

Community Health Needs Assessment

Community Health
Strategic Plan

JUNE 30, 2025

UPMC COLE

UPMC MUNCY

UPMC WELLSBORO

UPMC WILLIAMSPORT

CLINTON, LYCOMING, POTTER, AND TIOGA COUNTIES



TABLE OF CONTENTS

I. Executive Summary	3
II. Overview and Methods Used to Conduct the Community Health Needs Assessment	7
III. Results of the Community Health Needs Assessment and In-Depth Community Profile	14
IV. UPMC Hospitals: Community Health Improvement Progress and Plans	29
2022-2025 Progress Reports and 2025-2028 Implementation Plans by Hospital	
UPMC Cole	30
UPMC Muncy	44
UPMC Wellsboro	57
UPMC Williamsport	70
V. Appendices A-D	84
APPENDIX A: Secondary Data Sources and Analysis	85
APPENDIX B: Detailed Community Health Needs Profile	87
APPENDIX C: Input from Persons Representing the Broad Interests of the Community	92
APPENDIX D: Concept Mapping Methodology	120

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.

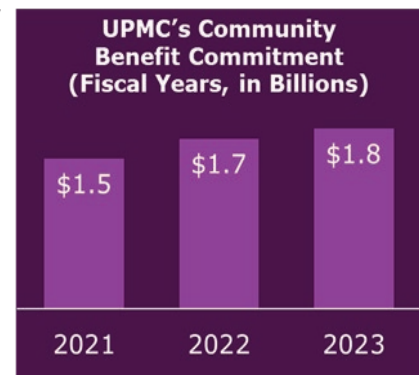
UPMC Plays a Major Role in Its Community:

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 four licensed hospitals — located in and serving Clinton, Lycoming, Potter, and Tioga 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 2013, 2016, 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 four collaborating hospitals in this CHNA function as a single, fully integrated, regional hub that delivers an array of specialized programs and services to the residents of the region. Three campuses, along with all their subsidiaries, joined UPMC in October 2016: In Lycoming County — UPMC Muncy and UPMC Williamsport (including its Divine Providence Campus), and in Tioga County — UPMC Wellsboro (previously Soldiers + Sailors Memorial Hospital). In March 2018, UPMC Cole, located in Potter County, joined UPMC. In April 2023, UPMC made a progressive decision to embrace a new innovative care model sanctioned by the Pennsylvania Department of Health to convert UPMC Lock Haven, in Clinton County, into the Commonwealth's only Outpatient Emergency Department. Together, UPMC hospitals in north central Pennsylvania offer an extensive range of inpatient and outpatient acute and rehabilitation services to meet the health care needs of a large rural population.

For the purpose of this joint CHNA, the collaborating UPMC hospitals define their community to be Clinton, Lycoming, Potter, and Tioga 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 the Four-County Region

UPMC Cole	Potter County
UPMC Muncy	Lycoming County
UPMC Wellsboro	Tioga County
UPMC Williamsport*	Lycoming County

** The UPMC Outpatient Emergency Department in Lock Haven, Clinton County, is an extension of UPMC Williamsport and provides critical hospital-level emergency care in the community.*

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 Cole, UPMC Muncy, UPMC Wellsboro, and UPMC Williamsport.

Significant Health Needs		Importance to the Community
1	Behavioral Health	Behavioral health conditions are among the most common conditions in the nation. They have a far-reaching impact on the community. Individuals with a behavioral health condition are at greater risk for developing a wide range of physical health problems.
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:** Approximately 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.
- **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 Clinton, Lycoming, Potter, and Tioga Counties		
UPMC Hospitals Located in and Serving Clinton, Lycoming, Potter, and Tioga Counties	Behavioral Health	Prevention and Community-Wide Healthy Living
UPMC Cole	✓	✓
UPMC Muncy	✓	✓
UPMC Wellsboro	✓	✓
UPMC Williamsport	✓	✓

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

CHNA Goals and Process Overview:

In Fiscal Year 2025, UPMC's four licensed hospitals — located in and serving Clinton, Lycoming, Potter, and Tioga 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 Years 2013, 2016, 2019, and 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.

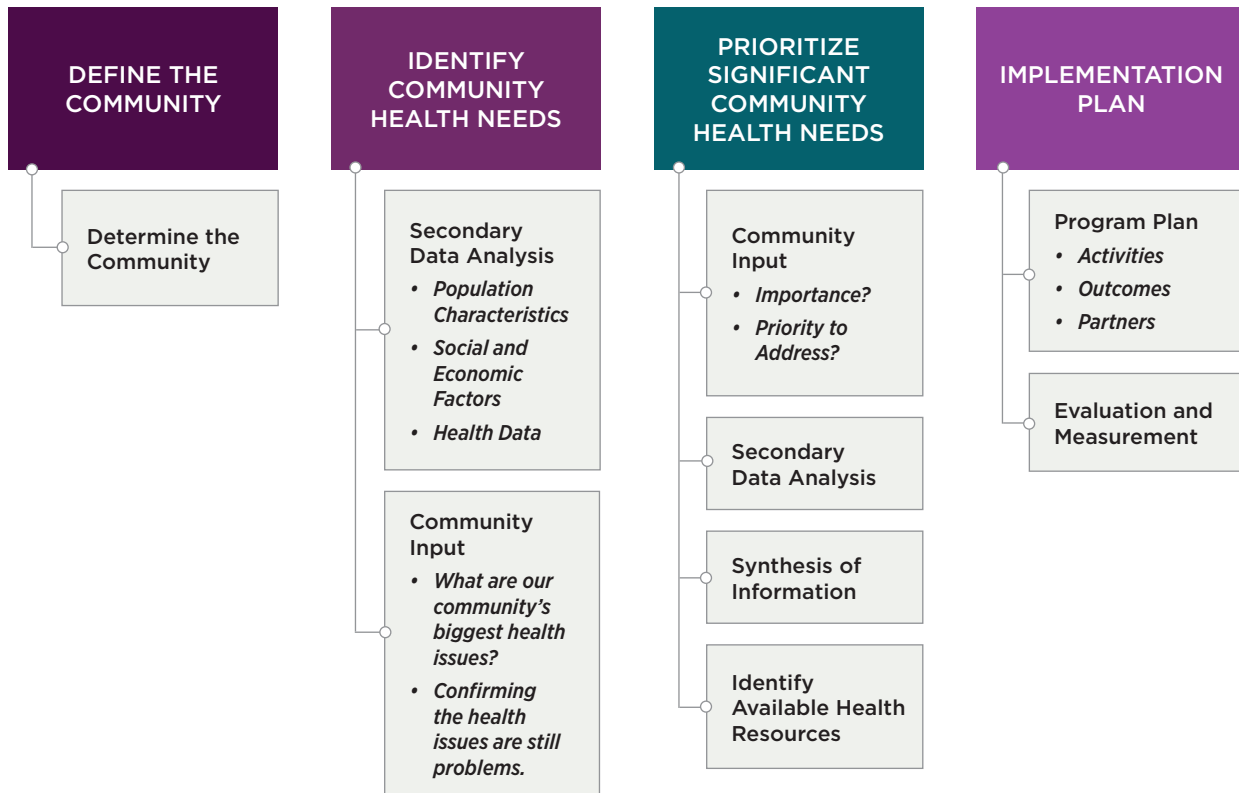
The CHNA incorporated analysis of public health data and input from individuals representing the broad interests of the community — including those with special knowledge and expertise in public health, and community stakeholders representing members of medically underserved, low-income, and minority 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.



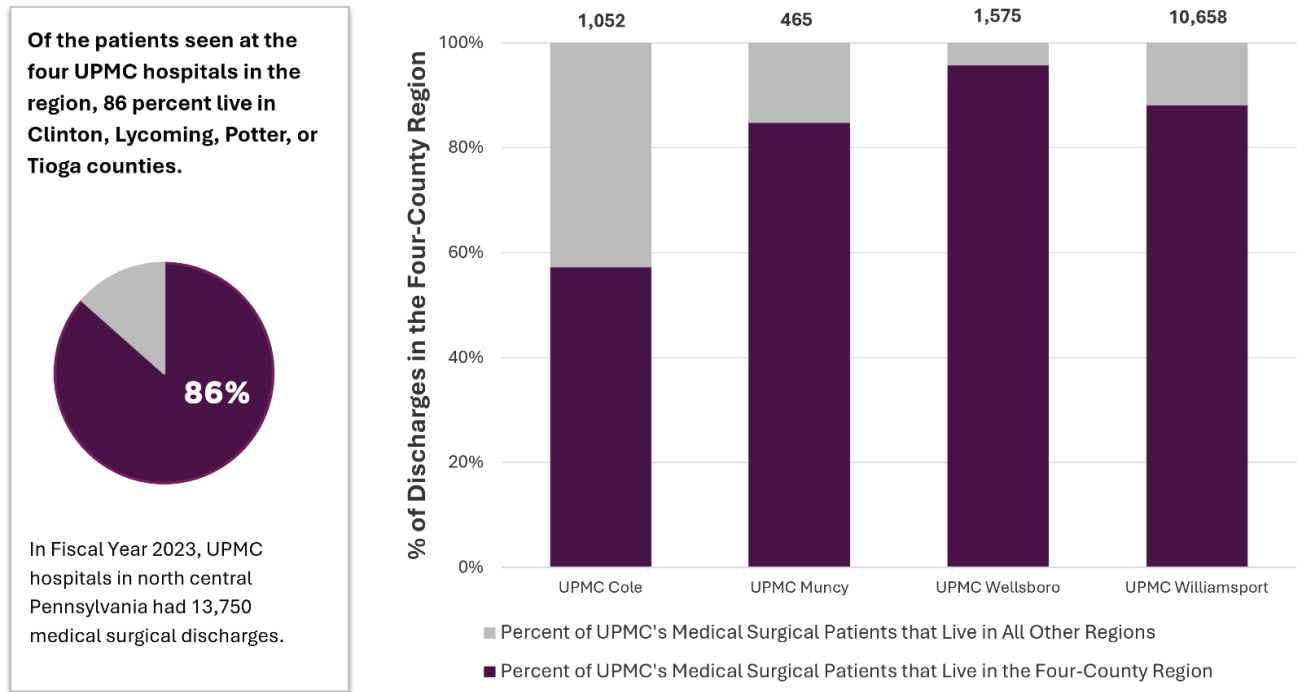
Definition of the Community: Clinton, Lycoming, Potter, and Tioga Counties:

For the purpose of this joint CHNA, all four of the collaborating UPMC hospital facilities define their community to be the four-county region. With 86 percent of patients treated at UPMC Cole, UPMC Muncy, UPMC Wellsboro, and UPMC Williamsport residing in Clinton, Lycoming, Potter, or Tioga counties, these four hospitals primarily serve residents of this geographic region. By concentrating on Clinton, Lycoming, Potter, and Tioga 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 Cole, UPMC Muncy, UPMC Wellsboro, and UPMC Williamsport 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 North Central Pennsylvania Live in the Four-County Region: Clinton, Lycoming, Potter, and Tioga 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 35 UPMC outpatient locations within Clinton, Lycoming, Potter, and Tioga counties. A leader in high-quality, specialty care, UPMC provides local access through UPMC Western Behavioral Health, UPMC Hillman Cancer Centers, and UPMC Magee-Womens specialty services locations. UPMC also offers a wide range of outpatient facilities, including an eye care center, imaging centers, labs, pharmacies, primary care offices, and rehabilitation services. UPMC addresses the needs of vulnerable populations through health centers and clinics for underserved communities and senior living facilities for older adults.

