



JUNE 30, 2025

Community Health Needs Assessment

Community Health
Strategic Plan

UPMC CARLISLE

UPMC HANOVER

UPMC LITITZ

UPMC MEMORIAL

UPMC PINNACLE HOSPITALS

- UPMC COMMUNITY OSTEOPATHIC
- UPMC HARRISBURG
- UPMC WEST SHORE

CUMBERLAND, DAUPHIN, LANCASTER, AND YORK COUNTIES

UPMC
LIFE CHANGING MEDICINE



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I. EXECUTIVE SUMMARY

UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

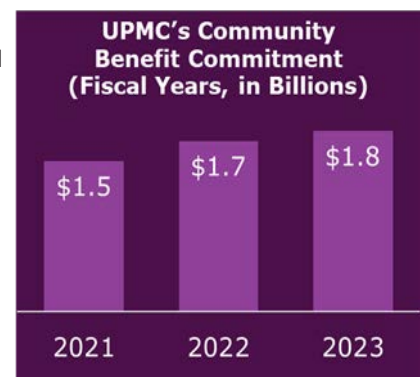
UPMC Plays a Major Role in Its Community:

UPMC is one of the world's leading Integrated Delivery and Financing Systems ("IDFS"), combining a major Health Services Division with more than 40 hospitals and 800 clinical locations, with a more than 4-million-member Insurance Services Division. One of the largest nonprofit health systems in the United States, UPMC is headquartered in Pittsburgh, Pennsylvania, and serves patients seeking highly specialized medical care primarily from communities across Pennsylvania, as well as throughout the nation and around the world. The UPMC Insurance Services Division offers a full range of products and services and is the largest medical insurer in western Pennsylvania.

Committed to its mission of service, UPMC provides nearly \$2 billion annually in benefits to the communities it serves, and delivers more care to the region's poor and underserved than any other health system in the state.

UPMC's commitment to service is seen in the following ways:

- **Establishing a healthy culture in the communities we serve:** UPMC enhances health and wellness through more than 3,000 community-focused programs.
- **Caring for the vulnerable:** In Fiscal Year 2023, UPMC subsidized \$656 million in charity care and coverage for unreimbursed costs of care provided to Medicaid beneficiaries.
- **Providing state-of-the-art, life-saving care to the community:** In partnership with the University of Pittsburgh, UPMC makes significant investments in translational sciences, technology, research, and education designed to improve clinical quality, promote patient-centered care, and benefit the overall health of residents of our communities.
- **Contributing to a thriving future for the state:** UPMC fosters economic prosperity through direct investment and new product development, which improves the health of communities large and small. The largest nongovernmental employer in Pennsylvania, UPMC is a leader in workforce development efforts, supports nearly one in three hospital jobs in the commonwealth, and generates an annual economic impact of more than \$50 billion in the region.
 - > UPMC invested \$602 million in education and research in 2023, primarily at the University of Pittsburgh, which ranks #6 in National Institutes of Health (NIH) dollars.
 - > UPMC sponsors 98 percent of all hospital-funded research in western Pennsylvania.



Assessing the Significant Community Health Needs for the Four-County Region:

In Fiscal Year 2025, UPMC's five licensed hospitals — located in and serving Cumberland, Dauphin, Lancaster, and York counties, in Pennsylvania — conducted a joint Community Health Needs Assessment (CHNA) in keeping with requirements described in section 501(r) of the Internal Revenue Code. Building on the initial CHNAs conducted in Fiscal Years 2012, 2015, 2019, and 2022, the Fiscal Year 2025 joint CHNA provided an opportunity for the hospitals to re-engage with community stakeholders in a rigorous, structured process guided by public health experts.

The collaborating hospitals in this CHNA deliver an array of specialized programs and services:

- UPMC Carlisle, located in Cumberland County, is an acute care hospital that provides emergency services, pulmonary and sleep medicine services, a Level II NICU, and access to the latest imaging technology.
- UPMC Hanover is an acute care hospital in York County, offering a comprehensive array of services, including heart and vascular care, orthopaedic surgery, women's health, and wound care.
- Located in Lancaster County, UPMC Lititz is an acute care facility that offers access to cardiac, cancer, and women's health services, as well as orthopaedic surgery, sleep medicine, cardiac rehabilitation, and plastic and reconstructive surgery.
- Located in York County, UPMC Memorial opened in August 2019. The five-level, state-of-the-art facility provides acute and emergency medical care, cardiology and vascular services, and a Level II NICU.
- UPMC Pinnacle Hospitals — the legal name for UPMC Community Osteopathic, UPMC Harrisburg, and UPMC West Shore — offers a wide range of services, including advanced specialty care, surgical services, emergency care, and comprehensive women's and children's health. These hospitals also support regional needs with services like cardiology, oncology, orthopaedics, and neurology.

For the purpose of this joint CHNA, the collaborating UPMC hospitals define their community to be Cumberland, Dauphin, Lancaster, and York counties in Pennsylvania.

By combining efforts and resources, this joint assessment identifies important local health issues, while supporting a coordinated, system-wide community health strategy that extends across the region. Working together, UPMC's hospitals are committed to advancing health for residents in the community.

UPMC Licensed Hospitals in Central Pennsylvania

UPMC Carlisle	Cumberland County
UPMC Hanover	York County
UPMC Lititz	Lancaster County
UPMC Memorial	York County
UPMC Pinnacle Hospitals	
UPMC Community Osteopathic	Dauphin County
UPMC Harrisburg	Dauphin County
UPMC West Shore	Cumberland County

Input from Community Stakeholders and Public Health Experts:

UPMC partnered with experts at the University of Pittsburgh School of Public Health (Pitt Public Health) to conduct the CHNA using a best-practice methodology. The assessment blended analysis of documented public health data and socioeconomic factors with a structured community input survey process that solicited feedback from community partners that represent patient constituencies within the community — including medically underserved, low-income, and minority populations.



CHNA Findings: Significant Community Health Needs for the Four-County Region:

The residents of the four-county region have a wide range of health concerns. The Fiscal Year 2025 joint CHNA identified two significant health needs of importance to the communities served by UPMC Carlisle, UPMC Hanover, UPMC Lititz, UPMC Memorial, and UPMC Pinnacle Hospitals.

Significant Health Needs		Importance to the Community
1	Access to Care and Navigating Resources	Access to care and navigating resources have important implications for the health of the community in a variety of ways, including preventing disease and disability, detecting and treating illnesses or conditions, managing chronic disease, reducing preventable hospitalization, and increasing quality of life.
2	Prevention and Community-Wide Healthy Living	Preventive care efforts, such as preventive screenings, can help identify diseases early, improve management of diseases, and reduce costs.

Amplifying UPMC's Impact Across the Four-County Region:

In 2025, the Board of Directors for each UPMC licensed hospital adopted plans to address the significant health needs identified in the Fiscal Year 2025 joint CHNA, and to measure and track associated improvements. This report documents progress toward addressing significant health needs identified from prior CHNAs, as well as delineates hospital-specific implementation plans that will address community health needs over the Fiscal Year 2025–2028 period. These plans build upon the goals established in Fiscal Year 2022, recognizing that significant health needs will generally require more than two to three years to show meaningful improvement.

While tailored to each hospital, the implementation plans:

- **Focus on a Few High-Urgency Issues and Follow-Through:** UPMC hospitals continue to address a broad range of health needs through clinical services, support programs, and community partnerships. Due to resource constraints, UPMC hospitals in the four-county region are concentrating on a focused number of health issues that will address the significant health needs in the community. However, these efforts may have a spillover effect on other priorities.
- **Emphasize Populations Most in Need and Reduce Health Disparities:** Where applicable, implementation plans include programs and outreach for population segments, such as seniors, women and infants, children and adolescents, and other vulnerable, high-risk, or medically underserved community members.
- **Support a Wide Range of Chronic Disease Prevention and Care Initiatives:** More than half of deaths in the community are attributable to chronic disease. UPMC hospitals in the four-county region are promoting and increasing access to preventive care, immunizations, education, and screenings.
- **Enhance and Expand Efforts to Address Behavioral Health Needs:** Rated high in importance by community stakeholders, behavioral health conditions have a growing impact on the community. UPMC hospitals in the four-county region are working together to address behavioral health needs.
- **Promote Access and Navigating Available Resources:** Established health care programs in the region are often untapped due, in part, to social and logistical challenges faced among populations and individuals lacking social support systems.
- **Leverage Community Partnerships:** An ongoing objective of the CHNA effort is to help align community programs and resources with community health needs. UPMC hospitals are collaborating successfully with local organizations to improve community health.

The following chart illustrates how each UPMC hospital will contribute to addressing the significant health needs in the four-county region. Additionally, detailed, hospital-specific implementation plans are provided in **Section IV** of this report.

2025 Significant Health Needs in Cumberland, Dauphin, Lancaster, and York Counties		
UPMC Hospitals in Cumberland, Dauphin, Lancaster, and York Counties	Access to Care and Navigating Resources	Prevention and Community-Wide Healthy Living
UPMC Carlisle	✓	✓
UPMC Hanover	✓	✓
UPMC Lititz	✓	✓
UPMC Memorial	✓	✓
UPMC Pinnacle Hospitals	✓	✓



II. OVERVIEW AND METHODS USED TO CONDUCT THE COMMUNITY HEALTH NEEDS ASSESSMENT

In Fiscal Year 2025, UPMC's five licensed hospitals in Cumberland, Dauphin, Lancaster, and York counties collaborated to conduct a joint CHNA, in keeping with IRS 501(r) guidelines. Through the assessment process, UPMC's hospitals identified the four-county region's significant health needs, prioritized those health needs, established action plans, and identified resources to address those needs. The 2025 document builds upon prior assessments and implementation plans developed in Fiscal Year 2022. UPMC approached the CHNA requirement as an opportunity to evaluate and assess needs through a formalized, rigorous, and structured process to ensure that health improvement efforts and resources are aligned with the most significant community health needs. Goals of the CHNA were to:

- **Better understand community health care needs.**
- **Develop a roadmap to direct resources where services are most needed, and impact is most beneficial.**
- **Collaborate with community partners, where together, positive impact can be achieved.**
- **Improve the community's health and achieve measurable results.**

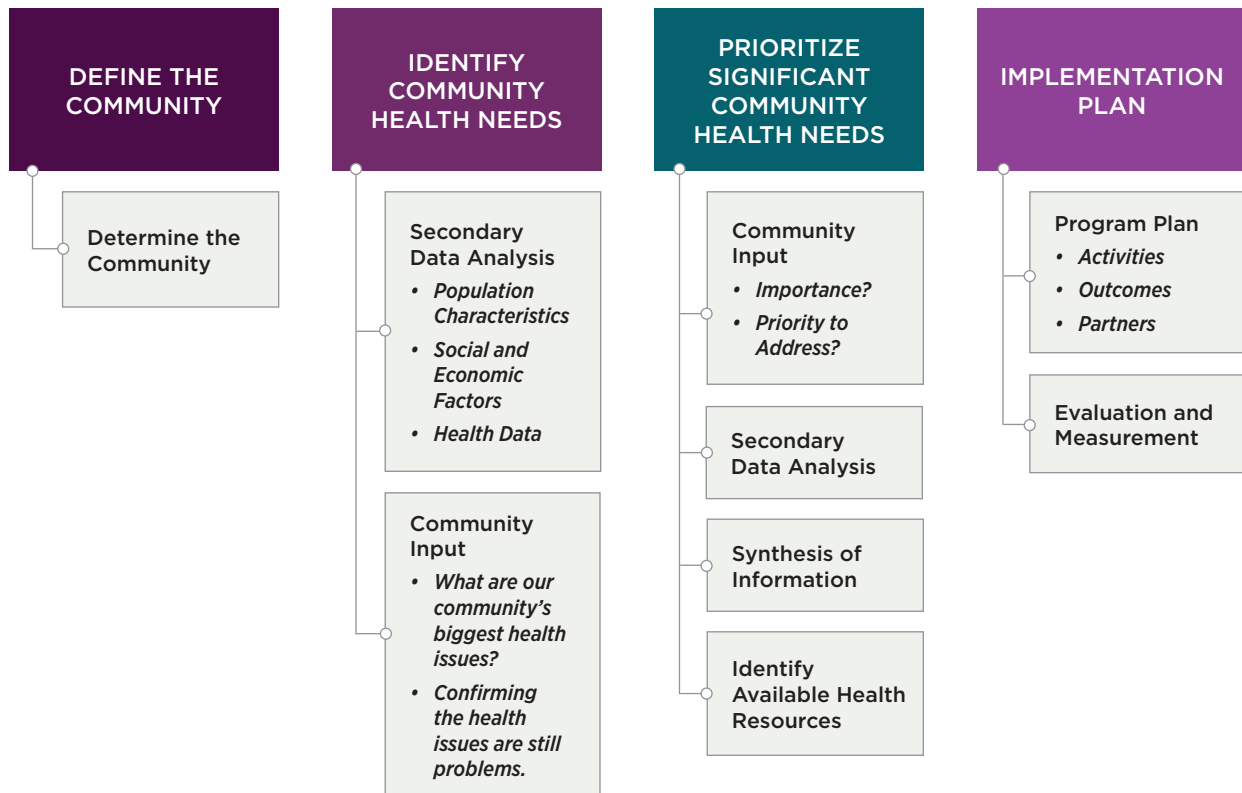
The CHNA incorporated analysis of public health data and input from individuals representing the broad interests of the community — including those with special knowledge and expertise in public health, and community stakeholders representing members of medically underserved, low-income, and minority populations. The overall health of the community is a shared responsibility among many stakeholders and entities, including government agencies, health care providers, nongovernmental organizations, and community members themselves. While the IRS CHNA requirements apply specifically to nonprofit hospital organizations, collaboration with community partners is essential for implementing and achieving effective community health improvement.

Collaborated with Experts in Public Health:

To conduct the CHNA in a manner that reflects best practices, UPMC partnered with the University of Pittsburgh School of Public Health (Pitt Public Health). Pitt Public Health's mission is to provide leadership in health promotion, disease prevention, and the elimination of health disparities in populations. Aligning with assessments conducted in 2013, 2016, 2019, and 2022, Pitt Public Health faculty and researchers' expertise supported a structured process for obtaining community input on health care needs and perceived priorities, an in-depth review and summary of publicly available health data, and the establishment of criteria for evaluating and measuring progress.

Framework for Conducting the CHNA:

The Community Health Improvement Process developed by the Health and Medicine Division (HMD) of the National Academy of Medicine served as a guiding framework in assessing the health needs of the UPMC hospital communities. The hospitals adapted this model to guide the development of their CHNA.



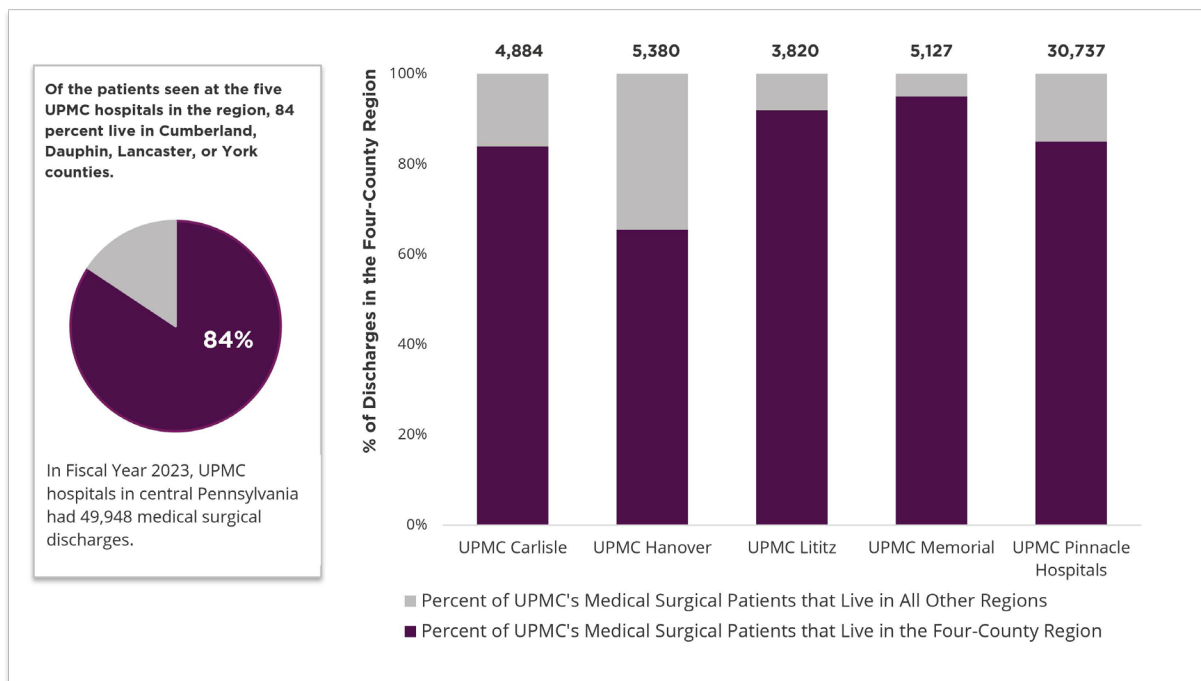
Definition of the Community: Cumberland, Dauphin, Lancaster, and York Counties:

For the purpose of this joint CHNA, all five of the collaborating UPMC hospital facilities define their community to be the four-county region. With 84 percent of patients treated at UPMC Carlisle, UPMC Hanover, UPMC Lititz, UPMC Memorial, and UPMC Pinnacle Hospitals residing in Cumberland, Dauphin, Lancaster, or York counties, these five licensed hospitals primarily serve residents of this geographic region. By concentrating on Cumberland, Dauphin, Lancaster, and York counties, UPMC can consider the needs of the great majority of its patients, and do so in a way that allows accurate measurement, using available secondary data sources.

While the four-county region represents the basic geographic definition of each of these hospitals, this CHNA also considered characteristics of the broader area, such as state data, as well as specific populations within the defined community — such as minorities, low-income individuals, and those with distinct health needs.

By combining efforts and resources, UPMC Carlisle, UPMC Hanover, UPMC Lititz, UPMC Memorial, and UPMC Pinnacle Hospitals are focusing on important local health issues, while supporting a coordinated community health strategy across the region and system-wide.

Most Patients Treated at UPMC Hospitals in Central Pennsylvania Live in the Four-County Region: Cumberland, Dauphin, Lancaster, and York Counties.

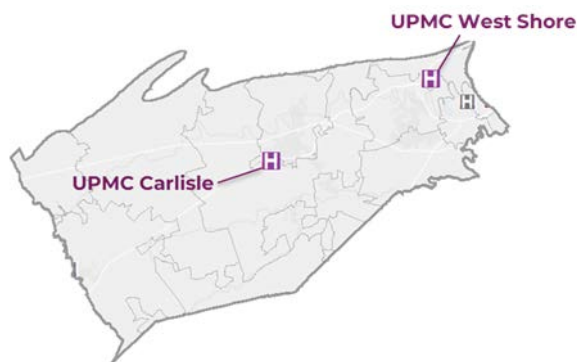


Source: Pennsylvania Health Care Cost Containment Council, Fiscal Year 2023

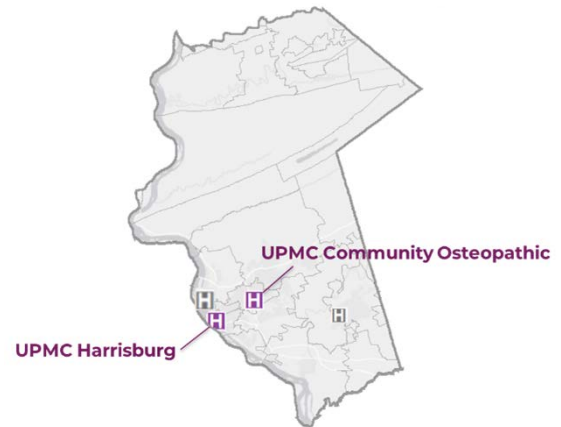
Identifying UPMC's System-Wide Resources Available to Address the Region's Significant Health Needs

UPMC's hospitals are supported by a comprehensive network of additional health care resources in the area, including more than 165 UPMC outpatient locations within Cumberland, Dauphin, Lancaster, and York counties. A leader in high-quality specialty care, UPMC provides local access through UPMC Children's Community Pediatrics, UPMC Hillman Cancer Centers, UPMC Magee-Womens specialty services locations, and UPMC Western Behavioral Health. UPMC also offers a wide range of outpatient facilities, including freestanding surgery centers, imaging centers, labs, pharmacies, primary care offices, rehabilitation services, and urgent care centers. UPMC addresses the needs of vulnerable populations through health centers and clinics in underserved communities, and UPMC Children's Hospital of Pittsburgh satellite locations for children and families.

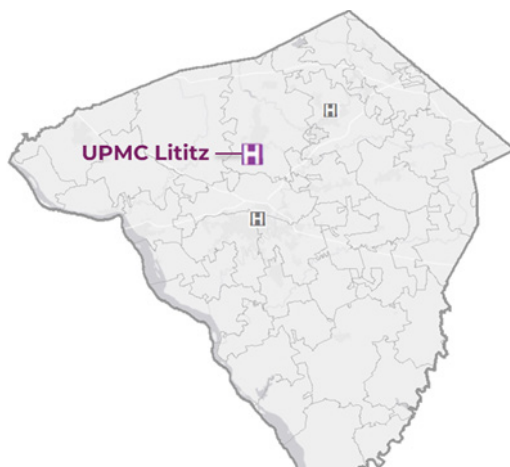
Cumberland County



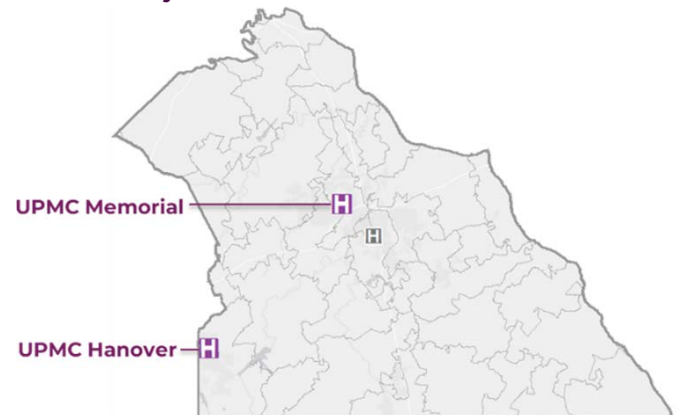
Dauphin County



Lancaster County



York County



 UPMC Hospitals

 Other Hospitals

Identifying and Prioritizing Significant Health Needs:

Secondary Data Analysis and Sources:

UPMC conducted an in-depth analysis of publicly available data in partnership with Pitt Public Health. Secondary data, including population demographics, mortality, morbidity, health behaviors, clinical care, socioeconomic, and health status data, were used to identify, prioritize, and confirm significant community health needs. A full list of secondary data sources used is listed in **Appendix A**. Community-level data (usually county-level) were compared to the state, nation, and *Healthy People 2030* benchmarks to help identify key health issues. This information may be found in **Appendix B**.

Population characteristics, socioeconomic, and health status data were also examined. When available, data specific to low-income individuals, underserved minorities, and uninsured populations were examined. In addition, the analysis considered federal designations of Health Professional Shortage Areas (HPSAs) — defined as “designated as having a shortage of primary medical care providers,” Medically Underserved Areas (MUAs) — which may consist of a whole county or a group of contiguous counties, a group of county or civil divisions, or a group of urban census tracts, and Medically Underserved Populations (MUPs) — which are specific sub-groups of people living in a defined geographic area with a shortage of primary care health services.

Community Input:

Community input on the perceived health needs and priorities of the region was used to complement analysis of publicly available data. To identify and prioritize health needs of the communities served, the CHNA solicited and took into account input from persons who represent the broad interests of the community, including those with special knowledge of or expertise in public health.

The Fiscal Year 2025 CHNA builds on the UPMC system-wide assessment processes applied in Fiscal Years 2013, 2016, 2019, and 2022, engaging community stakeholders to provide structured input on health needs present in each hospital's surrounding community. In May 2024, Pitt Public Health surveyed community leaders and stakeholders specific to each hospital's local community, as well as a system-wide panel of regional stakeholders. A survey was extended to a total of 3,657 community participants from 29 UPMC hospital communities.

Participants included:

- Leaders or members of medically underserved, low-income, or minority populations, and populations with chronic disease.
- Representatives from public health departments or governmental agencies serving community health.
- Medical staff leaders who have a unique perspective and view of the community.
- Other stakeholders in community health such as consumer advocates, nonprofit and community-based organizations, local school districts, government organizations, and health care providers.

See **Appendix C** for a complete list and description of community participants.



SURVEY PARTICIPATION STATISTICS: CENTRAL PENNSYLVANIA



505

Community partners invited to participate across Community Health Needs surveys



79

Percent of participants surveyed represented medically underserved, low-income, or minority populations

UPMC's system-wide community input survey process consisted of multiple stages over the past five CHNA cycles; UPMC hospitals in central Pennsylvania joined the UPMC system-wide process for the first time in 2022.

CHNA Year	Activity	Description
2013	Brainstorming on Health Problems	Each hospital's community advisory panel met to gather input on the question, "What are our community's biggest health care problems?" Brainstorming resulted in the development of a 50-item list of health problems.
2013	Rating and Sorting Health Problems to Identify Significant Health Needs	<p>Community members participated in the rating and sorting process to prioritize the 50 health problems. Each participant sorted the list into overarching themes, and then rated the problems using a 1 to 5 Likert scale, according to the following criteria:</p> <ul style="list-style-type: none"> • How important is the problem to our community? • What is the likelihood of being able to make a measurable impact on the problem? • Does the hospital have the ability to address this problem?
2013	Concept Mapping	Multi-dimensional scaling was applied to the sorting data to examine similarities between the 50 community health problems. Hierarchical clustering was used to group the sorting data into common thematic areas and to establish a final cluster map, which provided a visual representation of the data.
2016	Confirming Health Issues	Community advisory panels were surveyed about the continuing importance of the identified health issues. Advisory panel members participated in an online Qualtrics survey that solicited feedback on new health issues as well as reaffirming whether previously identified issues continue to be a problem in the community.
2019	Confirming and Expanding Health Issues	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., health-related social needs and interpersonal safety).</p> <p>Using a Qualtrics survey, community leaders also provided consideration on population segments with greatest health needs (e.g., seniors, children and adolescents, mothers and infants, general community, or other).</p>
2022	Confirming and Expanding Health Issues to Address Emerging Health Topics	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., short- and long-term effects of COVID-19). Community stakeholders provided input on:</p> <ul style="list-style-type: none"> • The continued importance of the 2019 health issues. • Relative importance, ability to impact, and hospital ability to address an expanded list of health issues. • Determination of factors contributing to health disparities.
2025	Confirming and Expanding Health Issues to Explore Access	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., health disparities, rural health, access, and telemedicine). Community stakeholders provided input on:</p> <ul style="list-style-type: none"> • The continued importance of the 2022 health issues. • Relative importance and prioritization of an expanded list of health issues. • Determination of factors contributing to health disparities. • Evaluation of barriers that make it difficult to get access to important resources for health care and health-related social needs. • Utilizing telemedicine to access care in rural or underserved areas.

Synthesis of Information and Development of Implementation Plans:

The secondary data analyses and results from the community input survey process were aggregated, evaluated, and synthesized with the assistance of public health experts from Pitt Public Health. Through this effort, UPMC hospital leadership identified a set of significant health needs that are critical, addressable, and have high levels of urgency in the community. The process then matched those needs to:

- Best-practice methods for addressing these needs.
- Existing hospital community health programs and resources.
- Programs and partners elsewhere in the community that can be supported and leveraged.
- Enhanced data collection concerning programs.
- A system of assessment and reassessment measurements to gauge progress over regular intervals.

Outcomes and Evaluation of Hospital Implementation Plans:

UPMC engaged with researchers from Pitt Public Health to develop evaluation metrics to measure and track progress related to the implementation plans. The metrics vary by hospital, according to health outcomes, current hospital efforts, and hospital resources.

The implementation plans were developed with the expectation that future progress would be reviewed by the hospitals, as well as potentially by public health agencies. Therefore, two types of outcomes are considered:

- **Process Outcomes (directly relating to hospital/partner delivery of services):** Process outcomes indicate efforts hospitals and community partners can undertake to increase delivery of a service designed to change a health impact indicator. These mostly involve increases (or better targeting) in programming, outreach, publicity, or related efforts. Process outcomes can be measured by increases in investment (dollars or personnel), outreach (media messages, public service announcements), service units delivered (classes, screenings), people attending or completing programs, and number of sites for delivery of programs.
- **Health Impact Outcomes (applies to changes in population health for which the hospital's efforts are only indirectly responsible):** Health impact outcomes are changes in population health related to a broad array of factors, of which hospital and community partner efforts are only one contributing part. These outcomes include reductions in the prevalence of disease, risk factors, and health behaviors associated with disease. Benchmarks for progress in population indicators are available from *Healthy People 2030* and *Robert Wood Johnson County Health Rankings & Roadmaps*.

RESULTS OF THE COMMUNITY HEALTH NEEDS ASSESSMENT AND IN-DEPTH COMMUNITY PROFILE

Characteristics of the Community:

The counties in the community are located in central Pennsylvania. Cumberland County has a population of 259,469, Dauphin County has a population of 286,401, Lancaster County has a population of 552,984, and York County has a population of 456,438.

Sizable Elderly Population with High Social Needs: A notable characteristic of Cumberland, Dauphin, Lancaster, and York counties is the increasing percentage of elderly residents (65 years and older). Cumberland, Dauphin, Lancaster, and York counties have large elderly populations (19 percent, 18 percent, 19 percent, and 18 percent, respectively), compared to the United States (17 percent). Reflective of the higher proportion of elderly, the percentage of Medicare recipients was higher in the region, compared to the nation (See **Appendix B**).

Cumberland, Dauphin, Lancaster, and York Counties Have Sizable Elderly Populations

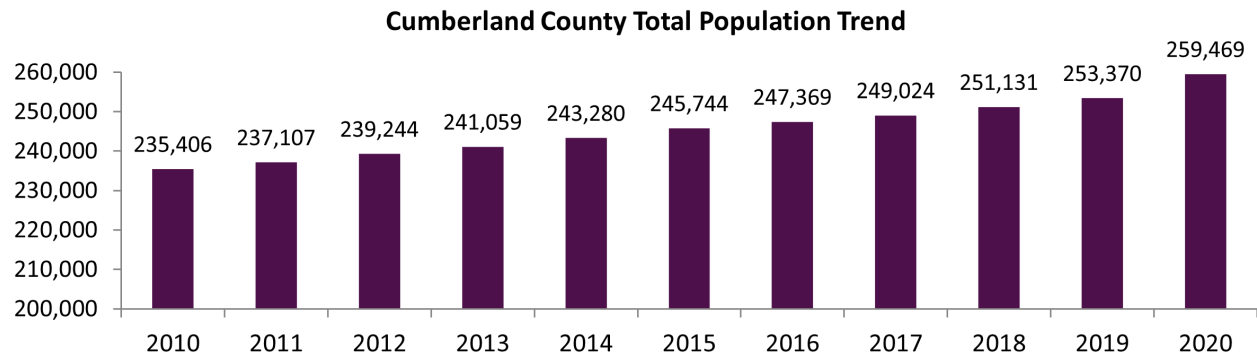
Age Distribution – 2020						
	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States
Median Age	40.8	39.8	39.3	41.4	41.0	38.8
% Children (<18)	20.4	21.6	23.1	21.9	20.4	22.1
% 18-44	34.5	34.5	33.2	32.1	34.0	35.7
% 45-64	25.7	26.3	24.5	27.6	26.5	25.4
% 65+	19.5	17.6	19.2	18.4	19.1	16.8
% 85+	2.5	2.0	2.8	2.2	2.5	1.9
% Elderly Living Alone	12.9	12.3	11.5	11.1	12.9	11.1

Source: U.S. Census

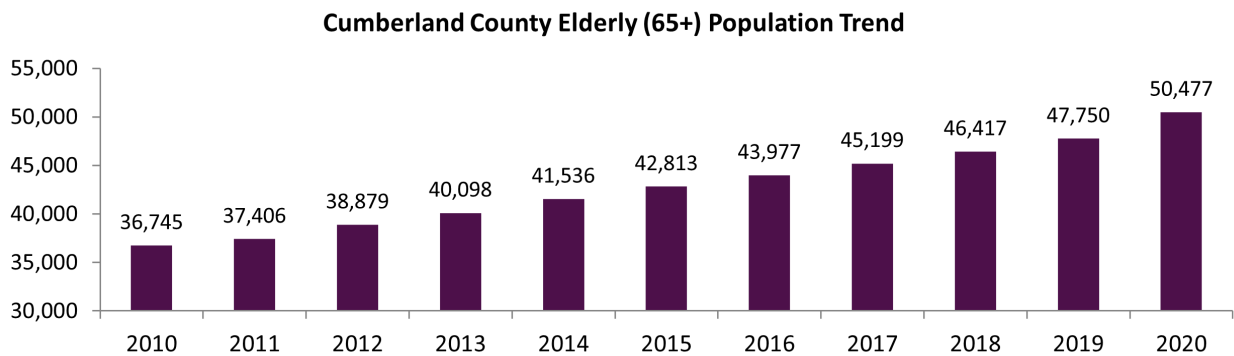
Aging Population Increasing in the Region: The total population in Cumberland, Dauphin, Lancaster, and York counties has increased slightly since 2010, while the elderly population (age 65 and over) has increased significantly (see figures below). While the population data presented in this report is based on decennial U.S. Census figures, data through 2023 indicate that these trends continue.

Cumberland County:

Cumberland County's total population has seen a 10 percent increase from 2010 to 2020.



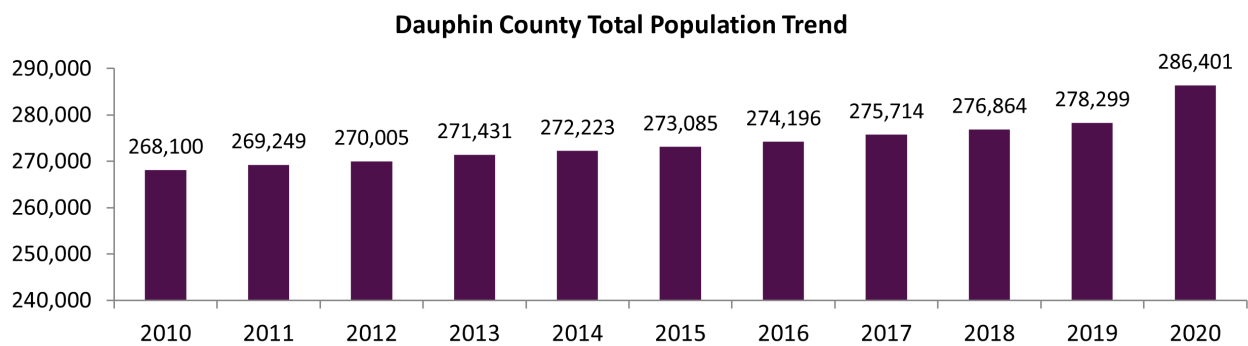
However, the elderly population in Cumberland County (65+) has seen a 37 percent increase from 2010 to 2020.



Source: U.S. Census

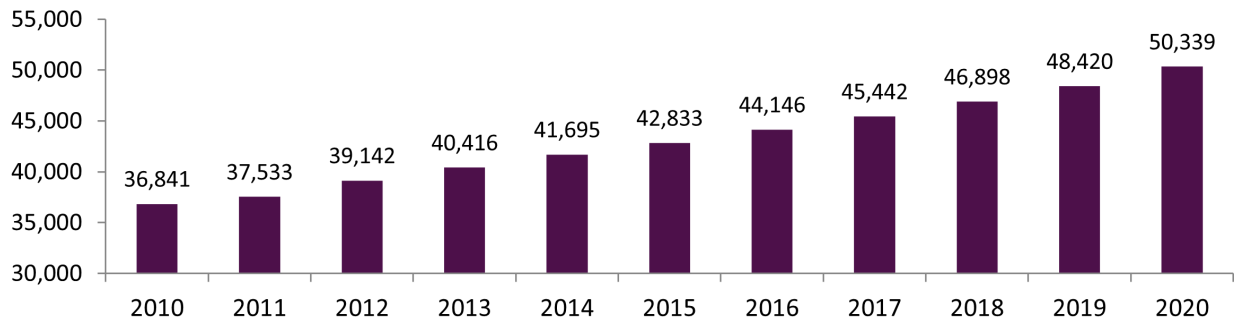
Dauphin County:

Dauphin County's total population has seen a seven percent increase from 2010 to 2020.



However, the elderly population in Dauphin County (65+) has seen a 37 percent increase from 2010 to 2020.

Dauphin County Elderly (65+) Population Trend

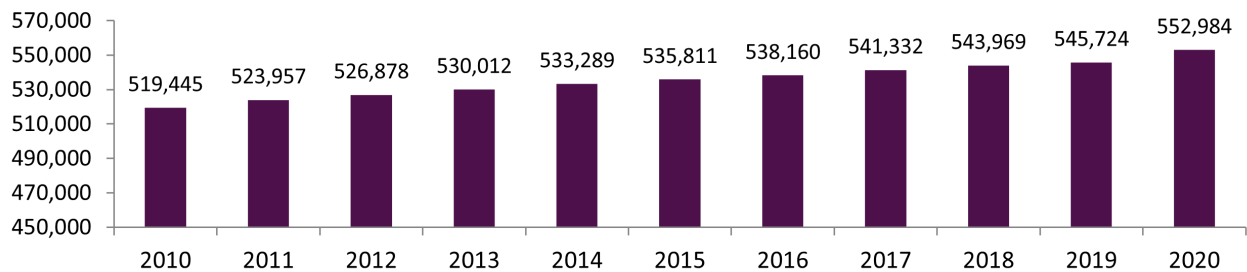


Source: U.S. Census

Lancaster County:

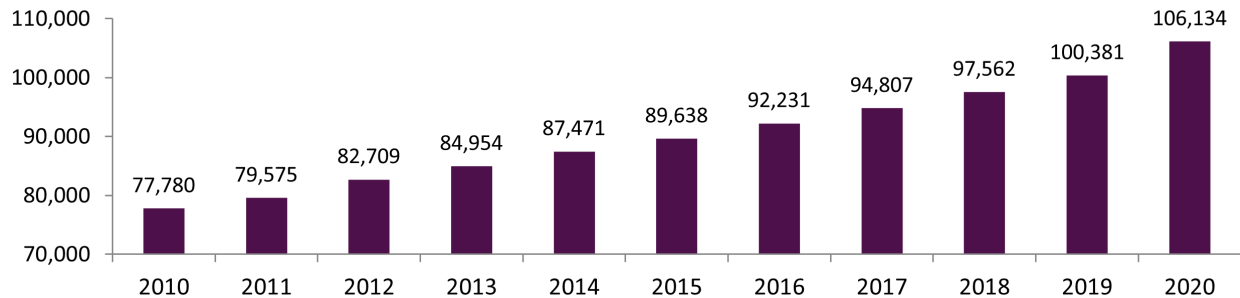
Lancaster County's total population has seen a six percent increase from 2010 to 2020.

Lancaster County Total Population Trend



However, the elderly population in Lancaster County (65+) has seen a 36 percent increase from 2010 to 2020.

