

Erie Family Health Centers 2024 Annual Report



Faces of a Healthy Community

















OUR MISSION

Motivated by the belief that healthcare is a human right Erie Family Health Centers provides high quality, affordable care to support healthier people, families and communities.

OUR VISION

All people living their healthiest lives.

SMILES STRAIGHT FROM OUR COMMUNITY Every photo in this report features an Erie patient or staff member.

Left to right, top to bottom:

FRONT COVER

Amaya, Jason • Leonne, Besma • Andre, Heaven & Nevaeh, Manuela • Angela, Angel •

PAGES 6-7

Celia, Kendra, Jean, Nadia, Rose, Evelyn • Faith, Everett & Kris, Jannat, Agustin • Mayerly, Liam & Diana, Danilo, Daniela • Irene, Steve, Janaira, Dr. Margaret, Nevaeh, Tanesha •



DEAR FRIENDS,

What things are most important to you in life? For us and many others, the answers include caring for family, enjoying a hobby, traveling, spending time in nature, and growing in your career.

All of these things that enrich our lives and our communities are easier to focus on when we're healthy. Yet, many neighbors face barriers that keep good health out of reach.

At Erie Family Health Centers (Erie), we believe healthcare is a basic human right, but we know access to high-quality care isn't a given. We see the systems and factors that contribute to this unequal access and ultimately lead to poor health outcomes. And while the literal and figurative "costs" of being unhealthy are experienced by each person individually, we feel it collectively when our neighbors and friends aren't able to live their healthiest lives. Our whole community suffers.

Erie's community of patients—now more than 95,000 strong—includes parents, grandparents, students, educators, gardeners, managers, caregivers, runners, cooks, volunteers, artists, factory workers, people of faith, healthcare professionals, community leaders, business owners, and more. They each have goals and dreams and unique motivations to get and stay healthy. With good health, people can focus on what matters most to them. When our neighbors thrive, our entire community grows stronger, more vibrant, and more connected.

That's why Erie is focused on eliminating care gaps and health disparities that cause poor health outcomes. To strengthen the collective health of our communities, we deliver community-centered, comprehensive, data-driven, compassionate, high-quality primary care to any individual—regardless of where they are from, how they identify, or their ability to pay.

In the pages of this Annual Report, you'll meet just a fraction of our community and learn about the ways that Erie's teams partner with patients. We work to understand what's most important to them, and address things standing in the way of achieving their health goals.

You are an integral member of Erie's caring community. Together, with our patients, staff, donors and organizational partners we are reducing inequity, expanding access to care, and improving health. Together, we can nurture a healthcare home for our neighbors and create a healthier community for us all.

In good health,

Brian P. Marsella Brian P. Marsella

Chair, Board of Directors



Lee Francis, MD, MPH
President and CEO

Lee francis



growing our impact

Erie is providing integrated and holistic care to more patients than ever before.

95.079

total patients

15.288

patients received oral care

8.155

patients received behavioral health care

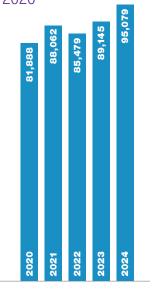
373,459 total visits

17%

visits provided via telehealth

19% increase

in the number of Erie patients since 2020



improving health, changing lives

Erie ranks in the top 10%

among community health centers nationally for the quality of care we provide across the lifespan, based on our performance in key areas, including:

ENSURING A HEALTHY START TO LIFE

87%

patients entered prenatal care



3.078

Erié patients gave birth. ranking Erie

#1 in Illinois for deliveries,

#5 nationwide

3.131

maternal and child case management patients, ranking Erie

in Illinois

PATIENTS RECEIVING RECOMMENDED SCREENINGS AND PREVENTIVE SERVICES

91%

children received oral health sealants

83%

screened for cervical cancer

62%

screened for colorectal cancer



increase

in rate of Erie patients screened for colorectal cancer in 2024

MANAGING CHRONIC DISEASE

1 in 10

Erie patients has diabetes

75%

are successfully managing their diabetes

1 in 8

Erie patients has hypertension

77%

are successfully managing their hypertension

care outside the exam room

Erie offers a wide array of programs and services between appointments to remove barriers to good health and help patients live their healthiest lives.