Potter County



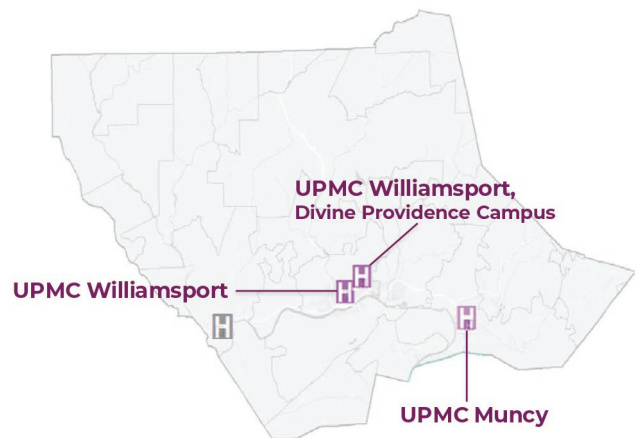
Tioga County



Clinton County



Lycoming 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 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: NORTH CENTRAL PENNSYLVANIA



287 Community partners invited to participate across Community Health Needs surveys



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

Additional Stakeholder Input: In addition to conducting the community survey, UPMC hospitals in north central Pennsylvania brought together more than 70 hospital and community leaders for a quarterly meeting. The meeting was focused on reviewing the identified community health priorities from the community survey results and aided in the development of the implementation plans for the four hospitals.

UPMC's system-wide community input survey process consisted of multiple stages over the past five CHNA cycles; UPMC hospitals in north central Pennsylvania joined the UPMC system-wide process for the first time in 2019.

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 and their composite health issues 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 north central Pennsylvania. Potter and Tioga counties are considered completely rural and mostly rural, respectively, whereas Clinton and Lycoming counties are considered mostly urban.

Population Density				
	Clinton County	Lycoming County	Potter County	Tioga County
2020 Population	37,450	114,188	16,396	41,045
Population Density	42.2	92.9	15.2	36.2

Source: U.S. Census

Rural areas, such as Potter and Tioga counties, experience different health care challenges — national reports show that rural residents may have challenges in accessing health care services, including the services of primary care providers and specialists. Augmenting these access issues are that rural areas — in comparison to urban areas — tend to have a larger proportion of elderly residents.

Sizable Elderly Population with High Social Needs: A notable characteristic of Clinton, Lycoming, Potter, and Tioga counties is the increasing percentage of elderly residents (65 years and older). Clinton, Lycoming, Potter, and Tioga counties have large elderly populations (21 percent, 20 percent, 25 percent, and 23 percent, respectively), compared to Pennsylvania (19 percent), and the United States (17 percent). In addition, a higher percentage of elderly in the region live alone, compared to the state and the nation. Reflective of the higher proportion of elderly, the percentage of Medicare recipients was higher in the region, compared to the nation (See **Appendix B**).

Clinton, Lycoming, Potter, and Tioga Counties Have Sizable Elderly Populations

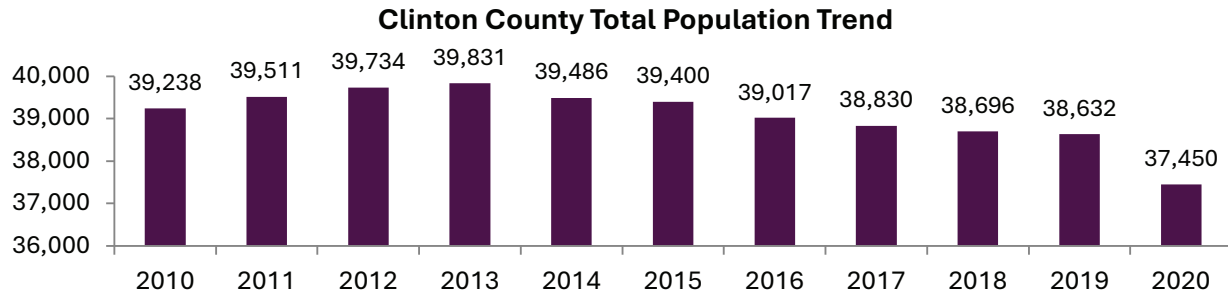
Age Distribution - 2020						
	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania	United States
Median Age	41.5	41.8	48.6	44.7	41.0	38.8
% Children (<18)	21.0	20.5	19.9	20.3	20.4	22.1
% 18–44	32.5	32.7	26.2	30.0	34.0	35.7
% 45–64	26.0	26.4	28.8	27.0	26.5	25.4
% 65+	20.5	20.4	25.2	22.7	19.1	16.8
% 85+	2.7	2.7	2.8	2.6	2.5	1.9
% Elderly Living Alone	14.5	13.9	15.4	14.2	12.9	11.1

Source: U.S. Census

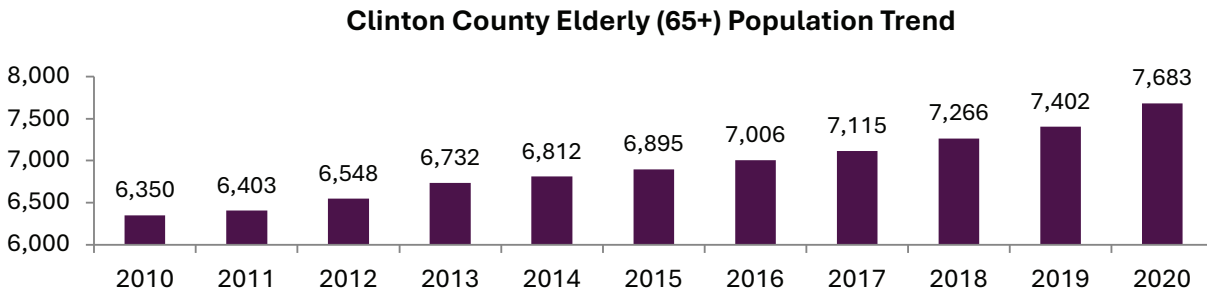
Aging Population Increasing in the Region: The total population in Clinton, Lycoming, Potter, and Tioga counties has decreased since 2010, while the elderly population (age 65 and over) has increased significantly (see figures below). While the population data presented in this report is based on decennial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

Clinton County:

Clinton County's total population has seen a five percent decrease from 2010 to 2020.



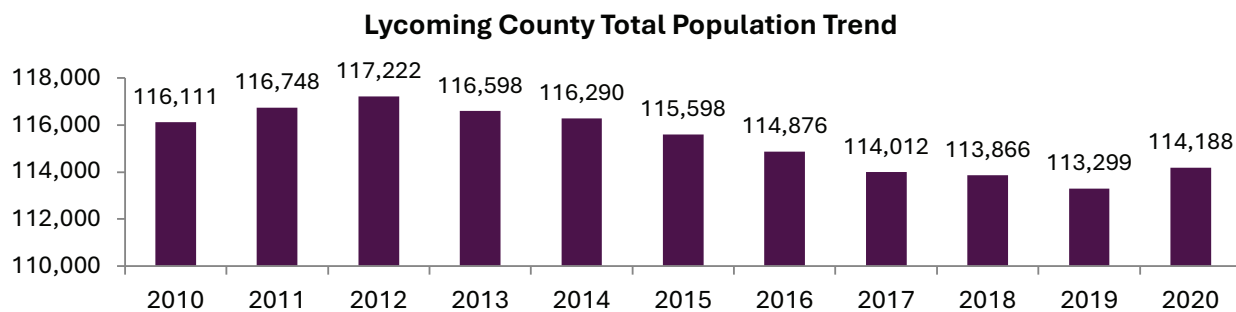
However, the elderly population in Clinton County (65+) has seen a 21 percent increase from 2010 to 2020.



Source: U.S. Census

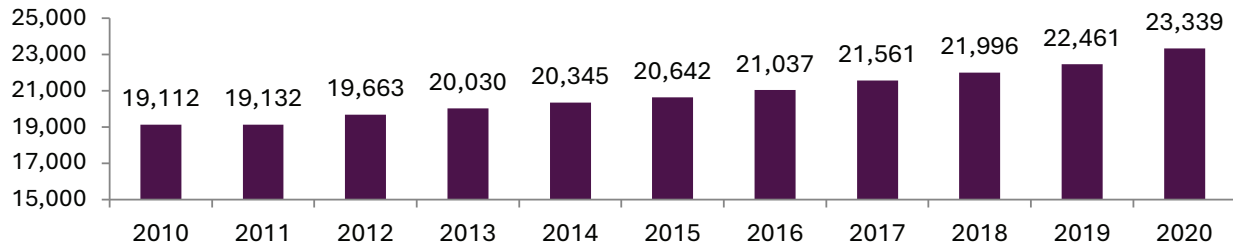
Lycoming County:

Lycoming County's total population has seen a two percent decrease from 2010 to 2020.



However, the elderly population in Lycoming County (65+) has seen a 22 percent increase from 2010 to 2020.

