We provide exceptional health care that is accessible to all people in the community.

Getting Better Together

We provide exceptional health care that is accessible to all people in the community.
Goodwin Community Health provides exceptional health care that is accessible to all people in the community.

Goodwin Community Health is the only 501(c)(3) community health center serving the Greater Strafford County area of New Hampshire and Maine. We make it affordable for local people to access the wellness services and quality primary care that lead to good physical, dental, and behavioral health. Goodwin Community Health operates on the same principles Avis Goodwin started the organization with 43 years ago – everyone deserves access to quality health care at an affordable price.

Goodwin operates under the belief that everyone should be empowered to maximize their own health and well-being and specializes in helping under and uninsured people with all aspects of their health care. For almost 50 years, we have been serving many of the most vulnerable people in the greater Strafford County area by creating access and assistance in removing the barriers that stand in the way of healthy living. These barriers can include everything from insurance, transportation, and a phone to set and keep appointments, co-pays and fees, language barriers, mental health conditions, education, homelessness, hunger and more. The barriers that stand in the way of people accessing the care they need can be endless.

Regardless of age, ethnicity or social-economic status, Goodwin Community Health connects people with helping hands and serving hearts so they can live healthier lives.
A Letter from Our CEO

At Goodwin Community Health, we are looking back at 2016 with pride. Our 2016 Annual Report is filled with accomplishments. The “big picture” view is that nothing changed in 2016 in our fundamental mission to create access to exceptional health care for all people in our community.

We continue to strive to provide the right care, at the right place, at the right cost. In doing this we continue to innovate, drive down costs for our health care system and, best of all, earn the continued loyalty of our patients and employees.

Like so many community health centers across the country, Goodwin patients are often low-income and are disproportionately members of ethnic and racial minority groups. They historically have been uninsured or underinsured, a trend that is changing in NH and in many states as a result of the Affordable Care Act and NH Health Protection Program. As a group, Goodwin patients have a high rate of serious and chronic conditions that can be effectively treated through population health management strategies that include community health centers working in collaboration with hospitals and other providers. We are also finding high rates of success in group wellness programs and now offer group wellness for chronic disease, behavioral health, prenatal, and substance misuse disorders.

By providing primary and preventive care to high-risk populations, Federally Qualified Health Centers are dramatically reducing the cost of care while continuing to improve outcomes. Savings to the health care system are expected to reach 40 percent by 2019, with federal and state governments being the largest beneficiaries. As health center utilization increases, avoidable visits to emergency departments decrease and patient’s chronic health conditions tend to slow in progression. That is why so many other health care organizations are piloting strategies and launching partnerships with accredited patient-centered medical homes, like Goodwin.

In the greater seacoast area, a big part of our high quality of life centers on convenient access to great health care services. Philanthropy plays a crucial role in health care delivery today. Active community support is a key ingredient in meeting the challenges posed by today’s rapidly-evolving health care environment. While the health care industry undergoes unprecedented change, some things do not change. Donor intent, for instance, is and always will be honored. Every single dollar donated for a designated purpose supports that purpose.
SERVICES

Mission-Driven Care Teams Delivering Low-Cost, High-Quality Outcomes

Primary Care
Dental Care
Pediatrics
Integrated Behavioral Health
Prenatal Care and OB/GYN
Substance Misuse Disorder Treatment & Recovery
Chronic Disease Management
Women, Infants and Children Program (WIC)
Commodity Supplemental Food Program (CSFP)
Breast and Cervical Cancer Screening Program
Onsite Pharmacy and NorDx Lab
Public Health Services

Onsite Partners and Programs
Strafford County Public Health Network
ONE Voice for Strafford County Substance Misuse Prevention
Ready Strafford
SOS Recovery Centers
Somersworth Farmers Market