1 in 3

patients received personalized support between visits

10.000+

health education sessions

10.000+

patients linked to resources by Erie's Social Drivers of Health team. including

2,500+

patients connected to home medical equipment like blood pressure monitors



of health is determined by factors outside the exam room

SOURCE: Hood et al. (2016) County Health Rankings: Relationships Between Determinant Factors and Health Outcomes, American Journal of Preventive Medicine



caring for diverse patients

200 +Zip Codes

99 Languages Spoken

68% Hispanic/Latino

61%

Female 43%

Under 18

48% Prefer a

other than English

> 67% Medicaid

21% Uninsured

building our team

822

staff. of whom there were

238

medical providers, and

129

staff at Erie >10 years

218

providers in training

other health professionals in training



care delivery sites

primary care centers

ERIE DIVISION STREET ERIE EVANSTON/SKOKIE dental onsite

ERIE FOSTER AVENUE ERIE HEALTHREACH WAUKEGAN

dental onsite ERIE HELPING HANDS ERIE HUMBOLDT PARK ERIE WEST TOWN

school-based health centers

ERIE AMUNDSEN ERIE CLEMENTE ERIE JOHNSON ERIE LAKE VIEW FRIE WESTSIDE

teen & young adult center

ERIE TEEN CENTER

10

hospital partners

PRIME HEALTHCARE

• ST. FRANCIS HOSPITAL SAINT MARY OF NAZARETH HOSPITAL

ENDEAVOR HEALTH

EVANSTON HOSPITAL

HIGHLAND PARK HOSPITAL

 SWEDISH HOSPITAL HUMBOLDT PARK HEALTH

ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL OF CHICAGO

NORTHWESTERN MEDICINE

LAKE FOREST HOSPITAL

• NORTHWESTERN MEMORIAL HOSPITAL

VISTA HEALTH SYSTEM

Expanding early childhood developmental screening

LL YOUNG CHILDREN DESERVE A HEALTHY START IN LIFE, and Erie is making it easier for families to identify and address developmental concerns early. This past year, Erie initiated a streamlined process to screen young children for developmental delays using our electronic health record system, Epic.

Parents of children ages 0-3 now receive age-appropriate questionnaires about their child's development through the MyChart patient portal before their visit. If they haven't completed it in advance, they can do so in the waiting room, on their phones or on paper, if they prefer. Erie's clinical support teams review each questionnaire, ensure it is scored, and make the results available to the provider before the visit.



Lidia holds her baby son Jesus during a well-child visit, which includes a physical exam, developmental screening, and recommended vaccinations.

This process makes developmental screenings easier and more consistent, helping to support early intervention and leading to better outcomes. In addition to improving screening and assisting with referrals, Erie is training our pediatric medical and behavioral health providers to better address developmental and socioemotional concerns within our health centers.





Erie welcomes people to the community open house celebrating the grand opening of Erie HealthReach Waukegan Health Center in July 2014.

A decade of expanded access in Lake County

RIE CELEBRATED 10 YEARS OF expanded access to high quality, comprehensive healthcare for Lake County residents in July 2024. In 2014, Erie partnered with HealthReach, a former free clinic in Waukegan, to address the significant health needs of an area that lacked access to affordable care. Over the past decade, Erie HealthReach Waukegan Health Center has grown into a holistic healthcare home for nearly 11,000 people. The health center has also built partnerships with Lake County organizations to connect patients with essential resources, like our monthly food distribution event held in partnership with the Northern Illinois Food Bank.