Lycoming County Elderly (65+) Population Trend

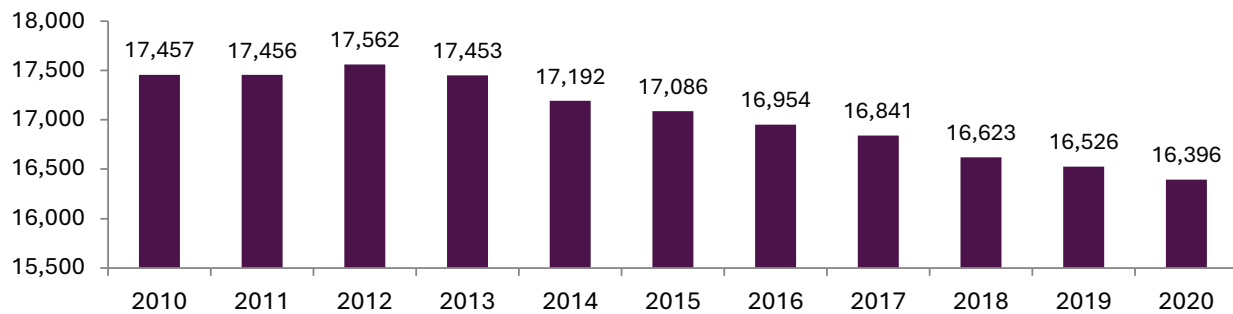


Source: U.S. Census

Potter County:

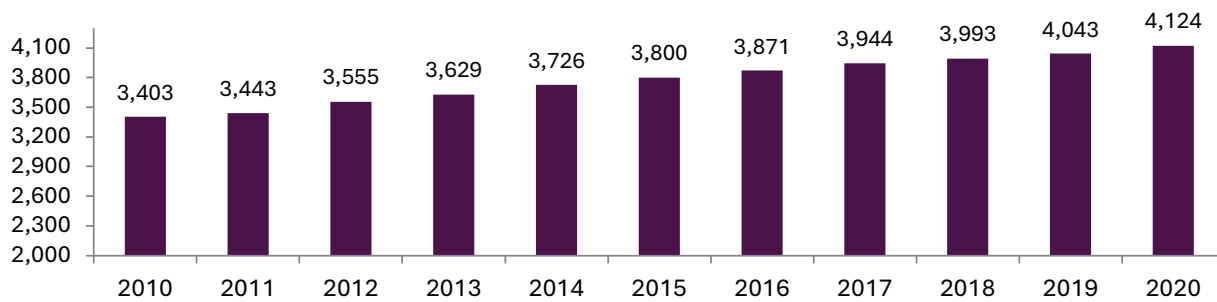
Potter County's total population has seen a six percent decrease from 2010 to 2020.

Potter County Total Population Trend



However, the elderly population in Potter County (65+) has seen a 21 percent increase from 2010 to 2020.

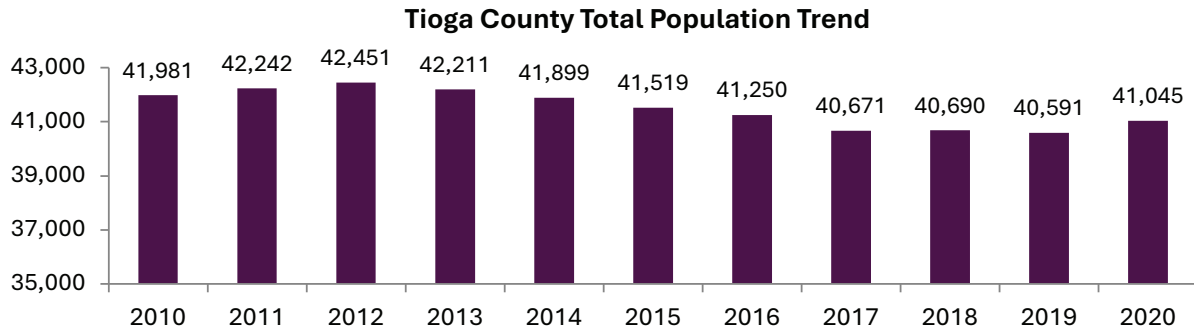
Potter County Elderly (65+) Population Trend



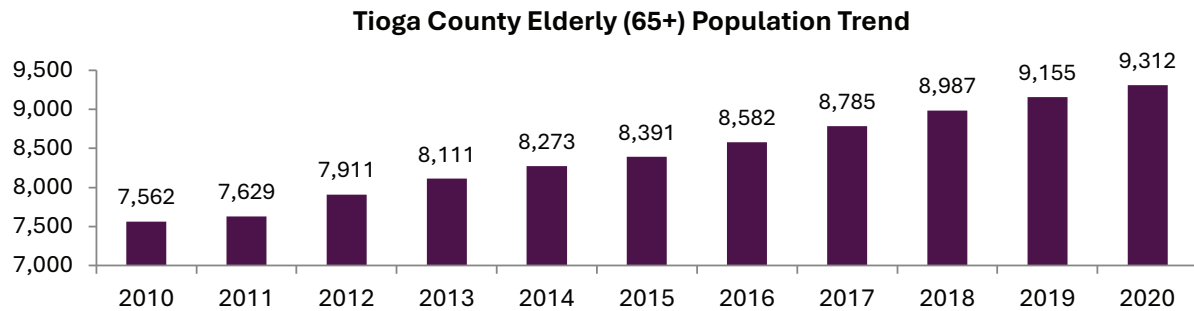
Source: U.S. Census

Tioga County:

Tioga County's total population has seen a two percent decrease from 2010 to 2020.



However, the elderly population in Tioga County (65+) has seen a 23 percent increase from 2010 to 2020.



Source: U.S. Census

Socioeconomic Challenges in Clinton, Lycoming, Potter, and Tioga Counties: The overall population of the community faces some economic challenges when compared to state and national benchmarks.

Clinton County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty
- A higher unemployment rate

Lycoming County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty

Potter County tends to have:

- A lower median household income
- A higher unemployment rate
- More recipients of the income-based Medicaid health insurance program (see **Appendix B**)

Tioga County tends to have:

- A lower median household income
- More recipients of the income-based Medicaid health insurance program (see **Appendix B**)

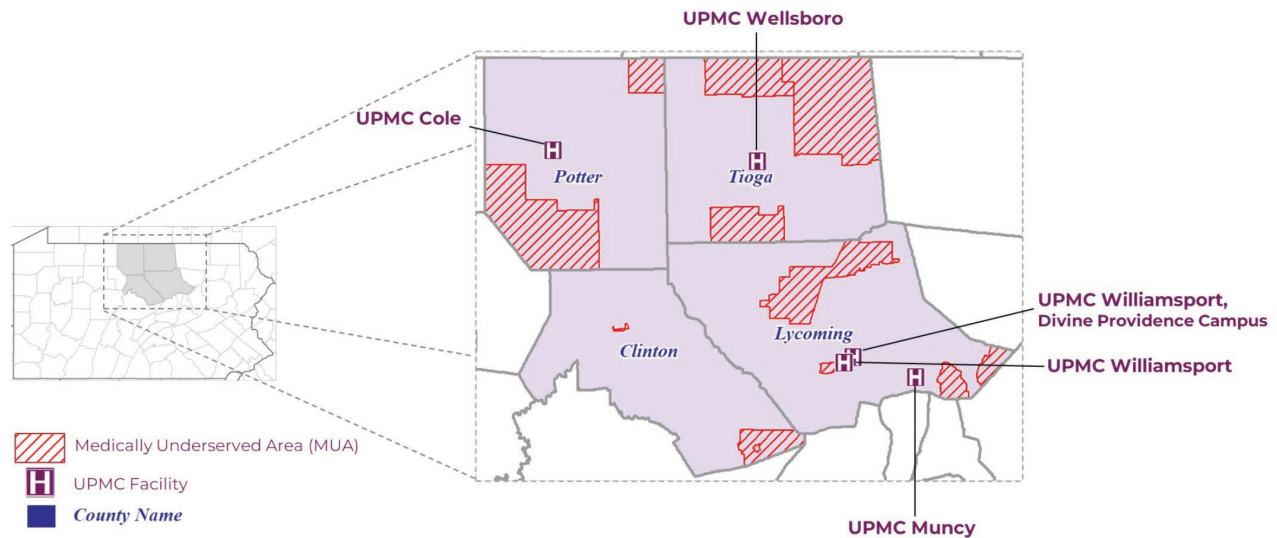
Social and Economic Population Demographics - 2020						
	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania	United States
Median Age	41.5	41.8	48.6	44.7	41.0	38.8
Median Household Income	\$51,145	\$54,906	\$47,696	\$51,838	\$63,627	\$64,994
% of People in Poverty	15.4	13.6	11.7	12.3	12.0	12.8
% with No High School Diploma (among those 25+)	10.2	9.5	11.1	8.6	9.0	11.5
% Unemployed (among those 16+ in labor force)	5.8	5.1	6.8	5.2	5.4	5.4
Racial Groups						
% White	93.9	87.9	95.2	93.7	75.0	61.6
% African-American	1.2	5.1	0.3	0.8	10.9	12.4
% Other Race	4.9	7.0	4.5	5.5	14.1	26.0

Source: U.S. Census

Medically Underserved Areas and Populations in the Community: In Clinton, Lycoming, Potter, and Tioga 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

- 8.1 percent of the Clinton County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 14.8 percent of the Lycoming County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 4.7 percent of the Potter County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 45.8 percent of the Tioga 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 Clinton, Lycoming, Potter, and Tioga counties yielded two significant health needs for the community:

- Behavioral Health
- Prevention and Community-Wide Healthy Living

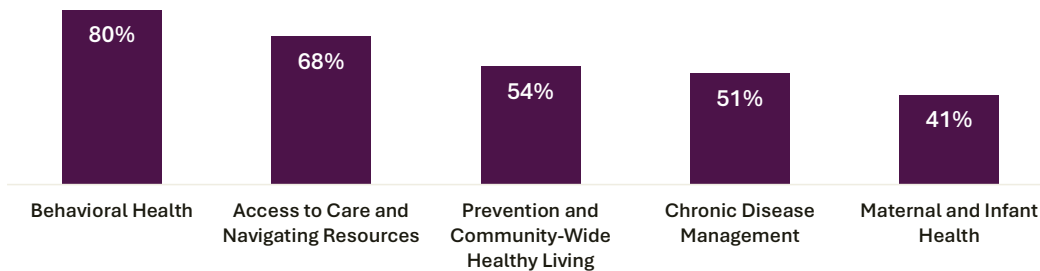
These two significant health needs were identified based on data from the community input process, earlier concept mapping efforts conducted with community participants, public health literature, and consultation with public health experts. Each need represents an area that is correlated with, and often 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 Clinton, Lycoming, Potter, and Tioga 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.

