Dear Friends,


Those three words aptly describe the state of Maternal and Family Health Services (MFHS) in this dynamic, yet challenging, time in the nonprofit sector. As organizations adapt to the ever-changing landscape in healthcare and social services, their leaders are challenged to find new ways to meet the changing needs that have emerged and continue to evolve—and Maternal and Family Health Services is no exception.

Community: For 47 years, our organization has served hundreds of thousands of disadvantaged women, children, and families. Steeped in our mission of meeting the needs of the community through information, education, and care, we have always recognized that a community is only as good as the quality of life it offers its residents—no matter what socioeconomic status. Providing programs and services designed to help those in our community achieve long-term success has proven to be the foundation for building stronger families and changing lives.

Collaboration: As resources become scarcer and emerging needs arise almost continually, nonprofit organizations must seek and secure effective collaboration with others to address the issues that together can best be solved by maximizing each other’s pool of resources to achieve the best possible outcomes. Collaboration also means working together with our funders to help our organization be better positioned to secure the funds it needs to enhance our programs and services to meet our clients’ needs, improve operations for optimal efficiency and to help support staffing shortfalls so we can ensure effective organizational support. I’m proud to relate that we continually look for any joint opportunities and now, more than ever, are doing just that; we are striving to nurture a culture of collective impact so that nonprofits, private funders and public funders collaborate and grow together.

Innovation: Our organization is always mindful of innovative approaches to achieving the goals and objectives that help us fulfill our mission. In our case, innovation means looking at potentially new and better ways to perform well—individually and collectively—to improve our delivery of services. It also means seeking opportunities to help address critical community needs by contributing our resources, developing and implementing strategies, and aligning our capabilities to the problem at hand. One such recent example is seeking and securing funds to provide a Licensed Clinical Social Worker (LCSW) to support our clients who are battling opioid addiction, a national crisis that is far too prevalent in Northeast Pennsylvania. The addition of this professional is important to our team and represents a responsive action to help fill a serious gap in our service delivery.

In closing, Maternal and Family Health Services will commit to advance our collective work to create a brighter future, one in which we can truly make a difference. We believe that is the greatest privilege of our work.

Sincerely,

Jill A. Murray, Ph.D
Chairperson, Board of Directors

Bette Cox Saxton
President & CEO

Who we are...

Maternal and Family Health Services is a non-profit health and human service organization working to improve the health of Pennsylvania women and children by offering programs that prevent disease and promote wellness.

What we do...

Since 1971, MFHS has delivered essential and preventative services meeting the ever-changing needs of women, children and families by providing information, education and quality care. The agency oversees a system-wide network of health and nutrition centers in 16 Pennsylvania counties, serving nearly 100,000 individuals annually through the following core programs:

- WIC (Women, Infants and Children) Nutrition Program
- Reproductive Health
- Cancer Screening
- Nurse-Family Partnership
- Maternity Care

Who we are and what we do every day.

Commitment to quality in our work and to the people we serve

Accountability for our actions and our demeanor

Respect for individuals within our agency and throughout the community

Excellence in performance and service
**Nutrition Program**

Breastfed in 2017, and breastfed on their own. This demonstrates how valuable breastfeeding can be to the health, nutrition and emotional state of their babies and provides a support system to new moms and other local mothers who act as educators and peer counselors. In our program, new moms are paired with education, support and breastfeeding specialists. In 2017, and breastfed on their own. This demonstrates how valuable breastfeeding can be to the health, nutrition and emotional state of their babies and provides a support system to new moms and other local mothers who act as educators and peer counselors. In our program, new moms are paired with education, support and breastfeeding specialists.

**Breastfeeding Support**

We are improving breastfeeding rates by providing new moms with education, support and breastfeeding peer counselors. In program, new moms are paired with other local mothers who act as educators and role models. This enhances their chance to breastfeed at least 6 months and provides a support system to new moms and other local mothers who act as educators and peer counselors. In our program, new moms are paired with education, support and breastfeeding specialists.

**Maternity Care**

Access to care, a state in safeguarding the health of both mother and baby. Partnership with Moses Taylor Hospital Family Birthing Suites in Scranton, we provide low-income, pregnant women with comprehensive prenatal and postpartum care including medical, nutrition and social services. Through funding sources, such as Healthy Beginnings Plus, we assist women achieving healthy pregnancies and developing long-term healthy lifestyles for themselves and their families. 335 pregnant women were at risk of being unserved in our Maternity program in 2017 and 197 babies were delivered.