"Thank you all so much for the excellent attitudes, and attention. I’ve had a great experience every time I’ve come to Goodwin. From the women in the front to the doctors in the back. Amazing teamwork and warm attitudes. Feel safe and respected here."
<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals served in visits</td>
<td>9,896</td>
</tr>
<tr>
<td>Employees</td>
<td>136</td>
</tr>
<tr>
<td>Babies delivered</td>
<td>274</td>
</tr>
<tr>
<td>Dental patients</td>
<td>3,597</td>
</tr>
<tr>
<td>Prenatal patients</td>
<td>476</td>
</tr>
<tr>
<td>Primary care patients</td>
<td>7,967</td>
</tr>
<tr>
<td>Behavioral health patients</td>
<td>850</td>
</tr>
<tr>
<td>WIC food packages</td>
<td>2,345</td>
</tr>
<tr>
<td>Children received flu vaccinations</td>
<td>720</td>
</tr>
<tr>
<td>Flu vaccines were issued from sites</td>
<td>8</td>
</tr>
<tr>
<td>Free school-based flu clinics</td>
<td>13</td>
</tr>
</tbody>
</table>
Combating Substance Misuse

Elizabeth was the first person to complete all three phases of Goodwin’s intensive outpatient program. She learned coping skills to better respond to triggers and cravings, communication skills to improve relationships, and how to live independent of using drugs. Elizabeth prides herself on being a good mother to her newly born son. “The road to recovery has been hard, but the outcomes have been fantastic. I enjoy my son and my life now. I didn’t have that before. I’ve been turned away from a lot of programs…but they’ve really helped at Goodwin.”

“At Goodwin Community Health, my family and I always are met with the highest quality of care from kind, informative, professional, and personable care providers. The office staff is also very efficient and friendly, and the facility is a pleasant place to be in - a lovely, aesthetic facility that is well cared for. We could not be more pleased with each experience at Goodwin, and are incredibly grateful for the opportunity to receive care here.”
Thriving with Health Insurance

Sue had been uninsured for many years when a friend shared that a Certified Outreach and Enrollment Specialist at Goodwin could help her obtain affordable medical insurance. Sue quickly enrolled in the New Hampshire Health Protection Program. She was able to receive a full physical, see an endocrinologist to better manage her diabetes, and schedule an eye exam. At her eye appointment, the doctor discovered a serious untreated eye problem. Sue was quickly referred to a retina specialist, enrolled in a national study for her condition, and is receiving treatment necessary to prevent blindness. “My life has been positively impacted in a major way and I am very grateful,” said Sue. “Although I wanted to address my health concerns for many years, it wasn’t possible without health insurance.” For Sue, getting health insurance paved the way to accessing the full breadth and depth of care she needed. It made the difference between surviving and thriving.

Treating the Whole Person

Barbara owned and operated a retail business in downtown Rochester. In 2008, she was forced to close her shop due to the recession. Barbara found work as a cashier at a grocery store but soon noticed that walking was more difficult than usual and she couldn’t stand for long periods of time. Unable to perform her job duties, and without a diagnosed disability, Barbara was laid off and had difficulty finding work elsewhere. With no income, she was soon evicted from her apartment and struggled to find the money for basic groceries. Barbara visited many agencies looking for assistance before Goodwin Community Health finally got her the help she needed. “I had been watching my life slip away from me. After months of contacting welfare agencies and getting nowhere, I met wonderful people who wanted to help me. Ginny signed me up for Medicaid, connected me with SNAP to supplement my groceries, and helped me find safe, stable housing. I was treated with the utmost dignity and respect.” Barbara was so impressed with the assistance she received from Goodwin that she now hopes to pursue a counseling degree so that she can help others, too.

Your support makes it possible for us to embrace those struggling with substance misuse, chronic health conditions and debilitating life circumstances and offer help, healing and hope. Together we are improving health outcomes and lowering health care costs for everyone.
Father’s Day 5K - $17,212.74 Net

Runners and walkers of all ages came to Margaritas in Dover for the 8th Annual Father’s Day 5K on Sunday, June 18th. This is a family-friendly race with a Margaritas-style after party you won’t want to miss! The Father’s Day 5K is a member of the Dover Race Series sponsored by Wentworth-Douglass Hospital. For more information or to register for next year’s race, visit www.GoodwinCH.org.