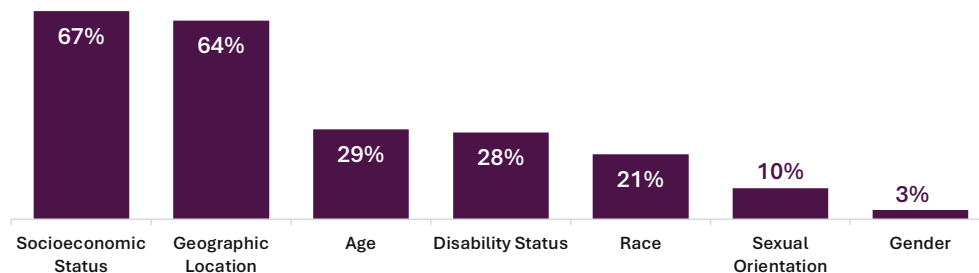
Percent Reporting Community Health Need Is Strongly Affected by Disparities, North Central Pennsylvania



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, North 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:

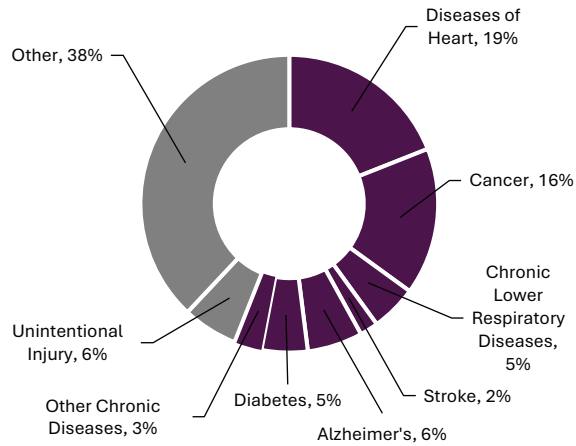
Chronic diseases represent the leading causes of death nationally and in the community.

Chronic diseases are the leading cause of death nationally, in Pennsylvania, and in the four-county region. In Clinton, Lycoming, Potter, and Tioga counties, approximately 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

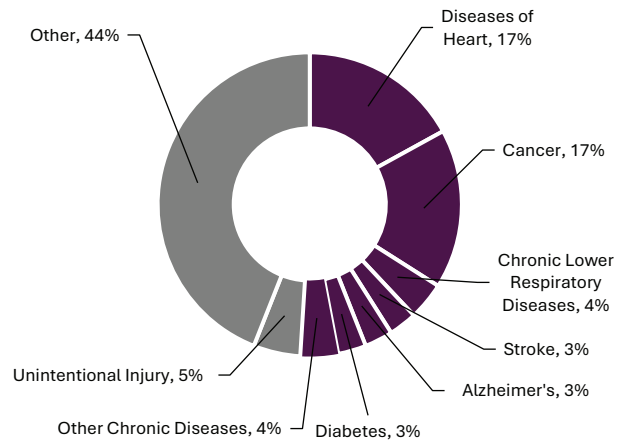
Clinton County

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



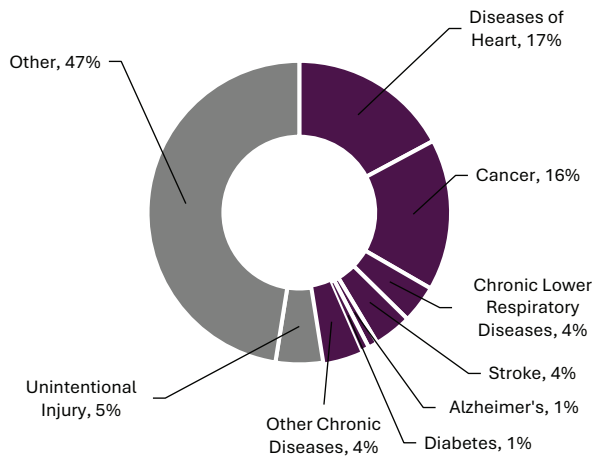
Lycoming County

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



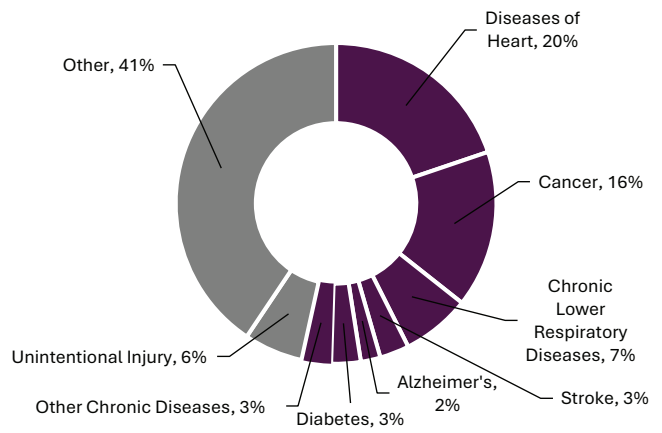
Potter County

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

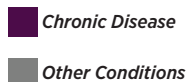


Tioga County

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



Legend:



Source: Pennsylvania Department of Health, 2021

Chronic diseases have important implications for the health and wellness of the community.

Managing chronic diseases is becoming more complex as an increasing number of individuals suffer from multiple chronic conditions or comorbidities.

Chronic Disease	Significance
Cancer	More than 1.7 million people are diagnosed with cancer each year in the United States. Cancer is the second leading cause of death nationally and in Pennsylvania.
Stroke	Stroke is the fifth leading cause of death for Americans and is responsible for nearly one out of every 20 deaths.

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 Clinton, Lycoming, Potter, and Tioga Counties.



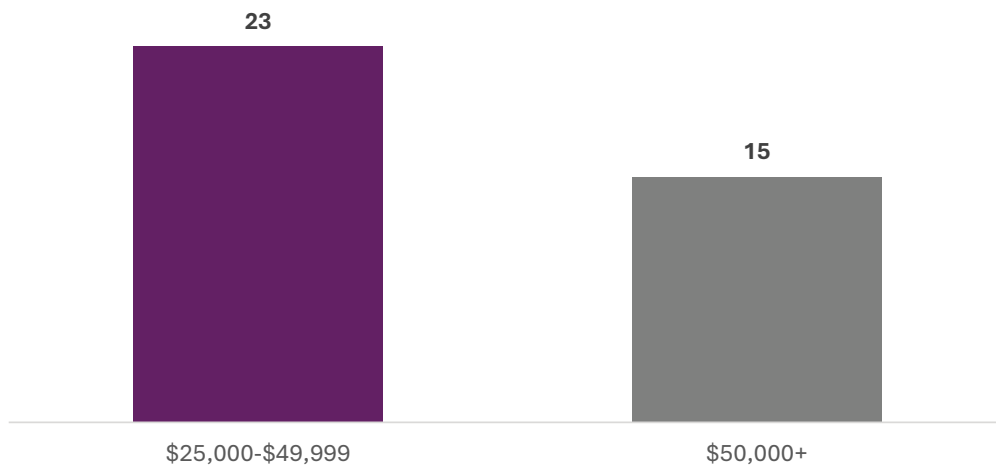
Source: U.S. Centers for Disease Control and Prevention (CDC)

In Clinton, Lycoming, Potter, and Tioga counties, 34 percent of adults reported experiencing poor mental health in the past month.

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 lower levels of income were more likely to report ever being diagnosed with a depressive disorder, including depression, major depression, minor depression, or dysthymia, compared to those with higher levels of income.

Percent Reporting Ever Being Told They Have a Depressive Disorder, by Household Income



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.

	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania
Drug overdose mortality rate per 100,000 population	19	30	N/A	29	39

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

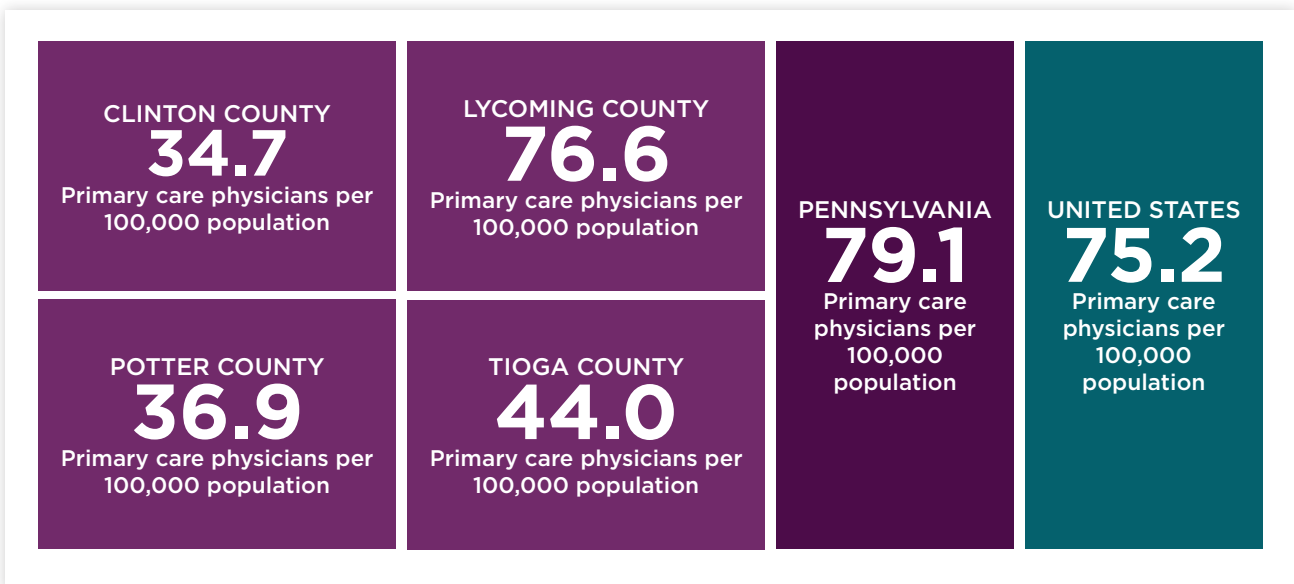
Access to Care and Navigating Resources — Importance to the Community:

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 Clinton, Potter, and Tioga counties is lower compared to state and national benchmarks, while Lycoming County primary care physician supply is comparable 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

Navigating resources can present barriers to patients in need.

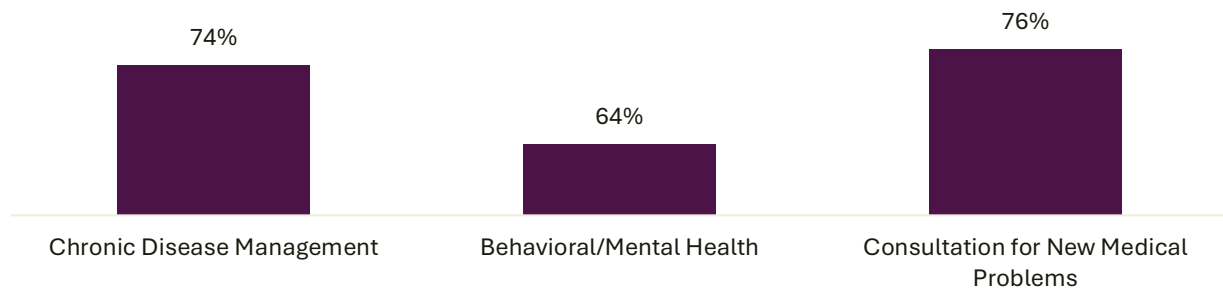
Even with an adequate supply of providers, navigating the health care system can be challenging for some patients and families.