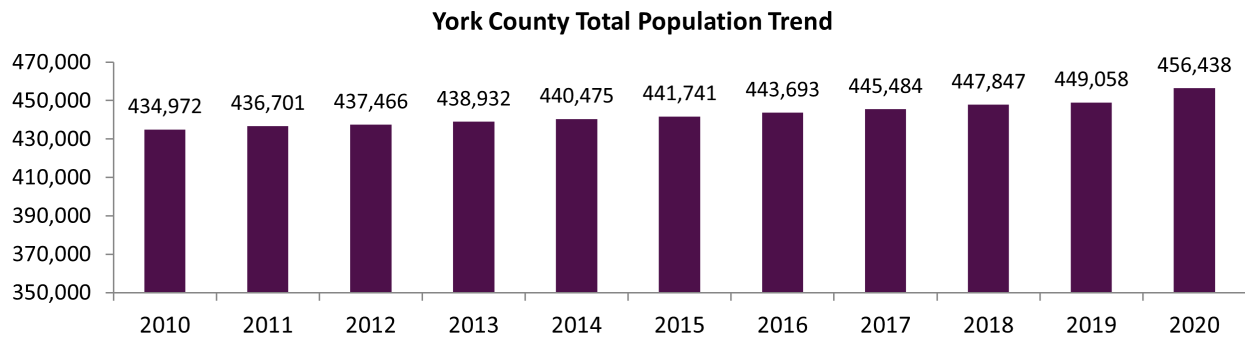
Lancaster County Elderly (65+) Population Trend



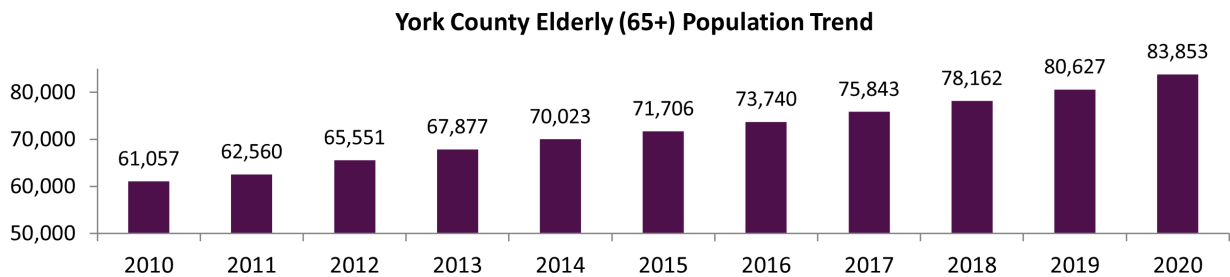
Source: U.S. Census

York County:

York County's total population has seen a five percent increase from 2010 to 2020.



However, the elderly population in York County (65+) has seen a 37 percent increase from 2010 to 2020.



Source: U.S. Census

Socioeconomic Challenges: Several counties in the region face some economic challenges when compared to state and national benchmarks.

Dauphin County tends to have:

- A lower median household income

Lancaster County tends to have:

- More residents with no high school diploma

Social and Economic Population Demographics – 2020

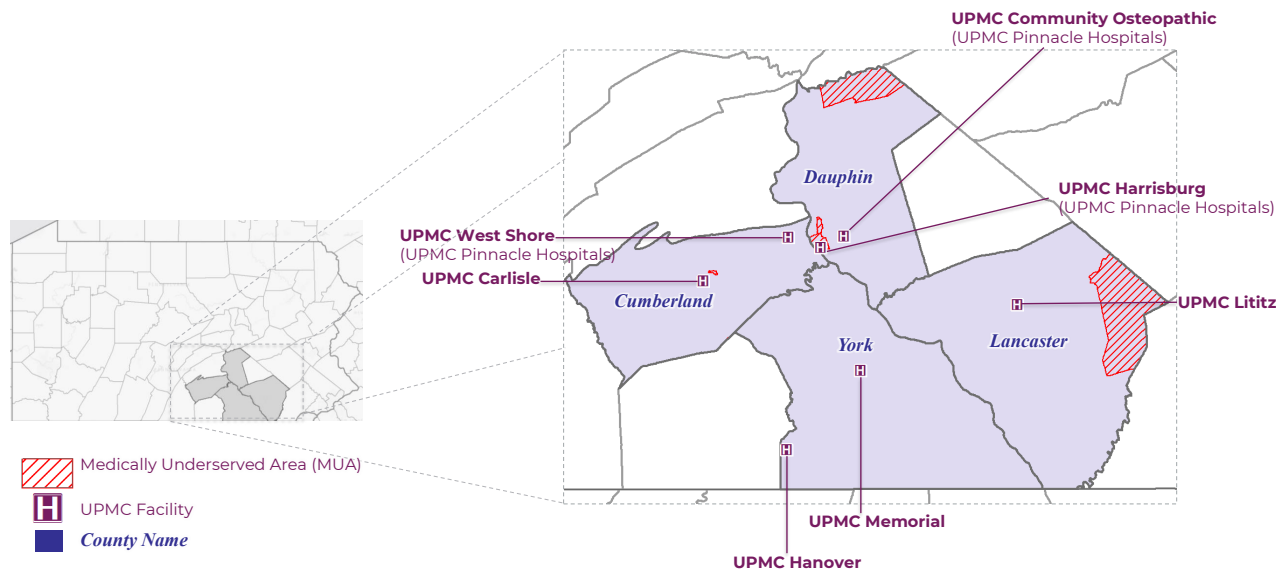
	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States
Median Age	40.8	39.8	39.3	41.4	41.0	38.8
Median Household Income	\$71,979	\$63,123	\$69,588	\$68,940	\$63,627	\$64,994
% of People in Poverty	7.0	11.9	9.1	8.7	12.0	12.8
% with No High School Diploma (among those 25+)	7.1	9.0	14.4	9.7	9.0	11.5
% Unemployed (among those 16+ in labor force)	3.5	4.4	3.6	4.6	5.4	5.4
Racial Groups						
% White	82.8	63.2	81.9	81.8	75.0	61.6
% African American	4.3	17.8	4.0	6.1	10.9	12.4
% Other Race	12.9	19.0	14.1	12.1	14.1	26.0

Source: U.S. Census

Medically Underserved Areas and Populations in the Community: In Cumberland, Dauphin, Lancaster, and York counties, there are some neighborhoods and populations that are more likely to experience health disparities. The map below indicates neighborhoods and populations in the counties that are federally designated by the Health Resources & Services Administration (HRSA) as Medically Underserved Areas (MUAs) or Medically Underserved Populations (MUPs).

The following factors are considered in the determination of MUAs and MUPs:

- A high percentage of individuals living below the poverty level
- A high percentage of individuals over age 65
- High infant mortality
- Lower primary care provider to population ratios



Percent Population that Lives in a HRSA-designated Medically Underserved Area (MUA) Across the Region

- 1.9 percent of the Cumberland County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 9.3 percent of the Dauphin County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 4.4 percent of the Lancaster County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 0.0 percent of the York County population lives in a HRSA-designated Medically Underserved Area (MUA).

Findings: Significant Health Needs for the Community:

Synthesizing data from the community input process and secondary data analyses for Cumberland, Dauphin, Lancaster, and York counties yielded two significant health needs for the community:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living

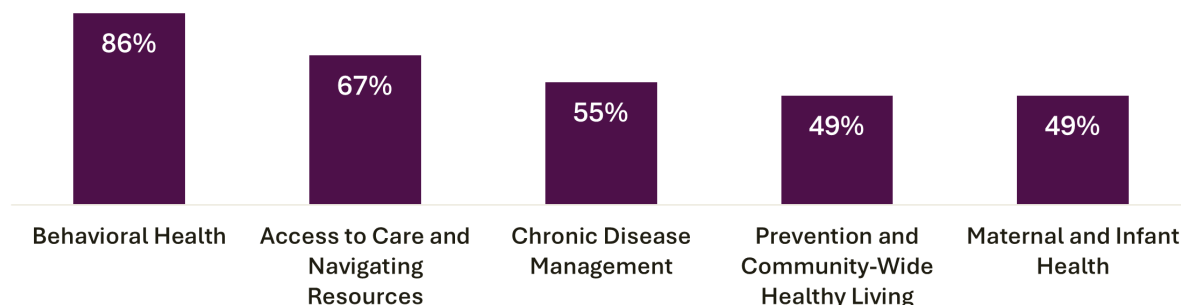
These two significant health needs were identified based on data from the community input process, earlier concept mapping efforts conducted with community participants, public health literature, and consultation with public health experts. Each need represents an area that is correlated with, and often drives, health outcomes, including mortality, quality of life, risk of hospitalization, and disease burden. Both of these significant health needs rated highly in importance across the community leader surveys administered in Cumberland, Dauphin, Lancaster, and York counties (scored above 3.5 on a scale of 1 to 5).

Perceived Disparities Affecting Community Health:

Health disparities refer to differences in health between population groups and communities. In many instances, they are preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups and communities.

The community input process assessed the extent to which disparities are perceived to exist for these significant health needs. Disparities in community health due to socioeconomic status and other non-medical factors were widely recognized by community stakeholders in the four-county region, and system-wide. A significant percentage of respondents considered disparities to be “very much” or “extremely” affecting all community health needs assessed.

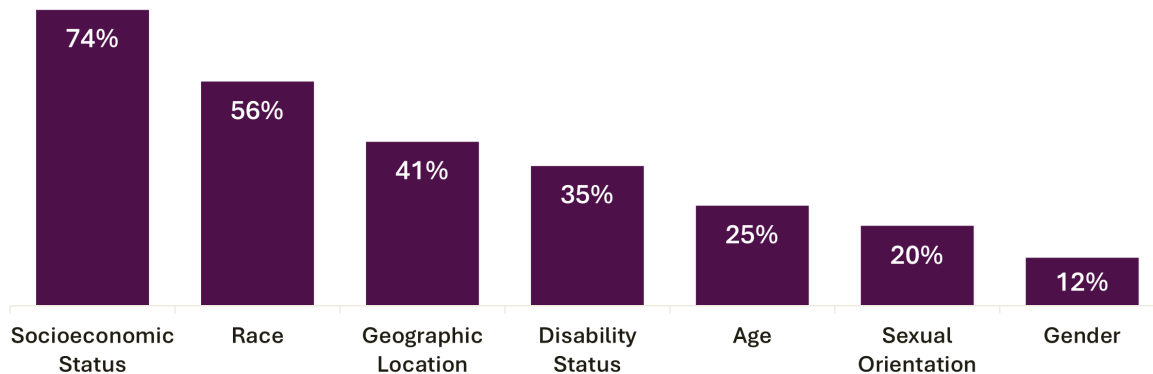
Percent Reporting Community Health Need Is Strongly Affected by Disparities, Central Pennsylvania



Note: Proportion reporting disparities affect community health needs “very much” or “extremely.”

Source: UPMC System-wide Community Input Process, 2024

Percent Reporting Source of Disparities in Community Health Needs, Central Pennsylvania



Note: Proportion reporting each source contributes “very much” or “extremely” to disparities in the community health needs.

Source: UPMC System-wide Community Input Process, 2024

Chronic Disease Management — Importance to the Community:

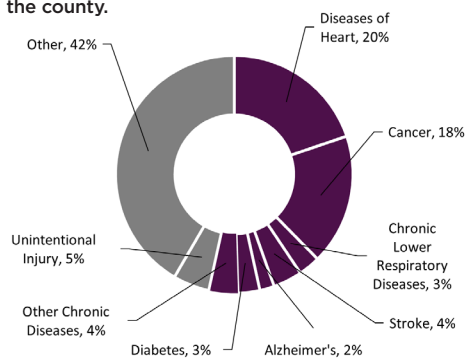
Chronic diseases represent the leading causes of death nationally and in the community.

Chronic diseases are the leading cause of death nationally, in Pennsylvania, and in the four-county region. In Cumberland, Dauphin, Lancaster, and York counties, more than half of deaths are attributable to chronic disease. Chronic diseases have implications for the health and wellness and costs of care for community members. Seniors are particularly vulnerable, as age is correlated with increased likelihood of developing chronic disease.

Chronic Disease is a Leading Cause of Death in the Four-County Region

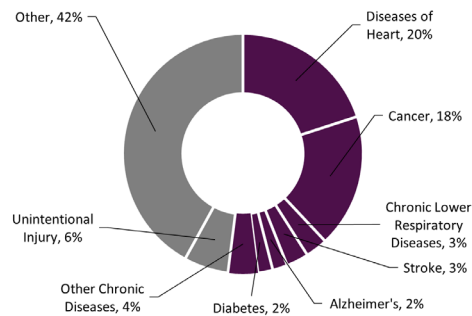
Cumberland County

54 percent of deaths are attributable to chronic disease in the county.



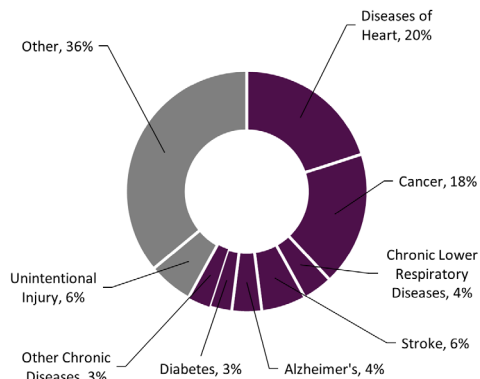
Dauphin County

52 percent of deaths are attributable to chronic disease in the county.



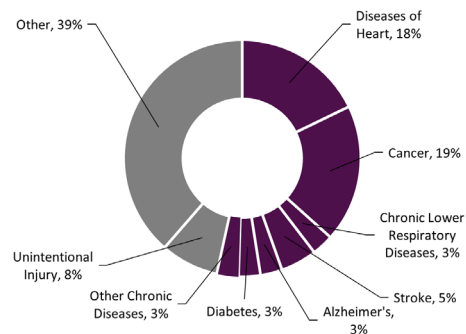
Lancaster County

58 percent of deaths are attributable to chronic disease in the county.



York County

53 percent of deaths are attributable to chronic disease in the county.



Source: Pennsylvania Department of Health, 2021

Legend:

- Chronic Disease
- Other Conditions

Behavioral Health — Importance to the Community:

Access to behavioral health services has significant community health implications.

Behavioral health disorders include a spectrum of conditions such as anxiety, depression, and bipolar disorder, as well as substance use disorders, such as opioid addiction or alcohol abuse. Behavioral health conditions are among the most common health conditions in the nation.

Public health research has shown that individuals with a behavioral health condition are at greater risk of developing a wide range of physical health problems (e.g., chronic diseases).

Behavioral Health Issues Are Widespread Across the Population Nationally and in Cumberland, Dauphin, Lancaster, and York Counties



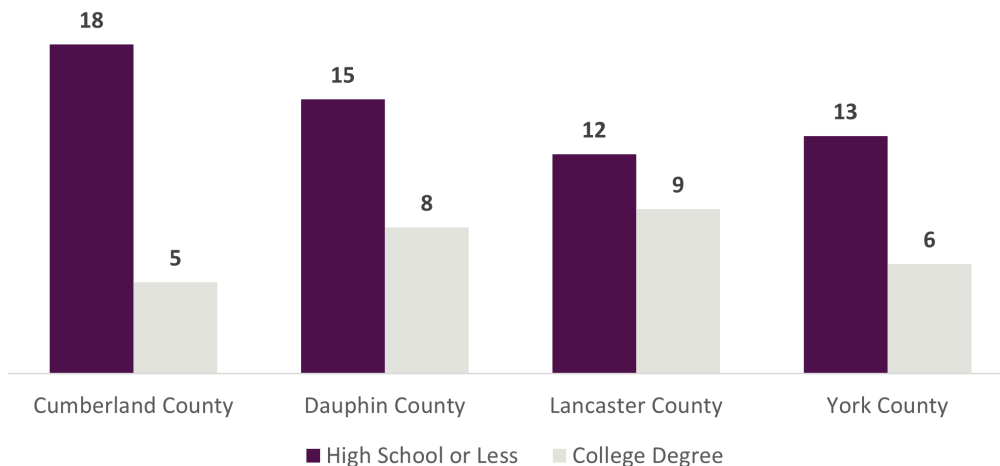
Source: U.S. Centers for Disease Control and Prevention (CDC)

The percentage of adults who reported experiencing poor mental health in the past month was 37 percent in Cumberland and York counties, and 35 percent in Dauphin and Lancaster counties.

Behavioral health needs occur at higher rates for some medically underserved, low-income, and minority sub-populations in the community.

Residents in the region with a high school education or less were more likely to report higher levels of mental health distress compared to those with a college degree.

Percent of Adults Reporting Poor Mental Health 14+ Days in the Past Month, by Education



Source: Pennsylvania Department of Health, 2020-2022

Opioid and substance use disorders are an epidemic of growing concern in both Pennsylvania and the United States.

Nationally in 2022, approximately 48.7 million people 12 years or older had a substance use disorder (SUD) associated with alcohol or illicit drug use in the past year. Pennsylvania has also been affected by the opioid epidemic. In Pennsylvania, 84 percent of drug overdose deaths involved opioids in 2022 — a total of 4,354 fatalities. The Shapiro administration has joined a national opioid settlement case against companies responsible for fueling the opioid addiction crisis and has directed the sedative xylazine to be classified as a controlled substance due to its dangerous lengthening of opioid effect.

	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania
Drug overdose mortality rate per 100,000 population	19	33	25	35	39

Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2024

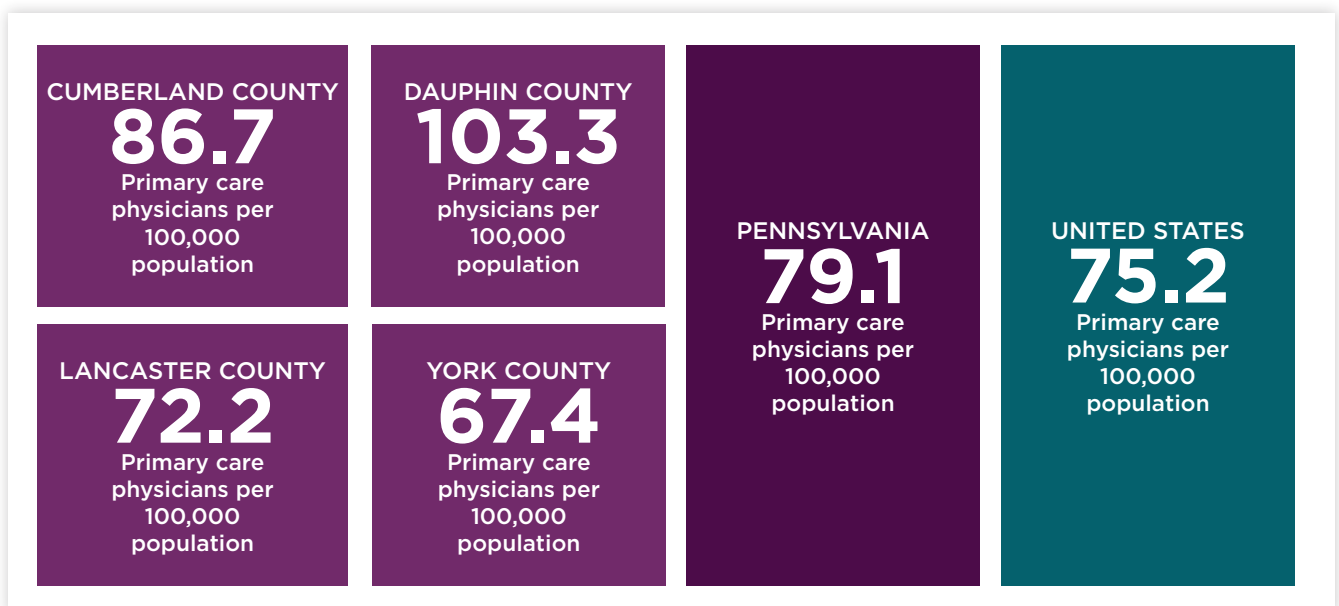
Access to Care and Navigating Resources — Importance to the Community:

Access to health services and navigating the health care system contribute to positive health outcomes. Access to care and navigating resources have important implications for the health of the community in a variety of ways, including preventing disease and disability, detecting and treating illnesses or conditions, managing chronic disease, reducing preventable hospitalization, and increasing quality of life.

Primary care services can play a key role in facilitating access. Those without access to usual sources of primary care, such as a primary care physician, are less likely to receive preventive services, such as recommended screenings.

Primary care physician supply in Lancaster and York counties is lower compared to state and national benchmarks, while in Cumberland and Dauphin counties, primary care physician supply is adequate compared to state and national benchmarks. The region contains a number of Health Professional Shortage Area (HPSA) designations, defined as geographic areas, population groups, or facilities that indicate health provider shortages.

Primary Care Physicians Per 100,000 Population



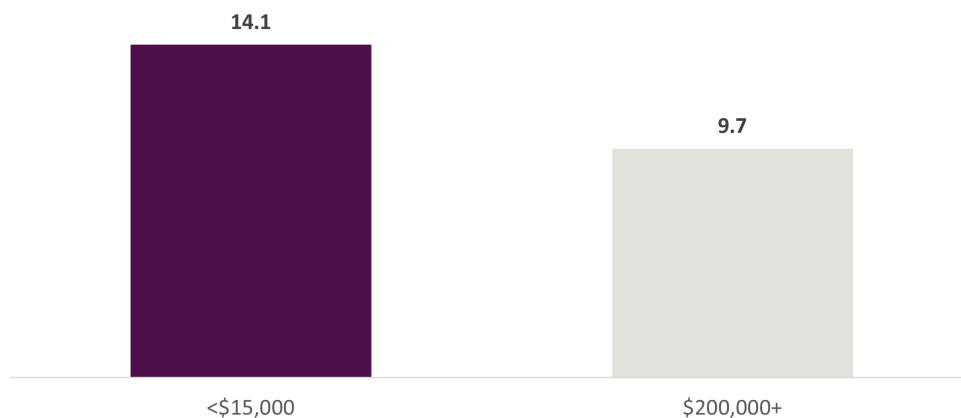
Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2024

More than one in 10 adults in Cumberland and York counties, and nearly one in 10 adults in Dauphin and Lancaster counties reported that they do not have a personal health care provider.

Available and ready access to primary care services has implications for medically underserved, low-income, and minority populations.

In Pennsylvania in 2022, those with lower levels of income were more likely to report not having a primary care provider compared to those with higher income.

Percent of Pennsylvania Adults That Report Not Having a Personal Health Care Provider, by Household Income



Source: U.S. Centers for Disease Control and Prevention, 2022

Navigating resources can present barriers to patients in need.

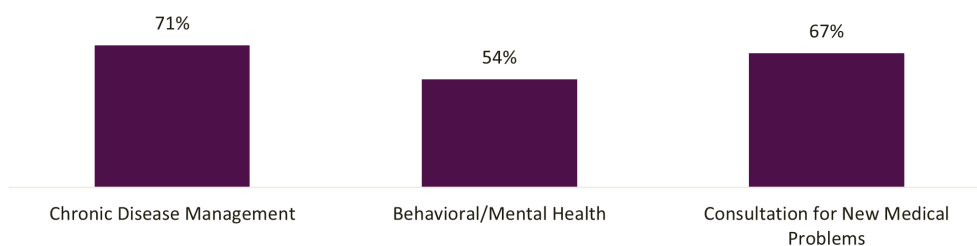
Even with an adequate supply of providers, navigating the health care system can be challenging for some patients and families.

Perceived Ease of Arranging Telehealth Appointments:

Telehealth is defined as the use of electronic information and telecommunication technologies to support long-distance clinical health care, patient and professional health-related education, health administration, and public health. Its practice continues to evolve and can serve a role in expanding access to care, especially for those in rural and/or underserved areas.

The community input process assessed the ease of arranging telehealth appointments across three health domains – chronic disease management, behavioral/mental health, and consultation for new medical problems. A majority of respondents in central Pennsylvania felt that it was “somewhat” or “moderately” easy to arrange a telehealth appointment across all three domains.

Percent Reporting Somewhat or Moderate Ease of Arranging a Telehealth Appointment, Central Pennsylvania



Source: UPMC System-wide Community Input Process, 2024

Prevention and Community-Wide Healthy Living — Importance to the Community:

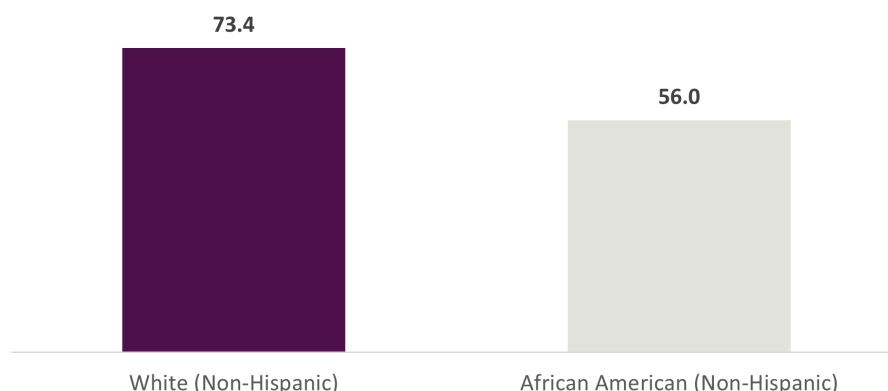
Preventive care and wellness efforts are effective tools to improve community health.

Preventive care efforts, such as preventive screenings, can help identify diseases early, improve management of diseases, and reduce costs.

Medically underserved, low-income, and minority populations may be less likely to access or receive preventive care.

In Pennsylvania in 2022, more White, non-Hispanic residents ages 65+ reported receiving a flu shot in the past 12 months compared to African American, non-Hispanics.

Percent of Adults Ages 65+ Having a Flu Shot in the Past 12 Months, by Race/Ethnicity



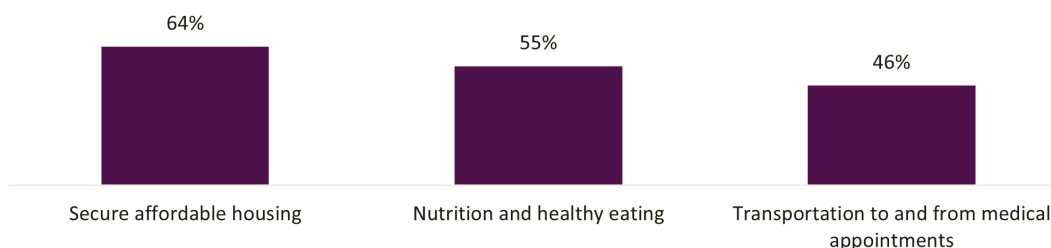
Source: U.S. Centers for Disease Control and Prevention, 2022

Unmet health-related social needs (lack of affordable housing, food insecurity, and unemployment) are associated with negative health outcomes.

Health-related social needs (HRSN) are the economic and social conditions that impact health, including housing instability, food insecurity, and unemployment. Academic research and government agencies continue to study the impact of health-related social needs on health outcomes. Research shows a strong association between health-related social needs and the incidence and severity of disease, life expectancy, and overall well-being.

The community input process assessed the extent to which the community faces these barriers; this parallels the domains of interest proposed by The Joint Commission to assess health-related social needs. According to respondents, the top three perceived health-related social needs in central Pennsylvania are securing affordable housing, nutrition and healthy eating, and transportation to and from medical appointments.

Percent Reporting Difficulty Accessing Resources for Health-Related Social Needs, Central Pennsylvania



Note: Proportion reporting “very much” or “extreme” difficulty accessing resources for health-related social needs

Source: UPMC System-wide Community Input Process, 2024

Prevention also includes efforts to keep the community safe.

Accidental, or unintentional injury, is the fourth leading cause of death nationally and in Pennsylvania. Interpersonal safety (accidental/unintentional injury, violence) may disproportionately impact minority populations nationwide. While safety from violence is a concern for all, Black adolescents and young adults are at a disproportionately higher risk of physical violence and homicide than White adolescents and young adults.

UPMC Is Working to Address Significant Health Needs:

UPMC hospitals in Cumberland, Dauphin, Lancaster, and York counties are dedicated to addressing significant health needs in the community. UPMC hospitals in central Pennsylvania continue to build an extensive suite of programs and services to address the two significant health needs of access to care and navigating resources, and prevention and community-wide healthy living. UPMC hospitals leverage community-based partnerships and system-wide resources to support residents in need.

Access to Care and Navigating Resources

UPMC hospitals in the region are addressing access to care by offering mental health and addiction recovery services and collaborating with partners to provide evaluations and connect individuals with support. Additionally, the hospitals are increasing awareness among community members and health care providers about palliative and supportive care services, and helping patients and families navigate these essential resources effectively.

Prevention and Community-Wide Healthy Living

UPMC hospitals in the region partner with local organizations to enhance and develop programs to promote health and wellness in the community. The hospitals are working to connect individuals to resources that address social determinants of health, such as transportation and language services. In addition, the hospitals are addressing chronic disease through education, screenings, outreach, medical care, and community engagement.

2025 Significant Health Needs in Cumberland, Dauphin, Lancaster, and York Counties

UPMC Hospitals in Cumberland, Dauphin, Lancaster, and York Counties	Access to Care and Navigating Resources	Prevention and Community-Wide Healthy Living
UPMC Carlisle	✓	✓
UPMC Hanover	✓	✓
UPMC Lititz	✓	✓
UPMC Memorial	✓	✓
UPMC Pinnacle Hospitals	✓	✓

IV

UPMC HOSPITALS: COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLANS

2022-2025 Progress Reports and 2025-2028 Implementation Plans by Hospital

Charting Progress: Reflecting on the Impact UPMC Has Had Over the Past Three Years:

Each UPMC hospital in central Pennsylvania has worked to continuously improve community health since the last CHNA cycle. The following reports showcase the extensive range of innovative programs and initiatives these hospitals have put in place to promote community health and well-being.

Moving Forward: Continuing to Promote Health and Well-Being in the Community:

To address the significant community health needs identified through the 2022 CHNA process, each UPMC hospital in central Pennsylvania developed an implementation plan. The hospital plan relies on collaboration and partnership with many of the same organizations and stakeholders that participated in the assessment process. In addition, the plan considers input from:

- Community-based organizations
- Government organizations
- Non-government organizations
- UPMC hospital and Health Plan leadership
- Public health experts that include Pitt Public Health

The following section contains a description of each hospital, its 2022 CHNA priorities, a progress report documenting initiatives taken to respond to those priorities over the 2022 to 2025 time period, and the hospital's CHNA priorities and implementation plan for 2025 to 2028.

UPMC Carlisle.	29
UPMC Hanover.	41
UPMC Lititz.	52
UPMC Memorial.	65
UPMC Pinnacle Hospitals.	77



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | CARLISLE

Caring for the Community

UPMC Carlisle has served the residents of Cumberland County since 1913. The acute care hospital provides emergency services, pulmonary and sleep medicine services, and access to the latest imaging technology, as well as cutting-edge care in women’s health, orthopaedic surgery, and cardiac services. The UPMC Hillman Cancer Center, located in the hospital’s Stuart Pavilion, delivers medical and radiation oncology care to area patients. UPMC Carlisle is recognized by The Joint Commission for Advanced Stroke (PCC) care, and as an Accredited Chest Pain Center by the American College of Cardiology. The hospital is also accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). UPMC Carlisle received the American Heart Association Get with the Guidelines® Heart Failure Gold Plus Award with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll Achievement Award.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	157	Employees	743
	Hospital Patients	8,135	Community Benefits Contributions	\$12.3 million
	Emergency Dept. Visits	27,304	Free and Reduced Cost Care	\$11.4 million
	Total Surgeries	5,846	Total Economic Impact of Hospital Operations	\$243.6 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Carlisle affirmed the following significant health needs:

UPMC | CARLISLE

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Specialty Care Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health

Access to Behavioral Health Services

UPMC Carlisle is improving access to behavioral health and addiction medicine services through a variety of initiatives that increase accessibility, reduce transportation barriers, enable seamless transitions of care, and promote education and awareness.

GOAL:

Improve access to behavioral health services in Cumberland County

STRATEGIES:

Improve access to mental health and addiction recovery services by leveraging strong partnerships to provide timely and convenient care

Increase awareness of mental health services in the community

ACTIONS:

- ✓ Provide a platform for telepsychiatry services to perform virtual evaluations in the emergency department
- ✓ Partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit for the local community
- ✓ Help ensure a seamless transition for opioid overdose survivors from emergency medical care to specialty substance use disorder (SUD) treatment to improve the prospect of recovery

- ✓ Promote awareness of mental health programs through marketing campaigns
- ✓ Increase awareness and provide education through virtual platforms
- ✓ Host Mental Health First Aid training at the hospital
- ✓ Engage with communities by participating in a regional Mental Health Summit

TARGET POPULATIONS:

- General community
- Children and adolescents
- Rural and underserved areas

PROGRAMS:

- Telepsychiatry
- Medication-Assisted Treatment (MAT) mobile unit
- Mental Health First Aid training
- Mental Health Summit

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

48 Patients
Received
Telepsychiatry
Services in the
Emergency Department
(July 2023 – December 2023)



500+ Patient
Encounters through
Mobile Unit for
Medication-Assisted
Treatment
(June 2022 – December 2023)



300+ Total
Participants in Mental
Health Training Events
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Providing Local Access to Behavioral Health Services**

Over the last three years, UPMC Carlisle continued to increase the convenience and accessibility of behavioral health services by leveraging its partnerships to bring additional care and expertise to Cumberland County. Efforts include:

- **Offering telepsychiatry services in the emergency department:** UPMC Carlisle continues to partner with experts at UPMC Western Psychiatric Hospital to provide patients in the emergency department with timely behavioral health virtual evaluations through telepsychiatry.
 - > Between July 2023 and December 2023, 48 telepsychiatry evaluations were performed in the hospital's emergency department.
- **Improving access to Medication-Assisted Treatment (MAT) for patients with substance use disorders:** UPMC Carlisle continues to partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit. MAT provides medications, in combination with counseling and behavioral therapies, to treat addiction to opioids. This MAT mobile unit reduces transportation barriers to treatment for patients with substance use disorders, allowing them to receive weekly MAT services at two different sites in Carlisle.
 - > Between July 2022 and December 2023, the MAT mobile unit had more than 500 patient encounters in Carlisle.

Increasing Awareness of Mental Health Services in the Community

UPMC Carlisle continues to engage with the community to raise awareness of mental health needs. Accomplishments include:

- **Promoting awareness of mental health programs through marketing campaigns:** The hospital utilized a variety of channels to reach people, including radio broadcasts, print advertising, television interviews, and news articles to help educate about mental health and to encourage people to seek help when needed and how to connect with services offered.
- **Hosting Mental Health First Aid (MHFA) training:** In collaboration with the other UPMC hospitals in Central Pa., UPMC Carlisle offers MHFA training to both UPMC employees and community members. MHFA is a virtual, evidence-based course that teaches participants how to detect and respond to signs of mental illness and substance abuse. The training empowers individuals to recognize, understand, and respond effectively to mental health challenges.
 - > MHFA trainings were offered in October and November 2023 and in February 2024. Sixty-six individuals participated in the training courses.
- **Participating in a regional Mental Health Summit:** In November 2023, UPMC Carlisle engaged with communities by participating in a regional Mental Health Summit. The goals of the event were to 1) destigmatize mental health conversations, 2) provide crucial resources, and 3) create a community where everyone feels empowered and supported in their journey toward well-being.
 - > 150 people joined the Mental Health Summit in November 2023.

COMMUNITY PARTNERS:

Carlisle Cares Shelter, emergency department providers, Just For Today (JFT), Recovery and Veteran's Support Services, medical groups, The Center for Addiction Recovery at UPMC in Central Pa., UPMC Carlisle Security Department, UPMC digital marketing team, UPMC IT department, UPMC Pinnacle Foundation, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Specialty Care, Care Coordination

UPMC Carlisle is expanding access to specialty care in the community by leveraging UPMC's system-wide resources and community partners to deliver advanced, high-quality care close to home.

GOAL:

Improve access to specialty care in Cumberland County
Improve care coordination for homebound patients and for those recently discharged from the hospital

STRATEGIES:

Improve access to specialty provider-based and support services

Increase awareness of specialty services in the community

Increase the number of patients receiving care coordination services

Enhance communication between patients, their families, and providers by promoting the use of advance care directives

ACTIONS:

- ✓ Expand access to specialty care, and the utilization of telehealth specialty services, to provide more efficient and effective diagnoses and treatment options
- ✓ Recruit and retain specialty providers to the region to increase access to care
- ✓ Partner with Harrisburg Area Dental Society to provide uninsured central Pennsylvania residents with access to urgent dental care
- ✓ Connect underinsured patients to UPMC Kline Dental Clinic
- ✓ Increase awareness and provide education through virtual platforms
- ✓ Collaborate with the Home Visit Program and Community Paramedicine to refer patients to care coordination services to help enhance communication, and to complete home safety checks for patients after discharge

- ✓ Host an End-of-Life Educational Tour in partnership with UPMC hospitals in Central Pa. to engage underserved populations
- ✓ Educate the community about end-of-life choices and palliative care, including advance care directives, the POLST (Portable Medical Orders) form, organ and tissue donation, hospice, and the importance of wills
- ✓ Engage underserved communities in advance care planning and empower them to start conversations about their end-of-life goals and wishes
- ✓ Advocate for better understanding of advance care planning by participating in National Healthcare Decision Day

TARGET POPULATIONS:

- General community
- Uninsured and underinsured populations
- Homebound populations
- Minorities and underserved populations

PROGRAMS:

- Telehealth platform
- Provider recruitment
- Fast Pass
- SMILES program
- UPMC Kline Dental Clinic, Contact to Care
- Community Paramedicine
- Home Visit program
- End-of-Life Education Tour
- National Healthcare Decision Day
- Advance Care Planning Champions

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

15 New Specialty Providers
Recruited to Cumberland
County
(June 2022 – December 2023)



**Implemented Programs to Provide
Care to Patients at Home**
(January 2023 – December 2023)

PROGRESS HIGHLIGHTS:**Expanding Local Access to Specialty Care**

Over the last three years, UPMC Carlisle focused on provider recruitment and leveraged UPMC's system-wide resources to bring advanced, high-quality care closer to home. Accomplishments include:

- **Successfully recruiting specialty care providers:** To improve local access to specialty care, UPMC Carlisle recruited 15 new providers across a range of specialties, including endocrinology, psychiatry, urology, obstetrics and gynecology, palliative care, orthopedics, and cardiothoracic surgery.
- **Leveraging telehealth capabilities:** In partnership with UPMC Pinnacle Hospitals, UPMC Carlisle continued to offer telehealth specialty services to provide more efficient and effective diagnoses and treatment options.
 - > From July 2022 through June 2023, more than 2,000 telemedicine appointments were conducted by UPMC Carlisle.
- **Reducing patient wait time for specialty care:** In 2023, UPMC Carlisle, as part of a regional effort, launched Fast Pass, an automated waitlist for more than 400 departments. This initiative resulted in 2,600 specialty appointments being moved up by approximately two months.

Connecting Patients with Urgent Dental Care

UPMC Carlisle continues to assist patients who have urgent dental needs but no dental insurance by linking them with dental services:

- **SMILES Program:** In collaboration with UPMC Pinnacle Hospitals, UPMC Carlisle continues to partner with the Harrisburg Area Dental Society to provide uninsured and underinsured residents in central Pennsylvania with referrals to urgent dental care through the SMILES Program. This program addresses the dental needs of low-income families and those with limited dental coverage by connecting them with dental providers who provide free or low-cost dental care. UPMC Carlisle's Emergency Department (ED) helps to coordinate care of urgent dental needs by referring patients to the SMILES Program.
 - > Between July 2022 and December 2023, the emergency department referred 89 patients to the SMILES Program.
- **UPMC Kline Dental Clinic:** In June 2022, REACCH/UPMC Kline Health Center Dental Clinic began partnering with the United Way of the Capital Region to provide no-cost dental care to low income, uninsured adults through the United Way's Contact to Care Program. Through the program, acute dental needs are addressed and stabilized, avoiding worsening of problems and potential visits to the Emergency Department.