**Reproductive Health**

Our Early and Periodic Screening Diagnostics and Treatments (EPSDT) Program helps children reach for many working families. Through EPSDT and our partnership with Dr. Linda Thomas and the Wright Center for Primary Care, we are able to offer free well-child check-ups that include all basic but necessary exams and immunizations. 335 children were served well visits in 2017.

**Pediatrics**

20,601 women, men and teens received our Reproductive Health services in 2017. 16,226 were counseled on their contraception options, avoiding 3,920 unplanned pregnancies. 23,467 STI tests were provided to prevent further infections, resulting in 3 cases of Chlamydia, 40 cases of Gonorrhea, and 20 cases of HIV. Immunizations are critical to a healthy start in life. Over 20,601 women, men and teens received our Reproductive Health services in 2017. 16,226 were counseled on their contraception options, avoiding 3,920 unplanned pregnancies. 23,467 STI tests were provided to prevent further infections, resulting in 3 cases of Chlamydia, 40 cases of Gonorrhea, and 20 cases of HIV. Immunizations are critical to a healthy start in life.

**Breast and Cervical Cancer Screening**

Early detection is key to surviving breast and cervical cancer. Over 3350 women were served received free mammograms and cervical screens to monitor health and detect risk factors. In 2017, 396 visits including home health education and 125 teenagers were enrolled in the breast and cervical cancer screening program.

**SafeTeens**

Through a website, text line and hotline, the SafeTeen Program empowers teens to develop critical parenting skills and knowledge through the guidance and support of highly trained nurse home-visitors. With funding from the Pennsylvania Office of Child Development and Early Learning, we partner at risk teens, seeking support who provide health, planning and goal-setting education. Through this program, teen mothers and fathers are able to learn how to become healthy families for a lifetime of health and happiness. These community-minded individuals volunteer their time to ensure the ongoing success of WIC as allies in the pursuit of the best health for the baby and the parents. SafeTeens empowers these teens to become healthy families for a lifetime of health and happiness. These community-minded individuals volunteer their time to ensure the ongoing success of WIC as allies in the pursuit of the best health for the baby and the parents.

**Nurse-Family Partnership**

The Nurse-Family Partnership empowers first-time mothers to develop critical parenting skills and knowledge through the guidance and support of highly trained nurse home-visitors. With funding from the Pennsylvania Office of Child Development and Early Learning, we partner at risk teens, seeking support who provide health, planning and goal-setting education. Through this program, teen mothers and fathers are able to learn how to become healthy families for a lifetime of health and happiness. These community-minded individuals volunteer their time to ensure the ongoing success of WIC as allies in the pursuit of the best health for the baby and the parents.
2017
Program goal of 62 home visits per mom
↓ 48% less abuse or neglect*
↓ 50% less language delays*
↓ 67% less behavioral and intellectual problems*

Nurse-Family Partnership
MFHS empowers women to achieve their goals!

3,920 unplanned pregnancies avoided*
18,228 counseled on their contraception options

399 mammograms
192 ultrasounds
57 breast biopsies

Early detection saves lives!

31.444 women and children received healthy foods and nutrition education through MFHS WIC

6,000+ women took advantage of breastfeeding support offered through MFHS WIC

380 underinsured women received free life-saving cancer screenings through MFHS

335 pregnant women enrolled in the MFHS maternity program in Lackawanna County

2,191 underinsured women received free life-saving cancer screenings through MFHS

57 women and babies served through the MFHS Nurse-Family Partnership

3,920 unplanned pregnancies avoided*

18,228 counseled on their contraception options

5942 Pennsylvanians accessed accurate, reliable health information on SafeTeens.org

2,713 reproductive teen health questions answered by “textperts” through MFHS’s SafeTeens Answers!

5,810 women, men and teens received reproductive health services through MFHS

434,237 pageviews on SafeTeens.org

2,713 reproductive teen health questions answered by “textperts” through MFHS’s SafeTeens Answers!