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 north 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, North 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.

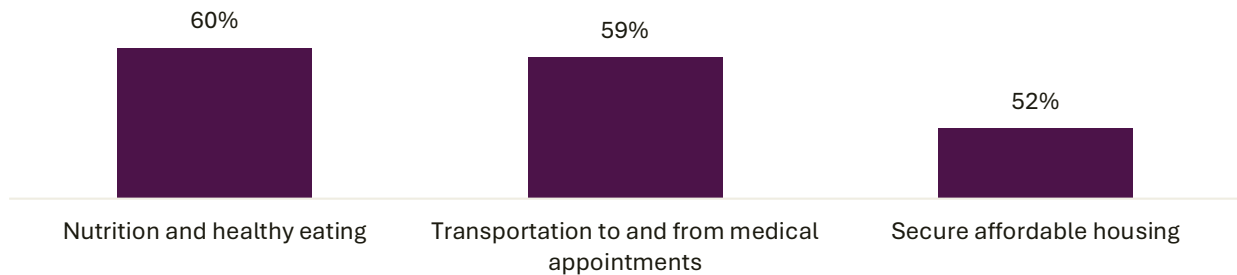
Adults aged 50+ in the region with a college degree were more likely to report having a flu vaccine in the past year (68 percent), compared to those aged 50+ with a high school education or less (54 percent).

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 north central Pennsylvania are nutrition and healthy eating, transportation to and from medical appointments, and securing affordable housing.

Percent Reporting Difficulty Accessing Resources for Health-Related Social Needs, North 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 located in and serving Clinton, Lycoming, Potter, and Tioga counties are dedicated to addressing significant health needs in the community. UPMC hospitals in north central Pennsylvania continue to build an extensive suite of programs and services to address the two significant health needs of behavioral health and prevention and community-wide healthy living. UPMC hospitals leverage community-based partnerships and system-wide resources to support residents in need.

Behavioral Health

UPMC hospitals in the region are working to address behavioral health needs in the community through a wide variety of channels and services. Efforts include improving local access to behavioral health specialists, evaluating the viability of a medication-assisted treatment program, and enhancing care coordination for patients with behavioral health needs.

Prevention and Community-Wide Healthy Living

UPMC hospitals in the region partner with local organizations to promote health and wellness in the community. Dedicated efforts include encouraging early detection and prevention of health conditions through screenings and education; raising awareness of outpatient therapy services through community outreach efforts; and addressing health-related social needs by providing mobile clinics, food, and referrals to support services.

2025 Significant Health Needs in Clinton, Lycoming, Potter, and Tioga Counties

UPMC Hospitals Located in and Serving Clinton, Lycoming, Potter, and Tioga Counties	Behavioral Health	Prevention and Community-Wide Healthy Living
UPMC Cole	✓	✓
UPMC Muncy	✓	✓
UPMC Wellsboro	✓	✓
UPMC Williamsport	✓	✓

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 north 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 north 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

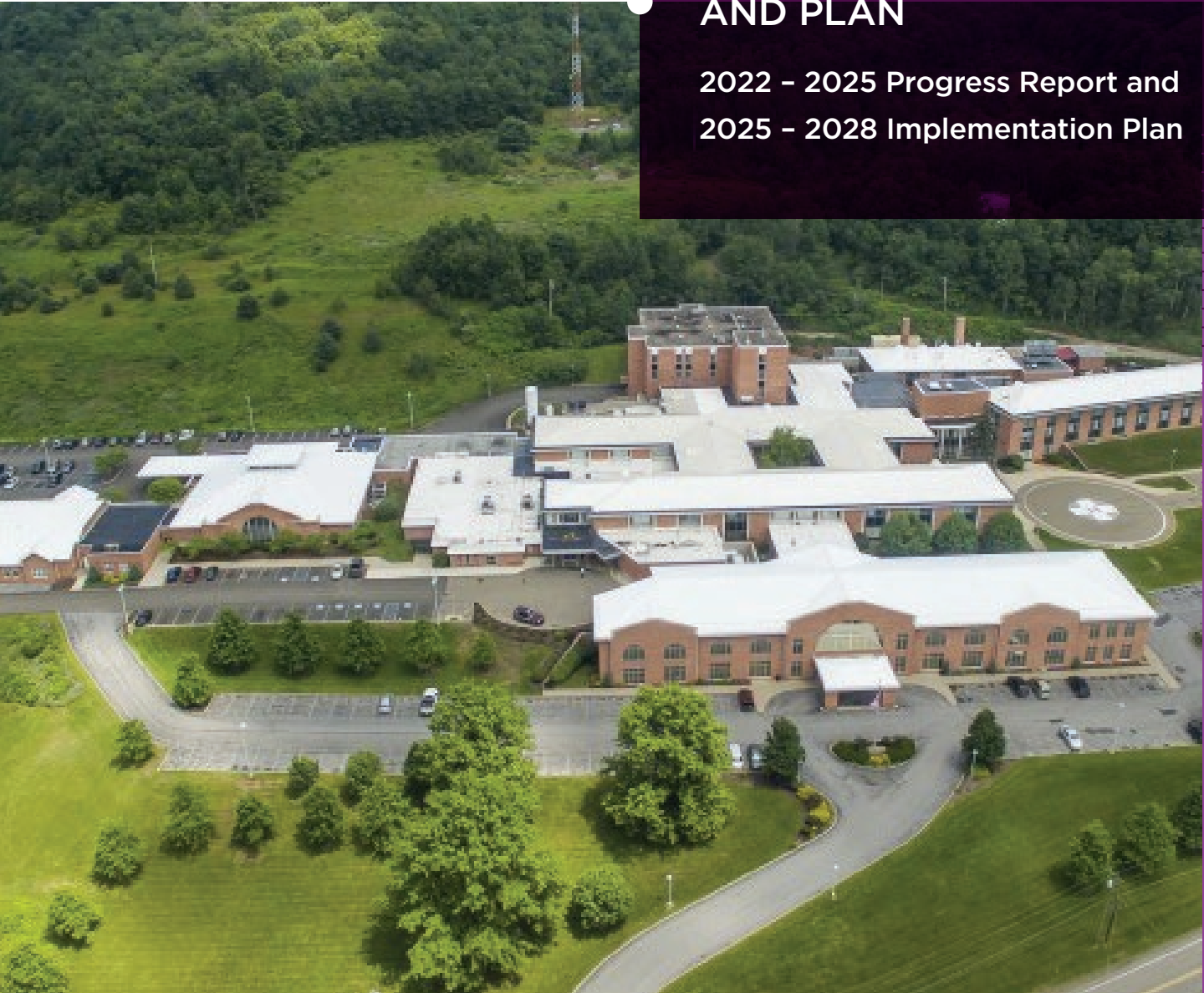
The following section contains a description of each hospital, its 2022 CHNA priorities, a progress report documenting initiatives taken to respond to those priorities over the 2022 to 2025 time period, and the hospital's CHNA priorities and implementation plan for 2025 to 2028.

UPMC Cole	30
UPMC Muncy	44
UPMC Wellsboro	57
UPMC Williamsport	70



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | COLE

Caring for the Community

UPMC Cole first opened in 1967 and is a critical access community hospital. UPMC Cole provides a comprehensive system of high-quality health care through caring, efficient, trusted, responsive, and courteous service every day. The hospital offers several services including a 24-hour emergency department, urgent care, UPMC Hillman Cancer Center, orthopaedic and sports medicine, foot and ankle, ENT, ob/gyn, dentistry, imaging and lab services, same-day surgery, home health and hospice, and skilled nursing and rehabilitation. Additionally, 10 rural health centers located throughout the community offer both primary and specialty care.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	25	Employees	576
	Hospital Patients	2,023	Community Benefits Contributions	\$13.8 million
	Emergency Dept. Visits	10,337	Free and Reduced Cost Care	\$267 thousand
	Total Surgeries	3,846	Total Economic Impact of Hospital Operations	\$153.8 million

Addressing the Community’s Significant Health Needs

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

UPMC|COLE

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke
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

Chronic Disease Management
Heart Disease and Stroke

UPMC Cole is committed to addressing chronic disease by providing education about heart disease and stroke risks and prevention efforts.


GOAL:	STRATEGIES:
Help detect and reduce risk factors for heart disease and stroke through education and awareness efforts	Implement initiatives to raise awareness and provide education on heart disease and stroke

ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Increase awareness of and access to education programs✓ Develop campaigns to promote awareness of heart disease and stroke✓ Provide programs to help reduce risk factors for heart disease and stroke	<ul style="list-style-type: none">• General community

PROGRAMS:
<ul style="list-style-type: none">• Public education and resources• Wellness Centers – Coudersport, Emporium, Port Allegany, and Smethport

PROGRESS:

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



Implemented Telestroke and Teleneurology Services in the Emergency Department
(2024)

PROGRESS HIGHLIGHTS:

Earning Recognition for Stroke Care

In 2024, UPMC Cole implemented telestroke and teleneurology services in the emergency department and through acute hospital services. Utilization of these services, along with evidenced-based stroke protocols, bring timely and expert specialty consultation to patients who are experiencing stroke-like symptoms.

Providing Education about Heart Disease and Stroke Risks

Over the last three years, UPMC Cole continued to offer education to promote awareness of heart disease and stroke. Efforts include:

- **Wellness Centers:** With highly trained staff from a variety of clinical backgrounds, UPMC Cole’s Wellness Centers in Coudersport, Emporium, Port Allegany, and Smethport provide programs and services to help patients identify, understand, and practice fitness goals to improve their health, including cardiovascular health.
 - > Between July 2022 and June 2023, UPMC Cole supported 20 programs in collaboration with local fitness centers.
- **American Heart Association (AHA) classes:** UPMC Cole offers AHA classes to community members to help raise awareness of heart disease and stroke risks, signs, and symptoms.
- **Patient education efforts:** UPMC Cole provides education to promote healthy lifestyle choices and treat elevated lipids and blood pressure to reduce the risk of heart attack or stroke. UPMC Cole also offers an Anticoagulation Clinic that helps ensure patients on long-term anticoagulation medications are engaged in safe medication management to help prevent heart attack or stroke.