Over 10 years, Erie HealthReach Waukegan has provided care through:

300,000 + patient visits
250,000 + teeth cleanings
2,000 + babies welcomed into the world
80 + future healthcare leaders trained
26 different languages used with patients

SANKOFA VILLAGE WELLNESS CENTER UPDATE

Bringing high quality healthcare and wellness to West Garfield Park

FTER NEARLY FOUR YEARS OF PLANNING, "HEALTHCARE IS A HUMAN RIGHT!" WAS THE CHANT as the community came together on September 16, 2024, to ceremonially break ground and celebrate the Sankofa Village Wellness Center. Erie is proud to work with the Garfield Park Rite to Wellness Collaborative as an anchor partner in the Wellness Center, alongside the YMCA of Metropolitan Chicago and Rush University System for Health. The result of a community-driven vision for health and wellness resources under one roof, the Wellness Center aims to improve health outcomes for Garfield Park residents and decrease the 25-year life expectancy gap between these residents and residents of the Loop, just five miles away. People will be able to see Erie's healthcare providers in our state-of-the-art health center—Erie's 14th location—and also access supports that contribute to good health, like a fitness center, childcare, financial education, and workforce development programs just down the hall. Construction on the site at the corner of Madison and Kildare is well underway, with opening anticipated in early 2026. Erie is beginning to recruit team members from within the community and expects to eventually serve 6,000 patients each year.





ABOVE. Erie team and board members don hard hats and shovels at the ceremonial groundbreaking of the Sankofa Village Wellness Center on September 16, 2024.

LEFT. A rendering of the upcoming Sankofa Village Wellness Center, scheduled to open in early 2026. Rendering © Moody Nolan



























Each face at Erie Family Health Centers tells a story. Each person is a unique thread woven into the vibrant fabric of our community. Within this

fabric design, Erie sees the people and their stories, not just patients and their symptoms. We listen to understand what matters most, collaborate to remove barriers, and partner with people to reach their personal health goals. We know that like a fabric, a community is strongest when every thread is secure. When even one thread frays, the fabric begins to unravel. But when our neighbors are empowered to live their healthiest lives, the entire community is stronger and more connected.













haquita knew the risks. She had experienced preeclampsia in previous pregnancies, a condition that causes dangerously high blood pressure and can lead to serious complications. When she came to Erie for a routine prenatal check-up a year ago, she didn't yet realize she had found the support system she needed.

At first, it was just about medical care. But as Shaquita prepared for the arrival of her new baby, Erie became much more. Her Erie midwife monitored her closely, ensuring she received the right care and took the steps she needed to keep both Shaquita and her baby safe. When the time came for delivery, Shaquita felt an unexpected sense of relief—her Erie midwife, the same one who had scheduled her induction, was there by her side. That familiar face made all the difference, turning an overwhelming experience into one she could navigate with confidence.

Erie's partnership didn't stop at medical care. "I am a single mother. My children come to every appointment with me. Every one," Shaquita says. She expected healthcare, but she didn't expect a case manager who would help her with the essentials—diapers, a stroller, clothes for her kids, even bus cards.

"I came in for a check-up, and suddenly, I had people making sure I had what I needed for my kids, too."

Now, Shaquita is planning to bring all three of her children to Erie. For her, staying healthy means being there for them—taking them to the park, for ice cream, to the museum, and exploring the world together. And at Erie, she's found a place where her family belongs. "They make my kids feel welcome, like they matter here," she says. "They remember them from other appointments, talk to them, and make them feel comfortable. That means everything to me."

There are risks in life we can't always predict, but having the right support can make all the difference, and at Erie, she's found a place where her family belongs.

"We made sure Shaquita had a stroller she could use to carry all three of her kids. Small things like that-just ensuring she has what she needs-can make a big difference."

MERCEDES FUENTES
Erie Case Manager



n case of emergency, flight attendants instruct passengers to put on their own oxygen masks before assisting others. For Alfonso, that moment of clarity came when he realized he had to care for himself first to be there for two of the most important people in his life—his children.

Friends in Lake County knew Erie for medical care, but when one suggested he go to Erie HealthReach Waukegan, he discovered support that went far beyond the exam room. "None of my friends realized just how much Erie could do for me," he says.