820 underinsured women received free life-saving cancer screenings through MFHS

2015 2016 2017

MFHS serves a quarter of all WIC participants in Pennsylvania. In 2017, 64% of MFHS WIC new moms initiated breastfeeding—more than in 2016 and 2015.

In 2017, MFHS provided reliable health information through 434,237 pageviews on SafeTeens.org and answered 2,713 questions through SafeTeens Answers!

* Outcome data based on studies published, sponsored, or promoted by Nurse-Family Partnership, and Guttmacher Institute (Reproductive Health).

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Thank you to all Meihs donors, supporters and partners.

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It your name is omitted or listed incorrectly, please contact
between 1/1/2017 and 12/31/2017. MFHS wishes to

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United Way Recognizes MFHS with Community Partner Award

The United Way of Wyoming Valley honored Maternal and Family Health Services as one of five winners in its inaugural Community Partner Recognition Program. MFHS was nominated by Sarah Aldinge, whose family has participated in several MFHS programs. Sarah shared how the Maternal Family Health Services Teen Pregnancy Prevention Partnership Program has impacted the lives of her daughter and her husband. Alexander, after they became pregnant.

Upgrading to Electronic Health Records

MFHS completed the transition to electronic health records in their family planning and family health services, which will result in improved patient care, improved care coordination, practice efficiencies, cost savings, increased patient participation, and improved diagnosis and patient outcomes.

Increasing Access with New Satellite WIC Centers

MFHS opened new WIC satellite locations at the Carbondale YMCA, Scranton Primary Health Care, and at the South Scranton office and the Mountain Center in Monroe County. These collocated satellite offices provide convenient access to WIC for families enrolled in other programs at these locations.

SafeSpace Health Resource Center Joins NEPA Youth Shelter

The MFHS SafeSpace teen health resource center expanded to include the NEPA Youth Shelter's Teen Drop-In Center in Scranton. The center serves as a safe place for high school students to go after school, providing them with a positive environment in which they can do homework, socialize and socialize. Once a week, a health educator is at the center to provide reliable information and answer questions. A team may be regarding their health.

Coordinating Care: MFHS Hires Licensed Clinical Social Worker

The Highmark Foundation awarded MFHS a grant to fund two Licensed Clinical Social Workers at the NEPA Youth Shelter's Teen Drop-In Center in Scranton. The addition of a Licensed Clinical Social Worker helps MFHS better serve an increasing number of high-risk clients with additional screenings, counseling. They coordinate client care across programs and pharmacies, as well as provide referrals and resources to help clients to have healthy babies and lead healthy lives.

Making the Digital Connection

MFHS Communications & Digital Marketing Specialist, Jean Holmgren was invited to speak at the National WIC Association conference. Her session, “Making the Digital Connection: Using Integrated Marketing to Connect Families to WIC” helped show WIC agencies across the country how to make digital advertising work for them.

Growing the Circle of Care: MFHS Hires Coordinating Medical Social Worker

The Highmark Foundation awarded MFHS a grant to fund a Medical Social Worker for the Scranton Circle of Care office in Scranton. The addition of a Licensed Clinical Social Worker helps MFHS better serve an increasing number of high-risk clients with additional screenings, counseling. They coordinate client care across programs and pharmacies, as well as provide referrals and resources to help clients to have healthy babies and lead healthy lives.

Improving LGBTQ Cultural Competency

MFHS continued to build on previous work done with the People Center to provide culturally competent care to LGBTQ clients. Many of their recommendations were implemented in 2017, including more in-person trainings for staff, updates to the language on the MFHS website, and distribution of LGBTQ educators materials for staff and patients.

2017 Fiscal Report

MFHS values its donors enormously. Without the investments we received in 2017 from numerous individuals, businesses, private foundations, public funding and workplace-giving campaigns, all of the accomplishments cited in this annual report would not have been possible. As a private nonprofit, every donor, sponsorship and individual gift provides financial support to help us achieve our goals and uphold our mission.
15 locations across 5 counties—our commitment to rural Pennsylvania and small towns.

Meeting the needs of those we serve with programs for Pennsylvania's fastest growing population.

21 locations across 5 counties—our commitment to rural Pennsylvania and small towns.

18 centers in 4 counties serve 60% of our clients—where the need is greatest, we serve.

To make a gift to Maternal and Family Health Services...
please use the enclosed envelope, visit mfhs.org, or call 800-367-6347.