Bridging Gaps to Improve Care Coordination

Over the last three years, UPMC Carlisle enhanced programs that address care coordination, as well as education programs to teach patients and community members about care services that best meet their needs. Efforts include:

- **Community Paramedicine Program:** In April 2023, UPMC's Community Paramedicine program expanded to serve Cumberland County. This program serves as a bridge between a patient's discharge from the hospital and follow-up appointments with their doctor. Acting as a link between the patient and the doctor, UPMC's paramedics perform physical assessments, collect vitals, make sure patients are taking their correct medications, complete home safety checks, and teach patients about long-term illnesses and diseases.
 - > Between July 2023 and December 2023, Community Paramedicine served 44 patients in the UPMC Carlisle area.
- **Home Visit Program:** In January 2023, the Home Visit program expanded to UPMC Carlisle, bringing primary care to approximately 45 patients in their homes. This program also connects these homebound patients with community agencies, such as the Office of Aging, to help address a lack of resources.
- **Community Education:** UPMC Carlisle, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations and events to help educate the community about end-of-life choices and palliative care. Examples over the last three years include:
 - > **Presentations at community locations:** UPMC Carlisle contributed to regional efforts to help educate seniors and families about end-of-life choices. This educational series aimed to reach beyond the hospital walls, with presentations at a range of locations, including the Carlisle Expo on October 11, 2023, and Frederick House on October 13, 2023.
 - > **End-of-Life Educational Tour:** Offered throughout July and August 2022, the End-of-Life Educational Tour provided community members opportunities to learn about end-of-life choices and palliative care, including advance care directives, hospice, organ donation, and the importance of wills. In 2022, the End-of-Life Educational Tour reached 109 people, with 16 representing the Carlisle hospital footprint. In 2023, advance care planning presentations yielded 1,913 engaged participants, with 185 advance care directives disseminated.
- **Advance Care Planning Champion training:** As part of a regional effort, UPMC Carlisle participated in an initiative to train hospital chaplains to be Advance Care Planning Champions, including an April 16, 2024 training event. With this knowledge, chaplains are better equipped to assist UPMC Carlisle's Palliative Care and Supportive Medicine team with advance care directives.

COMMUNITY PARTNERS:

Community cemetery owners, Faith Community Health Connection, Frederick House, funeral directors, Gift of Life, Harrisburg Area Dental Society, Hoffmans Funeral Home, Hospice Foundation of America, IT, local community human service agencies, local attorneys, local EMS, local school districts, One West Penn, Palliative Care and Supportive Medicine Team, Penn State Milton S. Hershey Medical Center, Primary Care Physicians, REACCH, Sadler Health Center, UPMC Community Initiatives, UPMC Community Osteopathic, UPMC digital marketing team, UPMC Emergency Department staff, UPMC Health Plan, UPMC Hanover, UPMC Harrisburg, UPMC Lititz, UPMC Memorial, UPMC Pinnacle Foundation, UPMC Spiritual Care Services, UPMC West Shore, United Way of the Capital Region

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Carlisle promotes health and wellness programs to the local community, focusing on addressing childhood obesity, heart disease, stroke, and diabetes. The hospital also offers programs that address economic and social barriers to health.

GOAL:

Promote wellness and healthy living in Cumberland County

Improve the health of the community's underserved populations

STRATEGIES:

Improve overall community health and wellness by providing health education in collaboration with UPMC resources

Identify opportunities to address food insecurity by increasing access to healthy foods

Address childhood obesity through educational programs and events

Offer education and screenings to address prevention and early detection of chronic disease, with a focus on diabetes and heart disease and stroke

Address the health needs of those most impacted by lack of economic resources

Improve access to care by addressing transportation and language barriers

ACTIONS:

- ✓ Provide education and screenings to children and adolescents in partnership with local school districts
- ✓ Educate adults about healthy lifestyle behaviors
- ✓ Increase access to fresh produce
- ✓ Assist school districts in identifying youth with BMI greater than 30
- ✓ Provide multi-level support to help adolescents reach a healthy weight
- ✓ Offer education regarding healthy lifestyle habits that contribute to achieving a healthy weight

- ✓ Offer free health screenings
- ✓ Provide education about chronic disease prevention, targeting diabetes and heart disease
- ✓ Address the health needs of homeless individuals by providing medical care to unsheltered individuals
- ✓ Offer vouchers to subsidize the cost of transportation for low-income patients
- ✓ Improve access to care with translation services

TARGET POPULATIONS:

- General community
- Homeless populations
- Children and adolescents
- Seniors

PROGRAMS:

- Education/presentations
- School health screen initiative
- Fresh Match Program
- Youth Wellness Program
- Children's Health Fair
- Street Medicine program
- Free blood pressure, blood glucose, and BMI screenings
- Tele-medical support services
- Transportation voucher program
- Bridging the Gap Medical Interpreter Training
- CyraCom and ASL Language Services

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

10,049
School Health
Screenings Conducted
(June 2022 – December 2023)



556 Patient
Encounters
through the Street
Medicine Program
(June 2022 – December 2023)



447 Transportation
Vouchers
Distributed to Patients
in Need
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Encouraging Healthy Lifestyles through Screenings, Education, and Support Programs**

Over the last three years, UPMC Carlisle continued to encourage wellness and healthy living through programs in partnership with local schools and community organizations. Efforts include:

- **Supporting health screenings at local schools:** In 2022, UPMC Carlisle expanded its partnerships to four school districts within Cumberland and Perry counties, and provides health screenings in 12 schools. The hospital assists school nurses in performing height, weight, vision, and hearing screenings. These screenings help school nurses identify which students failed a screening and need a referral notification sent home to alert caregivers of their child's screening result. Hearing or visual deficits could impede learning in the classroom, or a high BMI score could put a child at risk for diabetes or obesity. By assisting with school health screenings, UPMC Carlisle hopes to help improve a student's ability to learn and their overall health.
 - > Between June 2022 and December 2023, UPMC Carlisle conducted 10,049 school health screenings.
- **Providing free screenings to adults:** UPMC Carlisle continues to offer screenings for blood pressure, blood glucose, and BMI, followed by education regarding screening results and heart healthy lifestyles. These screenings aim to identify people at risk of chronic diseases, such as heart disease, hypertension, and diabetes.
 - > In 2023, UPMC Carlisle provided 297 free blood pressure screenings at community events.
- **Creating a Community Health Education Program:** UPMC Carlisle is part of a regional effort to engage community members and teach them how to improve their health by managing their diet, improving their activity level, managing their stress, and creating healthy lifestyle habits. UPMC in Central Pa. offers a variety of programs to help individuals make lifestyle changes to prevent obesity, heart disease, diabetes, and falls. Health education topics are targeted for different audiences:
 - > **Youth K-12:** Basic first aid for youth, dental and oral health, digital wellness, emotional wellness, Lyme Disease, mental health, nutrition, physical activity and exercise, safety, stress management, tobacco and vaping
 - > **Adults and Seniors:** Dental and oral health, dimensions of wellness, disease prevention, fall prevention, healthy lifestyles, Lyme Disease, mental health, nutrition, physical activity and exercise

- **Promoting parental engagement in children's health:** UPMC Carlisle offers the Youth Wellness Program, a six-month program designed for families with a child between the ages of 6-19 that is overweight or obese. Over the last three years, the Youth Wellness Program evolved from being an individual program geared towards children only, to a family program to improve parental engagement and participation so that a child may achieve greater success. This change has dramatically improved children's overall outcomes toward setting and achieving healthy lifestyle goals around nutrition, exercise, reduced digital screen time, and weight management. During this CHNA cycle, the program added a part-time health coach to accommodate growing demand.
 - > Between June 2022 and December 2023, the Youth Wellness Program served 68 participants in Cumberland and Perry counties.
- **Increasing access to fresh produce:** Funded by donations from UPMC Carlisle and local community agencies, the Fresh Match Program doubles Supplemental Nutrition Assistance Program (SNAP) benefits up to \$20 or doubles Farmers Market Nutrition Program (FMNP) and Senior Farmers Market Nutrition Program (SFMNP) checks of \$6 (\$24 per year), which are offered through the Women, Infants, and Children (WIC) Nutrition Program. UPMC Carlisle helps patients enroll in these programs.
 - > Between June 2022 and December 2023, the Fresh Match Program matched 1,761 transactions in the Carlisle area.

Connecting People in Need with Resources and Support

Over the last three years, UPMC Carlisle worked to establish and maintain programs that help address social and economic barriers to health care. Efforts include:

- **Addressing the health needs of homeless individuals:** In September 2022, UPMC's Street Medicine program expanded to serve Cumberland County. This program offers primary care to those that are unsheltered and experiencing homelessness. The Street Medicine team performs weekly outreach in the encampments, shelters, and anywhere patients feel comfortable, helping to overcome barriers to care for people experiencing homelessness. In addition, homeless individuals can access care through virtual visits at residential shelters in Cumberland County — at a UPMC clinic inside of Carlisle Cares and Shippensburg Family Shelter.
 - > Between September 2022 and December 2023, the Street Medicine program had 556 patient encounters in Carlisle.

Advancing Community Health

UPMC Carlisle continues to help address social and economic barriers to health care.

Providing Transportation Assistance

Transportation barriers persist in UPMC Carlisle's community. Without access to transportation, patients are unable to get to and from medical appointments.

- Between July 2022 and June 2023, UPMC Carlisle distributed 447 transportation vouchers to patients in need.

Improving Access to Care with Translation Services

UPMC Carlisle has made great strides in adopting culturally and linguistically appropriate health care practices and continues to enhance sensitivity and responsiveness to the clinical and cultural interests, needs, and expectations of patients, families, and its workforce.

- From July 2022 to June 2023, UPMC Carlisle utilized 58,000 language usage minutes and 3,278 calls, with top requested languages being Nepali, Spanish, Arabic, Dari, Pashto, French, and Mandarin.

COMMUNITY PARTNERS:

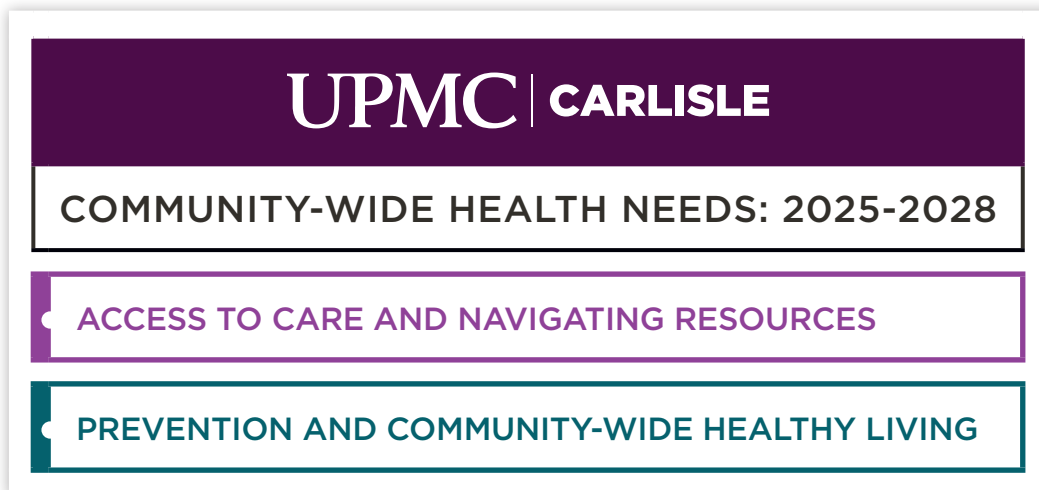
Alta Language services, ASL Service, Bosler Library, Bridging the Gap, Capital City Cab, Carlisle School Districts, Carlisle Cares, Community CARES Emergency Shelter, Coy Library, Cumberland County Housing Redevelopment Authority, Cumberland Valley Transit, CyraCom, East Penn School District, Flying J Truck Stop, Greenwood School District, Homeless Assistance Program, Keystone Cab, local colleges and universities, local farmer's market, New Hope Ministries, Newport School District, Perry School District, Petro Truck Stop, Project Share of Carlisle, rabbittransit, Safe Harbour Program, Salvation Army Program, Shippensburg Family Shelter, South Middleton School District, Spy Summer Program, Truck Stop Ministries, UPMC digital marketing team, UPMC Pinnacle Foundation, West Shippensburg Boys and Girls Club

UPMC Carlisle Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 25, 2025, the UPMC Carlisle Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living



UPMC Carlisle Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Carlisle plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Improve access to quality health care by implementing programs and education that address the whole person, focusing on physical, mental, and social well-being

Planned Actions:

1. Provide access to mental health and addiction recovery services
2. Increase community member and provider awareness of palliative and supportive care services

Target Populations:

General community

Planned Collaborations:

Carlisle Cares Shelter, emergency department providers, Just for Today (LIFT), medical groups, Recovery and Veteran's Support Services, The Center for Addiction Recovery at UPMC in Central Pa., UPMC Carlisle Security Department, UPMC Digital Marketing team, UPMC IT department, UPMC Pinnacle Health Foundation, UPMC Western Psychiatric Hospital

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention and addressing health-related social needs in Cumberland County and surrounding communities

Planned Actions:

1. Continue to connect individuals to resources that address social determinants of health, such as transportation and language services
2. Address chronic disease through education, screenings, outreach, medical care, and community engagement

Target Populations:

Unemployed/uninsured populations, low-income, medically underserved, and minority populations, individuals with chronic diseases

Planned Collaborations:

Alta Language Services, American Heart Association, Central Pennsylvania Food Bank, Hamilton Health Center (FQHC), Harrisburg Housing Authority, Harrisburg University, Helen M. Simpson Rehab Hospital, Kline Family Practice, Latino Hispanic American Community Center, rabbittransit, Select Medical, UPMC CARES Team, UPMC Digital Marketing, UPMC Health Plan, UPMC Heart and Vascular Institute, UPMC Medical Group, UPMC Mission Effectiveness, UPMC Neurology, UPMC Pinnacle Health Foundation



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | HANOVER

Caring for the Community

UPMC Hanover is a full-service, acute care hospital that has served the York County community since 1926. The facility offers a comprehensive array of services, including heart and vascular care, cancer care, orthopaedic surgery, pulmonary and sleep medicine, women’s health, and wound care. It also provides numerous outpatient services, including lab and imaging capabilities and UPMC Express Care. UPMC Hanover has received the Get With The Guidelines® - Stroke Gold Plus recognition from the American Heart Association, is a Joint Commission Certified Primary Stroke Center, and was named a Blue Distinction Center for Maternity Care.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	93	Employees	962
	Hospital Patients	7,349	Community Benefits Contributions	\$12.1 million
	Emergency Dept. Visits	29,097	Free and Reduced Cost Care	\$11.4 million
	Total Surgeries	4,765	Total Economic Impact of Hospital Operations	\$276.0 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Hanover affirmed the following significant health needs:

UPMC | HANOVER

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Specialty Care Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health
Access to Behavioral Health Services

UPMC Hanover is increasing access to behavioral health care and addiction medicine services through a range of initiatives that aim to increase accessibility, reduce transportation barriers, improve care transitions, and promote education and awareness.

GOAL: Improve access to behavioral health services in York County and surrounding communities	STRATEGIES: Improve access to mental health and addiction recovery services by leveraging strong partnerships to provide timely and convenient care Increase awareness of mental health services in the community
ACTIONS: <div><div>✓ Provide a platform for telepsychiatry services to perform virtual evaluations in the emergency department</div><div>✓ Partner with the Center for Addiction Recovery at UPMC in Central Pa. to host Medication-Assisted Treatment (MAT) for the local community</div><div>✓ Help ensure a seamless transition for opioid overdose survivors from emergency medical care to specialty substance use disorder (SUD) treatment to improve the prospect of recovery</div></div>	<div><div>✓ Support the efforts of the York Opioid Collaborative</div><div>✓ Provide multi-level support and education to help people understand behavioral health services available to them</div><div>✓ Increase awareness and provide education through virtual platforms</div><div>✓ Host Mental Health First Aid training at the hospital</div><div>✓ Engage with communities by participating in a regional Mental Health Summit</div></div>
TARGET POPULATIONS: <div><div>• General community</div><div>• Children and adolescents</div></div>	<div><div>• Rural and underserved areas</div></div>

- PROGRAMS:**
 - Telepsychiatry services
 - Medication-Assisted Treatment (MAT)
 - York Opioid Collaborative
 - Community outreach events
- Presentations (virtual and in-person)
 - Mental Health First Aid training
 - Mental Health Summit

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

39 Patients
Received
**Telepsychiatry
Services in the
Emergency Department**
(July 2023 – December 2023)



200+ Patient
Encounters through
**Mobile Unit for
Medication-Assisted
Treatment**
(July 2022 – December 2023)



300+ Total
Participants in Mental
Health Training Events
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Enhancing Local Access to Behavioral Health Services**

Over the last three years, UPMC Hanover continued to increase the convenience and accessibility of behavioral health services by leveraging its partnerships to bring additional care and expertise to York County. Efforts include:

- **Opening an addiction clinic in Hanover:** In August 2022, UPMC Center for Addiction Recovery opened a new office in Hanover, which offers appointments three days a week and sees an average of 240 patients monthly since opening.
- **Offering telepsychiatry services in the emergency department:** UPMC Hanover continues to partner with experts at UPMC Western Psychiatric Hospital to provide patients in the emergency department with timely behavioral health virtual evaluations through telepsychiatry.
 - > Between July 2023 and December 2023, 39 individuals received telepsychiatry services in the hospital's emergency department.
- **Improving access to Medication-Assisted Treatment (MAT) for patients with substance use disorders:** UPMC Hanover partners with the Center for Addiction Recovery at UPMC in Central Pa. to host Medication-Assisted Treatment (MAT). MAT provides medications, in combination with counseling and behavioral therapies, to treat addiction to opioids.

Fostering Mental Health Awareness and Support within the Community

UPMC Hanover continues to promote education and awareness of behavioral health needs throughout the region. Accomplishments include:

- **Hosting Mental Health First Aid (MHFA) training:** In collaboration with the other UPMC hospitals in Central Pa., UPMC Hanover offers MHFA training to both UPMC employees and community members. MHFA is a virtual, evidence-based course that teaches participants how to detect and respond to signs of mental illness and substance abuse. It empowers individuals to recognize, understand, and respond effectively to mental health challenges.
 - > MHFA training was offered in October and November 2023 and in February 2024. More than 50 individuals have participated in the training course.
- **Participating in a regional Mental Health Summit:** In November 2023, UPMC Hanover engaged with communities by participating in a regional Mental Health Summit. The goals of the event were to 1) destigmatize mental health conversations, 2) provide crucial resources, and 3) create a community where everyone feels empowered and supported in their journey toward well-being.
 - > 150 people joined the Mental Health Summit in November 2023.

**COMMUNITY
PARTNERS:**

Center for Addiction Recovery at UPMC in Central Pa., Eastminster Preschool, Healthy Adams County, Markets at Hanover, Suicide Prevention of York, TrueNorth Wellness Services, UPMC Center for Addiction Recovery, UPMC Hanover Emergency Department providers, UPMC Carlisle, UPMC Lititz, UPMC Memorial, UPMC Pinnacle Foundation, UPMC Pinnacle Hospitals, UPMC Western Psychiatric Hospital, York County School Districts, York Opioid Collaborative

Access to Care and Navigating Resources

Specialty Care, Care Coordination

UPMC Hanover is expanding access to specialty care in the community by leveraging UPMC's system-wide resources and community partners to deliver advanced, high-quality care close to home.

GOAL:

Improve access to specialty care in York County and surrounding communities

Improve care coordination for homebound patients and for those recently discharged from the hospital

STRATEGIES:

Leverage UPMC's extensive provider network to enhance specialty care in the Greater Hanover Area

Increase awareness of specialty services in the community

Increase the number of patients receiving care coordination services

Increase the number of patients receiving palliative care services

Enhance communication between patients, their families, and providers by promoting the use of advance care directives

ACTIONS:

- ✓ Recruit and retain specialty providers to the region to increase access to care
- ✓ Expand access to specialty care, and the utilization of telehealth specialty services, to provide more efficient and effective diagnoses and treatment options
- ✓ Increase awareness and provide education through virtual platforms
- ✓ Participate in outreach events to engage with the community
- ✓ Collaborate with Community Paramedicine to refer patients to care coordination services to help enhance communication, and to complete home safety checks for patients after discharge
- ✓ Provide education about UPMC Hanover's services to families and senior service organizations in the community

- ✓ Host an End-of-Life Educational Tour in partnership with UPMC hospitals in Central Pa. to engage underserved populations
- ✓ Educate the community about end-of-life choices and palliative care, including advance care directives, the POLST (Portable Medical Orders) form, organ and tissue donation, hospice, and the importance of wills
- ✓ Engage underserved communities in advance care planning and empower them to start conversations about their end-of-life goals and wishes
- ✓ Advocate for better understanding of advance care planning by participating in National Healthcare Decision Day

TARGET POPULATIONS:

- General community
- Seniors
- Uninsured and underinsured populations
- Homebound individuals
- Minorities and underserved populations

PROGRAMS:

- Provider recruitment
- Telehealth services
- Presentations (virtual and in-person)
- Community outreach events
- Community Paramedicine
- End-of-Life Educational Tour
- National Healthcare Decision Day
- Advance Care Planning Champions

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

13 New Specialty Providers
Recruited to York County
(June 2022 – March 2024)



441 Home Visits Conducted by
Community Paramedicine
(May 2023 – December 2023)

PROGRESS HIGHLIGHTS:**Expanding Local Access to Specialty Care**

Over the last three years, UPMC Hanover focused on provider recruitment and leveraged UPMC's system-wide resources to bring advanced, high-quality care closer to home. Accomplishments include:

- **Successfully recruiting specialty care providers:** To improve local access to specialty care, UPMC Hanover worked to recruit and retain specialty providers in the region. Since July 2022, UPMC Hanover successfully recruited 13 new providers across a range of specialties, including endocrinology, psychiatry, obstetrics and gynecology, palliative care, and cardiothoracic surgery.
- **Leveraging telehealth capabilities:** UPMC Hanover continued to offer telehealth specialty services to provide more efficient and effective diagnoses and treatment options.
- **Reducing patient wait time for specialty care:** In 2023, UPMC Hanover, as part of a regional effort, launched Fast Pass, an automated waitlist for more than 400 departments. This initiative resulted in 2,600 specialty appointments being moved up by approximately two months.

Bridging Gaps to Improve Care Coordination

UPMC Hanover continues to offer programs that address care coordination and educate patients and community members about care services that best meet their needs. Efforts include:

- **Community Paramedicine:** In 2023, UPMC's Community Paramedicine program expanded to serve the York area. This program serves as a bridge between a patient's discharge from the hospital and follow-up appointments with their doctor. Acting as a link between the patient and the doctor, UPMC's paramedics perform physical assessments, collect vitals, make sure patients are taking their correct medications, complete home safety checks, and teach patients about long-term illnesses and diseases.
 - > Between May 2023 and December 2023, 441 home visits were conducted by Community Paramedicine, serving 273 unique patients in York and Adams counties.

- **Community Education:** UPMC Hanover, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations and events to help educate the community about specialty services and to provide information about end-of-life choices and palliative care. Examples over the last three years include:
 - > **Presentations about hospital services:** UPMC Hanover contributed to regional efforts to help educate seniors and their families about available health services. This educational series aimed to reach beyond the hospital walls, with presentations at a range of locations, including Guthrie Memorial Library, Yorktown Senior Center, and the York Expo.
 - > **End-of-Life Educational Tour:** Offered throughout July and August 2022, the End-of-Life Educational Tour provided community members opportunities to learn about end-of-life choices and palliative care, including advance care directives, hospice, and the importance of wills. Local events were held at the Guthrie Memorial Library and at St. Mark Lutheran Church, attracting greater community participation and resulting in 28 advance care directives. In 2022, the End-of-Life Educational Tour reached 109 people, with 11 representing the UPMC Hanover hospital footprint. In 2023, advance care planning presentations yielded 1,913 engaged participants, with 185 advance care directives disseminated.
 - > **Advance Care Planning Champion training:** As part of a regional effort, UPMC Hanover participated in an initiative to train hospital chaplains to be Advance Care Planning Champions, including an April 16, 2024 training event. With this knowledge, chaplains are better equipped to assist UPMC Hanover's Palliative Care and Supportive Medicine team with advance care directives.

COMMUNITY PARTNERS:

Adams County Office for Aging, Amerihealth Caritas, Community Paramedicine, Community Reach LLC, Geisinger Health Plan, Genoa Pharmacy, Guthrie Memorial Library, Health Partners Plan, Highmark Wholecare, local emergency medical services, local senior service organizations, long-term care facilities, primary care physicians, St. Mark Lutheran Church, UPMC Digital Marketing Team, UPMC Hanover Emergency Department, UPMC Hanover Physician Liaisons, UPMC Hanover Social Services Department, UPMC Health Plan, UPMC Hillman Cancer Center, UPMC Virtual Primary Care, UPMC Pinnacle Foundation, York County Area Agency on Aging, Yorktown Senior Center

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Hanover promotes health and wellness programs to the local community, with a focus on addressing childhood obesity, heart disease and stroke, and diabetes. The hospital also offers programs that reach underserved populations in the community to help address economic and social barriers to health.

GOAL:

Promote wellness and healthy living in York County and surrounding communities

Improve the health of underserved populations in York County and surrounding communities

STRATEGIES:

Improve overall community health and wellness through prevention and education

Identify opportunities to address food insecurity by increasing access to healthy foods

Address childhood obesity through educational programs and events

Address heart disease and stroke through a variety of educational programs, events, and screenings

Address diabetes through a variety of educational programs, events, and screenings

Address the health needs of those most impacted by lack of economic resources

Improve access to care by addressing transportation and language barriers

ACTIONS:

- ✓ Provide multi-level support and education to help people with a variety of health and wellness-related issues
- ✓ Encourage participation in the wellness program to increase the knowledge of children and adolescents on fitness, nutrition, and mental health topics
- ✓ Assist local school districts to identify youth with body mass index (BMI) greater than 30
- ✓ Offer education regarding healthy lifestyle habits that contribute to achieving a healthy weight
- ✓ Provide education about chronic disease to increase awareness of heart disease and stroke in the community

- ✓ Offer free blood pressure screenings
- ✓ Increase patient referrals to diabetes educators, in both inpatient and outpatient settings
- ✓ Help connect patients to different community resources by leveraging findhelp.org
- ✓ Address transportation barriers to care by offering transportation assistance to low-income patients
- ✓ Improve access to care with translation services

TARGET POPULATIONS:

- General community
- Children and adolescents
- Seniors
- Families
- Low-income and underserved communities
- Homeless individuals

PROGRAMS:

- Community outreach events
- Education and presentations
- School screenings
- School health screenings initiatives
- Youth Weight Loss program
- Children's Health Fair
- UPMC Hanover's Heart and Vascular and stroke services
- Blood pressure screening initiative
- Findhelp.org
- Rabbittransit bus passes
- Cyacom and ASL language services
- Bridging the Gap Medical Interpreter Training

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

448 Children Reached through the 2023 York County Children's Health Fair
(July 2022 – December 2023)



350,000 Listeners of Better Living Radio Program
(July 2022 – June 2023)



183 Bus Passes Distributed to Patients without Transportation
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Encouraging Healthy Lifestyles through Education**

Over the last three years, UPMC Hanover continued to encourage wellness and healthy living through outreach and educational efforts in partnership with local community organizations. Through education, the hospital aims to promote nutrition, healthy eating, and physical activity, as well as to help reduce chronic disease risk through the consumption of healthful diets and achievement of healthy body weight. The hospital's strategy is to provide educational learning opportunities to a variety of age groups and populations. Efforts include:

- **Providing health education to young audiences:** UPMC Hanover participated in the 2023 York County Children's Health Fair, which included education about digital wellness, youth first aid, hand hygiene, and smoking and vaping prevention. 448 children participated. In addition, UPMC Hanover, in collaboration with UPMC Memorial, taught 70 Eastminster preschoolers about oral health, physical activity, and nutrition.
- **Sponsoring Better Living Radio:** UPMC Hanover continues to sponsor the Better Living Radio program, which airs every weekday from 10 to 11 a.m., on 1280 AM and 95.3 FM. The hospital leverages this opportunity to educate listeners in the community about HIV, tobacco cessation, physical fitness, mental health, women's services, cancer services, primary care, neurosurgery, and pediatric care. In Fiscal Year 2023, 105 shows were conducted, and 350,000 listeners tuned in.

Advancing Community Health

UPMC Hanover continues to help address social and economic barriers to health care.

Providing Transportation Assistance

Transportation barriers persist in UPMC Hanover's community. Without access to transportation, patients are unable to utilize health services and resources. The hospital continues to provide transportation assistance to help patients get to and from medical appointments.

- Between July 2022 and December 2023, UPMC Hanover distributed 183 bus passes to patients in need.

Improving Access to Care with Translation Services

UPMC Hanover is addressing language barriers to care by enhancing translation services to provide linguistically and culturally appropriate and respectful health care.

- Between July 2022 and December 2023, nearly 3,000 people utilized translation services at UPMC Hanover.

Promoting Awareness of Employment Opportunities

In 2022-2023, UPMC Hanover partnered with four schools, meeting one-on-one with students and community members, and hosted six recruitment events to increase awareness of employment opportunities.

COMMUNITY PARTNERS:

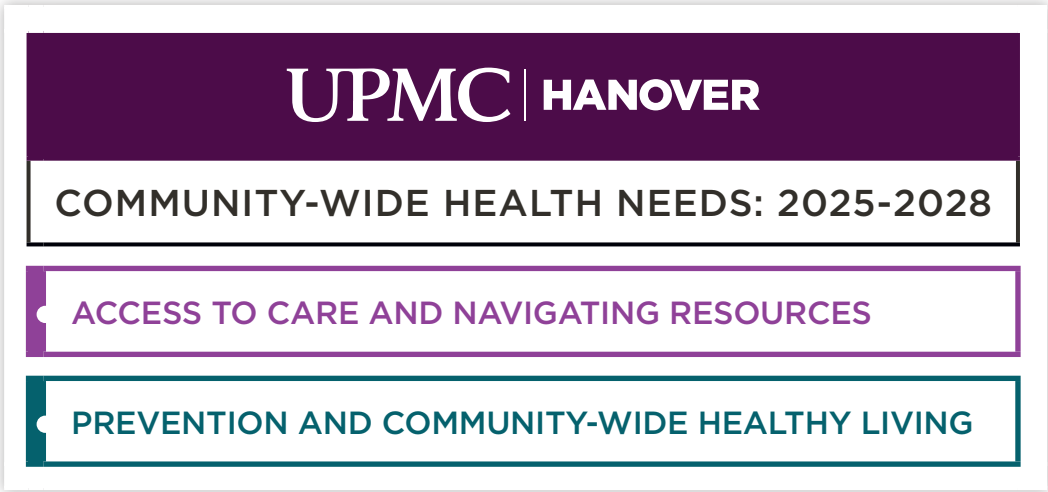
American Heart Association, City of York – Bureau of Health, Community Reach, LLC, Diabetes Coalition of York County, Hanover Public School District, local coalitions/task forces, local colleges/universities, local markets, New Hope Ministries, rabbittransit, senior centers, The Markets at Hanover, UPMC's CARES Team, UPMC's Digital Marketing Team, UPMC Hanover's Auxiliary, UMC Hanover's Street Medicine Team, UPMC Language Services, UPMC Pinnacle Foundation, UPMC Physician Offices and Physician Liaisons, York County School Districts

UPMC Hanover Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 27, 2025, the UPMC Hanover Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living



UPMC Hanover Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Hanover plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Improve access to quality health care by implementing programs and education that address the whole person, focusing on physical, mental, and social well-being

Planned Actions:

1. Provide access to mental health and addiction recovery services
2. Increase community member and provider awareness of palliative and supportive care services

Target Populations:

General community

Planned Collaborations:

Choice Consulting, Family First Federally Qualified Health Center (FQHC), funeral directors, Got Wishes Coalition, Healthy York, Hospice Foundation of America, Hospice of Central PA, UPMC Carlisle, UPMC Lititz, UPMC Palliative Care and Supportive Medicine, UPMC Pinnacle Health Foundation, UPMC Pinnacle Hospitals, UPMC Pulmonology, UPMC Spiritual Care Services, UPMC Street Medicine Team, YMCA, York County Prison, York Opioid Collaborative, YWCA

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention and addressing health-related social needs in York County

Planned Actions:

1. Continue to connect individuals to resources that address social determinants of health, such as transportation and language services
2. Address chronic disease through education, screenings, outreach, medical care, and community engagement

Target Populations:

General community, unemployed/uninsured populations, low-income, medically underserved, and minority populations, individuals with chronic diseases

Planned Collaborations:

Gift of Life, Healthy York, Penn State Health, Project Life Save-York County, True North Wellness Services, UPMC Carlisle, UPMC Center for Addiction Recovery, UPMC Hanover Emergency Department providers, UPMC Medical Group, UPMC Memorial, UPMC Pinnacle Hospitals, UPMC Pinnacle Foundation, York County School Districts, YWCA Hanover



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | LITITZ

Caring for the Community

UPMC Lititz has served Lancaster County since 1927. Previously known as Heart of Lancaster Regional Medical Center, the hospital was a for-profit entity under Community Health Systems. It became a not-for-profit facility after joining UPMC in 2017. An acute care facility, UPMC Lititz offers access to an extensive range of specialized care, including cardiac and vascular, cancer, and women’s health services, as well as orthopaedic surgery, sleep medicine, cardiac rehabilitation, wound care, and plastic and reconstructive surgery. In addition, the hospital provides access to a Level III NICU, and is certified by The Joint Commission for Advanced Stroke (PCC) care and has received the Get With The Guidelines® - Stroke Gold Plus recognition from the American Heart Association.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	148	Employees	603
	Hospital Patients	4,438	Community Benefits Contributions	\$10.5 million
	Emergency Dept. Visits	19,032	Free and Reduced Cost Care	\$9.5 million
	Total Surgeries	3,957	Total Economic Impact of Hospital Operations	\$171.7 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Lititz affirmed the following significant health needs:

UPMC | LITITZ

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Specialty Care Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health

Access to Behavioral Health Services

UPMC Lititz is increasing access to behavioral health and addiction medicine services for the community through a variety of initiatives that promote education and awareness and increase accessibility.

GOAL:

Improve access to behavioral health services

STRATEGIES:

Improve access to mental health and addiction recovery services by leveraging strong partnerships to provide timely and convenient care

Increase awareness of mental health services in the community

ACTIONS:

- ✓ Provide a platform for telepsychiatry services to perform virtual evaluations in the emergency department
- ✓ Partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit for the local community
- ✓ Help ensure a seamless transition for opioid overdose survivors from emergency medical care to specialty substance use disorder (SUD) treatment to improve the prospect of recovery
- ✓ Engage with communities by participating in a regional Mental Health Summit
- ✓ Host Mental Health First Aid training at the hospital
- ✓ Raise awareness of resources and services available to the community by promoting programs in collaboration with community partners

TARGET POPULATIONS:

- General community

PROGRAMS:

- Suicide Prevention Conference
- “Just 2 Talk” Teen Group
- Loss Committee
- Patients R Waiting Annual Medicine Conference
- Mental Health First Aid training
- Mental Health Summit
- Telepsych services
- Medication-Assisted Treatment (MAT)

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



200 Attendees of Suicide Prevention Conference
(September 2023)



30 Patients Received Telepsychiatry Services in the Emergency Department
(June 2022 – December 2023)



885 New Patients Started Medication-Assisted Treatment (MAT)
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Fostering Mental Health Awareness

To help address behavioral health needs in Lancaster County, UPMC Lititz is working to shatter stigmas, spark conversations, and illuminate paths to hope, healing, and prevention. UPMC Lititz's work to raise awareness of mental health needs includes:

- **Supporting a Suicide Prevention Conference:** In collaboration with Mental Health America Lancaster, UPMC Lititz supported a compassionate movement within the Lancaster County community to address and prevent the heartbreaking impact of suicide by helping to plan a Suicide Prevention Conference. The September 2023 event emphasized prevention strategies and was attended by 200 community members.
- **Presenting to the “Just 2 Talk” Teen Group,** which provides a safe haven for teens to openly share their life experiences and navigate the complexities of adolescence.
- **Launching a Loss Committee** that extends heartfelt support to families grappling with the aftermath of a suicide, offering comfort and aid during their most challenging moments.
- **Hosting Mental Health First Aid (MHFA) training:** In collaboration with the other UPMC hospitals in Central Pa., UPMC Lititz offers MHFA training to both UPMC employees and community members. MHFA is a virtual, evidence-based course that teaches participants how to detect and respond to signs of mental illness and substance abuse. The training empowers individuals to recognize, understand, and respond effectively to mental health challenges.
 - > MHFA training was offered in October and November 2023 and in February 2024. A total of 66 individuals participated in the training course.
- **Participating in a regional Mental Health Summit:** In November 2023, UPMC Lititz engaged with communities by participating in a regional Mental Health Summit. The goals of the event were to 1) destigmatize mental health conversations, 2) provide crucial resources, and 3) create a community where everyone feels empowered and supported in their journey toward well-being.
 - > 150 people joined the Mental Health Summit in November 2023.

Promoting Careers in Medicine

UPMC Lititz is proud to support Patients R Waiting and its annual conference, which is designed to introduce students to potential careers in medicine and other health professions. It serves as an invaluable opportunity for students to get the information and support they need to succeed in their chosen fields.

With a robust lineup of speakers and interactive sessions, the conference seeks to dismantle barriers, amplify underrepresented voices, and inspire a new generation of health care leaders. The impact reverberates far beyond the conference walls, fostering a ripple effect of awareness and advocacy within the Lancaster County community.

The 2023 conference was a success, with 125 registrants. Attendees and speakers included medical residents, state legislators, doulas, and exhibitors representing UPMC, Creighton University, Penn State's Milton S. Eshelman School of Medicine, Hershey Medical Center, Philadelphia College of Osteopathic Medicine, and Rowan University.

Providing Local Access to Behavioral Health Services

Over the last three years, UPMC Lititz continued to increase the convenience and accessibility of behavioral health services by leveraging its partnerships to bring additional care and expertise to Lancaster County. Efforts include:

- **Offering telepsychiatry services in the emergency department:** UPMC Lititz continues to partner with experts at UPMC Western Psychiatric Hospital to provide patients in the emergency department with timely behavioral health virtual evaluations through telepsychiatry. This telepsychiatry program helps to fill a gap in access to behavioral health services, making psychiatrists available to the Lititz community, which reduces the need to travel for care.
 - > Between January 2023 and December 2023, 30 telepsychiatry evaluations were performed in the hospital's emergency department.
- **Improving access to Medication-Assisted Treatment (MAT) for patients with substance use disorder:** UPMC Lititz provides a “whole-patient” approach to the treatment of substance use disorder through Medication-Assisted Treatment (MAT), which is the use of medications, in combination with counseling and behavioral therapies, for the treatment of addiction to opioids, such as heroin and prescription pain relievers. UPMC Lititz patients can now access MAT through four primary care offices in the region.
 - > 885 new patients started on MAT in the Lancaster/Lititz area in Fiscal Years 2022-2023.

COMMUNITY PARTNERS:

Coalition of Churches, Gatehouse, Joining Forces Coalition, Lancaster County Advisory Council, Lancaster County Joining Forces for Prevention, Let's Talk Lancaster Coalition, Mental Health America Lancaster, Patients R Waiting, UPMC Center for Addiction Recovery, UPMC Pinnacle Foundation, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Specialty Care, Care Coordination

UPMC Lititz continues to expand access to specialty care, with a focus on addressing the maternal mortality crisis. The hospital also continues to enhance care coordination efforts — using innovative models to improve communication between patients and providers.