Now five years sober, Alfonso credits Erie's care and community for helping him along the way. His provider, nurse practitioner Soledad Rios, made him feel seen and heard from the start. She took time to understand his goals, connected him to an Erie therapist, and supported him at every step. Alfonso says,

"Even though she's the 'doctor' and I'm the patient, she just treats me like a human being."

As Alfonso worked toward better health, he was surprised by the support Erie offered when bumps in the road obstructed his path forward. When work slowed and money was tight, Erie's Social Drivers of Health team was able to link him to resources to help pay his rent for the next few months and fill his prescriptions at a lower price. Erie also helped connect Alfonso to family legal assistance. "It's awesome that we have these programs for Alfonso and other patients. I so appreciate it as a provider—it makes my job easier," Soledad notes.

These resources kept Alfonso on track, reinforcing that good health is about more than medical care—it's about stability, support, and people who believe in you. Good health allows us to show up for our loved ones, and a strong community makes it possible. Alfonso's friends often ask, "How did you do it?" His answer is simple. "It's because I went to Erie."

"It's awesome that we have these programs for Alfonso and other patients. I so appreciate it as a provider—it makes my job easier."

SOLEDAD RIOS *Erie Nurse Practioner*



fter decades filled with raising children, working, and managing a household, Keshia is ready to focus on her own physical and mental well-being. Keshia declares:

"It's time for me to take care of me."

In between work shifts and family duties, she relaxes by reading a book, going to the nail salon, or enjoying a glass of sweet red wine.

When she started experiencing persistent abnormal uterine bleeding that impacted her daily life, she knew she needed to trust her instincts and seek healthcare. "My sister told me I was going through menopause, but I said, 'No! I know my body, and I know something's wrong." She was experiencing stressful personal issues, and her health issues compounded the stress.

Keshia visited her Erie primary care provider, who referred her to Erie OB/GYN Dr. Sarah Lambeth. They set about searching for answers and finding a noninvasive treatment option, per Keshia's request. Working together, Keshia and her care team found a long-term medication that resolved her symptoms and allowed her to resume her normal life. Ahresha, an Erie pharmacy technician, coordinated with Keshia and her insurance to secure the medication.

Women often experience frustrations seeking treatment for reproductive health issues, so Keshia feels grateful for her caring, proactive Erie team. "I told my daughters that when they're ready to see a gynecologist, they should go to Dr. Lambeth," Keshia says. "She took her time and never gave up on finding a solution for me." With an effective and tailored treatment plan in place, Keshia continues doing things that bring her joy and fulfillment, including being there for her grandkids and preparing to apply for nursing school.

"Being healthy allows me to live longer, be wiser, and more successful in all aspects of life."

KESHIA Erie Patient



or as long as she can remember, Erie Family Health Centers has been part of Lisa Vazquez's life. Her childhood home was two blocks away from Erie Humboldt Park Health Center. When she became a mother, she brought each of her four children to Erie. So it felt natural to her to apply for a position on Erie's behavioral health team after she completed her social work degree. As she puts it:

"I've always been here. How great would it be to work here?"

Now driven by Erie's mission, Lisa has grown her career at Erie over the past 12 years. She has moved from helping patients access treatment for substance use disorders, to Erie's care management team, to a coordinator role with Lending Hands for Life (LHL), Erie's program that serves patients living with HIV/AIDS or Hepatitis C. "Doors have opened for me at Erie. I've been molded, little by little."

Now, as HIV, HepC and PrEP Program Manager, Lisa leads a multidisciplinary team of 10 patient navigators, case managers, and providers who empower more than 600 patients with services including care coordination, emotional support, and resource linkage. She is particularly proud of her work to establish Erie's PrEP program and increase patients' access to this highly effective HIV prevention medication. "Lisa has vision, creativity and tremendous empathy for our patients," says Bridget Magner, Director of Patient Programs and Health Equity. "She relentlessly advocates for improving our services, increasing access for more people and supporting and educating the community."

Erie strives to hire people in roles all across the organization who, like Lisa, come from the communities we serve and are dedicated to making healthcare more accessible. Lisa recognizes the benefits of this approach in her own work: "I know this community. I can relate to our patients and what they're going through. I know what resources we have access to in our community and where there is opportunity for more."