COMMUNITY PARTNERS:	American Heart Association, local fitness centers, UPMC Community Life Center, UPMC Williamsport
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Behavioral Health

Access to Behavioral Health Services

UPMC Cole is dedicated to expanding services to support the community's behavioral health needs. The hospital is enhancing behavioral health services in the area by recruiting new providers, leveraging partnerships with other UPMC hospitals, and raising awareness of available behavioral health services.

GOAL:

Improve access to mental health providers in Potter County

STRATEGIES:

Implement strategies to provide ongoing, direct access to behavioral health services

Continue to promote public education and awareness around behavioral health

Continue to promote public education and awareness to help prevent drug and opioid misuse, abuse, and overdose

ACTIONS:

- ✓ Recruit and retain Licensed Clinical Social Workers (LCSW) to the local community to increase access to care
- ✓ Leverage UPMC's provider network to identify a psychiatrist who will provide care in Potter County
- ✓ Explore opportunities to expand Behavioral Health Care Management to serve patients with high social needs in Potter County
- ✓ Educate the community on the local services available for behavioral health in the community
- ✓ Promote awareness of substance use and available resources

TARGET POPULATIONS:

- General community

PROGRAMS:

- Provider recruitment
- Partnership with UPMC Williamsport and/or UPMC Western Psychiatric to share psychiatrist time
- Multimedia initiative to raise awareness of behavioral health
- Roadmap of services
- Community distribution of Narcan nasal spray and fentanyl and xylazine strips
- Collaborative partnership with Care Management and County Crisis
- Sexual Assault Nurse Examiners (SANE) support
- Telepsychiatry services in the emergency department

PROGRESS:

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



2 Behavioral Health Providers Added for Increased Access to Services
(June 2022 – December 2023)



Offering a New Level of Care for Sexual Assault Survivors
(June 2024)

PROGRESS HIGHLIGHTS:

Providing Local Access to Behavioral Health Services

Over the last three years, UPMC Cole continued to offer access to local behavioral health care, support services, and education. Efforts include:

- **Successfully recruiting providers:** UPMC Cole expanded access to behavioral health services by hiring a full-time adult psychiatrist to provide services and by partnering with UPMC Western Psychiatric Hospital to increase child/adolescent psychiatry time. Combining both physicians’ time, UPMC Cole doubled the number of hours that it can provide care to patients.
- **Collaborating with Potter County Crisis:** Representatives from UPMC Cole’s Emergency Department and UPMC Cole’s Care Management teams meet regularly with Potter County’s Crisis Leadership team to streamline processes that help meet the needs of behavioral health patients. Education regarding mental health law was received in June 2024. In addition, local law enforcement was part of this collaborative.
- **Offering a new level of care for sexual assault survivors:** In June 2024, representatives from UPMC and Penn State University’s Sexual Assault Forensic Examination Telehealth (SAFE-T) Center launched the SAFE-T System, a telehealth collaborative that supports emergency department nurses in Coudersport. In collaboration with the SAFE-T Center, specialty-trained Sexual Assault Nurse Examiners (SANE) support UPMC Cole’s emergency nurses and patients 24/7 through the innovative TEAM SAFE telehealth model. When an individual presents to UPMC Cole’s Emergency Department after experiencing sexual violence, they now have immediate access to a board-certified SANE through the TEAM SAFE telehealth model. SANEs have extensive experience in the provision of sexual assault care, including the preservation of evidence. Typically, access to SANEs with this level of training and experience is often limited to large, urban sexual assault centers. However, UPMC Cole’s partnership with SAFE-T System makes it possible to have this expertise available locally. The SAFE-T System telehealth SANE (teleSANE) can see the live exam in progress, ensuring best practices, proper evidence collection, and a safe and supportive environment for the survivor.
- **Launching telepsychiatry services in the emergency department:** In February 2025, UPMC Cole implemented telepsychiatry services in the emergency department (ED). In partnership with UPMC Western Psychiatric Hospital in Pittsburgh, UPMC Cole now offers interactive psychiatric care through secure, real-time audio and video-conferencing. Telepsychiatry services increase access to behavioral health care in rural communities. These services support the ED physicians when making decisions about transferring to inpatient psychiatric care or discharging safely to outpatient behavioral health services. Telepsychiatry services also allow ED physicians to consult with psychiatrists about medication management for patients in the ED.

COMMUNITY PARTNERS:

Local behavioral health services, local government agencies, local school districts, Pennsylvania State University, UPMC hospitals in North Central Pa., UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Primary Care, Care Coordination

UPMC Cole continues to address access to care and navigating resources in the community. Dedicated efforts include recruiting providers and supporting workforce development efforts to increase the pool of available providers.

GOAL:

Increase access to primary care
Increase awareness and use of care coordination, transportation options, and specialty care services to help improve access to care

STRATEGIES:

Identify and develop best practices to meet primary care needs in the community
Explore opportunities to support workforce development efforts that will improve the pipeline for health care workers
Develop and identify strategies to expand and increase access to care in the community
Develop strategies to help reduce barriers to transportation to and from health care appointments
Enhance follow-up care efforts, with targeted programs to address care transitions and discharge processes
Identify and develop best practices to improve access to tertiary care services

ACTIONS:

- ✓ Grow the Family Practice network of providers to increase access to primary care
- ✓ Continue to offer urgent care services through UPMC Express Care at UPMC Cole
- ✓ Expand Home-Based Primary Care Program
- ✓ Promote access to providers through use of virtual care
- ✓ Enhance new patient scheduling processes to reduce wait times for appointments
- ✓ Identify opportunities to collaborate with local organizations that provide classes, certifications, and/or training to help improve workforce development
- ✓ Continue to explore innovative ways to deliver care in a rural setting
- ✓ Partner with community organizations to explore effective tactics to improve transportation for health care services
- ✓ Develop a plan with senior communities on how to transition patients to skilled nursing facilities in a timely manner
- ✓ Recruit specialty providers to enable the growth and expansion of specialty services offered to the local community
- ✓ Explore the opportunity to add Endocrinology service line to the area
- ✓ Continue to explore innovative ways to deliver specialty care services in a rural setting
- ✓ Develop a plan to improve and expand telemedicine services

TARGET POPULATIONS:

- General community

PROGRAMS:

- Rural Family Medicine Residency program
- Physician recruitment
- UPMC Express Care at UPMC Cole
- Home-Based Primary Care program
- Virtual visits
- Epic scheduling system
- Same-day appointments
- Partnerships to provide classes for medical assistants, LPNS, and LPN/RN bridge
- Partnerships with local colleges to serve as a host site for clinical rotations
- Telemedicine services
- Skilled Nursing and Assisted Living facilities
- Nurse-Patient Educator
- Clinical pharmacist
- Discharge callbacks
- Endocrinology

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

6,213 Patients Served
by UPMC Express
Care at UPMC Cole
(January 2023 – December 2023)



4 New Rehabilitation Services
Offered Locally
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Preparing Doctors to Offer Comprehensive Care in Rural Communities**

In 2024, UPMC launched the Rural Family Medicine Residency program in north central Pennsylvania. In collaboration with UPMC Williamsport and UPMC Wellsboro, UPMC Cole helps train medical residents in this three-year program. UPMC Williamsport is leveraging its existing residency infrastructure to train medical residents to treat many health issues. In the second and third years of this program, medical residents work at critical access hospitals — UPMC Cole and UPMC Wellsboro.

- In 2023, the Rural Family Medicine Residency program received accreditation from the Council for Graduate Medical Education.
- The first rural residency class started at UPMC Williamsport on July 1, 2024.

Expanding Access to Primary Care

Over the last three years, UPMC Cole continued efforts to enhance local access to primary care. Accomplishments include:

- **Expanding hours for primary care services:** UPMC Cole extended hours for its express care services and began offering more same-day appointments.
 - > Between January 2023 and December 2023, UPMC Express Care at UPMC Cole served 6,213 patients.
- **Successfully recruiting providers to the region:** Between July 2022 and June 2023, UPMC Cole successfully recruited one primary care provider (PA-C) and one pediatrician.
- **Leveraging the power of virtual care:** Nearly 3,000 virtual visits were conducted for primary care between July 2022 and December 2023.

Growing Rehabilitation Services

As part of its efforts to improve care coordination, UPMC Cole expanded rehabilitation services and support offered locally. Efforts include:

- **Offering treatment for balance disorders:** The hospital's Rehabilitation Department added vestibular treatment to help serve patients with balance disorders, which cause symptoms such as vertigo, dizziness, or hearing changes. Through a generous donation from the Cole Foundation, the hospital purchased specialized goggles to help diagnose the problem and develop the right treatment plan.
- **Developing a concussion protocol:** The hospital's Rehabilitation team partnered with UPMC Children's Hospital of Pittsburgh and UPMC Neurology in Pittsburgh to develop a concussion protocol for local schools. This protocol was also provided to primary care and pediatric providers.
- **Educating patients about knee and hip replacement surgery:** The UPMC Orthopaedics Care team and the Rehabilitation team provide a monthly joint camp for patients getting knee or hip replacement surgery. This care coordination effort between service lines provides patients with confidence and comfort when they arrive on surgery day. On average, 15 patients attend the camp along with a caregiver.
- **Helping patients manage lymphedema:** In 2023, the Rehabilitation team increased education and awareness around lymphedema treatment. This effort led to an increase in provider referrals and showed success with decreased swelling and improved health of referred patients.

Improving Care Coordination

UPMC Cole continues to address care coordination, focusing on increased access to specialty services. Efforts include:

- **Expanding breast imaging services:** In November 2022, UPMC Cole expanded breast imaging services available at the hospital to offer 3D mammography (Tomosynthesis) as a life-saving diagnostic screening. 3D mammography is a significant advancement in detecting the smallest tumors in women, especially those with dense breast tissue. Women with dense breast tissue are considered high-risk and it is important that they have access to the best diagnostic tools available to help ensure concerns are caught and treated as early as possible.
- **Increasing ENT capabilities:** In 2024, UPMC Cole added a StealthStation® Surgical Navigation System to its surgical suite, allowing physicians to perform complex sinus surgeries locally.
- **Partnerships to provide opportunities for clinical rotations:** UPMC Cole partners with Pennsylvania College of Technology to serve as a host site for clinical rotations for LPNs. UPMC Cole also collaborates with Jamestown Community College and the University of Pittsburgh at Bradford to offer RN clinical rotations. In addition, UPMC Cole partners with St. Bonaventure University and Pennsylvania Western University - Edinboro to offer preceptor and student nurse internships.