GOAL:

Improve access to specialty care in the community
Improve care coordination for homebound patients and for those recently discharged from the hospital

STRATEGIES:

Provide pregnant women of color in the community with doula support services, which are a part of the hospital's efforts to help address the maternal mortality crisis

Improve access to specialty provider-based services and support services

Increase awareness of specialty services in the community

Increase the number of patients receiving care services

Enhance communication between patients, their families, and providers by promoting the use of advance care directives

ACTIONS:

- ✓ Help to connect pregnant women of color with experienced doulas, free of charge, to provide care and education both virtually and in person
- ✓ Continue to increase access to doulas throughout the community by promoting the formal training necessary to become a certified doula
- ✓ Expand access to specialty care, and the utilization of telehealth specialty services, to provide more efficient and effective diagnoses and treatment options
- ✓ Recruit and retain specialty providers to the region to increase access to care
- ✓ Collaborate with the Home Visit Program and Community Paramedicine to refer patients to care coordination services to help enhance communication, and to complete home safety checks for patients after discharge

- ✓ Host an End-of-Life Educational Tour in partnership with UPMC hospitals in Central Pa. to engage underserved populations
- ✓ Educate the community about end-of-life choices and palliative care, including advance care directives, the POLST (Portable Medical Orders) form, organ and tissue donation, hospice, and the importance of wills
- ✓ Engage underserved communities in advance care planning and empower them to start conversations about their end-of-life goals and wishes
- ✓ Advocate for better understanding of advance care planning by participating in National Healthcare Decision Day

TARGET POPULATIONS:

- General community
- Women
- Minority populations
- Homebound and underserved populations

PROGRAMS:

- Diversifying Doula Initiative
- UPMC Pregnancy Partnership Program
- Telehealth platform
- Provider recruitment
- Fast Pass
- Community Paramedicine
- Home Visit program
- End-of-Life Educational Tour
- National Healthcare Decision Day

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

100 Pregnant Women of Color Served by Diversifying Doula Initiative
(July 2022 – December 2023)



11 New Specialty Providers Recruited to Lancaster County
(July 2022 – December 2023)



85 Patients Served by Home Visits
(August 2023 – December 2023)

PROGRESS HIGHLIGHTS:**Supporting Pregnant Women of Color**

Over the last three years, UPMC Lititz continued to address the maternal mortality crisis impacting Black and Latinx expectant mothers in the community. Efforts include:

- **Diversifying Doulas Initiative:** UPMC Lititz supports Patients R Waiting's Diversifying Doulas Initiative — a pioneering effort to address the maternal mortality crisis impacting Black and Latinx expectant mothers in Lancaster. This initiative, born out of a commitment to equitable health care, extends a vital lifeline to pregnant women of color, connecting them with experienced doulas who provide care and education, both virtually and in person. The Diversifying Doulas Initiative helps to ensure that vulnerable populations receive personalized care and education that aligns with their unique needs and cultural backgrounds.
 - > 100 pregnant women of color served by Diversifying Doulas Initiative between July 2022 and December 2023.
 - > More than 50 new doulas were trained between July 2022 and December 2023.
- **UPMC Pregnancy Partnership Program:** In 2023, UPMC College Avenue Family Medicine Providers and UPMC Obstetrics & Gynecology Specialists-Lititz collaborated to launch the UPMC Pregnancy Partnership Program. This program supports the individualized medical, behavioral health, and social service needs of a mother during her pregnancy and beyond through coordinated services and increased access to specialty care.
 - > Since launching in 2023, six patients have enrolled in the UPMC Pregnancy Partnership Program.

Expanding Local Access to Specialty Care

Over the last three years, UPMC Lititz focused on provider recruitment and leveraged UPMC's system-wide resources to bring advanced, high-quality care closer to home. Accomplishments include:

- **Successfully recruiting specialty care providers:** To improve local access to specialty care, UPMC Lititz recruited 11 new providers across a range of specialties, including endocrinology, psychiatry, palliative care, orthopedics, cardiothoracic surgery, and weight management.
- **Leveraging telehealth capabilities:** In partnership with UPMC Pinnacle Hospitals, UPMC Lititz continues to offer telehealth specialty services to provide more efficient and effective diagnoses and treatment options.
- **Reducing patient wait time for specialty care:** In 2023, UPMC Lititz, as part of a regional effort, launched Fast Pass, an automated waitlist for more than 400 departments. This initiative resulted in 2,600 specialty appointments being moved up by approximately two months.

Bridging Gaps to Improve Care Coordination

Over the last three years, UPMC Lititz enhanced programs that address care coordination, as well as education programs to teach patients and community members about care services that best meet their needs. Efforts include:

- **Community Paramedicine Program:** In August 2023, UPMC's Community Paramedicine program expanded to serve Lancaster County. This program serves as a bridge between a patient's discharge from the hospital and follow-up appointments with their doctor. Acting as a link between the patient and the doctor, UPMC's paramedics perform physical assessments, collect vitals, make sure patients are taking their correct medications, complete home safety checks, and teach patients about long-term illnesses and diseases.
 - > Between August 2023 and December 2023, Community Paramedicine served 85 patients in the UPMC Lititz area.
- **Community Education:** UPMC Lititz, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations and events to help educate the community about care coordination, end-of-life choices, and palliative care. Examples over the last three years include:
 - > **Participating in a regional End-of-Life Educational Tour:** Offered throughout July and August 2022, the End-of-Life Educational Tour provided community members opportunities to learn about end-of-life choices and palliative care, including advance care directives, hospice, and the importance of wills. In 2022, the End-of-Life Educational Tour reached 109 people, with 21 representing the UPMC Lititz hospital footprint. In 2023, advance care planning presentations yielded 1,913 engaged participants, with 185 advance care directives disseminated.

COMMUNITY PARTNERS:

Community cemetery owners, Faith Community Health Connection, funeral directors, Gift of Life, Hospice Foundation of America, Lancaster County Advisory Council, local barbershops, local attorneys, Patients R Waiting, Penn State Milton S. Hershey Medical Center, UPMC Carlisle, UPMC Community Initiatives, UPMC Community Osteopathic, UPMC Digital Marketing Team, UPMC Hanover, UPMC Harrisburg, UPMC Health Plan, UPMC Memorial, UPMC Palliative Care and Supportive Medicine Team, UPMC Physician Recruitment, UPMC Pinnacle Foundation, UPMC Spiritual Care Services, UPMC West Shore

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Lititz promotes health and wellness programs to the local community, with a dedicated focus on obesity, heart disease and stroke, and diabetes. The hospital also offers programs that address economic and social barriers to health.

GOAL:

Promote wellness and healthy living in Lancaster County

Improve the health of the community's underserved populations

STRATEGIES:

Improve overall community health and wellness by providing health education in collaboration with UPMC resources

Address obesity in youth and seniors through educational programs and events

Create activities that will help reduce the incidence of obesity in youth (5-17) and senior (65+) populations

Offer education and screenings to address prevention and early detection of chronic disease, with a focus on diabetes and heart disease and stroke

Address the health needs of those most impacted by lack of economic resources

Improve access to care by addressing transportation and language barriers

ACTIONS:

- ✓ Youth education
- ✓ Educate adults in healthy lifestyle behaviors
- ✓ Offer education regarding healthy lifestyle habits that contribute to achieving a healthy weight
- ✓ Provide multi-level support to help adolescents reach a healthy weight
- ✓ Promote health and wellness resources within the senior community
- ✓ Attend community events and offer free health screenings, including blood pressure and cholesterol screenings
- ✓ Provide education about chronic disease prevention, targeting diabetes and heart disease
- ✓ Raise awareness of UPMC's specialty services, targeting diabetes and heart disease and stroke
- ✓ Explore opportunities to offer vouchers to subsidize the cost of transportation for low-income patients
- ✓ Improve access to care with translation services

TARGET POPULATIONS:

- General community
- Children and adolescents
- Homeless populations
- Seniors

PROGRAMS:

- Children's Health Fair
- Educational presentations
- School screenings
- Healthy Kids Running Series
- Keeping Kids on Track
- McCaskey High School All City 100-yard dash competition
- Free blood pressure, blood glucose, and BMI screenings
- MA Apprenticeship Program
- Tele-medical support services
- Transportation voucher program
- Bridging the Gap Medical Interpreter Training
- CyraCom and ASL Language Services

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

200+ Kids
Participated in Keeping
Kids on Track Running
Event
(2023)



450 School
Health
Screenings Conducted
(July 2023 - December 2023)



198 Patients
Cared for
Using Translation and
Interpretation Services
(July 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Encouraging Healthy Lifestyles through Physical Activity, Health Screenings, Education, and Support Programs**

Over the last three years, UPMC Lititz continued to encourage wellness and healthy living through programs offered in partnership with local schools and community organizations. Efforts include:

- **Empowering kids to embark on a journey of physical fitness:** UPMC Lititz collaborates with McCaskey High School to foster a culture of health and well-being. As part of this effort, UPMC Lititz supports the Healthy Kids Running Series and Keeping Kids on Track event for middle schoolers. These events engage youth in fun and active programs, aiming to instill lifelong healthy habits.
 - > In 2023, more than 200 middle schoolers participated in Keeping Kids on Track.
- **Supporting health screenings at local schools:** UPMC Lititz partners with local school districts within Lancaster County to conduct health screenings in schools. The hospital assists school nurses in performing height, weight, vision, and hearing screenings. These screenings help school nurses identify which students failed a screening and need a referral notification sent home to alert caregivers of their child's screening result. Hearing or visual deficits could impede learning in the classroom, or a high BMI score could put a child at risk for diabetes or obesity. By assisting with school health screenings, UPMC Lititz hopes to help improve a student's ability to learn and their overall health.
 - > Between June 2023 and December 2023, UPMC Lititz conducted 450 school health screenings.
- **Providing free screenings to adults:** UPMC Lititz continues to offer screenings for blood pressure, blood glucose, and BMI, followed by education regarding screening results and heart healthy lifestyles. These screenings aim to identify people at risk of chronic diseases, such as heart disease, hypertension, and diabetes.
 - > In 2023, UPMC Lititz provided 68 free blood pressure screenings at community events.

- **Creating a Community Health Education Program:** UPMC Lititz is part of a regional effort to engage community members and teach them how to improve their health by managing their diet, improving their activity level, managing their stress, and creating healthy lifestyle habits. UPMC in Central Pa. offers a variety of programs to help individuals make lifestyle changes to prevent obesity, heart disease, diabetes, and falls. Health education topics target different audiences:
 - > **Youth K-12:** Basic first aid for youth, dental and oral health, digital wellness, emotional wellness, Lyme Disease, mental health, nutrition, physical activity and exercise, safety, stress management, tobacco and vaping
 - > **Adults and Seniors:** Dental and oral health, dimensions of wellness, disease prevention, fall prevention, healthy lifestyles, Lyme Disease, mental health, nutrition, physical activity and exercise

Connecting People in Need with Resources and Support

Over the last three years, UPMC Lititz worked to establish and maintain programs that help address social and economic barriers to health care. Efforts include:

- **Providing transportation assistance:** Transportation barriers persist in UPMC Lititz's community. Without access to transportation, patients are unable to get to and from medical appointments.
 - > Between July 2023 and December 2023, UPMC Lititz distributed 10 transportation vouchers to patients in need.
- **Offering insurance enrollment assistance:** In 2023, UPMC Lititz expanded insurance enrollment support services to Lancaster County, focusing on rural areas surrounding Lancaster City. This effort is in partnership with CrossNet Ministries, Community Action Partnership, and Solanco Ministries.
 - > Between July 2023 and December 2023, 20 households were approved for Medical Assistance, SNAP, and/or LIHEAP.

Improving Access to Care with Translation Services

UPMC Lititz has made great strides in adopting culturally and linguistically appropriate health care practices and continues to enhance sensitivity and responsiveness to the clinical and cultural interests, needs, and expectations of patients, families, and its workforce.

- > Between July 2022 and December 2023, UPMC Lititz cared for 198 patients using language translation and interpretation assistance.
- > In 2023, 11 UPMC Lititz staff members participated in Bridging the Gap medical interpreter training.

Supporting Lancaster's Health Equity Music Festival

In 2023, UPMC Lititz collaborated with Union Community Care and Patients R Waiting, to support the Health Equity Music Festival — an event that combines musical and spoken word performances with access to vaccinations and information about community health resources.

UPMC contributed to the festival's success by offering essential health services on-site. UPMC staff participated in tabling efforts, providing vital information about UPMC's specialty services and raising awareness about health care options within UPMC's facilities.

COMMUNITY PARTNERS:

American Heart Association, Alta Language services, Benchmark, Bridging the Gap, CyraCom, Career Link, Community Action Partnership of Lancaster County, CrossNet Ministries, Harrisburg Area Community College, Healthy Kids Running (HKR), Lancaster and Lititz Recreation Center, Lancaster County Advisory Council, Lancaster County Office of Aging, Lancaster Downtowners, Lancaster County Workforce Development Board, McCaskey High School, Patients R Waiting, PA Career Link Lancaster County, Solanco Ministries, UPMC Care Management, UPMC Digital Marketing Team, UPMC Health Plan, UPMC Mission Effectiveness, UPMC Pinnacle Foundation, Union Community Care, Warwick School District

UPMC Lititz Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 26, 2025, the UPMC Lititz Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living



UPMC Lititz Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Lititz plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Improve access to quality health care by implementing programs and education that address the whole person, focusing on physical, mental, and social well-being

Planned Actions:

1. Provide access to mental health and addiction recovery services
2. Increase community member and provider awareness of palliative and supportive care services

Target Populations:

General community

Planned Collaborations:

Child Advocacy Center, Choice Consulting, funeral directors, Got Wishes Coalition, Hospice Foundation of America, Hospice of Central PA, IT, Mental Health America Lancaster, UPMC Carlisle, UPMC Center for Addiction Recovery, UPMC Community Health Initiatives, UPMC Digital Marketing, UPMC Hanover, UPMC Memorial, UPMC Palliative Care and Supportive Medicine, UPMC Pinnacle Health Foundation, UPMC Pinnacle Hospitals, UPMC Pulmonology, UPMC Spiritual Care Services, UPMC Street Medicine Team, UPMC Western Psychiatric Hospital, YWCA

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention and addressing health-related social needs in Lancaster County

Planned Actions:

1. Continue to connect individuals to resources that address social determinants of health, such as transportation and language services
2. Address chronic disease through education, screenings, outreach, medical care, and community engagement

Target Populations:

General community, maternal and infant health, unemployed/uninsured populations, low-income, medically underserved, and minority populations, individuals with chronic diseases

Planned Collaborations:

American Heart Association, Coalition of Churches, Gatehouse, Joining Forces Coalition, Lancaster County Advisory Council, Lancaster County Joining Forces for Prevention, Let's Talk Lancaster Coalition, Patients R Waiting, Solanco Ministries, UPMC CARES team, UPMC Pinnacle Health Foundation, Water Street Mission



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | MEMORIAL

Caring for the Community

Located in York County, UPMC Memorial opened in August 2019. The state-of-the-art facility provides acute and emergency medical care, cardiology and vascular services, a Level II NICU, chronic disease treatment and management, surgical services, and treatment for patients requiring long-term acute care. An adjacent outpatient services building houses an ambulatory surgery center and imaging services, UPMC Hillman Cancer Center, and the living-donor liver transplant pre-and-post op clinic. UPMC Memorial received accreditation as a Center of Excellence in Hernia Surgery from Surgical Review Corporation.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	104	Employees	980
	Hospital Patients	7,858	Community Benefits Contributions	\$13.9 million
	Emergency Dept. Visits	35,651	Free and Reduced Cost Care	\$11.6 million
	Total Surgeries	9,869	Total Economic Impact of Hospital Operations	\$265.7 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Memorial affirmed the following significant health needs:

UPMC | MEMORIAL

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health

Access to Behavioral Health Services

UPMC Memorial is increasing access to behavioral health care and addiction medicine services through a range of initiatives that aim to increase accessibility, reduce transportation barriers, improve care transitions, and promote education and awareness.

GOAL:

Improve access to behavioral health services in York County and substance use programs and education in York County

STRATEGIES:

Improve access to mental health and addiction recovery services by leveraging strong partnerships to provide timely and convenient care

Increase awareness of mental health services in the community

ACTIONS:

- ✓ Provide a platform for telepsychiatry services to perform virtual evaluations in the emergency department
- ✓ Partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit for the local community
- ✓ Help ensure a seamless transition for opioid overdose survivors from emergency medical care to specialty substance use disorder (SUD) treatment to improve the prospect of recovery
- ✓ Support the efforts of the York Opioid Collaborative
- ✓ Provide multi-level support and education to help people understand behavioral health services available to them
- ✓ Increase awareness and provide education through virtual platforms
- ✓ Host Mental Health First Aid training at the hospital
- ✓ Engage with communities by participating in a regional Mental Health Summit

TARGET POPULATIONS:

- General community
- Children and adolescents
- Seniors

PROGRAMS:

- Telepsychiatry services
- Medication-Assisted Treatment (MAT) mobile unit
- Warm hand-off program
- York Opioid Collaborative
- Community outreach events
- Mental Health First Aid training
- Mental Health Summit

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

44 Patients Received
Telepsychiatry Services in
the Emergency Department
(July 2023 – December 2023)



200+ Patient Encounters
through Mobile Unit for
Medication-Assisted Treatment
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Enhancing Local Access to Behavioral Health Services**

Over the last three years, UPMC Memorial continued to increase the convenience and accessibility of behavioral health services by leveraging its partnerships to bring additional care and expertise to York County. Efforts include:

- **Offering telepsychiatry services in the emergency department:** UPMC Memorial continues to partner with experts at UPMC Western Psychiatric Hospital to provide patients in the emergency department with timely behavioral health virtual evaluations through telepsychiatry.
 - > Between July 2023 and December 2023, 44 individuals received telepsychiatry services in the hospital's emergency department.
- **Improving access to Medication-Assisted Treatment (MAT) for patients with substance use disorders:** UPMC Memorial partners with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit. MAT provides medications, in combination with counseling and behavioral therapies, to treat addiction to opioids. This MAT mobile unit reduces transportation barriers to treatment for patients with substance use disorders, allowing them to receive weekly MAT services in York.
 - > Between July 2022 and December 2023, the MAT mobile unit had more than 200 patient encounters in York.

Fostering Mental Health Awareness and Support within the Community

UPMC Memorial continues to promote education and awareness of behavioral health needs throughout the region. Accomplishments include:

- **Hosting Mental Health First Aid (MHFA) training:** In collaboration with the other UPMC hospitals in Central Pa., UPMC Memorial offers MHFA training to both UPMC employees and community members. MHFA is a virtual, evidence-based course that teaches participants how to detect and respond to signs of mental illnesses and substance abuse. We empower individuals to recognize, understand, and respond effectively to mental health challenges.
 - > MHFA trainings were offered in October and November 2023 and in February 2024. A total of 66 individuals participated in the training course.
- **Participating in a regional Mental Health Summit:** In November 2023, UPMC Memorial engaged with communities by participating in a regional Mental Health Summit. The goals of the event were to 1) destigmatize mental health conversations, 2) provide crucial resources, and 3) create a community where everyone feels empowered and supported in their journey toward well-being.
 - > 150 people joined the Mental Health Summit in November 2023.

COMMUNITY PARTNERS:

Asbury United Methodist Church, Center for Addiction Recovery at UPMC in Central Pa., Healthy York, Suicide Prevention of York, TrueNorth Wellness Services, UPMC Carlisle, UPMC Hanover, UPMC Lititz, UPMC Memorial Emergency Department providers, UPMC Pinnacle Foundation, UPMC Pinnacle Hospitals, UPMC Western Psychiatric Hospital, York County School Districts, York Opioid Collaborative

Access to Care and Navigating Resources

Specialty Care, Care Coordination

UPMC Memorial is expanding access to specialty care in the community by leveraging UPMC's system-wide resources and community partners to deliver advanced, high-quality care close to home.

GOAL:

Improve access to specialty care in York County
Improve care coordination for homebound patients and unhoused patients for those recently discharged from the hospital

STRATEGIES:

Leverage UPMC's extensive provider network to enhance specialty care in York County
Increase awareness of specialty services in the community
Increase the number of patients receiving care coordination services
Enhance communication between patients, their families, and providers by promoting the use of advance care directives

ACTIONS:

- ✓ Recruit and retain specialty providers to the region to increase access to care
- ✓ Expand access to specialty care, and the utilization of telehealth specialty services, to provide more efficient and effective diagnoses and treatment options
- ✓ Increase awareness and provide education through virtual platforms
- ✓ Participate in outreach events to engage with the community
- ✓ Collaborate with the Home Visit Program and Community Paramedicine to refer patients to care coordination services to help enhance communication, and to complete home safety checks for patients after discharge
- ✓ Host an End-of-Life Educational Tour in partnership with UPMC hospitals in Central Pa. to engage underserved populations
- ✓ Educate the community about end-of-life choices and palliative care, including advance care directives, the POLST (Portable Medical Orders) form, organ and tissue donation, hospice, and the importance of wills
- ✓ Engage underserved communities in advance care planning and empower them to start conversations about their end-of-life goals and wishes
- ✓ Advocate for better understanding of advance care planning by participating in National Healthcare Decision Day

TARGET POPULATIONS:

- General community
- Minorities and underserved populations
- Homebound individuals

PROGRAMS:

- Provider recruitment
- Community outreach events
- Advance Care Planning Champion Training
- Telehealth services
- Community Paramedicine
- National Healthcare Decision Day
- End-of-Life Educational Tour

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

26 New Specialty Providers
Recruited to York County
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Expanding Local Access to Specialty Care**

Over the last three years, UPMC Memorial focused on provider recruitment and leveraged UPMC's system-wide resources to bring advanced, high-quality care closer to home. Accomplishments include:

- **Successfully recruiting specialty care providers:** To improve local access to specialty care, UPMC Memorial worked to recruit and retain specialty providers in the region. Since July 2022, UPMC Memorial successfully recruited 26 new providers across a range of specialties, including endocrinology, general surgery, obstetrics and gynecology, and oncology.
- **Leveraging telehealth capabilities:** UPMC Memorial continues to offer telehealth specialty services to provide more efficient and effective diagnoses and treatment options.
- **Reducing patient wait time for specialty care:** In 2023, UPMC Memorial, as part of a regional effort, launched Fast Pass, an automated waitlist for more than 400 departments. This initiative resulted in 2,600 specialty appointments being moved up by approximately two months.

Bridging Gaps to Improve Care Coordination

UPMC Memorial continues to offer programs that address care coordination and educate patients and community members about care services that best meet their needs. Efforts include:

- **Community Paramedicine:** In 2023, UPMC's Community Paramedicine program expanded to serve the York area. This program serves as a bridge between a patient's discharge from the hospital and follow-up appointments with their doctor. Acting as a link between the patient and the doctor, UPMC's paramedics perform physical assessments, collect vitals, make sure patients are taking their correct medications, complete home safety checks, and teach patients about long-term illnesses and diseases.

- **Community Education:** UPMC Memorial, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations and events to help educate the community about specialty services and to provide information about end-of-life choices and palliative care. Examples over the last three years include:
 - > **Presentations about hospital services:** Over the last three years, UPMC Memorial contributed to regional efforts to help educate seniors and their families about available health services. This educational series aimed to reach beyond the hospital walls, with presentations at a range of locations, including Yorktown Senior Center and the York Expo.
 - > **End-of-Life Educational Tour:** In July and August 2022, the End-of-Life Educational Tour offered community members opportunities to learn about end-of-life choices and palliative care, including advance care directives, hospice, and the importance of wills. In 2022, the End-of-Life Educational Tour reached 109 people, with 18 representing the UPMC Memorial hospital footprint. In 2023, advance care planning presentations yielded 1,913 engaged participants, with 185 advance care directives disseminated.
 - > **Advance Care Planning Champion training:** As part of a regional effort, UPMC Memorial participated in an initiative to train hospital chaplains to be Advance Care Planning Champions, including an April 16, 2024 training event. With this knowledge, chaplains are better equipped to assist UPMC Memorial's Palliative Care and Supportive Medicine team with advance care directives.
 - > **National Healthcare Decision Day:** UPMC Memorial helps advocate for better understanding of advance care planning by participating in National Healthcare Decision Day.

COMMUNITY PARTNERS:

Community cemetery owners, Community Paramedicine, Faith Community Health Connection, funeral directors, Gift of Life, Hospice Foundation of America, local attorneys, local emergency medical services, Penn State Milton S. Hershey Medical Center, primary care physicians, Project Life Save – York County Sheriff Department, UPMC Carlisle, UPMC Community Initiatives, UPMC Community Osteopathic, UPMC Digital Marketing team, UPMC Hanover, UPMC Harrisburg, UPMC Health Plan, UPMC Lititz, UPMC Memorial Emergency Department, UPMC Memorial Physician Liaisons, UPMC Palliative Care and Supportive Medicine team, UPMC Pinnacle Foundation, UPMC Spiritual Care Services, UPMC Virtual Primary Care, UPMC West Shore, Yorktown Senior Center

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Memorial promotes health and wellness programs in the local community, with a focus on addressing childhood obesity, heart disease and stroke, and diabetes. The hospital also offers programs that reach underserved populations in the community to help address economic and social barriers to health.

GOAL:

Promote wellness and healthy living in York County
Improve the health of underserved populations in York County

STRATEGIES:

Improve overall community health and wellness through prevention and education

Identify opportunities to address food insecurity by increasing access to healthy foods

Address childhood obesity through educational programs and events

Address heart disease and stroke through a variety of educational programs, events, and screenings

Address diabetes through a variety of educational programs, events, and screenings

Address the health needs of those most impacted by lack of economic resources

Improve access to care by addressing transportation and language barriers

ACTIONS:

- ✓ Provide multi-level support and education to help people with a variety of health and wellness-related issues
- ✓ Encourage participation in the wellness program to increase the knowledge of children and adolescents on fitness, nutrition, and mental health topics
- ✓ Assist local school districts to identify youth with body mass index (BMI) greater than 30
- ✓ Provide multi-level support to help adolescents reach a healthy weight
- ✓ Offer education regarding healthy lifestyle habits that contribute to achieving a healthy weight

- ✓ Provide education about chronic disease to increase awareness of heart disease and stroke in the community
- ✓ Address the health needs of the homeless population by providing medical care, education, and community resources to unsheltered individuals
- ✓ Help connect patients to different community resources by leveraging findhelp.org
- ✓ Establish the Community Health Worker program in York County to help enhance community outreach efforts
- ✓ Address transportation barriers to care by offering transportation assistance to low-income patients
- ✓ Improve access to care with translation services

TARGET POPULATIONS:

- General community
- Children and adolescents
- Seniors
- Low-income and underserved communities
- Homeless individuals

PROGRAMS:

- Healthy Hands, Healthy Bodies presentation
- Youth Weight Loss program
- Children's Health Fair
- Educational presentations
- Community outreach events
- Blood pressure screening initiative
- Street Medicine Program
- Findhelp.org
- Community Health Workers
- Rabbittransit bus passes
- Cyracom and ASL language services
- Bridging the Gap Medical Interpreter Training

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

448 Children Reached
through the 2023 York
County Children's
Health Fair
(July 2022 - December 2023)



350,000
Listeners of Better
Living Radio Program
(July 2022 - June 2023)



200 Bus Passes
Distributed
to Patients without
Transportation
(July 2022 - June 2023)

PROGRESS HIGHLIGHTS:**Encouraging Healthy Lifestyles through Education**

Over the last three years, UPMC Memorial continued to encourage wellness and healthy living through outreach and educational efforts in partnership with local community organizations. Through education, the hospital aims to promote nutrition, healthy eating, and physical activity, and to help reduce chronic disease risk through the consumption of healthy diets and achievement of healthy body weight. The hospital's strategy is to provide educational learning opportunities to a variety of age groups and populations. Efforts include:

- **Providing health education to young audiences:** UPMC Memorial participated in the 2023 York County Children's Health Fair, which included education about digital wellness, youth first aid, hand hygiene, and smoking and vaping prevention. 448 children participated. In addition, UPMC Memorial, in collaboration with UPMC Hanover, taught 70 Eastminster preschoolers about oral health, physical activity, and nutrition.
- **Creating a community health education program:** UPMC Memorial is part of a regional effort to engage community members and teach them how to improve their health by managing their diet, improving their activity level, managing their stress, and creating healthy lifestyle habits. UPMC in Central Pa. offers a variety of programs to help individuals make lifestyle changes to help prevent obesity, heart disease, diabetes, and falls. Health education topics targeted different audiences:
 - > **Youth K-12:** Basic first aid for youth, dental and oral health, digital wellness, emotional wellness, Lyme Disease, mental health, nutrition, physical activity and exercise, safety, stress management, tobacco and vaping
 - > **Adults and Seniors:** Dental and oral health, dimensions of wellness, disease prevention, fall prevention, healthy lifestyles, Lyme Disease, mental health, nutrition, physical activity and exercise

Advancing Community Health

UPMC Memorial continues to help address social and economic barriers to health care.

Providing Transportation Assistance

Transportation barriers persist in UPMC Memorial's community. Without access to transportation, patients are unable to utilize health services and resources. The hospital continues to provide transportation assistance to help patients get to and from medical appointments.

- Between July 2022 and June 2023, UPMC Memorial distributed 200 bus passes to patients in need.

Improving Access to Care with Translation Services

UPMC Memorial is addressing language barriers to care by enhancing translation services to provide linguistically and culturally appropriate and respectful health care.

- Between July 2022 and December 2023, nearly 8,500 people utilized translation services at UPMC Memorial.

- **Sponsoring Better Living Radio:** UPMC Memorial, in partnership with UPMC Hanover, sponsors the Better Living Radio program, which airs every weekday from 10 to 11 a.m., on 1280 AM and 95.3 FM. The hospital leverages this opportunity to educate listeners in the community about HIV, tobacco cessation, physical fitness, mental health, women’s services, cancer services, primary care, neurosurgery, and pediatric care. In Fiscal Year 2023, 105 shows were conducted, and 350,000 listeners tuned in.

Connecting People in Need with Resources and Support

Over the last three years, UPMC Memorial worked to develop, launch, and maintain programs that help address social and economic barriers to health care. Efforts include:

- **Street Medicine and Community Health Worker:** UPMC’s Street Medicine team and Community Health Worker roles began serving UPMC Memorial’s community in May 2024 — reaching out to homeless individuals in need of medical care and support services.

COMMUNITY PARTNERS:

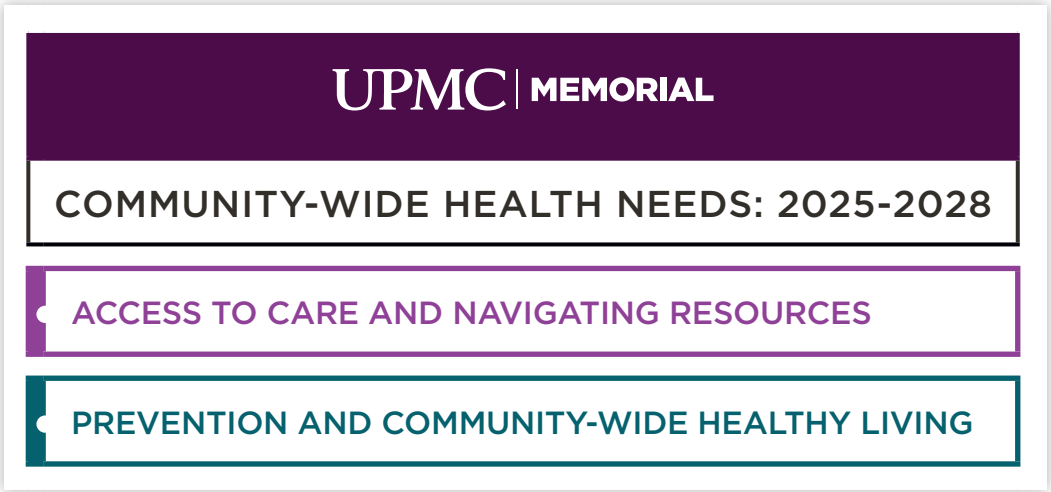
American Heart Association, Central Market York, City of York – Bureau of Health, CyraCom, Diabetes Coalition of York County, Eastern Market, Eastminster Preschool, local coalitions/task forces, local colleges/universities, Penn Market, rabbittransit, senior centers, UPMC’s CARES Team, UPMC’s Community Health Workers, UPMC’s Digital Marketing Team, UPMC Language Services, UPMC Memorial’s Street Medicine Team, UPMC Physician Offices and Physician Liaisons, UPMC Pinnacle Foundation, YMCA of York & York County, York City School District, York County Food Bank, York County School Districts, York Fresh Food Farms – Mobile Produce Van

UPMC Memorial Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 28, 2025, the UPMC Memorial Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living



UPMC Memorial Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Memorial plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Improve access to quality health care by implementing programs and education that address the whole person, focusing on physical, mental, and social well-being

Planned Actions:

1. Provide access to mental health and addiction recovery services
2. Increase community member and provider awareness of palliative and supportive care services

Target Populations:

General community

Planned Collaborations:

Choice Consulting, Family First Federally Qualified Health Center (FQHC), funeral directors, Got Wishes Coalition, Healthy York, Hospice Foundation of America, Hospice of Central PA, UPMC Carlisle, UPMC Hanover, UPMC Lititz, UPMC Palliative Care and Supportive Medicine, UPMC Pinnacle Health Foundation, UPMC Pinnacle Hospitals, UPMC Pulmonology, UPMC Spiritual Care Services, UPMC Street Medicine Team, YMCA, York County Prison, YWCA

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention and addressing health-related social needs in York County

Planned Actions:

1. Continue to connect individuals to resources that address social determinants of health, such as transportation, language services, and access to nutritious food
2. Address chronic disease through education, screenings, outreach, medical care, and community engagement

Target Populations:

General community, unemployed/uninsured populations, low-income, medically underserved, and minority populations, individuals with chronic diseases

Planned Collaborations:

Alta Language Services, American Heart Association, Central Pennsylvania Food Bank, Hamilton Health Center (FQHC), Harrisburg Area Community College, Harrisburg Faith Community, Harrisburg Housing Authority, Harrisburg University, Helen M. Simpson Rehab Hospital, Kline Family Practice, Latino Hispanic American Community Center, rabbittransit, Select Medical, UPMC CARES Team, UPMC Digital Marketing, UPMC Health Plan, UPMC Heart and Vascular Institute, UPMC Medical Group, UPMC Mission Effectiveness, UPMC Neurology, UPMC Pinnacle Health Foundation



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC PINNACLE HOSPITALS

Caring for the Community

UPMC Pinnacle Hospitals: UPMC Community Osteopathic, UPMC Harrisburg, UPMC West Shore

UPMC Pinnacle Hospitals is the legal name for UPMC Community Osteopathic, UPMC Harrisburg, and UPMC West Shore, which are located in Dauphin and Cumberland counties. It serves central Pennsylvania through three acute care hospitals and a network of outpatient facilities.

UPMC Community Osteopathic


UPMC Community Osteopathic is a nonprofit, acute care hospital, located in suburban Harrisburg. The newly renovated Medical Pavilion offers access to the region’s premier orthopaedic, bariatric, stroke, and urology services, as well as inpatient and outpatient medical and radiation oncology services at UPMC Hillman Cancer Center. The hospital’s campus also includes the Helen M. Simpson Rehab Hospital, an inpatient rehab hospital jointly owned with Select Medical. The hospital has earned Magnet® status for nursing excellence, and is accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). The hospital is recognized as an Optum Center of Excellence for Bariatric Surgery and Blue Distinction Center for Bariatric Surgery. UPMC Community Osteopathic also earned The Joint Commission Gold Seal of Approval® for total hip and knee replacement and spine surgery. UPMC Community Osteopathic was awarded Get with the Guidelines® Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll.

UPMC Harrisburg

UPMC Harrisburg is an acute care hospital that serves as a tertiary hub of care for the central Pennsylvania region. Located in downtown Harrisburg, the facility is home to UPMC Children’s, a 72-bed inpatient pediatric unit, which includes a Level III Neonatal Intensive Care Unit. UPMC Harrisburg also offers a range of specialty services, including women’s health, gastroenterology, and urology, as well as world-class cardiology care through the UPMC Heart and Vascular Institute and access to the region’s premier kidney transplant center. UPMC Harrisburg earned The Joint Commission Gold Seal of Approval® for total hip and knee replacement and spine surgery. UPMC Harrisburg was awarded Get with the Guidelines Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll, and the NCDR/ACC Platinum Award for Chest Pain Care.

UPMC West Shore

UPMC West Shore is an acute-care hospital located in Hampden Township. Built in 2014, the hospital features UPMC Hillman Cancer Center at the 2020 Technology Parkway outpatient center and the Rocco and Nancy Ortenzio Cancer Pavilion, premier orthopaedic and spine care, and the region’s leading thoracic care. In 2021, the hospital became the first in central Pennsylvania to offer minimally invasive robotic technology to help diagnose and treat lung cancer in its earliest stages. The hospital’s campus is home to the Fredricksen Outpatient Center, a multi-specialty outpatient center, which includes various outpatient practices and the West Shore Surgery Center, offering same-day surgery services. UPMC West Shore earned The Joint Commission Gold Seal of Approval® for total knee and hip replacement and spine surgery, and is a Magnet®-designated hospital recognized for nursing excellence and leadership. UPMC West Shore was awarded Get with the Guidelines Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll, and NCDR/ACC Platinum Award for Chest Pain Care.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	724	Employees	5,345
	Hospital Patients	43,792	Community Benefits Contributions	\$180.9 million
	Emergency Dept. Visits	123,080	Free and Reduced Cost Care	\$104.4 million
	Total Surgeries	29,191	Total Economic Impact of Hospital Operations	\$1.9 billion

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Pinnacle Hospitals affirmed the following significant health needs:

UPMC PINNACLE HOSPITALS

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Specialty Care Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health

Access to Behavioral Health Services

UPMC Pinnacle Hospitals is enhancing access to behavioral health and addiction medicine services for the community through a variety of initiatives that increase accessibility, reduce transportation barriers, enable seamless transitions of care, and promote education and awareness.

GOAL:

Improve access to quality mental health and substance use programs and education that address the whole person

STRATEGIES:

Provide integrated behavioral health care and support services

Improve access to mental health and addiction recovery services by leveraging strong partnerships to provide timely and convenient care

Provide education, training, and screenings to raise awareness and improve access to behavioral health services

ACTIONS:

- ✓ Improve access to behavioral health care by implementing a collaborative care model
- ✓ Provide a platform for telepsychiatry services to perform virtual evaluations in the emergency department
- ✓ Partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit for the local community
- ✓ Help ensure a seamless transition for opioid overdose survivors from emergency medical care to specialty substance use disorder (SUD) treatment to improve the prospect of recovery
- ✓ Offer recovery services and support programs for pregnant women with substance use disorder
- ✓ Offer behavioral health screenings and training programs, including Trauma Informed Care (TIC)
- ✓ Host Mental Health First Aid training at the hospital
- ✓ Engage with communities by participating in a regional Mental Health Summit

TARGET POPULATIONS:

- General community

PROGRAMS:

- Collaborative Care Model
- Behavioral Health Care Manager and Psychiatric Consultant (PC)
- Telepsychiatry services
- Medication-Assisted Treatment (MAT) mobile unit
- Warm hand-off program
- Steps Towards Recovery, Encouraging New Moms, and Giving Them Hope (STRENGTH)
- Centering Pregnancy referrals for new moms and babies
- Enhance collaboration with Center for Addiction Recovery
- Trauma Informed Care (TIC) Allied Program
- Mental health and substance use screenings
- Mental Health First Aid training
- Mental Health Summit

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

631 Patients Referred to Collaborative Care Model
(June 2022 – December 2023)



617 Patients Encountered through Mobile Unit for Medication-Assisted Treatment
(June 2022 – December 2023)



216 Total Participants in Mental Health Trainings
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Providing Local Access to Behavioral Health Services**

Over the last three years, UPMC Pinnacle Hospitals continued to increase the convenience and accessibility of behavioral health services by leveraging its partnerships to bring additional care and expertise to Dauphin County. Efforts include:

- **Implementing a collaborative care model:** UPMC Pinnacle established a collaborative care model in multiple programs, including the Center for Addiction Recovery, Resources, Education, and Comprehensive Care for HIV (REACCH), and Youth Weight Management. In September 2023, the hospital initiated a collaborative care specialty clinic at Kline Health Center, which offers in-person and virtual visits for patients that need more intense treatment. This care model bridges the gap for patients who are waiting to visit a psychiatry office for services.
 - > Between June 2022 and December 2023, 631 patients were referred to the Collaborative Care Model.
- **Offering telepsychiatry services in the emergency department:** UPMC Pinnacle Hospitals continues to partner with experts at UPMC Western Psychiatric Hospital to provide patients in the emergency department with timely behavioral health virtual evaluations through telepsychiatry.
 - > Between July 2023 and December 2023, 185 telepsychiatry evaluations were performed in the hospital's emergency department.
- **Providing access to Medication-Assisted Treatment (MAT) for patients with substance use disorder:** UPMC Pinnacle Hospitals continues to partner with the Center for Addiction Recovery at UPMC in Central Pa. to host the Medication-Assisted Treatment (MAT) mobile unit. MAT provides medications, in combination with counseling and behavioral therapies, to treat addiction to opioids. This MAT mobile unit reduces transportation barriers to treatment for patients with substance use disorders, allowing them to receive weekly MAT services in Harrisburg.
 - > Between July 2022 and December 2023, the MAT mobile unit had 617 patient encounters in Dauphin County.
 - > In response to demand, UPMC is adding a second mobile unit by the end of 2024 to assist in delivering SUD treatment in rural areas of Dauphin County.
- **Offering a referral to treatment from the emergency department:** In partnership with Dauphin County Drug and Alcohol Services, UPMC Pinnacle Hospitals continue to offer “warm hand-offs,” an effort to help overdose survivors who appear in the emergency department connect with counseling and a referral to treatment. In response to a call from the emergency department, warm hand-off staff provide a compassionate, streamlined way to get overdose patients into treatment to help prevent repeat overdoses.
 - > Between July 2022 and December 2023, there were 136 successful warm hand-offs connecting patients with recovery specialists.

