,334</td>
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<tr>
<td>Professional fees</td>
<td>1,434,444</td>
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<tr>
<td>Facility rent and utilities</td>
<td>1,038,826</td>
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<tr>
<td>Supplies</td>
<td>907,539</td>
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<tr>
<td>Depreciation</td>
<td>498,282</td>
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<tr>
<td>Repairs and maintenance</td>
<td>103,173</td>
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<tr>
<td>Insurance</td>
<td>23,727</td>
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<tr>
<td>Interest</td>
<td>76,696</td>
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<tr>
<td>Provision for bad debts</td>
<td>482,459</td>
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<tr>
<td>Other</td>
<td>972,500</td>
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<tr>
<td>Total Expenses</td>
<td>16,069,362</td>
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</table>

Excess of revenues over expenses | (950,367) |

Grant Funds used to purchase property and equipment (excluded from grant revenue above) | 462,287 |

Increase (decrease) in unrestricted net assets | $(488,080) |

Our Board of Directors, made up of community representatives and FamilyCare patients, guides the organization and keeps us true to our mission. We appreciate the important contribution our all-volunteer Board makes to the success of FamilyCare.

PUTNAM COUNTY

FamilyCare – Teays Valley
97 Great Teays Blvd., Suite 6
Scott Depot, WV 25560-9816
304-757-6999
Adult, Adolescent and Pediatric Health Care, Women’s Health and Prenatal Care, Psychiatry, Social and Nutrition Services, Behavioral Health and Addictions Counseling

Women’s Health & BirthCenter
9711 Teays Valley Road
Hurricane, WV 25526-9604
304-757-4845
Women’s Health and Prenatal Care, BirthCenter births, Childbirth Preparation, Support and Education for Breastfeeding & Parenting

FamilyCare – Eleanor
503 Roosevelt Blvd.
Eleanor, WV 25070-5163
304-596-0001
Adult, Adolescent and Pediatric Health Care, Women’s Health and Prenatal Care

Putnam County School-Based Health Services
Winfield Elementary, Winfield Middle, Winfield High, George Washington Elementary, Buffalo Elementary, Putnam County Career & Technical Center

For Days and Hours Call: 304-380-7728 or 304-596-0001
Pediatric and Adolescent Health Care

BOONE COUNTY

FamilyCare – Madison
515 Main Street
Madison, WV 25130-1417
304-389-0383
Adult, Adolescent and Pediatric Health Care, Women’s Health and Prenatal Care

KANAWHA COUNTY

FamilyCare – Patrick Street
116 Hills Plaza
Charleston, WV 25387-2438
304-720-4466
Adult, Adolescent and Pediatric Health Care, Women’s Health and Prenatal Care, Dental, Social and Nutrition Services

FamilyCare – St. Albans
12 Kanawha Terrace
St. Albans, WV 25177-2750
304-201-1130
Urgent Care, Adult, Adolescent and Pediatric Health Care, Women’s Health and Prenatal Care

Mary C. Snow West Side Elementary Health Center
100 Florida Street
Charles, WV 25302-1131
304-414-4015
Pediatric Health Care

FamilyCare – Children’s Medicine Center
800 Pennsylvania Ave.
Charleston, WV 25302-3351
(located on the 1st floor of CAMC Women & Children’s Hospital
304-414-1880
Pediatric and Adolescent Health Care

familycarewv.org

FamilyCare is supported by funds from the Health Resources and Services Administration of the U.S. Department of Health and Human Services and by funds from the West Virginia Department of Health and Human Resources.