Rock with the Docs - $14,133.59 Net

Rock with the Docs is a biannual benefit concert featuring members from local bands No Heavy Lifting and Revolving Door. Seacoast residents dance the night away at the Rivermill at Dover Landing. Rock with the Docs is generously underwritten by Garrison Family Dental.

Banff Mountain Film Festival - $15,794.94 Net

Every winter Goodwin Community Health brings one of the biggest mountain film festivals in the world to Portsmouth, NH. The Banff Mountain Film Festival takes the audience to remote cultures for exotic landscapes and heart-pounding adventures. Goodwin has been bringing Banff to the seacoast for over 20 years and it is the largest fundraiser for the health center. Tickets for Banff go on sale in December each year.

Subaru Share the Love - $21,698.00 Net

Tri-City Subaru selected Goodwin Community Health as its local charity of choice in 2015 and 2016 for Subaru’s Annual Share the Love campaign. Tri-City Subaru customers buying or leasing a new Subaru had the option of directing a $250 donation to Goodwin Community Health from Subaru of America. Tri-City Subaru has donated nearly $45,000 to benefit Goodwin patients.
THE GOODWIN DIFFERENCE

One of the many things setting Goodwin Community Health apart is our staff commitment to our mission. When staff was surveyed on why they work at Goodwin, the overwhelming lead response was, “I believe in the mission” to provide exceptional health care that is accessible to all people in our community. Our staff is personally committed to making our community a better, healthier place.

Our Leadership Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janet Laatsch</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Kevin Zent, MD</td>
<td>Medical Director</td>
</tr>
<tr>
<td>Cathy Smith, RN</td>
<td>Director of QI &amp; Population Health</td>
</tr>
<tr>
<td>Whitney Goode, DMD</td>
<td>Dental Director</td>
</tr>
<tr>
<td>Sharlene Poitrans</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>Erin Ross</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Sherry Irsk</td>
<td>Director of Human Resources and Administration</td>
</tr>
<tr>
<td>Lara Willard</td>
<td>Director of Marketing &amp; Community Relations</td>
</tr>
<tr>
<td>Melissa Silvey</td>
<td>Interim Director of Public Health</td>
</tr>
<tr>
<td>Susan Gordon LCSW, LADC</td>
<td>Director of Behavioral Health</td>
</tr>
</tbody>
</table>

Our Providers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janice Vaughn, APRN, NP</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Kevin O’Connell, LCMHC, MLADC</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Diane Bernard, PA</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Kelley McLaughlin, DMD</td>
<td>Dentist</td>
</tr>
<tr>
<td>Diep-Anh Nguyen, R. Ph</td>
<td>Pharmacist</td>
</tr>
<tr>
<td>Gregory Fredette, DMD</td>
<td>Dentist</td>
</tr>
<tr>
<td>Kevin Zent, MD</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Paige McCarthy, APRN NP</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Whitney Goode, DMD</td>
<td>Dentist</td>
</tr>
<tr>
<td>Susan Gordon, LICSW, MLADC</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Crystal Bonias, APRN</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Kermit Brunelle, MD</td>
<td>Pediatrics</td>
</tr>
<tr>
<td>June Dysinger, CNM</td>
<td>MPH Prenatal</td>
</tr>
<tr>
<td>Monica Lord, APRN NP</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Rima Sutton, LICSW</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Michael Thompson, MD</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Trudy Trumpy, PA</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Joann Buonomano, MD</td>
<td>Family Practice</td>
</tr>
<tr>
<td>David Lunianski, DO</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Alejandra Martin, PA</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Lucy White, CNM</td>
<td>Prenatal</td>
</tr>
</tbody>
</table>