- **Supporting opioid dependent pregnant women:** Using a multidisciplinary approach, the Steps Towards Recovery, Encouraging New Moms, and Giving Them Hope (STRENGTH) program is committed to providing medication-assisted therapy, behavioral health therapy, and care to opioid dependent pregnant women. Providing these services helps decrease the incidence or severity of neonatal abstinence syndrome (NAS). The program is working to fight the stigma this unique population faces from their family, social networks, and society by addressing the patient’s fears, guilt, and treatment resistance.
 - > Between July 2022 and December 2023, the program enrolled 11 participants with individualized care plans.

Increasing Awareness of Mental Health Services in the Community

UPMC Pinnacle Hospitals continues to engage with staff and the community to raise awareness of mental health needs. Accomplishments include:

- **Offering behavioral health screenings and training programs, including Trauma Informed Care (TIC):** The hospital provided quarterly behavioral health educational sessions for internal audiences, as well as Trauma 101 courses for both hospital staff and local Veterans Affairs staff.
- **Hosting Mental Health First Aid (MHFA) training:** In collaboration with the other UPMC hospitals in Central Pa., UPMC Pinnacle Hospitals offers MHFA training to both UPMC employees and community members. MHFA is a virtual, evidence-based course that teaches participants how to detect and respond to signs of mental illness and substance abuse. The training empowers individuals to recognize, understand, and respond effectively to mental health challenges.
 - > MHFA trainings were offered in October and November 2023 and in February 2024. A total of 66 individuals participated in the training course.
- **Participating in a regional Mental Health Summit:** In 2023, UPMC Pinnacle Hospitals engaged with communities by participating in a regional Mental Health Summit. The goals of the event were to 1) destigmatize mental health conversations, 2) provide crucial resources, and 3) create a community where everyone feels empowered and supported in their journey toward well-being.
 - > 150 people joined the Mental Health Summit in November 2023.

COMMUNITY PARTNERS:

AIR program, BABY LOVE, Capitol Pavilion, Community Corrections, Dauphin County Drug and Alcohol, DayStar, Harrisburg Housing Authority, Just for Today, Keystone Corrections, Kline Health Center, Let’s Talk, Lourdes’ House, Nurse Family Partnership, PA Counseling services, PinnacleHealth Medical Group (PHMG), PinnacleHealth Psychological Associates, United Way, UPMC Pinnacle Health Foundation, UPMC Street Medicine team, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Specialty Care, Care Coordination

UPMC Pinnacle Hospitals is committed to expanding access to specialty services and to making health care more accessible by offering community resources to those who have barriers to health insurance coverage.

GOAL:

Improve access to specialty care in Dauphin County
Expand the health care reach to rural and homebound populations

STRATEGIES:

Strengthen access to specialty, dental, and supportive services
Increase the number of patients receiving care coordination services
Enhance communication between patients, their families, and providers by promoting the use of advance care directives
Increase the number of patients with health insurance coverage

ACTIONS:

- ✓ Enhance access to specialty care for underserved populations through Kline Health Center
- ✓ Expand access to specialty care, and the utilization of telehealth specialty services, to provide more efficient and effective diagnoses and treatment options
- ✓ Partner with Harrisburg Area Dental Society to provide uninsured central Pennsylvania residents with access to urgent dental care
- ✓ Coordinate care of urgent dental needs in the emergency department
- ✓ Increase utilization of the SMILES program to minimize dental care as a barrier to overall health status improvement
- ✓ Optimize the Patient-Centered Medical Home model to provide the best possible primary care services to patients, using a patient-centered team approach
- ✓ Continue to partner with community health centers and clinics to coordinate care for uninsured and underinsured populations
- ✓ Collaborate with community health center staff to review cases of high utilization and acuity
- ✓ Collaborate with the Home Visit Program and Community Paramedicine to refer patients to care coordination services, to help enhance communication, and to complete home safety checks for patients after discharge
- ✓ Explore opportunities to increase payor options to increase the number of patients who can access specialty care services and improve access to care
- ✓ Host an End-of-Life Educational Tour in partnership with UPMC hospitals in central Pennsylvania to engage underserved populations
- ✓ Educate the community about end-of-life choices and palliative care, including advance care directives, the POLST (Portable Medical Orders) form, organ and tissue donation, hospice, and the importance of wills
- ✓ Engage underserved communities in advance care planning and empower them to start conversations about their end-of-life goals and wishes
- ✓ Advocate for better understanding of advance care planning by participating in National Healthcare Decision Day
- ✓ Help enroll uninsured adults and children in appropriate health insurance plans

TARGET POPULATIONS:

- General community
- Children and adolescents
- Seniors
- Rural and homebound populations

PROGRAMS:

- Kline Health Center Service Line Expansion
- Virtual Community Clinics, including pulmonology and urology
- Fast Pass
- SMILES Program
- UPMC Kline Dental Clinic, Contact to Care
- Patient-Centered Medical Home (PCMH) program
- Partnerships with community health centers
- Community Health Workers (CHW)
- Community Paramedicine
- Home Visit program
- Explore payor options for payment programs
- Explore chronic care management billing
- End-of-Life Educational Tour
- National Healthcare Decision Day
- Enrollment Specialists and Financial Aid Counselors
- Advance Care Planning Champions

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

2 New Specialties
Offered through
Virtual Community
Clinics
(July 2022 – December 2023)



257 Patients
Served at
REACCH/UPMC Kline
Health Center Dental
Clinic
(July 2022 – December 2023)



1,754 Total Home
Visits
Conducted in Dauphin
County
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Expanding Local Access to Specialty Care**

Over the last three years, UPMC Pinnacle Hospitals focused on strengthening access to specialty care and coordinating care for patients with urgent dental needs. Accomplishments include:

- **Enhancing access to specialty care at Kline Health Center:** Since July 2022, pulmonology and urology clinics were added to the specialty services available at the Kline Health Center — leveraging telehealth capabilities to increase access for those with transportation barriers.
- **Leveraging telehealth capabilities with Virtual Community Clinics for underserved populations:** UPMC Pinnacle Hospitals enhanced its telehealth specialty services to provide more efficient and effective diagnoses and treatment options.
 - > To help address the needs of homeless individuals, the hospital established a new Virtual Community Clinic location at the YWCA in Harrisburg.
 - > Between July 2022 and December 2023, UPMC Pinnacle Hospitals added new telehealth specialties to its Virtual Community Clinic offerings — including Integrated Behavioral Health.
 - > Between July 2022 and December 2023, 109 pulmonology visits were conducted in-person and through telehealth.
- **Reducing patient wait time for specialty care:** In 2023, UPMC Pinnacle Hospitals, as part of a regional effort, launched Fast Pass, an automated waitlist for more than 400 departments. This initiative resulted in 2,600 specialty appointments being moved up by approximately two months.

Connecting Patients with Urgent Dental Care

UPMC Pinnacle Hospitals continues to assist patients who have urgent dental needs but no dental insurance by linking them with dental services:

- **SMILES Program:** In collaboration with UPMC Carlisle, UPMC Pinnacle Hospitals continues to partner with the Harrisburg Area Dental Society to provide uninsured and underinsured residents in central Pennsylvania with referrals to urgent dental care through the SMILES Program. This program addresses the dental needs of low-income families and those with limited dental coverage by connecting them with dental providers who provide free or low-cost dental care. UPMC Pinnacle Hospitals' Emergency Departments (ED) help to coordinate care of urgent dental needs by referring patients to the SMILES Program.
 - > Between July 2022 and December 2023, the ED referred 979 patients to the SMILES Program.
- **UPMC Kline Dental Clinic:** In June 2022, REACCH/UPMC Kline Health Center Dental Clinic began partnering with the United Way of the Capital Region to provide no-cost dental care to low-income uninsured adults through the United Way's Contact to Care Program. Through the program, acute dental needs are addressed and stabilized, avoiding worsening of problems and potential visits to the emergency department.
 - > Since beginning the partnership in July 2022, 487 visits have been provided to 257 unique patients.

Bridging Gaps to Improve Care Coordination

Over the last three years, UPMC Pinnacle Hospitals enhanced programs that address care coordination, as well as education programs to teach patients and community members about care services that best meet their needs. Efforts include:

- **Care coordination for uninsured and underinsured populations:** The hospital's Community Health Workers continue to partner with community health centers, such as Hamilton Health Center, Beacon Clinic, and Bethesda Mission, to offer medical support through onsite visits and virtual visits. Efforts continue around care plan development for individuals using the Emergency Department for non-urgent services rather than calling a primary care provider.
- **Community Paramedicine:** This program serves as a bridge between a patient's discharge from the hospital and follow-up appointments with their doctor. Acting as a link between the patient and the doctor, UPMC's paramedics perform physical assessments, collect vitals, make sure patients are taking their correct medications, complete home safety checks, and teach patients about long-term illnesses and diseases.
 - > Between July 2023 and December 2023, Community Paramedicine served 1,288 patients in Dauphin County.
- **Home Visit Program:** The Home Visit program continues to serve homebound patients in Dauphin County, bringing primary care to patients in their homes. This program also connects these homebound patients with community agencies, such as the Office of Aging, to help address a lack of resources.
 - > Between July 2023 and December 2023, the Home Visit program served 466 patients in Dauphin County.

- **Community Education:** UPMC Pinnacle Hospitals, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations and events to help educate the community about end-of-life choices and palliative care. Examples over the last three years include:
 - > **End-of-Life Educational Tour:** Offered throughout July and August 2022, the End-of-Life Educational Tour provided community members opportunities to learn about end-of-life choices and palliative care, including advance care directives, hospice, and the importance of wills. The End-of-Life Educational Tour reached 109 people with 43 representing the UPMC Pinnacle Hospitals in 2022. In 2023, advance care planning presentations yielded 1,913 engaged participants with 185 advance care directives disseminated.
 - > **National Healthcare Decision Day:** The hospital continues to advocate for better understanding of advance care planning by participating in National Healthcare Decision Day. On April 16, 2024, the hospital reached more than 260 attendees for the hybrid Advance Care Planning Day in Dauphin County.

Assisting Uninsured Individuals and Families with Insurance Enrollment Services

UPMC Pinnacle Hospitals, in collaboration with other UPMC hospitals in Central Pa., reaches out through partner organizations to help enroll uninsured adults and children in appropriate health insurance plans. Over the last three years, progress has been made recruiting staff to serve Dauphin County, as well as Lancaster city and Hanover, and building relationships with community organizations, such as Community Progress Council, Solanco Ministries, and York County Prison.

- > Between July 2022 and December 2023, 682 applications for health insurance were approved with help from UPMC Pinnacle Hospitals.

COMMUNITY PARTNERS:

Beacon Clinic, Bethesda Mission, Christ Lutheran Church's free dental clinic, community cemetery owners, Community Progress Council, Downtown Daily Bread, Faith Community Health Connection, funeral directors, Gift of Life, Hamilton Health Center, Hospice Foundation of America, Harrisburg's Federally Qualified Health Centers (FQHCs), Harrisburg Housing Authority, Kline Health Center, local attorneys, Penn State Milton S. Hershey Medical Center, private practice volunteer dentists, REACCH, Salvation Army, Solanco Ministries, Tri County Community Action, UPMC Carlisle, UPMC Community Initiatives, UPMC Hanover, UPMC Health Plan, UPMC Lititz, UPMC Memorial, UPMC Palliative Care and Supportive Medicine Team, UPMC Pinnacle Health Foundation, UPMC Pulmonology, UPMC Spiritual Care Services, YMCA, York County Prison, YWCA

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Pinnacle Hospitals promotes health and wellness programs to the local community, focusing on addressing childhood obesity, heart disease, stroke, and diabetes. The hospital also offers programs that address economic and social barriers to health.

GOAL:

Promote wellness and healthy living in Dauphin County
Improve the health of the community's underserved populations

STRATEGIES:

Improve overall community health and wellness by providing health education in collaboration with UPMC resources

Address childhood obesity through educational programs and events

Offer education and screenings to address prevention and early detection of chronic disease, with a focus on diabetes and heart disease and stroke

Address the health needs of those most impacted by lack of economic resources

Improve access to care by addressing transportation and language barriers

ACTIONS:

- ✓ Provide education and screenings to children and adolescents in partnership with local school districts
- ✓ Educate adults about healthy lifestyle behaviors
- ✓ Support Healthy Harrisburg to address barriers and access to health care and improve the well-being of those living with obesity, diabetes, and hypertension
- ✓ Educate the community by attending community events and providing information on programs available
- ✓ Assist local school districts with screenings to identifying youth with BMI greater than 30
- ✓ Provide multi-level support to help adolescents reach a healthy weight
- ✓ Offer education regarding healthy lifestyle habits that contribute to achieving a healthy weight

- ✓ Offer free health screenings
- ✓ Provide education about chronic disease prevention, targeting diabetes and heart disease
- ✓ Explore opportunities to enhance collaboration with UPMC Heart and Vascular Institute and UPMC Neurology to provide community education
- ✓ Offer programs that promote lifestyle changes to help prevent type 2 diabetes
- ✓ Enhance workforce development programs
- ✓ Address the health needs of homeless individuals by providing medical care to unsheltered individuals
- ✓ Offer vouchers to subsidize the cost of transportation for low-income patients
- ✓ Improve access to care with translation services

TARGET POPULATIONS:

- General community
- Children and adolescents
- Seniors
- Underserved populations
- Homeless individuals

PROGRAMS:

- Education/presentations
- School screenings
- Healthy Harrisburg
- Youth Wellness Program
- Children’s Health Fair
- Free blood pressure and cholesterol screenings
- Street Medicine program
- Tele-medical support services
- Transportation assistance
- Bridging the Gap Medical Interpreter Training
- CyraCom and ASL Language Services

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



9,892 School Health Screenings Conducted
(July 2022 – December 2023)



896 Homeless Individuals Received Care from Street Medicine Team
(July 2022 – December 2023)



2,660 Transportation Vouchers Distributed to Patients in Need
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Encouraging Healthy Lifestyles through Screenings, Education, and Support Programs

Over the last three years, UPMC Pinnacle Hospitals continued to encourage wellness and healthy living through programs in partnership with local schools and community organizations. Efforts include:

- **Hosting Healthy Harrisburg:** UPMC Pinnacle Hospitals continues to grow its Healthy Harrisburg initiative. Launched in 2020, Healthy Harrisburg, which is funded through the UPMC Pinnacle Foundation, offers eight weeks of free daily fitness classes each quarter. In 2023, Healthy Harrisburg implemented a multi-faceted approach to educate adults about healthy lifestyle behaviors. UPMC conducted community workshops, distributed informative materials, and leveraged digital platforms to disseminate health-related content. In addition, local health care professionals facilitated engaging seminars, addressing nutrition, fitness, and stress management, and wellness fairs and community events provided hands-on experiences and resources. Through these efforts, Healthy Harrisburg effectively reaches and educates an adult audience, fostering a community-wide understanding of the importance of healthy living and empowering individuals to make informed choices for their well-being.
 - > In 2023, Healthy Harrisburg served 738 participants, including members of the Black/African American community. With a lens on health-related social needs, the initiative targeted prevalent concerns like obesity and high blood pressure, addressing not just medical conditions, but also the underlying social factors that contribute to health disparities.
- **Supporting health screenings at local schools:** UPMC Pinnacle Hospitals continues to assist school nurses in performing height, weight, vision, and hearing screenings. These screenings help school nurses identify which students failed a screening and need a referral notification sent home to alert caregivers of their child’s screening result. Hearing or visual deficits could impede learning in the classroom, or a high BMI score could put a child at risk for diabetes or obesity. By assisting with school health screenings, UPMC Pinnacle Hospitals hopes to help improve a student’s ability to learn and their overall health.
 - > Between June 2022 and December 2023, UPMC Pinnacle Hospitals conducted 9,892 school health screenings.
 - > In January 2024, UPMC Pinnacle Hospitals helped implement a health and wellness curriculum in the Harrisburg School District and the Susquehanna Township School District.

- Providing free screenings to adults:** UPMC Pinnacle Hospitals continues to offer screenings for blood pressure, cholesterol, and A1c, followed by education regarding screening results and heart-healthy lifestyles. These screenings aim to identify people at risk of chronic diseases, such as heart disease, hypertension, and diabetes.
 - > Between July 2022 and December 2023, UPMC Pinnacle Hospitals provided 1,094 free screenings.
- Creating a Community Health Education Program:** UPMC Pinnacle Hospitals is part of a regional effort to engage community members and teach them how to improve their health by managing their diet, improving their activity level, managing their stress, and creating healthy lifestyle habits. UPMC in Central Pa. offers a variety of programs to help individuals make lifestyle changes to prevent obesity, heart disease, diabetes, and falls. Health education topics are targeted for different audiences:
 - > **Youth K-12:** Basic first aid for youth, dental and oral health, digital wellness, emotional wellness, Lyme Disease, mental health, nutrition, physical activity and exercise, safety, stress management, tobacco and vaping
 - > **Adults and Seniors:** Dental and oral health, dimensions of wellness, disease prevention, fall prevention, healthy lifestyles, Lyme Disease, mental health, nutrition, physical activity and exercise
- Promoting parental engagement in children's health:** UPMC Pinnacle Hospitals continues to offer the Youth Wellness Program, a six-month program for the families of overweight or obese children aged 6 to 19 years. Over the last three years, the Youth Wellness Program evolved from being an individual program geared towards children only, to a family program designed to improve parental engagement and participation so that a child may achieve greater success. This change has dramatically improved children's overall outcomes in setting and achieving healthy lifestyle goals around nutrition, exercise, reduced digital screen time, and weight management.
 - > Between June 2022 and December 2023, the Youth Wellness Program served 96 participants in Dauphin County.
- Increasing access to healthy foods for individuals with diabetes:** UPMC Pinnacle Hospitals assists and supports patients with diabetes by offering food boxes and education to help reduce hemoglobin A1C. The hospital partners with the Central Pa. Food Bank to help distribute food boxes to patients in need.

Connecting People in Need with Resources and Support

Over the last three years, UPMC Pinnacle Hospitals worked to establish and maintain programs that help address social and economic barriers to health care. Efforts include:

- Enhancing workforce development programs:** In 2024, UPMC Pinnacle Hospitals collaborated with key partners, such as the Latino Hispanic American Community Center, Neighboring Academy in Steelton-Highspire, Harrisburg University, and Cheyney University, to bridge the education-to-employment gap. Through a range of programs, community members have access to tailored mentorships, skills workshops, and internship opportunities that aim to empower individuals with relevant skills, fostering a skilled workforce responsive to current market demands.



Creating a New Pipeline for Nurses

In September 2023, UPMC and Harrisburg University unveiled the new UPMC Health Sciences Tower at Harrisburg University. The building houses expanded resources for new and existing health sciences and advanced manufacturing programs.

The 11-story UPMC Health Sciences Tower at Harrisburg University, located at 222 Chestnut St. in downtown Harrisburg, features skills labs, simulation spaces, state-of-the-art manufacturing equipment, classrooms, and auditoriums that support education and research in advanced manufacturing, pharmacology, exercise science, and physical therapy, and also houses the UPMC Shadyside School of Nursing at UPMC Harrisburg.

- **Addressing the health needs of homeless individuals:** The Street Medicine program continues to offer primary care to those that are unsheltered and experiencing all kinds of homelessness. The Street Medicine team performs weekly outreach in the encampments, shelters, and anywhere patients feel comfortable, helping to overcome barriers to care for people experiencing homelessness. In addition, homeless individuals can access care through virtual visits at residential shelters in Harrisburg.
 - > 896 homeless individuals received care or services from the Street Medicine program from July 2022 to December 2023.
- **Providing transportation assistance:** Transportation barriers persist in UPMC Pinnacle Hospitals’ community. Without access to transportation, patients are unable to get to and from medical appointments.
 - > Between July 2022 and June 2023, UPMC Pinnacle Hospitals distributed 2,660 transportation vouchers to patients in need.

Improving Access to Care with Translation Services

UPMC Pinnacle Hospitals is committed to making health care more accessible by providing health information and resources in a patient’s preferred language.

- > From July 2022 to June 2023, UPMC Pinnacle Hospitals utilized 940,570 language usage minutes and 68,707 calls, with top requested languages being Spanish, Nepali, Vietnamese, Arabic, French, Haitian Creole, French, Mandarin, and American Sign Language (ASL).

COMMUNITY PARTNERS:

Alta Language services, American Heart Association, Bridging the Gap, Capital Area Transit, Capital City Cab, Central Dauphin School District, Central PA Food Bank, Cheyney University, CyraCom, fitness professionals, Hamilton Health, Harrisburg Area Community College, Harrisburg Faith Communities, Harrisburg Housing Authority, Harrisburg School District, Harrisburg University, Helen M. Simpson Rehab Hospital, Kline Family Practice, Latino Hispanic American Community Center, Neighboring Academy, rabbittransit, Select Medical, Steelton School District, Susquehanna Township School District, UPMC Care Management, UPMC Cares Team, UPMC Digital Marketing, UPMC Health Plan, UPMC Heart and Vascular Institute, UPMC Mission Effectiveness, UPMC Neurology, UPMC Pinnacle Health Foundation, UPMC Pinnacle Health Medical Group

UPMC Pinnacle Hospitals Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 28, 2025, the UPMC Pinnacle Hospitals Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living



UPMC Pinnacle Hospitals Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Pinnacle Hospitals plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Improve access to quality health care by implementing programs and education that address the whole person, focusing on physical, mental, and social well-being

Planned Actions:

1. Provide access to mental health and addiction recovery services
2. Increase community member and provider awareness of palliative and supportive care services

Target Populations:

General community

Planned Collaborations:

Beacon Clinic, Bethesda Mission, community cemetery owners, Community Progress Council, Downtown Daily Bread, Faith Community Health Connection, funeral directors, Gift of Life, Hamilton Health Center, Harrisburg Housing Authority, Harrisburg's Federally Qualified Health Center, Hospice Foundation of America, Kline Health Center, Penn State Health, Progress Council, Resources, Education, and Comprehensive Care for HIV (REACCH), Salvation Army, Solanco Ministries, Tri County Community Action, UPMC Carlisle, UPMC Community Initiatives, UPMC Hanover, UPMC Health Plan, UPMC Lititz, UPMC Memorial, UPMC Palliative Care and Supportive Medicine, UPMC Pinnacle Foundation, UPMC Pulmonology, UPMC Spiritual Care Services, YMCA, YWCA

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention and addressing health-related social needs in Dauphin and Cumberland counties and surrounding communities

Planned Actions:

1. Continue to connect individuals to resources that address social determinants of health, such as transportation and language services
2. Address chronic disease through education, screenings, outreach, medical care, and community engagement

Target Populations:

General community, unemployed/uninsured populations, low-income, medically underserved, and minority populations, individuals with chronic diseases

Planned Collaborations:

Beacon Clinic, Bethesda Mission, Christ Lutheran Church, Community Progress Council, Downtown Daily Bread, Faith Community Health Connection, free dental clinic using a network private practice volunteer dentists, Gift of Life, Hamilton Health Center, Harrisburg Housing Authority, Hospice Foundation of America, Kline Health Center, Penn State Health, Resources, Education, and Comprehensive Care for HIV (REACCH), Salvation Army, Tri County Community Action, UPMC Carlisle, UPMC Community Initiatives, UPMC Hanover, UPMC Health Plan, UPMC Lititz, UPMC Medical Group, UPMC Memorial, UPMC Palliative Care and Supportive Medicine, UPMC Pinnacle Foundation, UPMC Pulmonology, UPMC Spiritual Care Services, YMCA, York County Prison, YWCA

V . APPENDICES A-D



APPENDIX A: Secondary Data Sources and Analysis

Overview:

To identify the health needs of a community, UPMC conducted an analysis of publicly available data. Secondary data — including population demographics, mortality, morbidity, health behavior, and clinical care data — were used to identify and prioritize significant community health needs. Data which informed this CHNA were compiled from a variety of state and national data sources and are reflected in the table below.

Population characteristics, socioeconomic, and health status data were also examined. Community-level data (county-level) were compared to the state, nation, and *Healthy People 2030* benchmarks to help identify key health issues. When available, data specific to low-income individuals, underserved minorities, and uninsured populations were examined. In addition, analysis considered federal designations of Health Professional Shortage Areas (HPSAs) — defined as “designated as having a shortage of primary medical care providers” and Medically Underserved Areas (MUAs) — which may consist of a whole county or a group of contiguous counties, a group of county or civil divisions, or a group of urban census tracts.

Publicly Available Data and Sources Used for Community Health Needs Assessment

Data Category	Data Items	Description	Source
Demographic Data	Population Change	Comparison of total population and age-specific populations in 2010 and 2020 by county, state, and nation.	U.S. Census
	Age and Gender	Median age, gender, and the percent of elderly living alone by county, state, and nation in 2020.	
	Population Density	2020 total population divided by area in square miles (2020) by county, state, and nation.	
	Median Income/Home Values	By county, state, and nation in 2020.	
	Race/Ethnicity		
	Insurance: Uninsured, Medicare, Medicaid		
	Female Headed Households		
	Individuals with a Disability	Percent for each item by county, state, and nation in 2020.	
	Poverty		
	Unemployed		
	No High School Diploma		

Data Category	Data Items	Description	Source
Morbidity Data	Adult Diabetes	2020-2022 data collected and compared by county, state, and nation.	PA Department of Health
	Mental Health		PA Department of Health - Behavioral Risk Factors Surveillance System
	Birth Outcomes		U.S. Centers for Disease Control and Prevention
Health Behaviors Data	Obesity (Childhood and Adult)	2020-2022 data collected and compared by county, state, and nation.	U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System
	Alcohol Use		U.S. Centers for Disease Control and Prevention - National Center for Health Statistics
	Tobacco Use		U.S. Department of Health and Human Services
	Sexually Transmitted Disease		U.S. Department of Health and Human Services
Clinical Care Data	Immunization	2017-2022, 2024 data collected and compared by county, state, and nation.	PA Department of Health- Behavioral Risk Factors Surveillance System
	Cancer Screening (Breast/Colorectal)		U.S. Centers for Disease Control and Prevention
	Primary Care Physician Data		U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System Robert Wood Johnson County Health Rankings & Roadmaps
Mortality Data	Mortality Rates	2021 data collected and compared by county, state, and nation.	PA Department of Health U.S. Centers for Disease Control and Prevention - National Center for Health Statistics
Benchmark Data	Morbidity Rates, Health Behaviors, and Clinical Care Data	National benchmark goal measures on various topics for the purpose of comparison with current measures for county, state, and nation.	Healthy People 2030

In addition, local and state public health department input and data were obtained and utilized in this community health needs assessment. UPMC relied on publicly available Pennsylvania Department of Health reports and additional local health department information accessed via email communication.

Information Gaps Impacting Ability to Assess Needs Described:

The best available data were used to obtain the most meaningful comparison and analysis possible. Public data sources, however, are limited by some information gaps, and small sample sizes can represent statistically unreliable estimates.

The community definition hinged at the county level, in part, because the quality and availability of data at this level was generally most comprehensive and allowed for meaningful comparisons with state and national data. Whenever possible, population health data were examined for sub-populations, including low-income, minority, and uninsured populations.

APPENDIX B: Detailed Community Health Needs Profile

Population Demographics:

Characteristics	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States
Area (square miles)	545.5	524.9	943.9	904.4	44,742.3	3,533,038.3
Density (persons per square mile)	475.7	545.7	585.8	504.7	290.6	93.8
Total Population, 2020	259,469	286,401	552,984	456,438	13,002,700	331,449,281
Total Population, 2010	235,406	268,100	519,445	434,972	12,702,379	308,746,065
Population Change ('10-'20)	24,063	18,301	33,539	21,466	300,321	22,703,216
Population % Change ('10-'20)	10.2	6.8	6.5	4.9	2.4	7.4
Age						
Median Age	40.8	39.8	39.3	41.4	41.0	38.8
% <18	20.4	21.6	23.1	21.9	20.4	22.1
% 18-44	34.5	34.5	33.2	32.1	34.0	35.7
% 45-64	25.7	26.3	24.5	27.6	26.5	25.4
% 65+	19.5	17.6	19.2	18.4	19.1	16.8
% 85+	2.5	2.0	2.8	2.2	2.5	1.9
Gender						
% Male	49.1	48.6	48.8	49.4	48.9	49.1
% Female	50.9	51.4	51.2	50.6	51.1	50.9
Race/Ethnicity						
% White*	82.8	63.2	81.9	81.8	75.0	61.6
% African-American*	4.3	17.8	4.0	6.1	10.9	12.4
% American Indian and Alaska Native*	0.2	0.3	0.2	0.2	0.2	1.1
% Asian*	5.4	6.0	2.6	1.5	3.9	6.0
% Native Hawaiian/ Other Pacific Islander*	0.0	0.0	0.0	0.0	0.0	0.2
% Hispanic or Latino**	4.6	10.9	11.1	8.6	8.1	18.7
% Disability	12.1	12.9	11.5	13.7	14.0	12.7

*Reported as single race; **Reported as any race

Source: U.S. Census, 2010, 2020

Social and Economic Factors:

Characteristics	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States
Income, Median Household	\$71,979	\$63,123	\$69,588	\$68,940	\$63,627	\$64,994
Home Value, Median	\$209,700	\$175,700	\$218,700	\$183,300	\$187,500	\$229,800
% No High School Diploma*	7.1	9.0	14.4	9.7	9.0	11.5
% Unemployed**	3.5	4.4	3.6	4.6	5.4	5.4
% of People in Poverty	7.0	11.9	9.1	8.7	12.0	12.8
% Elderly Living Alone	12.9	12.3	11.5	11.1	12.9	11.1
% Female-Headed Households with Own Children <18	3.7	6.1	3.9	4.6	4.8	5.2
Health Insurance						
% Uninsured	5.4	5.5	11.7	5.0	5.6	8.7
% Medicaid	9.1	16.6	12.8	13.7	15.8	17.0
% Medicare	13.9	12.4	13.5	13.9	13.9	11.8

*Based on those ≥25 years of age; **Based on those ≥16 years and in the labor force

Source: U.S. Census, 2020

Leading Causes of Mortality for the United States Compared to Pennsylvania, and the following Counties: Cumberland, Dauphin, Lancaster, and York

Causes of Death	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States
	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths
All Causes	100.0	100.0	100.0	100.0	100.0	100.0
Diseases of Heart	20.3	19.9	20.4	17.5	20.9	20.1
Malignant Neoplasms (Cancer)	18.2	17.9	17.6	18.6	17.8	17.5
COVID-19	13.1	12.3	12.6	13.0	11.7	12.0
Accidents (Unintentional Injuries)	4.5	5.9	5.9	7.7	6.6	6.5
Cerebrovascular Diseases	4.2	3.4	6.4	4.7	4.4	4.7
Chronic Lower Respiratory Diseases	2.6	3.3	3.6	3.2	3.6	4.1
Alzheimer's Disease	2.2	1.7	4.2	3.2	2.6	3.4
Diabetes Mellitus	2.6	2.4	2.8	2.8	2.7	3.0
Chronic Liver Disease and Cirrhosis	1.3	1.5	0.8	1.3	1.2	1.6
Nephritis, Nephrotic Syndrome and Nephrosis	2.6	2.7	2.3	1.6	1.9	1.6
Intentional Self-Harm (Suicide)	0.9	1.6	1.1	1.5	1.2	1.4
Essential Hypertension and Hypertensive Renal Disease	0.6	1.3	0.7	0.7	0.9	1.2
Influenza and Pneumonia	1.8	1.2	0.9	1.1	1.2	1.2
Septicemia	1.4	2.0	1.1	1.6	1.6	1.2
Parkinson's Disease	1.7	0.9	1.2	1.0	1.1	1.1

Sources: Pennsylvania Department of Health, 2021; U.S. Centers for Disease Control and Prevention, National Center for Health Statistics, 2021

Comparison of Additional Health Indicators for Cumberland, Dauphin, Lancaster, and York Counties to Pennsylvania, United States, and Healthy People 2030:

Characteristics	Cumberland County	Dauphin County	Lancaster County	York County	Pennsylvania	United States	Healthy People 2030
Morbidity							
Diabetes (%)	17.0	15.0	5.0	10.0	11.0	11.5	NA
Mental Health (Mental health not good ≥1 day in past month) (%)	37.0	35.0	35.0	37.0	42.0	43.0	NA
Low Birthweight (% of live births)	6.8	8.6	6.8	9.3	8.3	8.6	NA
Health Behaviors							
Obesity (Adult) (%)	33.0	34.0	31.0	35.0	33.0	33.6	36.0
Childhood Obesity (Grades K-6) (%)	18.5	22.1	18.5	20.7	20.6	20.2	NA
Childhood Obesity (Grades 7-12) (%)	20.5	24.3	20.5	22.7	21.5	16.2	NA
Excessive Alcohol Use (%)	10.0	11.0	10.0	17.0	17.0	17.0	25.4
Current Tobacco Use (%)	12.0	17.0	11.0	15.0	15.0	14.0	6.1
STDs (Gonorrhea per 100K)*	80.9	298.9	73.5	128.7	153.7	152.1	NA
Clinical Care							
Immunization: Ever had a Pneumonia Vaccination (65+) (%)	75.0	81.0	78.0	68.0	74.0	71.6	NA
Cancer Screening							
Mammography (%)	71.4	69.3	73.1	67.4	70.0	70.2	80.3
Colorectal Screening (%)**	74.3	64.5	64.7	59.6	71.0	71.8	68.3
Primary Care Physician: Population (PCP Phys/100K Pop)	86.7	103.3	72.2	67.4	79.1	75.2	NA
Receive Prenatal Care in First Trimester (%)	70.5	71.7	61.7	75.4	73.3	77.0	NA

Sources:

County Data: Pennsylvania Department of Health, 2020-2022 (Immunization Data for Lancaster County, 2019-2021); U.S. Centers for Disease Control and Prevention, 2017-2019; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

Pennsylvania Data: Pennsylvania Department of Health, 2020, 2021, 2022 (Childhood Obesity Data, 2021-2022); U.S. Centers for Disease Control and Prevention, 2022; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

U.S. Data: U.S. Centers for Disease Control and Prevention, 2021, 2022; U.S. Department of Health and Human Services, 2021-2022; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

*Gonorrhea data: County and Pennsylvania rates are for women ages 15+; National rate is for women of all ages

**Colorectal Screening Data: Percentage reported for U.S. represents those ages 50-75 who had received a colorectal cancer screening based on the most recent guidelines

APPENDIX C: Input from Persons Representing the Broad Interests of the Community

Community Representation and Rationale for Approach

UPMC hospitals solicited and took into account input received from individuals representing the broad interests of the community to identify and prioritize significant health needs. Each hospital's community stakeholder group consisted of hospital board members, physicians, hospital leadership, and community members. Community members were leaders of organizations that represented different patient constituencies and medically underserved, low-income, and minority populations and were invited to participate to ensure that a wide range of community interests were engaged in identifying community health needs. Organizations serving the medically underserved were well represented. In addition to community stakeholder groups, the CHNA also included a system-wide stakeholder group consisting of health departments, mental health service providers, philanthropies, and other agencies providing health services not linked to particular hospitals.

Community survey responses were analyzed at the local hospital level, the regional level, and at the system-wide level in collaboration with the University of Pittsburgh's School of Public Health. Further analyses disaggregated ratings to confirm that ratings were stable across different stakeholders.

The community stakeholder groups ensured that a wide variety of constituencies had an opportunity to weigh in on hospital community health priorities. Use a survey explicitly assessing the continuing relevance of prior health priorities offers a number of advantages:

- It explicitly assesses stability/change of community health needs, while allowing participants an opportunity to consider new health priorities.
- It uses the same measures to assess importance and how the hospital should prioritize addressing the issue, which will allow tracking over time.
- It elicits perceptions of a broad and inclusive list of hospital and community leaders who in turn represent a broad group of constituents.
- It allows assessment of consensus across different kinds of stakeholders.