While Lisa is focused on helping others, she recognizes the importance of staying healthy herself. She and her family are still Erie patients. She's proud that multiple generations of her family continue to receive high-quality care at Erie.

"I know this community. I can relate to our patients and what they're going through."

LISA VAZQUEZ
Erie HIV, HepC and PrEP Progam Manager



Being healthy allows me to...



"...keep up with the kids I work with, and play dodgeball with them."

MELISSA Patient



"...live longer, especially now that I'm expecting my first child."

VANERI Patient



"...take care of my family, feel good about myself, and be productive."

YAREYDY Patient

"...enjoy quality time with my friends and family at museums and the lakefront."

ADILENY
Staff



"...be able to have a good life and be active with my Goldendoodle and Shih Tzu."

ALEJANDRA



"...stay sharp as a goalkeeper at my weekly soccer games."

KALED Staff



FINANCIAL HIGHLIGHTS

Erie's caring donor community helps ensure that patients have access to essential healthcare services so that they can pursue what matters most to them in life.

Growing together

As partners in our growth, generous donors bring Erie's welcoming healthcare home to more people and communities.

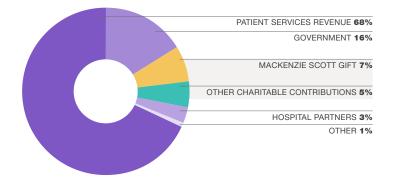
REVENUES (at year end, dollars in millions)



Passionate supporters

Your generous investment sustains healthcare services and innovative programs for patients regardless of how they identify, where they come from, or how they pay for services.

FY24 TOTAL REVENUE SOURCES: Erie's FY24 income totaled \$120,463,549



CHARITABLE CONTRIBUTIONS

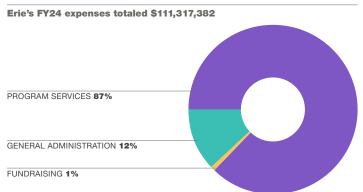


Total adds to greater than 100% due to rounding.

Amplifying impact

Your partnership helps neighbors live their healthiest lives and strengthens the collective health of our communities.

FY24 FUNCTIONAL EXPENSES



MACKENZIE SCOTT GIFT

Erie received a one-time, \$9 million unsolicited gift from MacKenzie Scott through her Yield Giving Fund in FY24. We are honored by this affirmation of Erie's mission of healthcare as a human right. Erie is strategically investing this contribution to grow and sustain high-quality healthcare for patients and nurture our healthcare workforce.

For the audited Erie FY24 Financial Statements, click on the QR code or go to erie.health/fy24financial



DEAR PARTNERS AND FRIENDS,

Passionate. Dedicated. Proactive.

These descriptors exemplify the spirit of Shaquita, Alfonso, Keshia, Lisa, and countless other community members in pursuit of good health. But they also aptly describe the partners who help Erie provide comprehensive healthcare for communities across the Chicago region.

We are grateful that you stand with us in the belief that **healthcare** is **a human right**. Nobody should be without access to care. With donor support, last year Erie connected more than 95,000 patients of all ages and stages to medical services and additional resources that promote good health regardless of where they are from, how they identify, or their ability to pay—thank you!

Your generosity helps individuals and families access healthcare, health education programs, and additional resources like food, transportation assistance, and baby supplies. On the following pages, you will find a list of more than 1,400 Erie donors who made a contribution between July 2023 and June 2024. We ask you to picture the faces behind the generosity that makes Erie's work possible. Each one is a critical member of our Erie community.

Every dollar raised by Erie Family Health Foundation goes directly to support essential programs and services according to donor intent.

Beyond financial gifts, our supporters step up in countless ways. Erie champions have made a huge impact by volunteering at food distributions, organizing resource drives, hosting events, fundraising, participating in advocacy actions, spreading awareness of Erie's mission, and so much more. We appreciate everyone's willingness to lend a hand in times of need.