COMMUNITY PARTNERS:

Cole Foundation, Edinboro University, Health Rides Plus, local pharmacies, Mansfield University, University of Pittsburgh at Bradford, Potter County Human Services, skilled nursing and assisted living facilities, St. Bonaventure University, UPMC Children's Hospital of Pittsburgh, UPMC Wellsboro, UPMC Williamsport

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Cole continues to address prevention and community-wide healthy living through an extensive suite of programs, including community education and outreach initiatives. UPMC Cole is expanding strong community partnerships to help advance prevention efforts.

GOAL:

Improve community health and prevention by better managing chronic diseases, educating community members about the importance of preventive screenings, and providing outreach opportunities

STRATEGIES:

Address prevention and community-wide healthy living through education, screenings, and promotion of healthy behaviors

Continue to engage in community outreach and offer support to the community

Support healthy behaviors by promoting active lifestyles and increasing access to healthy food

Increase access to dental care in the community to help individuals improve their overall health and well-being

ACTIONS:

- ✓ Raise awareness of the importance of immunizations and routine cancer screenings
- ✓ Offer immunizations and screenings to the community
- ✓ Develop a strategy to promote and expand regional community affinity programs, including women and seniors
- ✓ Grow and maintain support groups
- ✓ Explore the opportunity to collaborate with Healthy Partners to promote employee health and wellness
- ✓ Work with local partners on health and wellness initiatives to engage community members in physical activities and nutrition education
- ✓ Expand the Wellness Prescription Program to provide opportunities for at-home participation
- ✓ Continue to increase access to healthy food by partnering with local food banks

TARGET POPULATIONS:

- General community
- Seniors
- Women

PROGRAMS:

- Immunization education efforts
- Cancer screenings
- Comprehensive, low-cost multiphasic screenings
- Community outreach affinity programs (Renew You, Age Well)
- Support groups: ADD/ADHD, cancer, diabetes, grief, and Talk Baby
- Healthy Partners
- Physical activity and health nutrition efforts (summer camps, Wellness Prescription Program)
- Partnerships with food banks

PROGRESS:

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



13 Summer Camp Programs
Offered to Help Keep
Kids Active
(2023)



40+ Participants in the Wellness
Prescription Program
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Offering Education and Support throughout the Community

In collaboration with the other UPMC hospitals in North Central Pa., UPMC Cole offers customized programs to engage with community members and to empower them to improve their health and well-being.

- **Offering immunizations and screenings to the community:** In May 2024, UPMC Cole held free skin screenings. Fifty-six patients were seen, with 21 of those patients referred for follow-up care with a specialty provider for further evaluation.
- **Growing support groups:** In response to high demand, the hospital added an additional grief support group, which meets in Port Allegany once a month.
- **Supporting patients during cancer treatment:** UPMC Hillman Cancer Center provides cooling caps to patients in Coudersport and Wellsboro.
- **Hosting summer camp to encourage active lifestyles:** In 2023, UPMC Cole held a free summer camp for children ages 7-13. Thirteen programs were offered, with an average class of 24 kids. Programs included yoga, farm-to-table food, and swimming. In 2024, UPMC Cole added two additional camps for children, Speed and Agility Camp and Pollinators in the Garden.
- **Growing the Wellness Prescription Program:** In 2019, UPMC Cole piloted the Wellness Prescription Program, which enables providers to prescribe healthy behaviors and care engagement with a wellness coach. Through this program, providers can extend care beyond office visits and support their patients' lifestyles. Over the last three years, UPMC Cole continued to grow the program, which serves more than 40 community participants, including children, teens, and adults. Participants are given weekly coaching, which helps them set long-term and weekly goals to improve their fitness levels, nutrition intake, and overall health.
- **Healthy Partners** is an employer wellness program that provides education about various health topics, screenings, and wellness activities to encourage healthy behaviors.
 - > Healthy Partners is working with Austin Area School District to build a wellness program that will address employees' health and nutritional needs.
- **Renew You** is a program for women that motivates and inspires positive changes in their lives. This program emphasizes total well-being by supporting a healthy mind, body, and spirit through engaging educational events.

Expanding Access to Health-Related Resources

UPMC in North Central Pa. developed a dashboard to track social determinants of health survey responses.

- Between July and December of 2023, UPMC's four hospitals in the region completed 4,000 surveys of eligible inpatients and used the results to connect patients with food insecurities, transportation, housing, and safety needs with community resource navigators.
- Two community resource navigators were added for the region. They help educate and provide outreach to uninsured individuals. In addition, they connect individuals to community resources, such as cultural mediation, food pantries, language assistance, transportation, housing, legal needs, and more. In 2023, they assisted 221 clients with resources.

- **Age Well** is a program designed for seniors. With current total membership of approximately 1,750, Age Well offers members a quarterly newsletter with health tips and recipes, social opportunities to make friends, and events to connect with local health care providers. Over the past three years, UPMC staff visited senior centers, engaged with senior groups, and participated as keynote speakers at community events.
- > **Silver Sneakers:** UPMC Cole offers Silver Sneakers classes at its Coudersport and Emporium wellness centers at a discounted rate for all seniors.
- > **Safe Sitter®:** UPMC hosts Safe Sitter babysitting classes across north central Pennsylvania. Classes prepare students, ages 11 through 16, to be safe when they're home alone, watching younger siblings, or babysitting. Students learn life-saving skills, such as how to rescue someone who is choking, and helpful information, like what to do if there is severe weather. The lessons are filled with fun activities and role-playing exercises. Students use CPR manikins to practice choking rescue and CPR. UPMC in North Central Pa. is recognized as a Bronze Level Safe Sitter Provider.

Leveraging Strong Partnerships to Help Improve Community Health

UPMC Cole, in collaboration with UPMC hospitals in North Central Pa., continues to develop strong partnerships, which are instrumental in helping to address food insecurity. Efforts include:

- **Increasing access to healthy foods:** UPMC Cole partnered with the local farmers market, God's Food Pantry, and Blue Marble Farm to help patients access local sources for healthy foods.
- **Establishing a community garden:** In 2023, UPMC Cole collaborated with the Potter County Commissioners to establish a vibrant community garden for the residents of Potter County. With 29 raised garden beds, this community garden helps empower community members to plant, grow, and harvest their own produce; provides gardening education; promotes community interaction; and offers solutions to food insecurity.
- **Providing emergency food boxes:** In October 2023, UPMC Cole introduced emergency food boxes in the emergency department, inpatient, and outpatient settings. Patients in need can now receive boxes of nonperishable food items, like cereal, rice, pasta, and soups, through a partnership with the Central Pennsylvania Food Bank.

COMMUNITY PARTNERS:

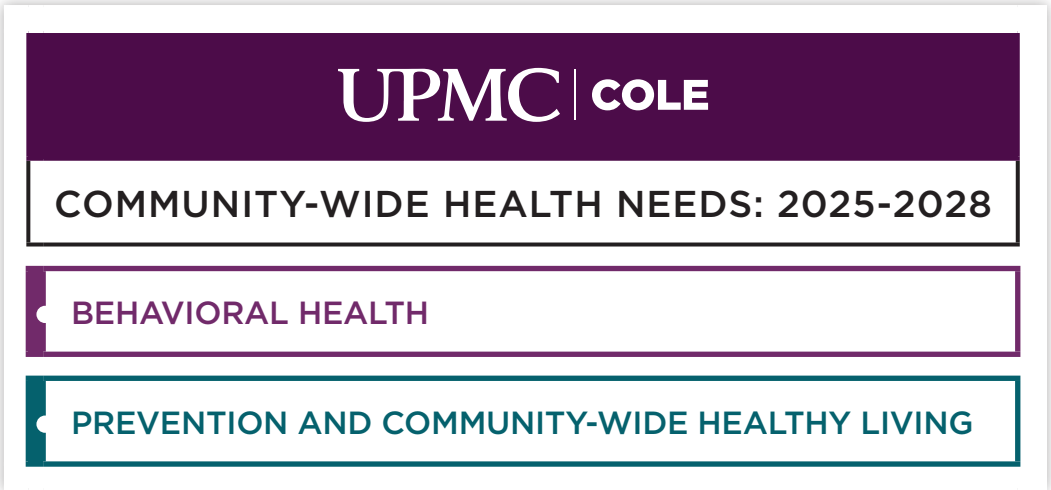
Age Well, Austin Area School District, Blue Marble Farm, Central Pennsylvania Food Bank, God's Food Pantry, Healthy Partners, local school districts, Potter County Commissioners, UPMC Hillman Cancer Center, UPMC Community Life Center

UPMC Cole Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On June 17, 2025, the UPMC Cole Board of Directors adopted an implementation plan by written consent to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Cole Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Cole 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.

Behavioral Health

Goal: Enhance access to behavioral health services

Planned Actions:

1. Improve local access to behavioral health specialists and services, including evaluating the viability of a medication-assisted treatment (MAT) program

Target Populations:

Adults, children, and adolescents

Planned Collaborations:

Potter County Drug and Alcohol Services, UPMC Western Behavioral Health

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention, addressing health-related social needs, and promoting palliative care services

Planned Actions:

1. Promote cancer awareness, prevention, and management through education, outreach, and preventive screenings
2. Raise community member and provider awareness of palliative care and support services
3. Address health-related social needs by providing mobile clinics, food, and referrals to other support services

Target Populations:

General community, low-income, and medically underserved populations

Planned Collaborations:

Cole Foundation, local food pantries, local government agencies, Potter County Human Services



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | MUNCY

Caring for the Community

UPMC Muncy first opened in 1922 and serves as a general medical and surgical hospital in Muncy, Pennsylvania, with 20 licensed inpatient beds, an adjacent 138-bed skilled nursing facility, and a 12-bed dedicated dementia unit. Located in eastern Lycoming County, UPMC Muncy is a full-service critical access hospital. The hospital offers emergency care, cardiac care, endoscopy, foot and ankle care, general surgery, ob/gyn, imaging, laboratory services, occupational health, eye surgery, sports medicine, and rehabilitation services.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	20	Employees	406
	Hospital Patients	969	Community Benefits Contributions	\$3.7 million
	Emergency Dept. Visits	9,478	Free and Reduced Cost Care	\$3.5 million
	Total Surgeries	3,362	Total Economic Impact of Hospital Operations	\$88.0 million

Addressing the Community's Significant Health Needs

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

UPMC MUNCY	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke
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

Chronic Disease Management

Heart Disease and Stroke

UPMC Muncy is committed to addressing the community's needs relating to heart disease and stroke.