UPMC hospitals in central Pennsylvania invited representatives from the following organizations to participate in the community health needs survey conducted in May 2024:

UPMC Carlisle:

- Big Spring School District, Newville, PA
- Bosler Memorial Library, Carlisle, PA
- Capital Area Intermediate Unit, Enola, PA
- Carlisle Area Chamber of Commerce, Carlisle, PA
- Carlisle Area School District, Carlisle, PA
- Carlisle Digestive Disease Associates, Carlisle, PA
- Carlisle Family YMCA, Carlisle, PA
- Carlisle Parks & Recreation, Carlisle, PA
- Central Penn College, Summerdale, PA
- Christ Community Church, Camp Hill, PA
- Christian Life Assembly, Camp Hill, PA
- Country & Town Baptist Church, Mechanicsburg, PA
- Coy Public Library, Shippensburg, PA
- Cumberland County Board of Commissioners, Carlisle, PA
- Cumberland Valley Habitat for Humanity, Carlisle, PA
- Daybreak Church, Mechanicsburg, PA
- Dickinson College, Carlisle, PA
- First United Methodist Church, Mechanicsburg, PA
- Good Shepherd Lutheran Church, Harrisburg, PA
- Hampden Township Board of Commissioners, Mechanicsburg, PA
- Hope Station, Carlisle, PA
- Maranatha-Carlisle, Carlisle, PA
- New Hope Ministries, Mechanicsburg, PA
- Office of PA State Representative Barb Gleim, State Legislative District 199, Carlisle, PA
- Office of PA State Representative Sheryl Delozier, State Legislative District 88, Camp Hill, PA

- Office of PA State Senator Greg Rothman, State Senate District 34, Mechanicsburg, PA
- Orrstown Bank, Shippensburg, PA
- Partnership for a Better Health, Carlisle, PA
- Pennsylvania Training and Technical Assistance Network (PaTTAN), Harrisburg, PA
- Penn State Health Milton S. Hershey Medical Center, Hershey, PA
- Project SHARE, Carlisle, PA
- Sadler Health Center, Carlisle, PA
- Safe Harbour, Carlisle, PA
- Shippensburg University, Shippensburg, PA
- Silver Spring Presbyterian Church, Mechanicsburg, PA
- Slate Hill Mennonite Church, Camp Hill, PA
- St. John (Barners) Lutheran Church, Liverpool, PA
- The Salvation Army of Carlisle, Carlisle, PA
- Tuckey Companies, Carlisle, PA
- United Way of Carlisle & Cumberland County, Carlisle, PA
- Vibrant - a Christian Church, Mechanicsburg, PA
- West Shore Free Church, Mechanicsburg, PA
- YWCA Carlisle & Cumberland County, Carlisle, PA

UPMC Hanover and UPMC Memorial:

- ACNB Bank, Hanover, PA
- Alpha & Omega Community Center, Lancaster, PA
- Architecture Workshop Inc., Hanover, PA
- Bell Socialization Services, Inc., York, PA
- Caitlin's Smiles, Harrisburg, PA
- Central Market House, York, PA
- City of York, Bureau of Health, York, PA
- City of York, Mayor's Office, York, PA
- Cross Keys Village, New Oxford, PA
- Delone Catholic High School, McSherrystown, PA
- Faith Outreach Center, Mount Joy, PA
- Family First Health-Hanover, Hanover, PA
- Family First Health-York, York, PA

- Hanover Area Council of Churches, Hanover, PA
- Hanover Borough Council, Hanover, PA
- Hanover Borough, Mayor's Office, Hanover, PA
- Hanover Public School District, Hanover, PA
- Hanover Senior High School, Hanover, PA
- Harrisburg Area Community College (HACC) York Campus, York, PA
- LifePath Christian Ministries, York, PA
- Littlestown Area School District, Littlestown, PA
- Littlestown High School, Littlestown, PA
- Messiah University, Mechanicsburg, PA
- Mount Joy Mennonite Church, Mount Joy, PA
- New Hope Ministries, Hanover, PA
- New Oxford High School, New Oxford, PA
- Newport School District, Newport, PA
- Northeastern School District, Manchester, PA
- Office of PA State Representative Carol Hill-Evans, State Legislative District 95, York, PA
- Office of PA State Representative Dawn Keefer, State Legislative District 92, Dillsburg, PA
- Office of PA State Representative Kate Klunk, State Legislative District 169, Hanover, PA
- Office of PA State Representative Mike Jones, State Legislative District 93, York, PA
- Office of PA State Representative Seth Grove, State Legislative District 196, York, PA
- Office of PA State Senator Doug Mastriano, State Senate District 33, Gettysburg, PA
- Office of PA State Senator Mike Regan, State Senate District 31, Dillsburg, PA
- Office of PA State Senator Kristin Phillips-Hill, State Senate District 28, Jacobus, PA
- Penn State Extension, York County Office, York, PA
- Penn State York, York, PA
- Red Land High School, Lewisberry, PA
- Riggie Wealth Group, LLC, Hanover, PA
- School District of The City of York, York, PA

- South Central PA (SCPA) Sickle Cell Council, Harrisburg, PA
- SEK CPAs & Advisors, Camp Hill, PA
- South Western High School, Hanover, PA
- South Western School District, Hanover, PA
- Spanish American Multicultural Resource Center, York, PA
- Standardbred Horse Sales Co., Hanover, PA
- Suicide Prevention of York, York, PA
- The Lunn Law Firm, PLLC, Hanover, PA
- The Markets at Hanover, Hanover, PA
- Vibrant - a Christian Church, Mechanicsburg, PA
- WellSpan Health, Hanover, PA
- West Manchester Township, Board of Supervisors, York, PA
- White Rose Senior Center, York, PA
- Windy Hill on the Campus, Spring Grove, PA
- YMCA of York and York County, York, PA
- York College of Pennsylvania, York, PA
- York County Area Agency on Aging, York, PA
- York County Board of Commissioners, York, PA
- York County Children's Advocacy Center, York, PA
- York County Coalition on Homelessness, York, PA
- York County Community Foundation, York, PA
- York County Food Bank, York, PA
- York Fresh Food Farms, York, PA
- York Suburban School District, York, PA
- YWCA Hanover, Hanover, PA
- YWCA York, York, PA
- Community Action Partnership (CAP) of Lancaster County, Lancaster, PA
- Eastern Lancaster County Library, New Holland, PA
- Eden Resort & Suites, Lancaster, PA
- EHD Insurance, Lancaster, PA
- Ephrata Area Social Services, Ephrata, PA
- Ephrata Public Library, Ephrata, PA
- Historic Ephrata Cloister, Ephrata, PA
- Hope Within Ministries, Elizabethtown, PA
- House of His Creation, Lititz, PA
- Lancaster Catholic High School, Lancaster, PA
- Lancaster City Housing Authority (LCHA), Lancaster, PA
- Lancaster County Government Center, Office of the County Commissioner, Lancaster, PA
- Lancaster Gals, Manheim, PA
- Lancaster Lebanon Habitat for Humanity, Lancaster, PA
- Lancaster Public Library, Lancaster, PA
- Lebanon County, Office of the Board of Commissioners, Lebanon, PA
- Lebanon Valley College, Annville, PA
- Lighthouse Youth Center, Oxford, PA
- Lititz recCenter, Lititz, PA
- Lititz United Methodist Church, Lititz, PA
- Lititz Women of Today, Lititz, PA
- North Group Consultants, Lititz, PA
- Office of PA State Representative Brett Miller, State Legislative District 41, Columbia, PA
- Office of PA State Representative Bryan Cutler, State Legislative District 100, Quarryville, PA
- Office of PA State Representative Dave Zimmerman, State Legislative District 99, Adamstown, PA
- Office of PA State Representative Keith Greiner, State Legislative District 43, Ephrata, PA
- Office of PA State Representative John Lawrence, State Legislative District 13, West Grove, PA
- Office of PA State Representative Mark Gillen, State Legislative District 128, Reading, PA

UPMC Lititz:

- Boy & Girls Club of Lancaster, Lancaster, PA
- Byrnes Health Education, York, PA
- Certified Carpet, Lancaster, PA
- Chementry Industries INC., Rego Park, NY
- City Center YMCA, Lancaster, PA
- Clair Global, Lititz, PA
- Community Action Partnership (CAP)-Outreach Columbia, Columbia, PA

- Office of PA State Representative Michael Sturla, State Legislative District 96, Lancaster, PA
- Office of PA State Representative Mindy Fee, State Legislative District 37, Manheim, PA
- Office of PA State Representative Steven Mentzer, State Legislative District 97, Lancaster, PA
- Office of PA State Senator Ryan Aument, State Senate District 36, Lititz, PA
- Office of PA State Senator Scott Martin, State Senate District 13, Strasburg, PA
- Schreiber Center for Pediatric Development, Lancaster, PA
- Spanish American Civic Association, Lancaster, PA
- The Alliance for Health Equity, Coatesville, PA
- The Law Office of Stephen W. Grosh, Lancaster, PA
- The Literacy Council of Lancaster-Lebanon, Lancaster, PA
- United Way of Lancaster County, Lancaster, PA
- Warwick Township Board of Supervisors, Lititz, PA
- Water Street Mission, Lancaster, PA

UPMC Pinnacle Hospitals:

- ABC27-WHTM, Harrisburg, PA
- Ahmadiyya Muslim Community, Harrisburg, PA
- Alzheimer's Association Greater Pennsylvania Chapter – Harrisburg Office, Harrisburg, PA
- American Literacy Corporation (ALC), Harrisburg, PA
- American Water, Hershey, PA
- Anglican Church of the Pentecost, Harrisburg, PA
- Beacon Clinic, Harrisburg, PA
- Bethany African Methodist Episcopal (AME) Church, Harrisburg, PA
- Bethany in Harrisburg, Harrisburg, PA
- Bethesda Mission, Harrisburg, PA
- Bishop McDevitt High School, Harrisburg, PA
- Black Girl Health Foundation Inc., Harrisburg, PA
- Boys & Girls Club of Harrisburg, Harrisburg, PA
- Bridge of Hope Harrisburg Area, Harrisburg, PA
- Bro2Go, Harrisburg, PA

- Camp Curtin YMCA, Harrisburg, PA
- Camp Hill School District, Camp Hill, PA
- Capital Area Head Start, Harrisburg, PA
- Capital Area Intermediate Unit, Enola, PA
- Capital BlueCross, Harrisburg, PA
- Capital Region Water, Harrisburg, PA
- Cathedral Parish of Saint Patrick, Harrisburg, PA
- Catholic Charities of the Diocese of Harrisburg, Harrisburg, PA
- Central Dauphin School District, Harrisburg, PA
- Central Pennsylvania Food Bank, Harrisburg, PA
- Choice Community Christian Church, Harrisburg, PA
- Christ Community Church, Camp Hill, PA
- Christ Lutheran Church, Harrisburg, PA
- Christian Churches United of the Tri-County Area, Harrisburg, PA
- Christian Insight Ministry, Harrisburg, PA
- Christian Life Assembly, Camp Hill, PA
- City of Harrisburg City Council, Harrisburg, PA
- City of Harrisburg, Office of the Mayor, Harrisburg, PA
- Coldwell Banker, Camp Hill, PA
- Community Check-Up Center, Harrisburg, PA
- Conrad Siegel, Harrisburg, PA
- Country & Town Baptist Church, Mechanicsburg, PA
- Cumberland Perry Area Career & Technical Center (CTC), Mechanicsburg, PA
- Cumberland Valley School District, Mechanicsburg, PA
- Cumberland-Perry Drug & Alcohol Commission, Carlisle, PA
- Cumberland/Perry Early Intervention Program, Carlisle, PA
- Dauphin County Commissioners, Harrisburg, PA
- Dauphin County Crisis Intervention Program, Harrisburg, PA
- Dauphin County Early Intervention Program, Harrisburg, PA
- Dauphin County Health Improvement Partnership Program, Harrisburg, PA
- Dauphin County Human Services, Harrisburg, PA

- Dauphin County PA Medicare Education & Decision Insight (MEDI) Program, Harrisburg, PA
- Dauphin County Parks & Recreation, Harrisburg, PA
- Dauphin County Technical School, Harrisburg, PA
- Dawood Engineering Inc., Enola, PA
- Daybreak Church of The Christian and Missionary Alliance, Mechanicsburg, PA
- DaySpring Ministries, Middletown, PA
- Derry Preschool, Hummelstown, PA
- Dickinson College, Carlisle, PA
- Domestic Violence Services of Cumberland & Perry Counties (DVSCP), Carlisle, PA
- Downtown Daily Bread, Harrisburg, PA
- Emerge Education, Mechanicsburg, PA
- Enginuity LLC, Mechanicsburg, PA
- Evangelical United Methodist Church, New Holland, PA
- Family Health Council of Central Pennsylvania (FHCCP), Inc., Camp Hill, PA
- First Bilingual Christian Church, Harrisburg, PA
- First United Church of Christ, Carlisle, PA
- First United Methodist Church, Mechanicsburg, PA
- Fountain Gate Church & Ministries, Harrisburg, PA
- Full Gospel Evangelistic Ministry of Harrisburg, Harrisburg, PA
- Full Harvest Ministries, Harrisburg, PA
- Girls on the Run Mid State PA, Enola, PA
- Good Shepherd Catholic Church, Camp Hill, PA
- Good Shepherd Lutheran Church, Harrisburg, PA
- Goodwin Memorial Baptist Church, Harrisburg, PA
- Gospel Fellowship Church, Harrisburg, PA
- Grace & Mercy Church & Ministries, Middletown, PA
- Grace United Methodist Church, Harrisburg, PA
- Greenwood School District, Millerstown, PA
- H. Edward Black and Associates, Ltd., Harrisburg, PA
- Habitat for Humanity of the Greater Harrisburg Area, Harrisburg, PA
- Harrisburg Area Community College (HACC), Harrisburg, PA
- Harrisburg Area Learning Academy (HALA), Inc., Harrisburg, PA
- Harrisburg Area YMCA, Harrisburg, PA
- Harrisburg First Assembly of God, Harrisburg, PA
- Harrisburg Public Schools Foundation (HPSF), Harrisburg, PA
- Harrisburg Quakers, Harrisburg, PA
- Harrisburg Regional Chamber & Capital Region Economic Development Corporation (CREDC), Harrisburg, PA
- Harrisburg School District, Harrisburg, PA
- Harrisburg University of Science and Technology, Harrisburg, PA
- Harristown Development Corporation, Harrisburg, PA
- HeavenGates Ministries, Inc., Harrisburg, PA
- Heinz-Menaker Senior Center, Harrisburg, PA
- Hersha Hospitality Trust, Harrisburg, PA
- Highmark Blue Shield, Camp Hill, PA
- Highspire United Methodist Church, Highspire, PA
- Hillside Seventh-day Adventist Church, Harrisburg, PA
- Hilton Harrisburg, Harrisburg, PA
- Holy Name of Jesus, Harrisburg, PA
- Hope Within Ministries, Elizabethtown, PA
- Hospice of Central PA, Harrisburg, PA
- Iglesia De Dios Pentecostal M.I. Juan 3:16, Harrisburg, PA
- Iglesia Juan 3:16 AIC, Harrisburg, PA
- Imani African Christian Church, Harrisburg, PA
- Jewish Federation of Greater Harrisburg, Harrisburg, PA
- JFT Recovery & Veterans Support Services, Lemoyne, PA
- Joshi Health Foundation, Mechanicsburg, PA
- KCI Technologies Inc., Camp Hill, PA
- Keystone Business Alliance, Harrisburg, PA
- Keystone Human Services, Inc., Harrisburg, PA
- Kingdom Embassy, Harrisburg, PA
- La Voz Latina Central PA, Harrisburg, PA

- Latino Connection, Harrisburg, PA
- Latino Hispanic American Community Center (LHACC), Harrisburg, PA
- Leadership Harrisburg Area, Harrisburg, PA
- Legacy Faith Church, Harrisburg, PA
- LGBT Center of Central PA, Harrisburg, PA
- Life Center, Harrisburg, PA
- LifeSeeds International, Harrisburg, PA
- Lighthouse Outreach Center of Harrisburg, Harrisburg, PA
- Lingo Memorial Church of God in Christ, Harrisburg, PA
- Lower Paxton Township Board of Supervisors, Harrisburg, PA
- Lykens United Methodist Church, Lykens, PA
- Macedonia Missionary Baptist Church, Harrisburg, PA
- Madeline L. Olewine Memorial Library, Harrisburg, PA
- Market Square Presbyterian Church, Harrisburg, PA
- Martin Luther King Baptist Church, Harrisburg, PA
- McCormick Riverfront Library, Harrisburg, PA
- McNees Wallace & Nurick LLC, Lancaster, PA
- Mechanicsburg Area School District, Mechanicsburg, PA
- Messiah University, Mechanicsburg, PA
- Middletown Area Historical Society, Middletown, PA
- MidPenn Legal Services, Harrisburg, PA
- Midwest Food Bank of Pennsylvania, Middletown, PA
- Millersville University, Millersville, PA
- Mission Central, Mechanicsburg, PA
- Mission of Mercy MD/PA, Frederick, MD
- Morgan Stanley, Camp Hill, PA
- Mount Zion Missionary Baptist Church, Steelton, PA
- Muhammad's Study Group of Harrisburg, Harrisburg, PA
- New Hope Church, Harrisburg, PA
- New Hope Living Baptist Church, Steelton, PA
- New Wine Gateway Ministries Int'l, Harrisburg, PA
- Office of PA State Representative Joe Kerwin, State Legislative District 125, Harrisburg, PA
- Office of PA State Representative Justin Fleming, State Legislative District 105, Harrisburg, PA
- Office of PA State Representative Patty Kim, State Legislative District 103, Lemoyne, PA
- Office of PA State Representative Perry Stambaugh, State Legislative District 86, New Bloomfield, PA
- Office of PA State Representative Sheryl Delozier, State Legislative District 88, Camp Hill, PA
- Office of PA State Representative Thomas Mehaffie, State Legislative District 106, Hershey, PA
- Office of PA State Senator Greg Rothman, State Senate District 34, New Bloomfield, PA
- Office of PA State Senator John DiSanto, State Senate District 15, Harrisburg, PA
- Joshua Group, Harrisburg, PA
- Opportunity House, Reading, PA
- Orrstown Bank, Harrisburg, PA
- PA Family Support Alliance, Harrisburg, PA
- Panther Ram Foundation, Harrisburg, PA
- Pareto Health, Philadelphia, PA
- Paxton United Methodist Church, Harrisburg, PA
- Penn State Health Children's Hospital, Hershey, PA
- Penn State Health Milton S. Hershey Medical Center, Hershey, PA
- Penn State PRO Wellness, Hershey, PA
- Pennsylvania Department of Health, Office of Health Equity, Harrisburg, PA
- Perry County Commissioners Office, New Bloomfield, PA
- Peyton Walker Foundation, Camp Hill, PA
- Planned Parenthood Keystone, Bensalem, PA
- Project SHARE, Carlisle, PA
- Quandel Enterprises, Harrisburg, PA
- Resurrection Life Ministries International (RLMI), Harrisburg, PA
- River Wealth Advisors, Camp Hill, PA
- Sadler Health Center, Carlisle, PA
- Second City Church, Harrisburg, PA

- Select Medical, Harrisburg, PA
- Shalom House, Harrisburg, PA
- Shiloh COGIC, Harrisburg, PA
- Shippensburg University, Shippensburg, PA
- Silver Spring Presbyterian Church, Mechanicsburg, PA
- Slate Hill Mennonite Church, Camp Hill, PA
- Sleepy Hollow Enterprises, Mechanicsburg, PA
- Solid Rock Missionary Baptist Church, Harrisburg, PA
- South Central PA (SCPA) Sickle Cell Council, Harrisburg, PA
- South Middleton Board of Supervisors, Boiling Springs, PA
- St. John (Barners) Lutheran Church, Liverpool, PA
- St. Mark's Evangelical Lutheran Church, Harrisburg, PA
- St. Paul Lutheran Church Food Pantry, Reading, PA
- Summit Trail Advisors, Harrisburg, PA
- Supportive Partnerships for Youth (SPY), Carlisle, PA
- Susquehanna Township School District, Harrisburg, PA
- Susquenita School District, Duncannon, PA
- Tabernacle Baptist Church, Harrisburg, PA
- The Bridge Eco-Village, Harrisburg, PA
- The Greater Zion Missionary Baptist Church, Harrisburg, PA
- The Kidney Foundation of Central Pennsylvania, Harrisburg, PA
- The National Civil War Museum, Harrisburg, PA
- The Nativity School of Harrisburg, Harrisburg, PA
- The Neighborhood Center of the United Methodist Church, Harrisburg, PA
- The Salvation Army Harrisburg Capital City Region, Harrisburg, PA
- The Salvation Army of Carlisle, Carlisle, PA
- The World Affairs Council of Harrisburg, Harrisburg, PA
- TransCentral PA, Harrisburg, PA
- Tri County Community Action, Harrisburg, PA
- Trinity Church of Harrisburg, Harrisburg, PA
- United Way of Carlisle & Cumberland County, Carlisle, PA
- United Way of the Capital Region, Enola, PA
- Veterans Outreach of Pennsylvania, Harrisburg, PA
- Vibrant - a Christian Church, Mechanicsburg, PA
- Vickie's Angel Foundation, New Cumberland, PA
- Wesley United Methodist Church, Middletown, PA
- West Shore Chamber of Commerce, Camp Hill, PA
- West Shore Free Church, Mechanicsburg, PA
- West Shore School District, New Cumberland, PA
- Zion Assembly of Harrisburg, Harrisburg, PA

Additionally, a UPMC system-wide group comprised of individuals and organizations representing the broad interests of the region's communities — including representatives from medically underserved, low-income, and minority populations — was invited to participate in the survey. Invitees included representatives from the following organizations:

- 100 Black Men of Western PA, Inc., Pittsburgh, PA
- 10,000 Friends of Pennsylvania, Harrisburg, PA
- 1889 Foundation, Johnstown, PA
- 18fore3.21, Grantville, PA
- 3.21 For Life, Hummelstown, PA
- 5A Elite Youth Empowerment, Pittsburgh, PA
- A Glimmer of Hope Foundation, Wexford, PA
- A Second Chance, Inc., Philadelphia, PA
- A Woman's Concern, Lancaster, PA
- A. Philip Randolph Institute (APRI), Pittsburgh Chapter, Pittsburgh, PA
- A.T.U. Local 85, Pittsburgh, PA
- A+ Schools, Pittsburgh, PA
- AACA Museum Inc., Hershey, PA
- Aaron's Acres, Lancaster, PA
- Abbottsford-Falls Family Practice & Counseling, Philadelphia, PA
- ABC Life Center Incorporated, Franklin, PA
- Abundant Living Ministries, Lititz, PA
- Accessible YOUniverse, Pittsburgh, PA
- Acción Colombia, Philadelphia, PA
- Accountability For Life, York, PA
- Acculturation for Justice, Access, and Peace Outreach (AJAPO), Pittsburgh, PA
- ACH Clear Pathways, Pittsburgh, PA
- Achieva, Pittsburgh, PA
- Achievement Center of LECOM Health, Erie, PA
- Achieving Greatness, Inc., Pittsburgh, PA
- ACLAMO Family Centers, Norristown, PA
- Act in Faith of Greater West Chester, West Chester, PA
- ACTION Housing Inc., Pittsburgh, PA
- Adams County Arts Council, Gettysburg, PA
- Adams County Housing Authority, Gettysburg, PA
- Adams Rescue Mission, Gettysburg, PA
- Adamstown Area Library, Adamstown, PA
- Africa 6000 International, Erie, PA
- African American Chamber of Commerce of Western Pennsylvania, Pittsburgh, PA
- Afro American Music Institute & Bethany Baptist Church, Pittsburgh, PA
- Aging Institute, University of Pittsburgh, Pittsburgh, PA
- AHEDD, Camp Hill, PA
- Ahmadiyya Muslim Community, Pittsburgh, PA
- AIA Pittsburgh Chapter, Pittsburgh, PA
- AIA, Alera Group, Mechanicsburg, PA
- AKA Foundation of Central Pennsylvania, Inc., Harrisburg, PA
- Al-Bustan Seeds of Culture, Philadelphia, PA
- Alder Health Services, Harrisburg, PA
- Aleph Institute – N.E. Regional Headquarters, Pittsburgh, PA
- Aleph: Alliance for Jewish Renewal, Philadelphia, PA
- Alex W. Smith Foundation, Harrisburg, PA
- Alex's Lemonade Stand Foundation for Childhood Cancer, Wynnewood, PA
- All for All, powered by The Global Switchboard, Pittsburgh, PA
- Allegheny Christian Ministries, Inc., Laurel View Village, Davidsville, PA
- Allegheny Conference on Community Development, Pittsburgh, PA
- Allegheny County Department of Human Services, Pittsburgh, PA
- Allegheny County Juvenile Court, Pittsburgh, PA
- Allegheny County Medical Society, Pittsburgh, PA
- Allegheny Intermediate Unit (AIU/Transitional Coordinating Council of Allegheny County), Homestead, PA
- Allegheny Lutheran Social Ministries, Hollidaysburg, PA
- Allegheny RiverTrail Park, Pittsburgh, PA
- Allegheny/Fayette Central Labor Council, Pittsburgh, PA

- Allen Place Community Services, Inc., Pittsburgh, PA
- Allentown Area Ecumenical Food Bank, Allentown, PA
- Allentown Housing Authority, Allentown, PA
- Allentown Rescue Mission, Allentown, PA
- Alliance for Building Communities, Inc., Allentown, PA
- Allies for Health + Wellbeing, Pittsburgh, PA
- Alpha Kappa Alpha Sorority, Inc., Chicago, IL
- Altoona Community Theatre, Altoona, PA
- Altoona Housing Authority, Altoona, PA
- Alzheimer's Association, Greater Pennsylvania Chapter, Harrisburg, PA
- Alzheimer's Disease Research Center, Pittsburgh, PA
- Amachi Pittsburgh, Pittsburgh, PA
- Amani Christian Community Development Corporation, Pittsburgh, PA
- AMD3 Foundation, Pittsburgh, PA
- American Foundation for Suicide Prevention, Bridgeville, PA
- American Heart Association – Central PA, Harrisburg, PA
- American Heart Association – Philadelphia, Philadelphia, PA
- American Literacy Corporation - Leyendo En Vivo 365, Harrisburg, PA
- American Middle East Institute, Pittsburgh, PA
- American Red Cross, Pittsburgh, PA
- American Rescue Workers, Williamsport, PA
- Americans for the Competitive Enterprise System, Inc. (ACES), Erie, PA
- Amyloidosis Foundation, Clarkston, MI
- Anchorpoint Counseling Ministry, Pittsburgh, PA
- Andrew Carnegie Free Library & Music Hall, Carnegie, PA
- Animal Friends, Pittsburgh, PA
- Anna's Place, Aston, PA
- Ann's Heart, Phoenixville, PA
- Annville Free Library, Annville, PA
- Antioch Baptist Church, Fairfax Station, VA
- Appell Center for the Performing Arts, York, PA
- Apraxia Kids, Pittsburgh, PA
- Aquinas Academy of Pittsburgh, Gibsonia, PA
- Arbutus Park Retirement Community, Johnstown, PA
- Arch Street Center, Lancaster, PA
- Armitage Golf Club, Mechanicsburg, PA
- Armstrong Center for Medicine & Health (ACMH Hospital), Kittanning, PA
- Armstrong County Community Action Partnership, Kittanning, PA
- Armstrong-Indiana-Clarion Drug and Alcohol Commission, Inc., Shelocta, PA
- Army Heritage Center Foundation, Carlisle, PA
- Art Association of Harrisburg, Harrisburg, PA
- Arthritis Foundation, Pittsburgh, PA
- ArtsAltoona, Altoona, PA
- Asbury Woods, Erie, PA
- Ascender, Pittsburgh, PA
- Asian Indian Americans of Central Pennsylvania (AIACPA), Mechanicsburg, PA
- Aspinwall Chamber of Commerce, Aspinwall, PA
- Assemble, Pittsburgh, PA
- Associated Artists of Pittsburgh, Pittsburgh, PA
- ATHENA Erie, Erie, PA
- Auberle, McKeesport, PA
- August Wilson House, Bethel Park, PA
- Aurora Social Rehabilitation Services - Harrisburg, Harrisburg, PA
- Aurora Social Rehabilitation Services - Mechanicsburg, Mechanicsburg, PA
- Autism Society Greater Philadelphia, King of Prussia, PA
- Autism Society Northwestern Pennsylvania, Erie, PA
- Autism Urban Connections, Inc., Pittsburgh, PA
- Awbury Park & Recreation Center, Philadelphia, PA
- Ayuda Community Center Art House, Philadelphia, PA
- Baker Playground, Philadelphia, PA

- Baptist Senior Family, Pittsburgh, PA
- Barber National Institute, Erie, PA
- Barnstone Art for Kids, Phoenixville, PA
- Barry Playground, Philadelphia, PA
- Be Proud Foundation, Media, PA
- Beaver County Chamber of Commerce, Beaver, PA
- Beaver Falls Community Development Corporation, Beaver, PA
- Bebash-Transition to Hope, Philadelphia, PA
- Bedford County Chamber of Commerce, Bedford, PA
- Belfield Recreation Center, Philadelphia, PA
- Ben & Tim Day Inc., Hershey, PA
- Bender Leadership Academy, Moon Twp., PA
- Benedictine Sisters of Pittsburgh, Bakerstown, PA
- BenePhilly, Philadelphia, PA
- Bengali Association of Pittsburgh, Pittsburgh, PA
- Berks Community Health Center, Reading, PA
- Berks County Action Program, Reading, PA
- Bethanna, Southampton, PA
- Bethany Christian Services – Philadelphia, Jenkintown, PA
- Bethel A.M.E. Church, Pittsburgh, PA
- Bethel Worship Center, Philadelphia, PA
- Bethesda Foundation For Children, Meadville, PA
- Bethesda Lutheran Services, Meadville, PA
- Bethesda Mission, Harrisburg, PA
- Bethlehem Area Public Library, Bethlehem, PA
- Bethlehem Housing Authority, Bethlehem, PA
- Beverly's Birthdays, North Huntingdon, PA
- Bhutanese Community Association of Pittsburgh, Pittsburgh, PA
- Bids for Kids, Erie, PA
- Bidwell Training Center, Pittsburgh, PA
- Big Brothers Big Sisters Independence, Philadelphia, PA
- Big Brothers Big Sisters of Blair County, Altoona, PA
- Big Brothers Big Sisters of Bucks County, Jamison, PA
- Big Brothers Big Sisters of Greater Pittsburgh, Pittsburgh, PA
- Big Brothers Big Sisters of Northeastern Pennsylvania, Forty Fort, PA
- Big Brothers Big Sisters of the Capital Region, Harrisburg, PA
- Big Brothers Big Sisters of the Laurel Region, Greensburg, PA
- Big Brothers Big Sisters of the Lehigh Valley, Allentown, PA
- Big Brothers Big Sisters of the Twin Tiers, Towanda, PA
- Big Brothers Big Sisters of York & Adams Counties, York, PA
- BikePGH, Pittsburgh, PA
- Birmingham Free Clinic, Pittsburgh, PA
- Bishop McDevitt High School, Harrisburg, PA
- Black Girl Health, LLC, Harrisburg, PA
- Black Political Empowerment Project (B-PEP), Pittsburgh, PA
- Black Urban Gardeners and Farmers of Pittsburgh Co-op, Pittsburgh, PA
- Black Women's Health Alliance (Philadelphia), Philadelphia, PA
- Blair County Arts Foundation, Altoona, PA
- Blair County Chamber of Commerce, Altoona, PA
- Blair County Conservation District, Hollidaysburg, PA
- Blair County Department of Emergency Services, Altoona, PA
- Blair County NAACP, Altoona, PA
- Blair HealthChoices, Hollidaysburg, PA
- Blair Regional YMCA, Hollidaysburg, PA
- Blair Senior Services Inc., Altoona, PA
- Blair Type I Diabetes Foundation, Altoona, PA
- Bloomfield Little Italy Days, Pittsburgh, PA
- Bloomsburg Food Cupboard, Bloomsburg, PA
- Borough of Jefferson Hills Recreation Board, Jefferson Hills, PA
- Borough of Spring Grove, Spring Grove, PA

- Boy Scouts of America, Hawk Mountain Council, Reading, PA
- Boy Scouts of America, Juniata Valley Council, Reedsville, PA
- Boy Scouts of America, Laurel Highlands Council, Pittsburgh, PA
- Boy Scouts of America, Minsi Trails Council, Allentown, PA
- Boy Scouts of America, Pennsylvania Dutch Council, Lancaster, PA
- Boyertown Area Multi-Service, Inc., Boyertown, PA
- Boyle Recreation Center, Philadelphia, PA
- Boys & Girls Club of Allentown, Allentown, PA
- Boys & Girls Club of Bethlehem, Bethlehem, PA
- Boys & Girls Club of Chambersburg and Shippensburg, Shippensburg, PA
- Boys & Girls Club of Lancaster, Lancaster, PA
- Boys & Girls Club of Northeastern Pennsylvania, Scranton, PA
- Boys & Girls Clubs of Philadelphia, Philadelphia, PA
- Boys Hope Girls Hope of Pittsburgh, Inc., Pittsburgh, PA
- Bradbury-Sullivan LGBT Community Center, Allentown, PA
- Brandywine Community Library, Topton, PA
- Brandywine Valley Active Aging, Coatesville, PA
- Breakthrough Greater Philadelphia, Philadelphia, PA
- Breathe Pennsylvania, Cranberry Twp., PA
- Brenda Alton Ministries, Harrisburg, PA
- Brethren Housing Association, Harrisburg, PA
- Brethren Village, Lititz, PA
- Brevillier Village, Erie, PA
- Bridge Builders Community Foundations, Oil City, PA
- Bridge of Hope, Malvern, PA
- Bridge of Hope Harrisburg Area, Harrisburg, PA
- Bridgeway Capital, Pittsburgh, PA
- Bright Side Opportunities Center, Lancaster, PA
- Brightside Academy: 40th & Lancaster, Philadelphia, PA
- Brightside Academy: Meadow Street, Philadelphia, PA
- Brittany's Hope, Philadelphia, PA
- Brooks-TLC Hospital System, Inc., Dunkirk, NY
- Brother's Brother Foundation, Pittsburgh, PA
- Brown Mamas, LLC, Pittsburgh, PA
- Brownsville Free Public Library, Brownsville, PA
- Bryn Mawr Church of God, White Oak, PA
- Bubbler Foundation, Boiling Springs, PA
- Bucks County Emergency Homeless Shelter, Doylestown, PA
- Bucks County Housing Group (BCHG) Community Food Pantry at Pennel, Langhorne, PA
- Bucks County Opportunity Council: Warminster Client Services, Warminster, PA
- Buffalo Elementary School, Sarver, PA
- Buhl Park, Hermitage, PA
- Buhl Park Corporate, Hermitage, PA
- Buildabridge, Philadelphia, PA
- Businesswomen Influencing Gettysburg, Gettysburg, PA
- Butler Community College, Butler, PA
- Bynums Marketing & Communications, Pittsburgh, PA
- Calvary Christian Church, Philadelphia, PA
- Cambria County Library System, Johnstown, PA
- Cambria Regional Chamber of Commerce, Johnstown, PA
- Cameron and Elk Counties Behavioral and Developmental Programs, Ridgway, PA
- Camp Erin, Philadelphia, PA
- Cancer Bridges, Pittsburgh, PA
- Capital Area Greenbelt Association, Harrisburg, PA
- Capital Area Therapeutic Riding Association, Harrisburg, PA
- Carbon-Monroe-Pike Mental Health and Developmental Services, Stroudsburg, PA
- Career Fair Connection, King of Prussia, PA
- Carlisle Area Chamber of Commerce, Carlisle, PA
- Carlisle Borough, Carlisle, PA
- Carlisle Family YMCA, Carlisle, PA

- Carlisle High School, Carlisle, PA
- Carlow University, Pittsburgh, PA
- Carnegie Library of Pittsburgh – Main Branch Oakland, Pittsburgh, PA
- Carnegie Library of Pittsburgh – Squirrel Hill, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Carnegie of Homestead, Pittsburgh, PA
- Carousel House, Philadelphia, PA
- Casa del Carmen Pre-School Academy, Philadelphia, PA
- Casa Guanajuato, Kennett Square, PA
- CASA of Lancaster and Lebanon Counties, Lancaster, PA
- Casa San Jose, Pittsburgh, PA
- CASA Youth Advocates serving Delaware and Chester Counties, Media, PA
- Casey Cares Foundation, Columbia, MD
- Cathedral Preparatory School, Erie, PA
- Catholic Charities of the Diocese of Erie, Inc., Erie, PA
- Catholic Charities of the Diocese of Harrisburg, Harrisburg, PA
- Catholic Charities of the Diocese of Pittsburgh, Inc., Pittsburgh, PA
- Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Catholic Harvest Food Pantry, York, PA
- Cay Galgon Life House, Bethlehem, PA
- CCAC Educational Foundation, Pittsburgh, PA
- Cecil B. Moore Recreation Center, Philadelphia, PA
- Center for Advocacy for the Rights & Interests of Elders (CARIE), Philadelphia, PA
- Center for Civic Arts, Pittsburgh, PA
- Center for Hearing & Deaf Services, Pittsburgh, PA
- Center For Independent Living of Central Pennsylvania, Harrisburg, PA
- Center for Schools and Communities, Camp Hill, PA
- Center for Victims, Pittsburgh, PA
- Center in the Park, Philadelphia, PA
- Center of Life, Pittsburgh, PA
- Center that Cares, Pittsburgh, PA
- Central Blair Recreation Commission, Altoona, PA
- Central Bucks Chamber of Commerce, Doylestown, PA
- Central Catholic High School, Pittsburgh, PA
- Central Dauphin Baseball Association, Paxtonia, PA
- Central Dauphin Rams Cheerleading Boosters Association, Harrisburg, PA
- Central Dauphin School District, Choir Parents Association, Harrisburg, PA
- Central PA Autism Community, Altoona, PA
- Central PA Coalition United to Fight Cancer, Harrisburg, PA
- Central PA Kings Men's Basketball Team, Middletown, PA
- Central Penn Business Group on Health, Lancaster, PA
- Central Penn Business Journal, Harrisburg, PA
- Central Penn College Education Foundation, Summerdale, PA
- Central Pennsylvania Food Bank, Harrisburg, PA
- Central Pennsylvania Swing Dance Club, Carlisle, PA
- Central Susquehanna Sight Services, Inc., Sunbury, PA
- Central York School District, York, PA
- Centre Region Down Syndrome Society, State College, PA
- Centro Cultural Latinos Unidos, Inc., Pottstown, PA
- Centro Hispano, Reading, PA
- Centro Nueva Creación, Philadelphia, PA
- Chabad of Pittsburgh, Pittsburgh, PA
- Chalkboard Financial, Palmyra, PA
- Chambersburg Chamber of Commerce, Chambersburg, PA
- Chambersburg Noontime Lions Club, Chambersburg, PA
- Chan Soon-Shiong Medical Center at Windber, Windber, PA
- Change Agency, Pittsburgh, PA
- Character...Be About It, Erie, PA
- Charleroi Area Public Library, Charleroi, PA
- Charleroi School District Education Foundation, Charleroi, PA
- Charter Arts Foundation, Bethlehem, PA

- Chatham University Center for Women's Entrepreneurship, Pittsburgh, PA
- Cheryl Rice Leadership, Inc., Philadelphia, PA
- Chester City, Chester, PA
- Chester City Health Board, Chester, PA
- Chester Community Coalition, Chester, PA
- Chester Community Improvement Project, Chester, PA
- Chester County Art Association, West Chester, PA
- Chester County Community Foundation, West Chester, PA
- Chester County Department of Drug & Alcohol Services, West Chester, PA
- Chester County Food Bank, Exton, PA
- Chester County Futures, Coatesville, PA
- Chester County Interlink, West Chester, PA
- Chester County Opportunities Industrialization Center, Coatesville, PA
- Chester Eastside, Inc., Chester, PA
- Chester Innovations Community Services, Inc., Chester, PA
- Chestnut Hill Development Group, Philadelphia, PA
- Cheyenne Regional Foundation, Cheyenne, WY
- Children's Aid Society, Clearfield, PA
- Children's Advocacy Centers of Pennsylvania, Harrisburg, PA
- Children's Hospital of Philadelphia: Homeless Health Initiative, Philadelphia, PA
- Children's Museum of Pittsburgh, Pittsburgh, PA
- Children's Service Center, Wilkes-Barre, PA
- Chinese Association for Science and Technology-Pittsburgh Chapter (CAST-P), Wexford, PA
- Christian Churches United of the Tri-County Area, Harrisburg, PA
- Christian Legal Clinic of Philadelphia - Hunting Park, Philadelphia, PA
- Christopher's Kitchen, Sewickley, PA
- Christ's Evangelical Lutheran Church, Murrysville, PA
- Chuckie F. Mahoney Memorial Foundation, Burgettstown, PA
- Church of the Covenant Preschool, Washington, PA
- Churchill-Wilkins Rotary Club, Turtle Creek, PA
- City of Asylum, Pittsburgh, PA
- City of Greensburg Parks and Recreation, Greensburg, PA
- City of Harrisburg, Harrisburg, PA
- City of Harrisburg Parks and Recreation, Harrisburg, PA
- City of Philadelphia Health Center 1, Philadelphia, PA
- City of Pittsburgh, Pittsburgh, PA
- City of Pittsburgh, Pittsburgh Partnership, Pittsburgh, PA
- City of Washington Citywide Development Corporation, Washington, PA
- City of York, Human Relations Commission, York, PA
- City Theatre Company, Pittsburgh, PA
- Clare House Lancaster, Lancaster, PA
- Clarion Area Chamber of Business & Industry, Clarion, PA
- Clarion County Coalition for Suicide Prevention, Clarion, PA
- Clarion County Human Services, Clarion, PA
- Clarion County YMCA, Clarion, PA
- Clarion Forest VNA, Clarion, PA
- Clark Memorial Baptist Church, Homestead, PA
- Classrooms Without Borders, Pittsburgh, PA
- Claysburg Education Foundation, Claysburg, PA
- Clear Thoughts Foundation, Wexford, PA
- Clemente Museum, Pittsburgh, PA
- Cleve J. Fredricksen Library Association, Camp Hill, PA
- Clothed N Strength, Inc., Philadelphia, PA
- Club Serenity Inc., Charleroi, PA
- CMSU Behavioral Health & Developmental Services, Danville, PA
- Coast to Coast Productions, Fayetteville, PA
- Coby Permanency Unit, Lancaster, PA
- COBYS Family Services, Leola, PA
- Cocoa Packs, Inc., Hershey, PA
- Code & Supply Scholarship Fund Inc., Pittsburgh, PA