As Erie prepares for the changing national healthcare landscape, we are motivated by the continued strength and enthusiasm of our supporters. On behalf of the Erie Family Health Foundation Board of Directors, thank you for facilitating thousands of smiles and helping build thriving, healthy communities.

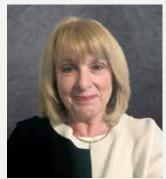
Sincerely,

Melin Helt

Melissa Hilton
Executive Director
Erie Family Health Foundation

Nancy Bock
Board Chair
Erie Family Health Foundation





Gifts from July 1, 2023-June 30, 2024

Capital Gifts

Erie Sankofa Village Health Center, West Garfield Park

\$1,000,000 and above

John and Kathy Schreiber US Department of Health and Human Services Health Resources and Services Administration (HRSA)

\$300,000-\$999,999

Illinois Children's Healthcare Foundation (ILCHF) The Harry and Jeanette Weinberg Foundation

\$100.000-299.999

Anonymous Eleanor and William Revelle

Operating Gifts

Public Sources

Chicago Department of Public Health (CDPH) Chicago Public Schools (CPS) Ela Township Illinois Department of Commerce and Economic

Opportunity (DCEO) Illinois Department of Human Services (IDHS) Illinois Department of Public Health (IDPH)

Lake County Libertyville Township

Niles Township US Department of Health and Human Services, Health Resources and Services Administration (HRSA)

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Wauconda Township

AllianceChicago Ann & Robert H. Lurie Children's Hospital of Chicago **Endeavor Health** National Institute for Medical Assistant Advancement Northwestern University Swedish Hospital University of Chicago Medical Center University of Illinois Chicago

Corporations, Foundations. **Organizations** and Individuals

\$1,000,000 and above

Endeavor Health Northwestern Medicine The Grainger Foundation Yield Givina Fund/ MacKenzie Scott

\$500,000-\$999,999

Abbott Fund The John and Kathleen Schreiber Foundation

\$200,000-\$499,999

AIDS Foundation Chicago (AFC) Ann & Robert H. Lurie Children's Hospital of Chicago Crown Family Philanthropies Polk Bros. Foundation■ Tony Valukas and Cathy Beres■

\$100,000-\$199,999

AllianceChicago **Hunter Family Foundation** Illinois Primary Health Care Association (IPHCA) Joint-County Opportunity Benefit Support Fund Local Initiatives Support Corporation (LISC) Sinai Community Institute

\$50,000-\$99,999

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\$25,000-\$49,999

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Thomas Oczkowski

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\$10,000-\$24,999

Anonymous (2)

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\$5,000-\$9,999

David Ansell and

Helen and Duane Binns

Paula Grabler

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\$2,500-\$4,999

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Val and Rob Weiss

\$500-\$999

McHugh

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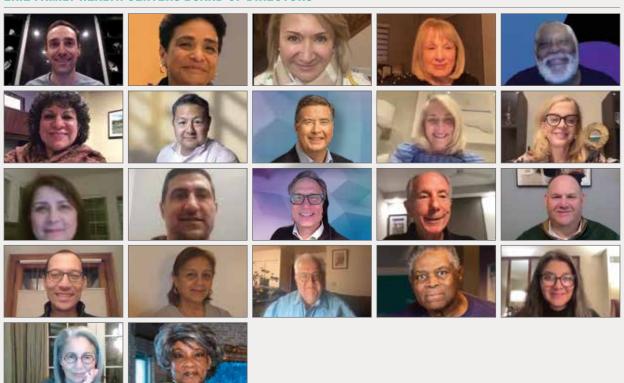
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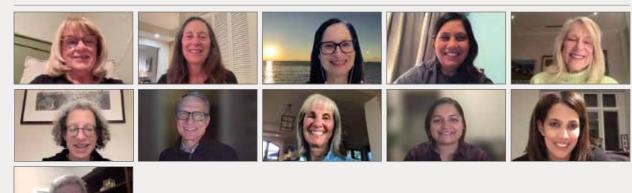


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