Board of Directors

David B. Staples, DDS - Chair
Valerie Goodwin - Vice-Chair
Mark Boulanger - Treasurer
Jennifer Glidden - Secretary
Don Chick
Whitney Galeucia
Lisa Hall
Allyson Hicks
Barbara Holstein
Abigail Sykas Karoutas
Mathurin Malby, MD
Allison Neal
Suzanne Onufry
Yulia Rothenberg
Marissa Scott
Jeffrey Segil, MD
Recovery
SOS Recovery Community Organization is making a big impact by bolstering the local recovery community. The group is a partner to and program of Goodwin, and is a collaborative of peers in recovery and their allies that work at creating safe spaces and peer-based recovery supports in Strafford County. They offer recovery coaching, meetings and workshops, support for all pathways of recovery, and organized advocacy. With locations in Rochester and Durham, their next step is opening the doors of their largest location that will serve as their headquarters in the heart of downtown Dover. Expanding access to meet the demand for Goodwin’s new Medicated Assistance Therapy (MAT) and Intensive Outpatient Program(IOP) will continue to be priorities as well.

Partnerships
Expanded partnerships will play an important role in our effort to navigate a complex and rapidly changing health care landscape. Our partnership with Families First in Portsmouth in particular will continue to unfold and innovate our ability to enhance patient care and outcomes through shared best practices, staffing solutions and cost savings.

Dental Expansion
Thanks to funding from Health Resources and Services Administration (HRSA) Goodwin is able to serve more dental patients with the addition of a new dental operatory. This brings us to seven operatories for our three dentists on staff.

“Alejandra Martin always takes the time needed to listen to me and address my concerns. I feel as though she genuinely cares. She always has a new idea to address an on-going problem.”
THANK YOU!

We thank the hundreds of individuals, families, businesses, cities, towns and organizations for making financial contributions to support our programs and services. The following donors contributed to our center during the 2016 calendar year.

† in memory of
in honor of

Access Sports Medicine & Orthopaedics
A.D. Archambault Plumbing & Heating
Kathryn & Roland Adams († Avis Goodwin)
Sheila J. Adams
Suzan Ahl († Dean & Ryan Lemiere)
Albany International
Hoscam Alfragil, MD
Eric Anderson, MD
John G. Antonakakis, MD
Applebees
Golene Arnold, MD
Aroma Joe’s Coffee
Andrea Azzarito
Junnel B. Balofinos, MD
Bank of New Hampshire
Kulli Barrett, MD
Mary H. Barretto († Dr. Pam Bertram)
R. Jefferef Barrett, MD
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Amitha Harish, MD
Harbor Homes
Joyce Grossi)

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Elisa E. Bolton, PhD
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Harbor Homes
Joyce Grossi)
### Goodwin Community Health and Subsidiary

**Consolidated Statements of Financial Position**  
*Year ended June 30, 2016*

**Balance Sheet**

#### ASSETS

**Continuing operations**
- **Current assets**
  - Cash and cash equivalents: $2,603,347
  - Accounts receivable, net: 824,547
  - Grants receivable: 615,693
  - Inventory: 57,751
  - Other current assets: 27,459
  - **Total current assets**: 4,128,797
- **Investments**: 202,194
- **Investment in limited liability company**: 16,203
- **Property and equipment, net**: 6,063,645
- **Total assets, continuing operations**: 10,410,839

**Discontinued Operations**
- **Current assets**
  - Cash and cash equivalents: 34,054
  - **Total assets, discontinued operations**: 34,054

**Total assets**: $10,444,893

#### LIABILITIES AND NET ASSETS

**Continuing operations**
- **Current liabilities**
  - Accounts payable: $115,852
  - Accrued payroll and related expenses: 483,582
  - Current portion of long-term debt: 27,490
  - **Total current liabilities**: 626,924
- **Long-term debt, less current maturities**: 501,789
- **Total liabilities**: 1,128,713
- **Net assets**
  - Unrestricted: 9,282,126
- **Total liabilities and net assets, continuing operations**: 10,410,839