- Colorectal Cancer Alliance, Washington, DC
- Colours Organization, Philadelphia, PA
- Columbia Borough Police Department, Columbia, PA
- Columbia Law School, New York, NY
- Commonwealth Charter Academy (CCA), Homestead, PA
- Commonwealth Charter Academy Cyber Charter School, Homestead, PA
- Communities In Schools of Eastern Pennsylvania, Allentown, PA
- Community Action Lehigh Valley, Bethlehem, PA
- Community Action Partnership of Lancaster County, Lancaster, PA
- Community Arts Center of Cambria County, Johnstown, PA
- Community Baptist Church, Bristol, PA
- Community Blood Bank of NWPA & WNY, Erie, PA
- Community Care Behavioral Health Organization, Pittsburgh, PA
- Community CARES, Carlisle, PA
- Community College of Allegheny County, Pittsburgh, PA
- Community Connections for Children, York, PA
- Community Design Collaborative, Philadelphia, PA
- Community Empowerment Association, Pittsburgh, PA
- Community First Fund, Lancaster, PA
- Community Forge, Wilksburg, PA
- Community Foundation for Alleghenies, Johnstown, PA
- Community Foundation of Fayette County, Uniontown, PA
- Community Health Center-Butler, Butler, PA
- Community Health Council of Lebanon County, Lebanon, PA
- Community Human Services, Pittsburgh, PA
- Community Kitchen Pittsburgh, Pittsburgh, PA
- Community Legal Services of Philadelphia: Landlord Tenant Center, Philadelphia, PA
- Community Liver Alliance, Pittsburgh, PA
- Community Living and Support Services, Pittsburgh, PA
- Community Options, Inc., Allentown, PA
- Community Progress Council, York, PA
- Community REACH, Inc., Windsor, PA
- Community Services for Children, Allentown, PA
- Community Shelter Services, Erie, PA
- Compeer of Lebanon County, Lebanon, PA
- Concilio Organization, Philadelphia, PA
- Concordia Lutheran Ministries, Cabot, PA
- Concordia Lutheran Services at Bethlen, Cabot, PA
- Confluence Tourism Association, Confluence, PA
- Congregation Beth Shalom, Pittsburgh, PA
- Congregation Poale Zedeck, Pittsburgh, PA
- Congregation Rodeph Shalom: Breaking Bread on Broad, Philadelphia, PA
- Congreso de Latinos Unidos Inc., Philadelphia, PA
- Connecting Champions, Pittsburgh, PA
- Conquering CHD - Pennsylvania, Harrisburg, PA
- CONTACT Helpline, Harrisburg, PA
- Contemporary Craft, Pittsburgh, PA
- CORA Services, Inc., Philadelphia, PA
- Coraopolis Community Development Corporation, Coraopolis, PA
- Cornwells United Methodist Church, Bensalem, PA
- CORO Center for Civic Leadership, Pittsburgh, PA
- Court Appointed Special Advocates (CASA) of Allegheny County, Pittsburgh, PA
- Court Appointed Special Advocates (CASA) of Venango County, Oil City, PA
- Creative Community Grow, Harrisburg, PA
- Creative York, York, PA
- Cribs for Kids, Pittsburgh, PA
- Crime Victim Center of Erie County, Erie, PA
- Crispus Attucks Community Center, Lancaster, PA
- Crohn's & Colitis Foundation, Pittsburgh, PA
- CrossNet Ministries, New Holland, PA
- CrossState Foundation, Harrisburg, PA
- Cub Scout Pack 611, Pine Grove, PA

- Cultivating Resilient Youth, Pittsburgh, PA
- Cumberland Valley Breast Care Alliance (CVBCA), Mercersburg, PA
- Cumberland Valley Business Alliance, Chambersburg, PA
- Cumberland Valley Community Connections, Shippensburg, PA
- Cumberland Valley High School, Mechanicsburg, PA
- Cumberland Valley High School - Health Occupations Students of America (HOSA), Mechanicsburg, PA
- Cystic Fibrosis Foundation Western PA Chapter, Pittsburgh, PA
- Dallastown Area School District, Dallastown, PA
- Daughters of Zion 101, Pittsburgh, PA
- Dauphin Athletic Association, Dauphin, PA
- Dauphin County Court Appointed Special Advocates (CASA), Harrisburg, PA
- Dauphin County Community Fund, Harrisburg, PA
- Dauphin County Economic Development Corporation, Harrisburg, PA
- Dauphin County Medical Society, Mechanicsburg, PA
- Dauphin County Systems of Care, Harrisburg, PA
- DBA Academy of Arts & Development (DBA WeServU of PA), Harrisburg, PA
- Delaware County Family Service Center, Chester, PA
- Delaware County Literacy Council, Chester, PA
- Delaware Valley Community Health, Inc., Norristown Regional Health Center - Dental Office, Norristown, PA
- Delaware Valley Legacy Fund, Philadelphia, PA
- Delone Catholic High School, McSherrystown, PA
- Demuth Foundation, Lancaster, PA
- DePaul School for Hearing and Speech, Pittsburgh, PA
- Derry Township Industrial & Commercial Development Authority, Hershey, PA
- Developmental & Disability Services of Lebanon Valley, Lebanon, PA
- Dillsburg Area Soccer Club, Dillsburg, PA
- DiSilvestro Playground, Philadelphia, PA
- Dollar Energy Fund, Pittsburgh, PA
- Domestic Violence Center of Chester County, West Chester, PA
- Domestic Violence Center of Chester County - Phoenixville Office, Phoenixville, PA
- Domestic Violence Intervention of Lebanon County, Inc., Lebanon, PA
- Domestic Violence Services of Cumberland & Perry Counties, Carlisle, PA
- Dover Women of Today, Dover, PA
- Down Syndrome Association of Pittsburgh, Pittsburgh, PA
- Downtown Carlisle Association, Carlisle, PA
- Downtown Chambersburg Inc./Downtown Business Council/Council for the Arts, Chambersburg, PA
- Downtown Daily Bread, Harrisburg, PA
- Downtown Mechanicsburg Partnership, Mechanicsburg, PA
- Doylestown Health Foundation, Doylestown, PA
- Dr. Bennett L. Johnson Sayre Health Center, Philadelphia, PA
- Dreams Go On, Duncansville, PA
- Dreams of Hope, Pittsburgh, PA
- Dress for Success Pittsburgh, Pittsburgh, PA
- Drexel University College of Medicine, Reading, PA
- Duncansville Borough, Duncansville, PA
- Duquesne Center for Student Wellbeing, Pittsburgh, PA
- Eagle F.C., Mechanicsburg, PA
- Early Connections, Inc., Erie, PA
- East Berlin Area Community Center, East Berlin, PA
- East Liberty Development, Inc. (ELDI), Pittsburgh, PA
- East Liberty Family Health Care Center, Pittsburgh, PA
- Eastern Amputee Golf Association, Bethlehem, PA
- Eastern Minority Supplier Development Council, Philadelphia, PA
- Eastern Society for Pediatric Research, The Woodlands, TX
- Easterseals Western and Central PA, Pittsburgh, PA
- Easton Area Neighborhood Center, Easton, PA

- Easy Does It, Inc., Leesport, PA
- Ebenezer Baptist Church, Pittsburgh, PA
- Ebenezer Church of the Brethren, Elizabethtown, PA
- Ebensburg Main Street Partnership, Ebensburg, PA
- Eddystone Borough, Eddystone, PA
- Edinboro Volunteer Fire Department, Edinboro, PA
- EDSI Reemployment Transition Center, Pittsburgh, PA
- Educating Teens about HIV/AIDS, Inc., Pittsburgh, PA
- Eichelberger Performing Arts Center, Hanover, PA
- Elana's Blessings, Washington, PA
- Elizabethtown Area Chamber of Commerce, Elizabethtown, PA
- Embracing Our Veterans, Erie, PA
- Emergency Relief Association of Lower Bucks County Food Pantry, Levittown, PA
- EnergyCare, Erie, PA
- Emma's Footprints, Erie, PA
- Emmaus Community of Pittsburgh, Pittsburgh, PA
- Emmaus Ministries Erie, Erie, PA
- Employment Skills Center, Carlisle, PA
- EMS West, Pittsburgh, PA
- Encore! Home School Productions, Mount Gretna, PA
- Energy Innovation Center Institute, Pittsburgh, PA
- Engineers Without Borders-Pittsburgh Professional Chapter, Pittsburgh, PA
- Enon Tabernacle Baptist Church, Philadelphia, PA
- Ephrata Community Health Foundation, Ephrata, PA
- Epilepsy Association of Western and Central PA, Pittsburgh, PA
- Episcopal Community Services: Out of School Time, Philadelphia, PA
- Erie Art Museum, Erie, PA
- Erie Arts & Culture, Erie, PA
- Erie Blue Coats, Erie, PA
- Erie City Mission, Erie, PA
- Erie County Historical Society, Erie, PA
- Erie County Medical Society, West Seneca, NY
- Erie DAWN, Erie, PA
- Erie Day School, Erie, PA
- Erie Downtown Partnership, Erie, PA
- Erie Otters, Erie, PA
- Erie Playhouse, Erie, PA
- Erie Regional Chamber and Growth Partnership, Erie, PA
- Erie Seawolves, Erie, PA
- Erie Sports Commission, Erie, PA
- Erie United Methodist Alliance, Erie, PA
- Erie Zoo, Erie, PA
- Erie-Western PA Port Authority, Erie, PA
- Estamos Unidos de Pennsylvania (EUP), Harrisburg, PA
- Events by Eye Candy, Mechanicsburg, PA
- Every Child Inc., Pittsburgh, PA
- Exeter Community Library, Reading, PA
- ExpERIEnce Childrens Museum, Erie, PA
- Exton Region Chamber of Commerce, Exton, PA
- Extra Mile Education Foundation, Pittsburgh, PA
- Eyez On U Pop Up Events, Norristown, PA
- Face To Face, Philadelphia, PA
- Factory Ministries, Paradise, PA
- Faith United Methodist Church, Sharpsburg, PA
- Families Matter Food Pantry, Monaca, PA
- Family & Community Service of Delaware County, Administrative Office, Springfield, PA
- Family & Friends Initiative Inc., Turtle Creek, PA
- Family First Health: Columbia Medical, Columbia, PA
- Family Guidance, Inc., Cranberry Township, PA
- Family House, Pittsburgh, PA
- Family Medicine Education Consortium, Inc., Dayton, OH
- Family Promise of Berks County, Reading, PA
- Family Promise of Harrisburg Capital Region, Camp Hill, PA
- Family Promise of Lehigh Valley, Allentown, PA

- Family Promise of the Main Line (formerly Interfaith Hospitality Network of the Main Line), Norristown, PA
- Family Resources, Pittsburgh, PA
- Family Service Association of Bucks County - Quakertown Office, Quakertown, PA
- Family Service of Chester County, Chester, PA
- Family Services of NW PA, Erie, PA
- Family Services of Warren County, Warren, PA
- Familylinks, Pittsburgh, PA
- Farm & Natural Lands Trust of York County, York, PA
- FashionAFRICANA, Pittsburgh, PA
- Fayette County Community Action Agency, Inc., Uniontown, PA
- Fayette County Cultural Trust, Connellsville, PA
- Feel Your Boobies Foundation, Harrisburg, PA
- Film Pittsburgh, Pittsburgh, PA
- First Baptist Church of Pittsburgh, Pittsburgh, PA
- First Church of the Brethren - Quakertown, Quakertown, PA
- First Community Foundation Partnership of Pennsylvania (FCFP), Williamsport, PA
- First Step Recovery Homes, McKeesport, PA
- First Tee - Pittsburgh, Pittsburgh, PA
- First United Church of Christ, Carlisle, PA
- Fishing Creek Salem United Methodist Church, Goldsboro, PA
- FLOW-For the Love of Women, Harrisburg, PA
- FOCUS North America, Pittsburgh, PA
- Focus on Renewal, McKees Rocks, PA
- Food First Pantry, Philadelphia, PA
- Forward Cities, Durham, NC
- Foundation for Free Enterprise Education, Erie, PA
- Foundation of HOPE, Pittsburgh, PA
- Frankford Chargers Sports and Mentoring Association, Philadelphia, PA
- Frankford Community Development Corporation, Philadelphia, PA
- Franklin Area Chamber of Commerce, Franklin, PA
- Franklin County Area Development Corporation, Chambersburg, PA
- Franklin County Housing Authority, Chambersburg, PA
- Franklin County Library System, Chambersburg, PA
- Franklin/Grove City YMCA, Franklin, PA
- Friends of Codorus State Park (FOCSP), Hanover, PA
- Friends of Midtown, Harrisburg, PA
- Friends of Recreation at East Pennsboro Parks, Enola, PA
- Friends of the Poor, Scranton, PA
- Frontline Dads, Inc., Philadelphia, PA
- Frost Brown Todd Attorneys, Pittsburgh, PA
- Fulton County Food Basket, McConnellsburg, PA
- Fulton County Medical Center, McConnellsburg, PA
- Fulton Theatre Company, Lancaster, PA
- Garfield Jubilee Association, Pittsburgh, PA
- Garvey Manor Nursing Home, Hollidaysburg, PA
- Gateway Medical Society, Pittsburgh, PA
- Gateway Rehabilitation Center, Aliquippa, PA
- Gaudenzia, Inc., Norristown, PA
- Gettysburg Pride, Gettysburg, PA
- GFCW Hollidaysburg Area Women's Club, Hollidaysburg, PA
- GIFT-Giving It Forward, Together, Pittsburgh, PA
- Girl Scouts Western Pennsylvania, Pittsburgh, PA
- Girls on the Run Lancaster, Landisville, PA
- Girls on the Run UPMC Magee-Womens Hospital, Pittsburgh, PA
- Give Local York, York, PA
- Glade Run Lutheran Services, Zelienople, PA
- Gliding Stars of Erie Inc., Erie, PA
- Global Links, Pittsburgh, PA
- Global Minds Initiative, Pittsburgh, PA
- GlobalPittsburgh, Pittsburgh, PA
- God Love Ya Foundation, Mechanicsburg, PA

- Good Samaritan Services, Ephrata, PA
- Good Shepherd Lutheran Church, Liverpool, PA
- Good Shepherd Rehabilitation, Allentown, PA
- Good Works, Inc., Coatesville, PA
- Goodwill of Southwestern Pennsylvania, Pittsburgh, PA
- Grace Baptist Church of Germantown, Philadelphia, PA
- Grace Community Foundation, Allentown, PA
- Grace United Methodist Church, Lemoyne, PA
- Grantmakers of Western Pennsylvania, Pittsburgh, PA
- Gratz Fair, Gratz, PA
- Greater BucksMont Chamber of Commerce, Warminster, PA
- Greater Erie Alliance for Equality, Erie, PA
- Greater Philadelphia Health Action, Philadelphia, PA
- Greater Philadelphia YMCA, Conshohocken, PA
- Greater Pittsburgh Arts Council, Pittsburgh, PA
- Greater Pittsburgh Community Food Bank, Duquesne, PA
- Greater Pittsburgh Convention and Visitors Bureau (Visit Pittsburgh), Pittsburgh, PA
- Greater Pittsburgh Literacy Council - Literacy Pittsburgh, Pittsburgh, PA
- Greater Pittsburgh Police Emerald Society, Braddock, PA
- Greater Reading Chamber Alliance, Reading, PA
- Greater Reading Mental Health Alliance, Wyomissing, PA
- Greater Washington County Food Bank, Canonsburg, PA
- Greater Wilkinsburg Community Advancement Association, Wilkinsburg, PA
- Greater Wyoming Valley Area YMCA, Wilkes-Barre, PA
- Green Building Alliance, Pittsburgh, PA
- Greencastle-Antrim Chamber of Commerce, Greencastle, PA
- GreenDrop, Malvern, PA
- Greenlight Operation, Lemoyne, PA
- Greenville Heritage Days, Greenville, PA
- Greenwood High School Theatre, Millerstown, PA
- Grounded Strategies, Pittsburgh, PA
- Guardian Angels Parish, Natrona Heights, PA
- Gwen's Girls, Pittsburgh, PA
- H.F. Lenz Company, Pittsburgh, PA
- Habitat for Humanity of Berks County, Reading, PA
- Habitat for Humanity of Greater Pittsburgh, Pittsburgh, PA
- Habitat for Humanity of the Greater Harrisburg Area, Harrisburg, PA
- Habitat for Humanity of the Lehigh Valley, Allentown, PA
- Habitat for Humanity - Caln ReStore, Coatesville, PA
- Habitat for Humanity - Philadelphia ReStore, Philadelphia, PA
- Habitat for Humanity - Phoenixville ReStore, Phoenixville, PA
- HACC, Central Pennsylvania's Community College, Harrisburg, PA
- Hair Peace Charities, Pittsburgh, PA
- Hamburg Public Library, Hamburg, PA
- Hamilton Health Center, Harrisburg, PA
- Hampden Township, Mechanicsburg, PA
- Hampden Township Veterans Recognition Committee, Enola, PA
- Hanover Area Chamber of Commerce, Hanover, PA
- Hanover Area Diversity Alliance, Hanover, PA
- Hanover Area Jaycees, Hanover, PA
- Hanover Area YMCA, Hanover, PA
- Hanover Lions Club, Hanover, PA
- Hanover Soccer Club, Hanover, PA
- Harmonious Volunteer Center, Philadelphia, PA
- Harrisburg Academy, Wormleysburg, PA
- Harrisburg Area YMCA, Harrisburg, PA
- Harrisburg Havoc, Harrisburg, PA
- Harrisburg Housing Authority, Harrisburg, PA
- Harrisburg Magazine, Harrisburg, PA
- Harrisburg Regional Chamber & CREDC, Harrisburg, PA
- Harrisburg Rotary Club, Harrisburg, PA
- Harrisburg Symphony Orchestra, Harrisburg, PA

- Harrisburg Telugu Association, Camp Hill, PA
- Harrisburg Young Professionals, Harrisburg, PA
- Havin, Inc., Kittanning, PA
- Hazelwood Initiative, Inc., Pittsburgh, PA
- Head for the Cure Foundation, Kansas City, MO
- Health Federation of Philadelphia, Philadelphia, PA
- Healthcare Financial Management Association, Downers Grove, IL
- Healthy Adams Bicycle/Pedestrian, Inc., Gettysburg, PA
- Healthy Kids Running Series - Lancaster, Lancaster, PA
- Healthy Kids Running Series - Lititz, Lititz, PA
- Healthy Steps Diaper Bank, Mechanicsburg, PA
- HEARTH, Glenshaw, PA
- Hedwig House, Inc., Lansdale, PA
- Heinz Endowments, Pittsburgh, PA
- Hello Neighbor, Pittsburgh, PA
- Helping Harvest, Reading, PA
- Heritage Community Initiatives, Braddock, PA
- Heritage Public Library, McDonald, PA
- Heritage Valley Health System, Inc., Sewickley, PA
- Hershey Food Bank and Community Outreach, Hershey, PA
- Hershey Hawks Baseball Club, Hershey, PA
- Hershey High School, Hershey, PA
- Hershey History Center, Hershey, PA
- Higher Achievement Program Inc., Washington, DC
- Highlands Health Clinic, Johnstown, PA
- Hill Community Development Corporation, Pittsburgh, PA
- Hillel Jewish University Center of Pittsburgh, Pittsburgh, PA
- Hilltop Alliance, Pittsburgh, PA
- Hispanic American Organization, Inc., Allentown, PA
- Hispanic Center Lehigh Valley, Bethlehem, PA
- Historic Harrisburg Association, Harrisburg, PA
- Historical Society of Dauphin County, Harrisburg, PA
- HM3 Partners Independence Fund, Gibsonia, PA
- Hoffman Homes Inc., Littlestown, PA
- Hollidaysburg Area Arts Council (HAAC), Hollidaysburg, PA
- Holy Family Institute, Pittsburgh, PA
- Holy Innocents Parish, Philadelphia, PA
- Holy Name of Jesus School, Harrisburg, PA
- Home of the Sparrow, Exton, PA
- Homeland Hospice, Harrisburg, PA
- Homeless Children's Education Fund, Pittsburgh, PA
- Homewood Children's Village, Pittsburgh, PA
- Homewood Retirement Centers, Martinsburg, PA
- Homewood-Brushton YMCA, Pittsburgh, PA
- Hope Cares Food Pantry, Langhorne, PA
- HOPE Drop In, Altoona, PA
- Hope Grows, Moon Township, PA
- Hope Rescue Mission, Reading, PA
- Hope Station, Carlisle, PA
- Hôpital Albert Schweitzer, Haiti, Deschappelles, Haiti
- Horn Farm Center for Agricultural Education, York, PA
- Hospice & Community Care, Lancaster, PA
- Hospice and Palliative Nurses Association, Carnegie, PA
- House of Mercy, Eastside Grassroots Coalition, Erie, PA
- Housing Alliance of Pennsylvania, Philadelphia, PA
- Housing and Neighborhood Development Service (HANDS), Erie, PA
- Housing Authority of Erie, Erie, PA
- Huddle Up for Kids Foundation, Mars, PA
- Hugh Lane Wellness Foundation, Pittsburgh, PA
- Human Services Inc., Thorndale, PA
- Humane Animal Rescue, Pittsburgh, PA
- Hummelstown Food Pantry, Hummelstown, PA
- Hunterstown Speedway, Gettysburg, PA
- Huntingdon Community Center, Huntingdon, PA
- Huntingdon County Head Start, Huntingdon, PA

- Huntingdon County Housing Authority, Mount Union, PA
- Huntingdon County PRIDE, Inc., Huntingdon, PA
- Hydrocephalus Association, Bethesda, MD
- I Am So Hill Organization, Pittsburgh, PA
- Iglesia De Dios Renacer, Plymouth Meeting, PA
- II - VI Foundation, Bridgeville, PA
- Imani Christian Academy, Pittsburgh, PA
- In Full Swing, Doylestown, PA
- In the Light Ministries, Lancaster, PA
- Inclusant, Pittsburgh, PA
- Independent Council on Aging, Erie, PA
- Indian Organization of Lancaster County, Lancaster, PA
- Indiana County Community Action Program, Indiana, PA
- Indiana Healthcare Foundation, Indiana, PA
- Infinite Lifestyle Solutions, Pittsburgh, PA
- Ingomar Franklin Park Little League, Ingomar, PA
- Inner-City Neighborhood Art House, Erie, PA
- Institute for Research Education and Training in Addiction (IRETA), Pittsburgh, PA
- International Association of Emergency Managers (IAEM), Falls Church, VA
- Iota Phi Foundation, Inc., Pittsburgh, PA
- Iroquois School District Foundation, Erie, PA
- Islamic Center of Pittsburgh, Pittsburgh, PA
- Ivies on the Lake Foundation, Erie, PA
- JADA House International, Pittsburgh, PA
- Jaffa Shriners, Altoona, PA
- Jake Wheatley, Jr. Health and Wellness Weekend, Harrisburg, PA
- Jam in the Park, Shippensburg, PA
- Jamestown Community College, Jamestown, NY
- Jamestown Renaissance Corporation, Jamestown, NY
- Jana Marie Foundation, State College, PA
- Jesus Focus Ministry Food Pantry, Southampton, PA
- JEVS Human Services, Philadelphia, PA
- Jewish Association on Aging, Pittsburgh, PA
- Jewish Community Center of Greater Pittsburgh, Pittsburgh, PA
- Jewish Family and Community Services, Pittsburgh, PA
- Jewish Family Service of Greater Harrisburg, Harrisburg, PA
- Jewish Family Service of the Lehigh Valley, Allentown, PA
- Jewish Federation of Greater Philadelphia, Philadelphia, PA
- Jewish Federation of Greater Pittsburgh, Pittsburgh, PA
- Jewish National Fund, New York, NY
- Jewish Relief Agency, Bala Cynwyd, PA
- Jodi L. Smith Readers to Leaders Scholarship, York, PA
- Johnstown Area Heritage Association, Johnstown, PA
- Johnstown Walk of Hope, Johnstown, PA
- Joseph T. Simpson Public Library, Mechanicsburg, PA
- Josh Gibson Foundation, Pittsburgh, PA
- Judy Sare Nursery School, Bensalem, PA
- Juniata College, Huntingdon, PA
- Juniata County School District, Mifflintown, PA
- Junior Achievement of South Central PA, York, PA
- Junior Achievement of Western Pennsylvania, Bridgeville, PA
- Junior League of Lancaster, Lancaster, PA
- Junior Mustangs Athletic Association, Loysville, PA
- Juvenile Justice Center of Philadelphia, Philadelphia, PA
- Juvenile Probation Unit, Philadelphia, PA
- K & P Expressive Events, Philadelphia, PA
- Kamp for Kids, Feasterville, PA
- Kapp Advertising, Lebanon, PA
- Kappa Chapter, Inc. of Chi Eta Phi Sorority Inc., Pittsburgh, PA
- Kappa Scholarship Endowment Fund of Western PA (KSEF), Pittsburgh, PA
- Kelly Strayhorn Theater, Pittsburgh, PA
- Kennett Area Community Service: The Resource Center, Kennett Square, PA

- Kensington Library, Philadelphia, PA
- Keystone Blind Association, Hermitage, PA
- Keystone Care, Wyndmoor, PA
- Keystone Human Services, Harrisburg, PA
- Keystone Kidspace, York, PA
- Keystone Opportunity Center, Souderton, PA
- Kids Chance of Pennsylvania, Fort Washington, PA
- Kids Escaping Drugs, West Seneca, NY
- Kids Voice, Pittsburgh, PA
- Kingdom Life Christian Center, Philadelphia, PA
- Kiwanis Club of Altoona, Hollidaysburg, PA
- Kiwanis Club of Lebanon, Lebanon, PA
- Kline Health Center, Harrisburg, PA
- Kollel Jewish Learning Center, Pittsburgh, PA
- Kutztown Community Library, Kutztown, PA
- La Casa Latina, Philadelphia, PA
- Ladies of Charity, Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Lake Erie Arboretum at Frontier Park, Erie, PA
- Lake Erie College of Osteopathic Medicine (LECOM), Erie, PA
- Lakemont Lions Club, Altoona, PA
- Lakeshore Community Services, Erie, PA
- Lancaster Bicycle Club, Lancaster, PA
- Lancaster Chamber of Commerce, Lancaster, PA
- Lancaster County Food Hub, Lancaster, PA
- Lancaster Lebanon Habitat for Humanity, Lancaster, PA
- Lancaster LGBTQ+ Coalition, Lancaster, PA
- Lancaster Mennonite School, Lancaster, PA
- Lancaster Pride Association, Lancaster, PA
- Lancaster Recreation Commission, Lancaster, PA
- Lancaster Science Factory, Lancaster, PA
- Lancaster Senior Games, Lancaster, PA
- Lancaster Symphony Orchestra, Lancaster, PA
- Landforce, Pittsburgh, PA
- Landisburg EMS, Landisburg, PA
- Larimer Consensus Group (LCG), Pittsburgh, PA
- Latin American Cultural Center - Lancaster LACC, Lancaster, PA
- Latino Community Center, Pittsburgh, PA
- Latino Connection, Harrisburg, PA
- Latinos Unidos of York, York, PA
- Latrobe Art Center, Latrobe, PA
- Laurel House, Inc., Uniontown, PA
- Laurel Life, Chambersburg, PA
- Laurel's Loft Thrift Shop, Lansdale, PA
- Lawrence County Regional Chamber of Commerce, New Castle, PA
- Lawrenceville Corporation, Pittsburgh, PA
- LCH Health and Community Services Kennett Square, Kennett Square, PA
- LCLAA Pittsburgh, Pittsburgh, PA
- Leadership Cumberland, Carlisle, PA
- Leadership Pittsburgh, Inc., Pittsburgh, PA
- Leadership York, York, PA
- LeadingAge PA, Mechanicsburg, PA
- LEAF Project PA, Landisburg, PA
- Lebanon Community Library, Lebanon, PA
- Lebanon County Commission for Women, Lebanon, PA
- Lebanon County Community Action Partnership, Lebanon, PA
- Lebanon County Head Start, Lancaster, PA
- Lebanon Family Health Services (LFHS), Lebanon, PA
- Lebanon Valley Chamber of Commerce, Lebanon, PA
- Lebanon Valley College, Annville, PA
- Leg Up Farm, Mount Wolf, PA
- Legal Aid of Southeastern Pennsylvania: Chester City Office, Chester, PA
- Legal Aid of Southeastern Pennsylvania: Doylestown Almshouse Office, Doylestown, PA
- Legal Aid of Southeastern Pennsylvania: Doylestown Domestic Violence Office, Doylestown, PA

- Legal Aid of Southeastern Pennsylvania - Lansdale Outreach, Lansdale, PA
- Legal Aid of Southeastern Pennsylvania - Norristown Office, Norristown, PA
- Legal Aid of Southeastern Pennsylvania - Pottstown Office, Pottstown, PA
- Lehigh Capital HealthChoices Advisory Committee Meeting, Harrisburg, PA
- Lehigh Valley American Association of Physicians of Indian Origin, Bethlehem, PA
- Lehigh Valley Center for Independent Living, Allentown, PA
- Lehigh Valley Children's Centers, Inc. (LVCC), Allentown, PA
- Lehigh Valley Families Together, Allentown, PA
- Lemoyne Community Center, Washington, PA
- Lenape Valley Foundation: Bristol Office, Bristol, PA
- Lending Hearts, Pittsburgh, PA
- Let Freedom Sing, Pittsburgh, PA
- LGBT Center of Greater Reading, Reading, PA
- LGBT Elder Initiative (Philadelphia), Philadelphia, PA
- Liberty Resources, Philadelphia, PA
- Life Choices Clinic, Camp Hill, PA
- LifePath Christian Ministries, York, PA
- Life's Work of Western PA, Pittsburgh, PA
- Lifespan, Inc., Homestead, PA
- Light of Life Rescue Mission, Pittsburgh, PA
- Lincoln Middle School PTO, Lancaster, PA
- Lions Diabetes Board, DuBois, PA
- Literacy Pittsburgh, Pittsburgh, PA
- Lititz Chooses Love, Lititz, PA
- Little Sisters of the Poor, Pittsburgh, PA
- Living Water Community Church, Harrisburg, PA
- Lower Bucks Chamber of Commerce, Fairless Hills, PA
- Lower Paxton Community Foundation, Harrisburg, PA
- Luminari, Inc., Pittsburgh, PA
- Lupus Foundation of Pennsylvania, Pittsburgh, PA
- Lurgan Township Lions Club Recreation Center, Orrstown, PA
- Luthercare, Lititz, PA
- Luzerne County Child Advocacy Center, Wilkes Barre, PA
- Macedonia Family and Community Enrichment Center, Inc. (FACE), Pittsburgh, PA
- Magee-Womens Research Institute and Foundation, Pittsburgh, PA
- Main Street Gettysburg, Inc., Gettysburg, PA
- Mainstay Life Services, Pittsburgh, PA
- Make a Wish Foundation, Pittsburgh, PA
- Make-A-Wish: Erie, Erie, PA
- Make-A-Wish: Philadelphia, Delaware & Susquehanna Valley, Mechanicsburg, PA
- Making A Difference of Lebanon, PA, Lebanon, PA
- Manchester Bidwell Corporation, Pittsburgh, PA
- Manchester Youth Development Center (MYDC), Pittsburgh, PA
- MANNA, Philadelphia, PA
- Manna on Main Street, Lansdale, PA
- Manpower Temporary Employment Agency - Sinking Spring, Reading, PA
- Manufacturer and Business Association, Erie, PA
- Maria House Project, Erie, PA
- Mario Lemieux Foundation, Pittsburgh, PA
- Market Square Concerts, Harrisburg, PA
- Market Square Presbyterian Church, Harrisburg, PA
- Martha's Cupboard Food Bank, Fairless Hills, PA
- Mary's Cupboard, Penndel, PA
- Mary's Shelter, Reading, PA
- Marysville/Rye Senior Center, Marysville, PA
- Mason-Dixon Community Services, Inc., Delta, PA
- Maternity Care Coalition, Philadelphia, PA
- Mazzoni Center, Philadelphia, PA
- MCAPS, LLC, Pittsburgh, PA
- McGinley School of Irish Dance, Lemoyne, PA

- McGuire Memorial, New Brighton, PA
- McKees Point Development Group, McKeesport, PA
- McKees Rocks Community Development Corporation, McKees Rocks, PA
- Meals on Wheels Erie, Erie, PA
- Mechanicsburg Chamber of Commerce, Mechanicsburg, PA
- Mechanicsburg North Rotary, Mechanicsburg, PA
- Medard's House DBA The Link 4 Youth, New Cumberland, PA
- Mel Blount Youth Home of Pennsylvania, Claysville, PA
- Melton Center, West Chester, PA
- Men Who Care of Germantown, Inc., Philadelphia, PA
- Mental Health America of Northwestern Pennsylvania, Erie, PA
- Mercer County Food Bank, Sharon, PA
- Mercy Center For Women, Erie, PA
- Mercy Community/Crisis Pregnancy Center, Reading, PA
- Mercy Hilltop Center, Erie, PA
- Mercy Neighborhood Ministries, Inc., Philadelphia, PA
- Mercyhurst Preparatory School, Erie, PA
- METAvivor, Annapolis, MD
- Michael Making Lives Better, Erie, PA
- Middletown Home, Middletown, PA
- Midtown Property Management, Harrisburg, PA
- Midtown Scholar Bookstore, Harrisburg, PA
- Mifflin Community Library, Shillington, PA
- Mighty Writers: El Futuro, Philadelphia, PA
- Mighty Writers: North, Philadelphia, PA
- Milagro House, Lancaster, PA
- Milestone Centers, Inc., Pittsburgh, PA
- Millvale Community Library, Millvale, PA
- Minding the Gap, Pittsburgh, PA
- Miss Pennsylvania Scholarship Foundation, York, PA
- Mission of Mercy Pittsburgh, Pittsburgh, PA
- Mitzvah Food Program: Old York Road, Elkins Park, PA
- Mizpah Seventh Day Adventist Church, Philadelphia, PA
- Mommy's Lil' Black Book, Levittown, PA
- MOMobile: Philadelphia County, Philadelphia, PA
- Mom's House, Phoenixville, PA
- Mom's House of Lancaster, Lancaster, PA
- Mon Valley Academy for the Arts, Charleroi, PA
- Montgomery County Housing Authority, Norristown, PA
- Montour Trail Council, Pittsburgh, PA
- Moores Memorial Library, Christiana, PA
- Morning Star Pregnancy Services, Harrisburg, PA
- Mosser Village Family Center, Allentown, PA
- Mother of Sorrows Church, Murrysville, PA
- Mother Teresa Academy, Erie, PA
- Mount Aloysius College, Cresson, PA
- Mount Joy Helping Services: Food Bank, Mount Joy, PA
- Mount Nittany Health Foundation, State College, PA
- Mount Washington Community Development Corporation, Pittsburgh, PA
- M-PowerHouse of Greater Pittsburgh, Pittsburgh, PA
- Mr. PA Football, Harrisburg, PA
- Mt. Vernon Manor Community Development Center, Philadelphia, PA
- Mt. Ararat Community Activity Center, Pittsburgh, PA
- Mt. Lebanon Artists' Market, Pittsburgh, PA
- Mt. Lebanon Partnership, Mt. Lebanon, PA
- Muhlenberg Community Library, Laureldale, PA
- Muscular Dystrophy Association, Chicago, IL
- Muslim Association of Lehigh Valley, Whitehall, PA
- NAACP Greater Harrisburg Area, Harrisburg, PA
- NAACP Washington County Branch, Washington, PA
- Nabhi Christian Ministries, Inc., Pittsburgh, PA
- NACD Three Rivers Chapter, Bridgeville, PA
- Narberth Community Food Bank, Narberth, PA
- National Alliance on Mental Illness (NAMI) - Blair County PA, Altoona, PA

- National Alliance on Mental Illness (NAMI) - Cumberland and Perry Counties, Camp Hill, PA
- National Alliance on Mental Illness (NAMI) - Luzerne-Wyoming Counties PA, Kingston, PA
- National Alliance on Mental Illness (NAMI) - Northeast Region PA, Scranton, PA
- National Alliance on Mental Illness (NAMI) of PA, Erie County Affiliate, Erie, PA
- National Alliance on Mental Illness (NAMI) - York-Adams Counties PA, York, PA
- National Association of Orthopaedic Nurses, Chicago, IL
- National Civil War Museum, Harrisburg, PA
- National Coalition of 100 Black Women - Harrisburg Chapter, Harrisburg, PA
- National Council for Jewish Women, Pittsburgh, PA
- National Diversity Council, Dallas, TX
- National Down Syndrome Congress, Roswell, GA
- National Eating Disorders Association, White Plains, NY
- National Multiple Sclerosis Society, Pennsylvania Keystone Chapter, Pittsburgh, PA
- National Neurotrauma Society, Houston, TX
- National Organization of Social Workers, Washington, DC
- National Ovarian Cancer Coalition (NOCC), Pittsburgh, PA
- Nationalities Service Center, Philadelphia, PA
- Nazareth Area Food Bank, Nazareth, PA
- Negro Educational Emergency Drive (NEED), Pittsburgh, PA
- Neighborhood Allies, Pittsburgh, PA
- Neighborhood Housing Services of Greater Berks, Inc., Reading, PA
- Neighborhood Learning Alliance, Pittsburgh, PA
- NeighborWorks, Pittsburgh, PA
- NEPA Community Health Care, Montrose, PA
- New Bethany Ministries, Bethlehem, PA
- New Birth of Freedom Boy Scouts of America, Mechanicsburg, PA
- New Creation Free Methodist Church, New Castle, PA
- New Hope Ministries, Dillsburg, PA
- New Journey Community Outreach, Inc., Reading, PA
- New Oxford Area Chamber of Commerce, New Oxford, PA
- New Sun Rising, Millvale, PA
- New Voices for Reproductive Justice, Pittsburgh, PA
- New World Association, Philadelphia, PA
- Newport Community Pickleball, Newport, PA
- Newport School District, Newport, PA
- Newville Fountain Festival, Newville, PA
- Nicetown Community Development Corporation, Philadelphia, PA
- Nightingale Awards of Pennsylvania, Fort Washington, PA
- North Allegheny Foundation, Pittsburgh, PA
- North Allegheny School District, Pittsburgh, PA
- North East Community Foundation, North East, PA
- North East Middle School, North East, PA
- North Star of Chester County, West Chester, PA
- Northeast Baptist Church, Philadelphia, PA
- Northeast Community Center for Behavioral Health, Philadelphia, PA
- Northeast Neighborhood Association, York, PA
- Northeastern School District, Manchester, PA
- Northern Bedford County High School, Loysburg, PA
- Northern Dauphin Human Services Center, Elizabethville, PA
- Northern High School, Dillsburg, PA
- Northern Lancaster County Chamber of Commerce, Ephrata, PA
- Northern Lancaster County Regional Police Department, Stevens, PA
- Northern Pennsylvania Regional College, Warren, PA
- Northside Common Ministries, Pittsburgh, PA
- Not One More — York Chapter, York, PA
- Nursing Foundation of Pennsylvania (NFP), Harrisburg, PA
- NWPA Pride Alliance, Erie, PA
- Oakmont Chamber of Commerce, Oakmont, PA

- Office of the Allegheny County Executive, Pittsburgh, PA
- Office of Children and Families, Philadelphia, PA
- Office of Community Services, Washington, DC
- Office of Vocational Rehabilitation, Harrisburg, PA
- Office of Vocational Rehabilitation, Pittsburgh, PA
- Oil City Catholic Church, Oil City, PA
- Old First United Church of Christ, Philadelphia, PA
- Olivet Boys & Girls Club, Reading, PA
- Olivia's House, York, PA
- OMA Center for Mind, Body & Spirit, Inc., Pittsburgh, PA
- OMHSAS Bureau of Children's Behavioral Health, Harrisburg, PA
- One Day to Remember, Pittsburgh, PA
- On-Line Publishers, Inc., Lancaster, PA
- Onward to Opportunity, Pittsburgh, PA
- Onyx Woman Network (OWN), Pittsburgh, PA
- Open Door Baptist Church, Philadelphia, PA
- Open Field, Pittsburgh, PA
- Open Stage, Harrisburg, PA
- Operation Better Block, Inc., Pittsburgh, PA
- Operation Enduring Warrior (OEI), Midlothian, VA
- Operation Pathways: Pennsylvania, Levittown, PA
- Operation Restore Hope, Mechanicsburg, PA
- Operation Troop Appreciation, West Mifflin, PA
- Operation Walk Pittsburgh, Pittsburgh, PA
- Opportunity Finance Network: Philadelphia Office, Philadelphia, PA
- Opportunity House, Reading, PA
- Opportunity Zone Association of America, Washington, DC
- Organization of Chinese Americans, Pittsburgh, PA
- Orthodox Christian Charities of Greater Harrisburg, Inc., Harrisburg, PA
- Our Future Hilltop, Pittsburgh, PA
- Our Hearts to Your Soles, Ignomar, PA
- Our Lady of the Blessed Sacrament Parish Food Pantry, Harrisburg, PA
- Our Lady of the Cross School, Lebanon, PA
- Outreach Teen & Family Services, Inc., Pittsburgh, PA
- Over the Rainbow Children's Advocacy Center, Chambersburg, PA
- Oxford Borough, Oxford, PA
- PA Association of Community Health Centers (PACHC), Wormleysburg, PA
- PA Association of County Drug & Alcohol Administrators, Harrisburg, PA
- PA Breast Cancer Coalition, Lebanon, PA
- PA Bureau of Blind and Vision Rehabilitation Services, Pittsburgh, PA
- PA CareerLink, Pittsburgh, PA
- PA CareerLink - Berks County, Reading, PA
- PA CareerLink - Bucks County, Trevese, PA
- PA CareerLink - Chester County, Exton, PA
- PA Chapter of the American Academy of Pediatrics, King of Prussia, PA
- PA Connecting Communities, Carnegie, PA
- PA Families for Education Choice, Pittsburgh, PA
- PA Geriatrics Society - Western Division, Pittsburgh, PA
- PA Latino Convention, Lancaster, PA
- PA Lyme Resource Network, Lewisberry, PA
- PA Media Group, Mechanicsburg, PA
- Palmyra Field Hockey Booster Club, Palmyra, PA
- Palmyra Ice Hockey Club, Palmyra, PA
- Palmyra Public Library, Annville, PA
- Pancreatic Cancer Action Network, Inc. (PanCAN), Manhattan Beach, CA
- Pappus House, Thomasville, PA
- Parent Education and Advocacy Leadership Center (PEAL), Pittsburgh, PA
- Parkinson Foundation Western Pennsylvania, Cranberry Township, PA
- Parkinson Partners of NWPA, Erie, PA
- Pars for Postpartum Depression, Pittsburgh, PA
- Partner4Work, Pittsburgh, PA

- Passport Academy Charter School, Pittsburgh, PA
- Patients R Waiting, Lancaster, PA
- Pediatric Palliative Care Coalition, Pittsburgh, PA
- Penn Harris Hotel, Camp Hill, PA
- Penn State Harrisburg Ice Hockey, Middletown, PA
- Penn State York, York, PA
- PennAEYC, Harrisburg, PA
- Pennndel Mental Health Center, Cares Cupboard, Fairless Hills, PA
- Penns Youth Initiative, York Springs, PA
- Pennsylvania Assisted Living Association (PALA), Camp Hill, PA
- Pennsylvania Assistive Technology Foundation, King of Prussia, PA
- Pennsylvania Ballet Academy, Camp Hill, PA
- Pennsylvania Bar Association, Commission on Women in the Profession, Harrisburg, PA
- Pennsylvania Coalition Against Domestic Violence (PCADV), Harrisburg, PA
- Pennsylvania College Access Program (PA-CAP), Pittsburgh, PA
- Pennsylvania District Kiwanis International, Enola, PA
- Pennsylvania Game Commission, Harrisburg, PA
- Pennsylvania Health Access Network (PHAN), Philadelphia, PA
- Pennsylvania Health Care Association (PHCA), Harrisburg, PA
- Pennsylvania Homecare Association, Lemoyne, PA
- Pennsylvania Housing Finance Agency (PHFA), Harrisburg, PA
- Pennsylvania Mental Health Consumer Association (PMHCA), Harrisburg, PA
- Pennsylvania Peer Support Coalition (PaPSC), Lancaster, PA
- Pennsylvania Psychological Association, Harrisburg, PA
- Pennsylvania STEAM Academy, Harrisburg, PA
- Pennsylvania Women Work, Pittsburgh, PA
- Pennsylvanians for Modern Courts, Philadelphia, PA
- Pennsylvania Western University, California, PA
- Performing Arts Foundation of Hanover, Littlestown, PA
- Perry County Chamber of Commerce, New Bloomfield, PA
- Perry County Council of the Arts, Newport, PA
- Perry County Literacy Council, Newport, PA
- Persad Center, Pittsburgh, PA
- Perseus House, Inc., Erie, PA
- Philadelphia Association of Community Development Corporations (PACDC), Philadelphia, PA
- Philadelphia City Department of Public Health, Philadelphia, PA
- Philadelphia Education Fund, Philadelphia, PA
- Philadelphia Family Pride, Philadelphia, PA
- Philadelphia Ghana Seventh-Day Adventist Church, Philadelphia, PA
- Philadelphia Housing Development Corporation (PHDC), Philadelphia, PA
- Philadelphia Works, Inc., Philadelphia, PA
- Philadelphia Youth Network, Philadelphia, PA
- Philanthropy Network Greater Philadelphia, Philadelphia, PA
- PhilaPOSH, Philadelphia, PA
- Philly House, Philadelphia, PA
- Phoenixville Community Health Foundation, Phoenixville, PA
- Pinebrook Family Answers, Allentown, PA
- Pine-Richland Youth Center, Gibsonia, PA
- Pink Pamper, Bethel Park, PA
- Pink Power, York, PA
- Pittsburgh Airport Area Chamber of Commerce, Moon Township, PA
- Pittsburgh Alumnae Chapter of Delta Sigma Theta Sorority, Inc., Pittsburgh, PA
- Pittsburgh Black Pride Inc., Pittsburgh, PA
- Pittsburgh Board of Public Education, Pittsburgh, PA
- Pittsburgh Chapter, German American Chamber of Commerce, Inc., Pittsburgh, PA

- Pittsburgh Chinese Cultural Center, Pittsburgh, PA
- Pittsburgh Community Reinvestment Group, Pittsburgh, PA
- Pittsburgh Community Services, Inc., Pittsburgh, PA
- Pittsburgh Cultural Trust, Pittsburgh, PA
- Pittsburgh Downtown Partnership, Pittsburgh, PA
- Pittsburgh Gateways Corporation, Pittsburgh, PA
- Pittsburgh Hires Veterans, Pittsburgh, PA
- Pittsburgh Hispanic Development Corporation (PHDC), Pittsburgh, PA
- Pittsburgh Institute of Mortuary Science, Pittsburgh, PA
- Pittsburgh Irish Festival, Pittsburgh, PA
- Pittsburgh Job Corps, Pittsburgh, PA
- Pittsburgh Mercy, Pittsburgh, PA
- Pittsburgh Metropolitan Area Hispanic Chamber of Commerce, Pittsburgh, PA
- Pittsburgh Platoon - The Mission Continues, Pittsburgh, PA
- Pittsburgh Regional Transit, Pittsburgh, PA
- Pittsburgh Technical College, Oakdale, PA
- Pittsburgh Urban Christian School, Pittsburgh, PA
- Pittsburgh Urban Magnet Project (PUMP), Pittsburgh, PA
- Pittsburgh Urban Media, Pittsburgh, PA
- Planned Parenthood of Western Pennsylvania, Pittsburgh, PA
- POISE Foundation, Pittsburgh, PA
- Pop's House Inc., Harrisburg, PA
- Pre-Medical Organization for Minority Students (POMS), Pittsburgh, PA
- Presque Isle Partnership, Erie, PA
- Pressley Ridge, Pittsburgh, PA
- Prevent Suicide PA, Philadelphia, PA
- Pride Hanover, Hanover, PA
- Prima Theatre, Lancaster, PA
- Primary Care Collaborative, Washington, DC
- Primary Care Health Services, Inc., Pittsburgh, PA
- Programs to Aid Citizens Enterprise (PACE), Pittsburgh, PA
- Project 440, Philadelphia, PA
- Project Management Institute Pittsburgh (PMI), Ligonier, PA
- Project Share Carlisle, Carlisle, PA
- Propel Schools, Pittsburgh, PA
- Prostate Conditions Education Council (PCEC), Centennial, CO
- Providence Presbyterian Church, Quakertown, PA
- PublicSource, Pittsburgh, PA
- Puerto Rican Cultural Association of Bucks County, Bristol, PA
- PulsePoint Foundation, Pleasanton, CA
- Professional Women's Network (PWN), Pittsburgh, PA
- Quakertown Food Pantry, Quakertown, PA
- Radiant Hope, Camp Hill, PA
- Rainbow Kitchen Community Services, Homestead, PA
- Rainbow Rose Center, York, PA
- Randi's House of Angels, Camp Hill, PA
- Reading Area Community College, Reading, PA
- Reading is Fundamental Pittsburgh, Pittsburgh, PA
- Reading Recreation Commission, Reading, PA
- REAL Life Community Services, Denver, PA
- Rebuilding Together Pittsburgh, Pittsburgh, PA
- Red Rose International Film Festival, Lancaster, PA
- Redevelopment Authority of Greene County, Waynesburg, PA
- Redevelopment Authority of the City of Harrisburg, Harrisburg, PA
- Reel Q, Pittsburgh, PA
- Refuge for Women, Pittsburgh, Pittsburgh, PA
- Regina Academy at St. John the Baptist, Ottsville, PA
- Regional College of Northern Pennsylvania, Warren, PA
- Reins of Rhythm - Riding & Horsemanship, Shippensburg, PA
- resolve Crisis Services, Pittsburgh, PA
- Resurrection Philly, Philadelphia, PA

- Retreat & Refresh Stroke Camp, Peoria, IL
- Revival Chili, Pittsburgh, PA
- Rising Stars Football Academy Foundation, York, PA
- Robert Morris University, Moon Township, PA
- Rodman Street Missionary Baptist Church, Pittsburgh, PA
- Ronald McDonald House Charities of Central Pennsylvania, Hershey, PA
- Ronald McDonald House of Scranton, Scranton, PA
- Rotary Club of Colonial Park, Harrisburg, PA
- Rotary Club of Harrisburg, Harrisburg, PA
- Rotary Club of Mechanicsburg, Mechanicsburg, PA
- Rotary Club of Pittsburgh, Pittsburgh, PA
- Rotary Club of West Chester, West Chester, PA
- Rotary Club of York, York, PA
- Rotary Club of York-East, York, PA
- Safe Berks, Reading, PA
- Safe Harbor Easton, Easton, PA
- Safe Harbor of Chester County, West Chester, PA
- Safe Harbour, Carlisle, PA
- SafeNet, Inc., Erie, PA
- Saint Francis & Saint Vincent Homes, Bensalem, PA
- Saint Paul's Evangelical Lutheran Church of Applebachsville, Quakertown, PA
- Salem Square Community Association, York, PA
- Samaritan Counseling Center of Western PA, Inc., Beaver, PA
- Sarah A. Reed Children's Center, Erie, PA
- Sarah Heinz House, Pittsburgh, PA
- Schreiber Center for Pediatric Development, Lancaster, PA
- Second Harvest Food Bank of Northwest Pennsylvania, Erie, PA
- Semper Gratus, Pittsburgh, PA
- ServingLeaders - Willow Grove Office, Willow Grove, PA
- Sexual Assault Resource & Counseling Center of Lebanon and Schuylkill Counties (SARCC), Lebanon, PA
- Share Food Program, Philadelphia, PA
- Sharing and Caring, Pittsburgh, PA
- Shaull Elementary Parent Teacher Organization, Enola, PA
- Shenango Valley Urban League, Inc., Farrell, PA
- Sherwood Oaks Fund, Cranberry Township, PA
- Shippensburg Area Chamber of Commerce, Shippensburg, PA
- Shippensburg Community Fair, Shippensburg, PA
- Shippensburg Turkey Trot, Shippensburg, PA
- Shriners Hospital for Children - Erie, Erie, PA
- Side Project Inc., Pittsburgh, PA
- Silver Spring Township, Mechanicsburg, PA
- SisTers PGH, Swissvale, PA
- Sisters Place, Inc., Pittsburgh, PA
- Sixth Mount Zion Missionary Baptist Church, Pittsburgh, PA
- Skip Program, Millersburg, PA
- Small Seeds Development, Inc., Pittsburgh, PA
- Smart Futures and Keys2Work, LLC, Pittsburgh, PA
- Society of Diplomates of Harrisburg, Harrisburg, PA
- Society of St. Vincent de Paul Council of Pittsburgh, Pittsburgh, PA
- Society of St. Vincent de Paul of Altoona-Johnstown PA, Altoona, PA
- Softer Side Seminars, Pittsburgh, PA
- Sojourner House, Pittsburgh, PA
- Somerton Interfaith Food Bank, Philadelphia, PA
- Somerton Youth Organization, Philadelphia, PA
- South Central Community Action Programs (SCCAP), Gettysburg, PA
- South Park Education Foundation, South Park, PA
- South Side Community Council, Pittsburgh, PA
- Southwestern PA Area Agency on Aging, Inc., Charleroi, PA
- Special Olympics Pennsylvania, Norristown, PA
- Special Olympics Pennsylvania, Capital Area Region, Norristown, PA
- Special Olympics Pennsylvania, Three Rivers Region, Norristown, PA

- Spectrum Health Services, Reed Street Health Center, Philadelphia, PA
- SpiriTrust Lutheran, York, PA
- Spotlight PA, Harrisburg, PA
- Spring Grove Area Chamber of Commerce, Spring Grove, PA
- Spring Grove Lacrosse Club, Spring Grove, PA
- Spring Grove Regional Parks and Recreation Center, Spring Grove, PA
- Spring-Ford Project Outreach - Royersford Pantry, Royersford, PA
- Spring-Ford Project Outreach - Spring City Pantry, Spring City, PA
- Squirrel Hill Health Center (SHHC), Pittsburgh, PA
- Squirrel Hill Urban Coalition, Pittsburgh, PA
- St. Francis University, Loretto, PA
- St. James Church Thrift Shop, Downingtown, PA
- St. John the Baptist Ukrainian Catholic Church, Pittsburgh, PA
- St. John's Hospice, Philadelphia, PA
- St. Joseph School, Natrona Heights, PA
- St. Margaret Mary School, Harrisburg, PA
- St. Martin Center, Inc., Erie, PA
- St. Mary's Franciscan Shelter, Phoenixville, PA
- St. Mary's Episcopal Church, Philadelphia, PA
- St. Matthew Lutheran Church, Millerstown, PA
- St. Patrick Church, Erie, PA
- St. Paul Baptist Church, Pittsburgh, PA
- STANDING FIRM, Pittsburgh, PA
- Steel Smiling, Pittsburgh, PA
- Steel Valley Rotary, Munhall, PA
- Stephen and Sandra Sheller 11th Street Family Health Services of Drexel University, Philadelphia, PA
- Still Remembered, Bethel Park, PA
- Stop the Violence Pittsburgh, Pittsburgh, PA
- Strong Women, Strong Girls, Pittsburgh, PA
- Student National Medical Association - University of Pittsburgh, Pittsburgh, PA
- Suicide Prevention Alliance of Chautauqua County, Mayville, NY
- Summerfair, Carlisle, PA
- SuperMonkey Recording Studio, Le Creme Music Festival, Pittsburgh, PA
- Susquehanna Art Museum, Harrisburg, PA
- Susquehanna County Interfaith, Montrose, PA
- Susquehanna Malayalee Association, Harrisburg, PA
- Susquehanna Township High School, Harrisburg, PA
- Susquehanna Valley CASA, Sunbury, PA
- Sustainable Pittsburgh, Pittsburgh, PA
- Sweet Grace Ministries, Chambersburg, PA
- Swing for the Troops, Lebanon, PA
- Talk Minority Action Group, Monroeville, PA
- Tall Cedars of Lebanon, Harrisburg, PA
- Team PHenomenal Hope, Wheaton, IL
- Tears For Tarina, Steelton, PA
- Temple Emmanuel of South Hills, Pittsburgh, PA
- Temple Physicians at Hunting Park, Philadelphia, PA
- Temple University Hospital, Philadelphia, PA
- The Advanced Leadership Institute, Pittsburgh, PA
- The ALS Association Western Pennsylvania Chapter, Pittsburgh, PA
- The Arc Lancaster Lebanon, Lititz, PA
- The Arc of Cumberland & Perry Counties, Carlisle, PA
- The Arc of Dauphin County, Harrisburg, PA
- The Arc of York & Adams Counties, York, PA
- The August Wilson African American Cultural Center, Pittsburgh, PA
- The Belmont Theatre, York, PA
- The Bettinger Company, Inc., Philadelphia, PA
- The Bradley Center, Pittsburgh, PA
- The Chamber of Gettysburg & Adams County, Gettysburg, PA

- The Chapel Church, Middletown, PA
- The Children's Home & Lemieux Family Center, Pittsburgh, PA
- The Citizen Science Lab, Pittsburgh, PA
- The Civic Club of Harrisburg, Harrisburg, PA
- The Clinical and Translational Science Institute at the University of Pittsburgh, Pittsburgh, PA
- The Community Coalition, Phoenixville, PA
- The Consortium for Public Education, McKeesport, PA
- The Education Partnership, Pittsburgh, PA
- The Enterprise Center, Resource Hub, Philadelphia, PA
- The Evoluer House, Philadelphia, PA
- The Food Trust, Philadelphia, PA
- The Foundation for Enhancing Communities (TFEC), Harrisburg, PA
- The Frick Pittsburgh, Pittsburgh, PA
- The Friendship Circle of Pittsburgh, Pittsburgh, PA
- The Giorgio Foundation, Duncansville, PA
- The Hershey Partnership, Hershey, PA
- The Highway and Hedges Outreach Ministry Show, Peters Township, PA
- The Ireland Funds America Pittsburgh Chapter, Pittsburgh, PA
- The Ireland Institute of Pittsburgh, Sharpsburg, PA
- The Jerome Bettis Bus Stops Here Foundation, McKees Rocks, PA
- The Joe Beretta Foundation, Mt. Juliet, TN
- The Joshua Group, Harrisburg, PA
- The Julian Dorsey Foundation, Harrisburg, PA
- The Leukemia & Lymphoma Society, Eastern Great Lakes Office, Monroeville, PA
- The Links Foundation, Inc. FBO Harrisburg (PA) Chapter, Harrisburg, PA
- The Lion Foundation, Camp Hill, PA
- The Mann Center for the Performing Arts, Philadelphia, PA
- The Mayfair Community Development Corporation, Philadelphia, PA
- The Mendelssohn Choir of Pittsburgh, Pittsburgh, PA
- The Mentoring Partnership of Southwestern PA, Pittsburgh, PA
- The Midwife Center for Birth and Women's Health, Pittsburgh, PA
- The Mission Continues, St. Louis, MO
- The Ned Smith Center for Nature and Art, Millersburg, PA
- The Nehemiah Project, Altoona, PA
- The New Pittsburgh Courier, Pittsburgh, PA
- The Opportunity Fund, Pittsburgh, PA
- The Parish of St. Barbara, Philadelphia, PA
- The Partnership for Career Development - Capital Region, Enola, PA
- The Pennsylvania Health Law Project, Pittsburgh, PA
- The Peyton Walker Foundation, Camp Hill, PA
- The Pittsburgh Chapter of The Links, Inc., Pittsburgh, PA
- The Pittsburgh Association of the Deaf, Pittsburgh, PA
- The Pittsburgh Project, Pittsburgh, PA
- The Pittsburgh Promise, Pittsburgh, PA
- The Pride Festival of Central PA, Harrisburg, PA
- The Pullo Center, York, PA
- The ReAwakening Agency, Philadelphia, PA
- The Roman Catholic Diocese of Altoona-Johnstown, Altoona, PA
- The Salvation Army Beaver County, Beaver Falls, PA
- The Salvation Army Beaver Falls Corps, Beaver Falls, PA
- The Salvation Army Booth Manor, Philadelphia, PA
- The Salvation Army Chambersburg Corps, Chambersburg, PA
- The Salvation Army Chester Corps, Chester, PA
- The Salvation Army Eliza Shirley Campus, Philadelphia, PA
- The Salvation Army Family Store & Donation Center: Rising Sun Ave, Philadelphia, PA
- The Salvation Army Hamburg Service Center, Hamburg, PA
- The Salvation Army Harrisburg Capital City Region, Harrisburg, PA

- The Salvation Army Lehigh Valley, PA - Easton Corps, Easton, PA
- The Salvation Army Levittown Food Pantry, Levittown, PA
- The Salvation Army Philadelphia Central Corps, Philadelphia, PA
- The Salvation Army Philadelphia Citadel Corps, Philadelphia, PA
- The Salvation Army Philadelphia KROC Center, Philadelphia, PA
- The Salvation Army Philadelphia Roxborough Corps, Philadelphia, PA
- The Salvation Army Philadelphia Tabernacle Corps, Philadelphia, PA
- The Salvation Army Philadelphia Temple Corps, Philadelphia, PA
- The Salvation Army of Pottstown, Pottstown, PA
- The Salvation Army Red Shield Family Residence, Philadelphia, PA
- The Salvation Army Reading Citadel, Reading, PA
- The Salvation Army Reed House, Philadelphia, PA
- The Salvation Army West Philadelphia Corps, Philadelphia, PA
- The Salvation Army Western Pennsylvania Division, Carnegie, PA
- The Salvation Army York Corps, York, PA
- The Sight Center of Northwest PA, Erie, PA
- The Sonny Pugar Memorial, Pittsburgh, PA
- The Total Change Program, Erie, PA
- The UPMC Altoona Foundation, Altoona, PA
- The Village Library of Morgantown, Morgantown, PA
- The Wildcat Foundation, Mechanicsburg, PA
- The Woodlands, Wexford, PA
- The Woodlands Foundation, Wexford, PA
- Three Rivers Business Alliance, Pittsburgh, PA
- Three Rivers Youth, Pittsburgh, PA
- Threshold Rehabilitation Services, Inc., Reading, PA
- THRIVE International Programs, Williamsport, PA
- Tickets for Kids Charities, Pittsburgh, PA
- Tiger Pause Youth Ministry, Beaver Falls, PA
- Tookany/Tacony-Franford Watershed Partnership, Philadelphia, PA
- Touchstone Foundation, Lancaster, PA
- Towamencin Township, Lansdale, PA
- Trade Institute of Pittsburgh, Pittsburgh, PA
- Transforming the Health of African American Women, Inc. (THAW), Pittsburgh, PA
- Transitions of PA, Lewisburg, PA
- Transportation Management Association of Chester County (TMACC), Malvern, PA
- TransYOUning, Pittsburgh, PA
- Tree 4 Hope, Harrisburg, PA
- Trehab: A Community Action Agency, Montrose, PA
- Trellis For Tomorrow, Phoenixville, PA
- Très Bonne Année, Harrisburg, PA
- Tri County Community Action, Harrisburg, PA
- Trinity Center for Urban Life, Philadelphia, PA
- Transitional Paths to Independent Living (TRPIL), Washington, PA
- Turning Point of Lehigh Valley, Allentown, PA
- Turning Point Women's Counseling and Advocacy Center, York, PA
- Twilight Wish Foundation, Doylestown, PA
- U.S. Department of Veterans Affairs, Pittsburgh, PA
- UC Green, Philadelphia, PA
- Union of African Communities in Southwestern PA, Pittsburgh, PA
- Union Wesley A.M.E. Zion Church, Washington, DC
- Unique Dreams, Philadelphia, PA
- United Cerebral Palsy of Central PA, Camp Hill, PA
- United Church of Christ Homes, Camp Hill, PA
- United Ukrainian American Relief Committee, Inc., Philadelphia, PA
- United Way of Berks County, Reading, PA
- United Way of Boyertown Area, Boyertown, PA

- United Way of Butler County, Butler, PA
- United Way of Chester County, Exton, PA
- United Way of Erie County, Erie, PA
- United Way of Indiana County, Indiana, PA
- United Way of Lebanon County, Lebanon, PA
- United Way of Pennsylvania, Lemoyne, PA
- United Way of Southern Chester County, Kennett Square, PA
- United Way of the Capital Region, Enola, PA
- United Way of Washington County, Washington, PA
- United Way of York County, York, PA
- University of Pittsburgh Department of Medicine, Pittsburgh, PA
- University of Pittsburgh Hillman Cancer Center, Pittsburgh, PA
- University of Pittsburgh, Innovation Institute, Pittsburgh, PA
- University of Pittsburgh, Institute for Clinical Research Education, Pittsburgh, PA
- University of Pittsburgh, Institute for Entrepreneurial Excellence, Pittsburgh, PA
- University of Pittsburgh, Joseph M. Katz Graduate School of Business, Pittsburgh, PA
- University of Pittsburgh, Office of Health Sciences Diversity, Equity and Inclusion, Pittsburgh, PA
- University of Pittsburgh School of Pharmacy, Pittsburgh, PA
- UPMC Children & Teen Center in Central Pa., Harrisburg, PA
- UPMC Children's Hospital Foundation, Pittsburgh, PA
- UPMC Hillman Cancer Center Academy, Pittsburgh, PA
- UPMC Senior Services, Pittsburgh, PA
- Upper Bucks Chamber of Commerce, Quakertown, PA
- Upper Room Missionary Baptist Church, Philadelphia, PA
- Urban Impact, Pittsburgh, PA
- Urban League of Greater Pittsburgh, Pittsburgh, PA
- Urban League of Philadelphia, Philadelphia, PA
- Ursuline Support Services, Pittsburgh, PA
- URU The Right to Be, Inc., New Haven, CT
- U.S. Department of Labor, Pittsburgh, PA
- Valley Youth House, Bethlehem, PA
- Valley Youth House - Chester County Office, West Chester, PA
- Variety - The Children's Charity of the Delaware Valley, Worcester, PA
- Venango County Association for the Blind, Seneca, PA
- Venango Training & Development Center, Seneca, PA
- Venture Lititz, Lititz, PA
- Verland, Sewickley, PA
- Veterans Leadership Program of Western PA, Inc., Pittsburgh, PA
- Veterans of Foreign Wars - Department of Pennsylvania, Harrisburg, PA
- Veterans Outreach of Pennsylvania, Harrisburg, PA
- Veterans Place of Washington Boulevard, Pittsburgh, PA
- Vibrant Pittsburgh, Pittsburgh, PA
- Vietnam Veterans Memorial Fund, The Wall that Heals, Arlington, VA
- Vincentian Charitable Foundation, Pittsburgh, PA
- Vincentian Collaborative System, Pittsburgh, PA
- Vineyard Church - Chester Springs, Chester Springs, PA
- Vision Resources of Central Pennsylvania, Harrisburg, PA
- Vision Toward Peace Counseling Services, Wilkinsburg, PA
- VisionCorps, Lancaster, PA
- Vista Autism Services, Hershey, PA
- Vitamin C Healing, Pittsburgh, PA
- Voce, Camp Hill, PA
- Warren United Methodist Church, Pittsburgh, PA
- Warriors Rock, Pittsburgh, PA
- Waynesboro Community & Human Services, Waynesboro, PA
- Wee Care Early Learning Center, Langhorne, PA
- WellSpan, Chambersburg, PA

- WEPA Empowerment Center, Inc., Myerstown, PA
- Wesley Family Services, Bridgeville, PA
- Wesley Union A.M.E. Zion Church, Harrisburg, PA
- West Chester University, Department of Languages and Cultures, West Chester, PA
- West Chester University - Resource Pantry, West Chester, PA
- West Manchester Township, York, PA
- West Park Cultural Center, Philadelphia, PA
- West Shore Chamber of Commerce, Camp Hill, PA
- West Shore Symphony Orchestra, Mechanicsburg, PA
- West York Girls High School/Middle School Basketball Booster Club, York, PA
- Western PA Bleeding Disorders Foundation, Beaver, PA
- Western Pennsylvania Conservancy, Pittsburgh, PA
- Westminster Thrift Shop, West Chester, PA
- Westminster Presbyterian Church, West Chester, PA
- Westminster Presbyterian Church, Pittsburgh, PA
- Westmoreland Community Action, Greensburg, PA
- Westmoreland County Food Bank, Inc., Delmont, PA
- Westmoreland Human Services, Greensburg, PA
- Westmoreland-Fayette Workforce Investment Board, Youngwood, PA
- Wharton Wesley United Methodist Church, Philadelphia, PA
- When She Thrives, Coraopolis, PA
- Whitaker Center for Science and the Arts, Harrisburg, PA
- White Rose Pickleball Association, York, PA
- Whosoever Gospel Mission - Germantown Thrift Shop, Philadelphia, PA
- Why Not Prosper, Inc., Philadelphia, PA
- Wiconisco Fire Company, Wiconisco, PA
- Wildheart Ministries, Harrisburg, PA
- Wissinoming Civic Association, Philadelphia, PA
- WITF, Harrisburg, PA
- Women of Providence in Collaboration, Villa Maria, PA
- Women's Center & Shelter of Greater Pittsburgh, Pittsburgh, PA
- Women's Center of Beaver County, Beaver, PA
- Women's Resource Center, Inc., Wayne, PA
- Workforce Development Global Alliance, Monroeville, PA
- Working Progress, York, PA
- Wounded Warrior Project, Pittsburgh, PA
- Ya Momz House, Inc., Pittsburgh, PA
- Yates Fund for Cancer Hope, Sewickley, PA
- Y-HEP Adolescent and Young Adult Health Center, Philadelphia, PA
- YMCA Camp Kon-O-Kwee Spencer, Fombell, PA
- YMCA of Bucks County - Doylestown Branch, Doylestown, PA
- YMCA of Bucks County - Morrisville Child Care Center, Morrisville, PA
- YMCA of Bucks County - New Britain Child Care Center, New Britain, PA
- YMCA of Bucks County - New Hope - Solebury Clubhouse for Kids, New Hope, PA
- YMCA of Bucks County - Newtown Branch, Newtown, PA
- YMCA of Bucks County - Newtown Child Care Center, Newtown, PA
- YMCA of Bucks County - Quakertown Branch, Quakertown, PA
- YMCA of Greater Erie, Erie, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YMCA of Reading and Berks County, Reading, PA
- YMCA of the Twin Tiers, Bradford, PA
- York Adams Interscholastic Athletic Association, Glen Rock, PA
- York Art Association, York, PA
- York City Police Department, York, PA
- York Country Day School, York, PA
- York County Alliance for Learning, York, PA
- York County Economic Alliance, York, PA
- York County Food Bank, York, PA

- York County History Center, York, PA
- York County Human Services, York, PA
- York County Parks Charitable Trust Foundation, York, PA
- York County Prison, York, PA
- York County Quick Response Team, Mount Wolf, PA
- York Opioid Collaborative, York, PA
- York Symphony Orchestra, York, PA
- York Youth Symphony Orchestra, York, PA
- You're Beautifully Made, Inc., Philadelphia, PA
- Young Professionals of Color, Harrisburg, PA
- Youth Advocate Programs, Inc., Harrisburg, PA
- Youth Mentoring Partnership, Exton, PA
- YouthPlaces, Inc., Pittsburgh, PA
- YWCA Carlisle, Carlisle, PA
- YWCA Gettysburg & Adams County, Gettysburg, PA
- YWCA Greater Harrisburg, Harrisburg, PA
- YWCA Greater Pittsburgh, Pittsburgh, PA
- YWCA Hanover, Hanover, PA
- YWCA Lancaster, Lancaster, PA
- YWCA Northcentral PA, Williamsport, PA
- YWCA of Bucks County: Bucks Meadow Family Center, Bensalem, PA
- YWCA of Bucks County: Country Commons Family Center, Bensalem, PA
- YWCA of Bucks County: Creekside Family Center, Bensalem, PA
- YWCA of Bucks County: Foxwood Manor Apartments Community Center, Levittown, PA
- YWCA York, York, PA
- Zeta Phi Beta Sorority, Inc. — Nu Sigma Zeta Chapter, Harrisburg, PA

APPENDIX D: Concept Mapping Methodology

Overview:

UPMC's 2025 CHNA builds on the assessment process originally applied in 2013. In 2013, UPMC hospitals began conducting formal community health needs assessments and with consultation and support from Pitt Public Health, utilized a research method known as concept mapping to develop a better understanding of perceived health problems for their communities. Concept mapping is well suited for a Community Health Needs Assessment because the research method involves stakeholders in the process and allows for prioritization of health problems based on community input.

Concept mapping is a participatory research method that yields a conceptual framework for how a group of stakeholders views a particular topic or issue. The method explores the relationships of ideas and concepts and allows for the development of group consensus. It allows for the collection of a wide range of stakeholder-generated ideas and applies quantitative analytical tools (i.e., multidimensional scaling and hierarchical cluster analysis). Concept mapping output includes a concept map, which is a diagram that illustrates the relationships between ideas. The research method is used to facilitate the creation of a shared vision and understanding within a group. The research method synthesizes individual data and includes a rating process that is used to prioritize key issues.

In 2013, UPMC hospitals completed concept mapping, and through the process, identified hospital-specific community health priorities based on stakeholder input. In the concept mapping effort, community advisory panels at each UPMC hospital participated in focus groups to brainstorm and then sort a set of 50 community health problems. Concept mapping software used this sorting data to create a display that illustrated the relationships between health topics and allowed for aggregation of topics into thematic areas. The 50 topics were grouped into three main thematic areas: prevention and healthy living, chronic disease, and navigating the health care system.

Application of Concept Mapping – Two-Stage Process:

UPMC hospitals established community advisory panels. Participants contributed through face-to-face meetings and online input.

The concept mapping research method consisted of two stages:

- Brainstorming — gathering stakeholder input
- Sorting and Rating — organizing prioritizing the stakeholder input

Brainstorming–Identifying Health Needs:

In the brainstorming meeting, each hospital's community advisory panel met in person to solicit members' input on the focal question, "What are our community's biggest health problems?"

Panel members first brainstormed independently, and then shared their lists with the Pitt Public Health research team. Their responses were then compiled to generate a full list of community health problems for the hospital. The Pitt Public Health research team shared the full list with the group and facilitated a group discussion of the responses to ensure the list was comprehensive and reflected the scope of health problems faced in the community.

All of the hospital-specific brainstorming lists were integrated together to develop a final master list of community health problems to be used in the subsequent concept mapping sorting and rating. A consolidated final master list of the 50 community health problems was distilled from the robust community input. The following table presents each of the 50 community health problems and provides a numerical value in parentheses so that the item can be linked with the concept map in the following figure.

Final Master List of 50 Community Health Problems				
Nutrition and healthy eating (1)	Diabetes (11)	Medication management and compliance (21)	High blood pressure/ Hypertension (31)	Smoking and tobacco use (41)
Immunizations/ Vaccinations (2)	Health literacy – ability to understand health information and make decisions (12)	Exercise (22)	Breast cancer (32)	Adolescent health and social needs (42)
Lung cancer (3)	Urgent care for non-emergencies (13)	Navigating existing health care and community resources (23)	Pediatrics and child health (33)	Depression (43)
Maternal and infant health (4)	End of life care (14)	Preventive screenings (cancer, diabetes, etc.) (24)	Sexual health including pregnancy and STD prevention (34)	Support for families/ caregivers (44)
Alcohol abuse (5)	Asthma (15)	Heart disease (25)	Dementia and Alzheimer's (35)	Health insurance: understanding benefits and coverage options (45)
Adult obesity (6)	Prenatal care (16)	Primary Care (26)	Chronic Obstructive Pulmonary Disease (COPD) (36)	Preventive health/ wellness (46)
Drug abuse (7)	Dental care (17)	Childhood obesity (27)	Stroke (37)	Injuries including crashes and sports related, etc. (47)
Access to specialist physicians (8)	Financial access: understanding options (18)	Intentional injuries including violence and abuse (28)	Post-discharge coordination and follow-up (38)	Childhood developmental delays, including Autism (48)
Behavioral health/ Mental health (9)	High cholesterol (19)	Cancer (29)	Arthritis (39)	Eye and vision care (49)
Geographic access to care (10)	Care coordination and continuity (20)	Social support for aging and elderly (30)	Senior health and caring for aging population (40)	Environmental health (50)

Sorting and Rating – Prioritizing Health Needs:

The hospitals' community advisory panels completed the sorting and rating activities via the Internet. Each participant was asked to sort the master list of 50 community health problems into thematic areas, and to then rate the problems using a 1 to 5 Likert scale, according to the following criteria:

Importance:

How important is the problem to our community?
(1 = not important; 5 = most important)

Measurable Impact:

What is the likelihood of being able to make a measurable impact on the problem?
(1 = not likely to make an impact; 5 = highly likely to make an impact)

Hospital Ability to Address:

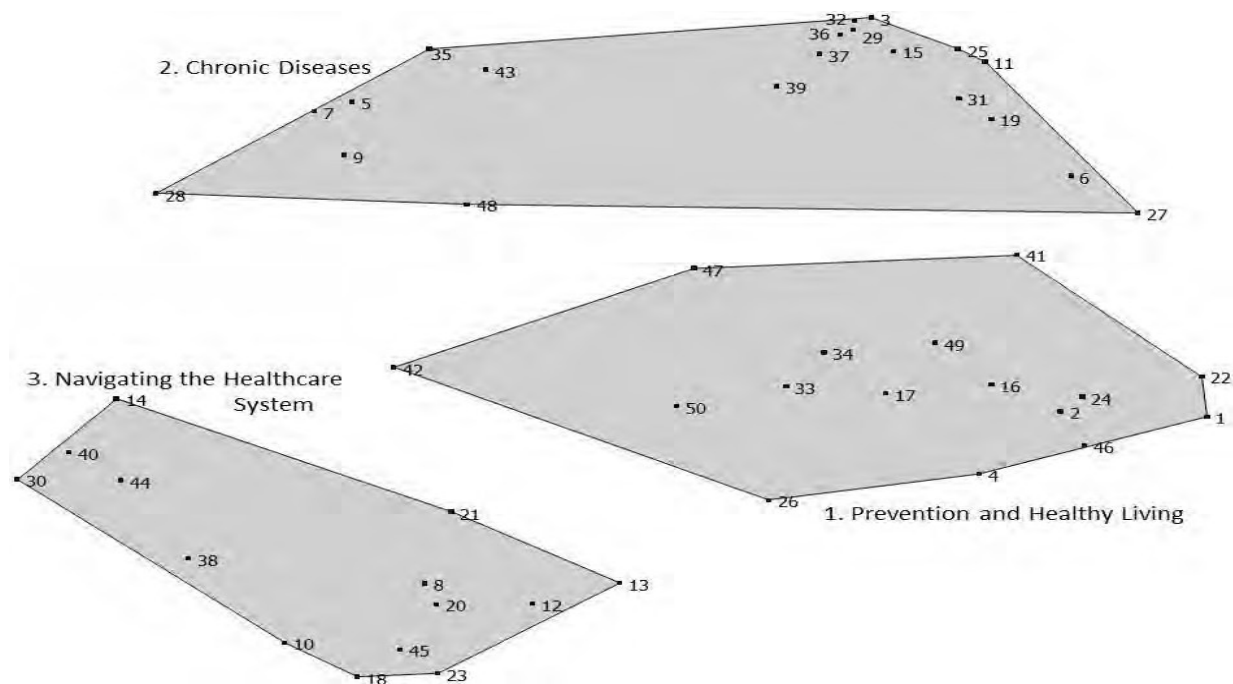
Does the hospital have the ability to address this problem?
(1 = no ability; 5 = great ability)

Multi-dimensional scaling was applied to the sorting data to examine similarities between the 50 community health problems. Hierarchical clustering was used to group the sorting data into common thematic areas and to establish a final cluster map which provided a visual representation of the data. The final cluster map of the 50 community health problems reflects three thematic areas (See Figure below):

- Prevention and Healthy Living (16 items)
- Chronic Diseases (20 items)
- Navigating the Healthcare System (14 items)

Each of the 50 community health problems are represented in the figure below as a point. The numbers next to each point correspond to the item number. For example, item #31 is High Blood Pressure/Hypertension. The proximity of the points to each other illustrates the group thoughts about the degree of similarity between the items. For example, item #31 (High Blood Pressure/Hypertension) and item #19 (High Cholesterol) were felt to be very similar. Those two community health problems appear on the right side of the Chronic Diseases cluster.

Final Cluster Map:



For each of the rating criteria, the rating levels were broken into three equal distributions (tertiles) representing high, moderate, and low priority. The cut points for each rating criteria are as follows:

Importance:

Low (1–3.67); Moderate (3.68–4.06); High (4.07–5.0)

Measurable Impact:

Low (1–3.33); Moderate (3.34–3.83); High (3.84–5.0)

Hospital Ability to Address:

Low (1–3.20); Moderate (3.21–3.85); High (3.86–5.0)

Within each cluster, the rating data for each individual community health problem was examined across all three rating criteria. For example, in the Prevention and Healthy Living cluster, the 16 individual community health problems were identified as being low, moderate, or high for the importance, measurable impact, and hospital ability to address rating criteria.

The rating categories results were then combined with results from secondary data analyses and used to identify high priority community health problems for each UPMC hospital. UPMC hospital leadership next consulted with experts from Pitt Public Health and members of the community advisory panel to review the list of high priority community health problems and identify the set of needs that are critical, addressable, and have high levels of urgency in the community.

The resulting list constituted the top tier of health problems for the community.