**Discontinued operations**
- **Net assets**
  - Unrestricted: 34,054
- **Total liabilities and net assets, discontinued operations**: 34,054

**Total liabilities**: 1,128,713

**Total net assets**: 9,316,180

**Total liabilities and net assets**: $10,444,893
### Consolidated Statements of Activities

**Income Statement**

*Year ended June 30, 2016*

#### Liabilities and Net Assets

**Continuing operations**

<table>
<thead>
<tr>
<th>Operating revenue and support</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient service revenue</td>
<td>$6,317,240</td>
</tr>
<tr>
<td>Provision for bad debts</td>
<td>(312,321)</td>
</tr>
<tr>
<td>Net patient service revenue</td>
<td>6,004,919</td>
</tr>
<tr>
<td>Grants, contracts and contributions</td>
<td>3,737,779</td>
</tr>
<tr>
<td>Equity in earnings of limited liability company</td>
<td>16,203</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>103,065</td>
</tr>
<tr>
<td><strong>Total operating revenue and support</strong></td>
<td>9,861,966</td>
</tr>
</tbody>
</table>

**Operating expenses**

| Salaries and benefits        | 6,221,917 |
| Other operating expenses     | 1,789,611 |
| Depreciation                 | 232,752   |
| Interest expense             | 33,276    |
| **Total operating expenses** | 8,277,556 |

**Excess of revenue over expenses**

|  | 1,584,410 |

**Grants for capital acquisition**

|  | 122,839 |

**Total Change in Net Assets**

|  | 1,707,249 |

**Discontinued operations**

<table>
<thead>
<tr>
<th>Operating revenue and support</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient service revenue</td>
<td>279,763</td>
</tr>
<tr>
<td>(Provision for) reduction in allowance for bad debts</td>
<td>(19,466)</td>
</tr>
<tr>
<td>Net patient service revenue</td>
<td>260,297</td>
</tr>
<tr>
<td>Grants, contracts and contributions</td>
<td>1,522</td>
</tr>
<tr>
<td>Equity in earnings of limited liability company</td>
<td>147,156</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>572</td>
</tr>
<tr>
<td><strong>Total operating revenue and support</strong></td>
<td>409,547</td>
</tr>
</tbody>
</table>

**Operating expenses**

| Salaries and benefits        | 257,382 |
| Other operating expenses     | 65,523  |
| Depreciation                 | 2,651   |
| Interest expense             | 131     |
| **Total operating expenses** | 325,687 |

**Excess of revenue over expenses and increase in Unrestricted net assets, discontinued operations**

|  | 83,860 |

**Increase in unrestricted net assets**

|  | 1,791,109 |

**Unrestricted net assets, beginning of year**

|  | 7,525,071 |

**Unrestricted net assets, end of year**

|  | **$9,316,180** |

#### Fiscal Year 2016 Sources of Revenue

- **Net patient service revenue**
  - 6,265,216

- **Grants, contracts and contributions**
  - 3,739,301

- **Other operating revenue**
  - 266,996

**Total**

|  | **10,271,513** |
Getting Better Together
Together we are creating a healthier community.

General Hours:
Monday, Tuesday & Thursday
8:00-7:00pm
Wednesday, Friday & Saturday
8:00-5:00pm

Pharmacy Hours:
Monday-Friday 8:00-5:00pm

Walk-in Hours:
Primary care walk-in hours are for established patients and are first come, first served.
Monday-Saturday 8:00-3:30pm

The Goodwin Dental Center:
Monday-Friday 8:00am-5:00pm & Thursdays until 7:00pm
Dental Center: 603-841-2025

Stand-by is for patients and non-patients in need of emergency dental care.
Hours for stand-by care are Monday-Friday 8:00-11:00am, first come, first served.