GOAL:

Help detect and reduce risk factors for heart disease and stroke through education and prevention

STRATEGIES:

Implement initiatives to raise awareness and provide education on heart disease and stroke

ACTIONS:

- ✓ Host an annual health fair and participate in community health fairs to promote awareness of heart disease
- ✓ Develop educational materials to promote awareness of screenings for heart disease and stroke
- ✓ Make resources available to the public to inform community members on who should be screened, and how to make an appointment
- ✓ Provide programs to help reduce risk factors for heart disease and stroke in partnership with the local YMCA

TARGET POPULATIONS:

- General community

PROGRAMS:

- Health fairs
- Public education and resources
- Multimedia initiative to raise awareness
- YMCA partnership

PROGRESS:

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



Certified as Advanced Primary Stroke Center
(November 2022)

PROGRESS HIGHLIGHTS:

Earning Recognition for Stroke Care

In November 2022, UPMC Muncy was certified by The Joint Commission, in conjunction with The American Heart Association/American Stroke Association, with The Joint Commission's Gold Seal of Approval® and the American Heart Association/American Stroke Association's Heart-Check mark for Advanced Certification for Primary Stroke Centers. The Gold Seal of Approval® and the Heart-Check mark represent symbols of quality from their respective organizations.

With this certification, UPMC Muncy is able to keep and treat patients locally, rather than transferring them to another facility. In addition, this certification bolstered hospital efforts to add a CT scanner, which helps diagnose different types of strokes.

Raising Community Awareness

In partnership with the other UPMC hospitals in North Central Pa., UPMC Muncy is working to raise awareness of heart disease and stroke and to help educate community members about life-saving measures. Efforts include:

- Purchasing and distributing 150 automated external defibrillators (AEDs) in public spaces throughout Clinton and Lycoming counties, using a generous donation from First Quality. AEDs are medical devices used to help those experiencing sudden cardiac arrest. This support will help UPMC Muncy continue efforts to advance lifesaving and life-changing care locally.

COMMUNITY PARTNERS:

American Heart Association, UPMC Community Life Center, UPMC Williamsport, YMCA

Behavioral Health

Access to Behavioral Health Services

UPMC Muncy continues to support the community's behavioral health needs. The hospital will promote awareness of behavioral health resources and improve access to care by recruiting new providers and leveraging telemedicine.

GOAL:

Raise awareness, improve access, and expand behavioral health services

STRATEGIES:

Continue to promote public education and awareness around behavioral health

Implement strategies to provide ongoing, direct access to behavioral health services

Continue to promote public education and awareness to help prevent drug and opioid misuse, abuse, and overdose

ACTIONS:

- ✓ Educate the community about availability of local behavioral health services
- ✓ Promote awareness of substance use and available resources
- ✓ Attract and retain behavioral health specialists to the local community to increase access to care
- ✓ Continue to collaborate with the local health department on the warm hand-off program
- ✓ Develop patient education materials on pathways to recovery
- ✓ Continue to collaborate with Lycoming and Clinton counties to share best practices for opioid addiction and substance use

TARGET POPULATIONS:

- General community

PROGRAMS:

- Community outreach, education, and coordination initiatives
- Competitive recruitment strategies
- Warm hand-off program
- Best practices for opioid addiction and substance use for Clinton and Lycoming counties
- Telepsychiatry services in the emergency department

PROGRESS:

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



3 Behavioral Health Providers Recruited for Outpatient Services
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Expanding Behavioral Health Services

Over the last three years, UPMC Muncy continued to expand its behavioral health services. Accomplishments include:

- **Recruiting behavioral health specialists:** In 2023, UPMC Muncy added three new providers to its outpatient therapy services to help improve access for patients. The hospital's outpatient behavioral health programs offer services to adults who are experiencing a variety of mental health problems, including anxiety, depression, panic attacks, and post-traumatic stress disorder (PTSD).
- **Adding Assessment, Referral, and Consultation Services (ARCS) to the emergency department:** UPMC Muncy implemented ARCS in its emergency department to help coordinate care for patients with behavioral health needs from one centralized entry point.
- **Enhancing services:** UPMC Muncy now offers neuropsychology support to patients.
- **Educating the community about availability of local behavioral health services:** UPMC Muncy continued to participate in community events, offering information about behavioral health services to raise awareness about access to care.
 - > In September 2022, participated in First Friday, Out of the Darkness Walk, and candlelight vigil to support suicide prevention efforts in the community.
 - > In June 2023, UPMC Senior Communities hosted a substance use education program at UPMC Williamsport, in partnership with West Branch Drug and Alcohol. The event was attended by approximately 20 people, representing Muncy Place administration.
- **Launching telepsychiatry services in the emergency department:** In February 2025, UPMC Muncy implemented telepsychiatry services in the emergency department (ED). In partnership with UPMC Western Psychiatric Hospital in Pittsburgh, UPMC Muncy now offers interactive psychiatric care through secure, real-time audio and video-conferencing. Telepsychiatry services increase access to behavioral health care in rural communities. These services support the ED physicians when making decisions about transferring to inpatient psychiatric care or discharging safely to outpatient behavioral health services. Telepsychiatry services also allow ED physicians to consult with psychiatrists about medication management for patients in the ED.

COMMUNITY PARTNERS:

Department of Health Clinton County, Clinton County Economic Partnership, Lycoming County Health Care Improvement Coalition (LCHIC), UPMC Senior Communities, West Branch Drug and Alcohol Abuse Commission

Access to Care and Navigating Resources

Primary Care, Care Coordination

UPMC Muncy is dedicated to maintaining and expanding its efforts to address access to care and navigating resources in the community. Dedicated efforts include increasing access to primary care on Route 405 in Montgomery and exploring strategies to increase access with virtual care. UPMC Muncy continues to address access to care and navigating resources in the community, with a focus on improving care coordination, such as reducing transportation barriers and enhancing discharge follow-up.

GOAL:

Increase access to primary care
Improve care coordination, with a dedicated focus on transportation and discharge follow-up

STRATEGIES:

Develop and execute initiatives to meet primary care needs of the community
Explore expansion strategies to increase access to primary care
Develop strategies to help reduce barriers to transportation to and from health care appointments
Enhance follow-up care efforts, with targeted programs to address post-discharge care coordination and ambulatory care

ACTIONS:

- ✓ Recruit new primary care providers to help grow current practices
- ✓ Promote access to providers through use of virtual telemedicine care
- ✓ Enhance new patient scheduling processes to reduce wait times for appointments
- ✓ Assess feasibility and opportunity to establish new primary care locations
- ✓ Develop plans to increase availability of primary care services
- ✓ Partner with community organizations to improve transportation for health care services
- ✓ Continue to connect patients with nurse navigators to guide them through the continuum of care
- ✓ Increase the accessibility of nurse navigators for patients by recruiting additional staff
- ✓ Expand the Ambulatory Nurse Care Program
- ✓ Continue to operate the 24-hour nurse triage program

TARGET POPULATIONS:

- General community

PROGRAMS:

- Physician recruitment
- UPMC AnywhereCare
- Primary care services at Route 405 in Montgomery
- Extended (non-traditional) office hours
- Virtual telemedicine visits
- New patient scheduling
- Telemedicine services

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

New Primary Care Office Opened in Montgomery
(August 2022)



1 New Primary Care Provider Recruited
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Opening a New Primary Care Office in Montgomery**

In August 2022, UPMC Primary Care in Montgomery began seeing patients. This new location at 45 Park Drive, Rt. 405, Montgomery provides patients with a convenient option for care, as well as space for future expansion. The new office location offers more than 4,900 sq. ft. of clinical treatment and office space, ample parking, and accessibility and mobility features. The primary care office offers:

- **Appointment flexibility:** Patients can see either a physician or a mid-level provider. In addition, walk-in care and same-day appointments are available, plus expanded hours, including Saturdays and evening appointments.
- **Additional providers:** With increasing patient volumes, UPMC Muncy successfully recruited a new physician to join the office in January 2023; the office also recruited a Certified Registered Nurse Practitioner (CRNP).

Improving Care Coordination with Expanded Services

UPMC Muncy continues to improve care coordination by enhancing capabilities to help keep care local. Efforts include:

- Adding MRI services two days per week to help meet local needs — as of June 2024, approximately 20 patients per week are seen for MRIs.
- Transitioning outpatient OB/GYN services to new office space to help reduce the need to travel for care.
- Making same-day mammography appointments available for patients, completing an average of four per week.
- Connecting patients with frequent visits to the emergency department with a Nurse Navigator and care management team.

**Recognized for Stellar Performance in Patient Safety**

UPMC Muncy was recognized by The Hospital & Healthsystem Association of Pennsylvania (HAP) for its outstanding performance in patient safety.

UPMC Muncy, which received 2023 Excellence in Patient Safety Recognitions, joined 27 others from across the Commonwealth that were selected for their performance in safety metrics from 2022 data from the Centers for Disease Control and Prevention's National Healthcare Safety Network. To be recognized, hospitals must perform better than the mean standardized infection ratio in three key measures: central line-associated bloodstream infections, catheter-associated urinary tract infections, and Clostridioides difficile infections.

COMMUNITY PARTNERS:

Independent primary care centers, Lycoming-Clinton Counties Commission for Community Action, medical staff, River Valley Transit

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Muncy continues to address preventive health and wellness through education and outreach initiatives, such as launching Minutes Matter to help empower community members to save lives and addressing senior health needs through the Age Well program.

GOAL:

Improve community health and wellness through education, outreach, early detection, and promotion of healthy behaviors

STRATEGIES:

Address prevention and community-wide healthy living through education, screenings, and promotion of healthy behaviors

ACTIONS:

- ✓ Raise awareness of the importance of immunizations and routine cancer screenings
- ✓ Offer immunizations and screenings to the community
- ✓ Develop a strategy to promote and expand regional community affinity programs
- ✓ Work with local partners on health and wellness initiatives in Lycoming County to engage community members in physical activities and nutrition education

TARGET POPULATIONS:

- General community
- Women
- Seniors

PROGRAMS:

- Immunization education efforts
- Cancer screenings
- Comprehensive low-cost multiphasic screenings
- Community outreach affinity programs (Age Well)
- Health fairs and community outreach initiatives
- Physical activity and healthy nutrition efforts

PROGRESS:

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



14 Minutes Matter Trainings
Offered in Clinton and
Lycoming Counties
(May 2023 – December 2023)



6+ Community Partnerships
to Help Address Health-Related
Social Needs
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Promoting Safety

In partnership with the other UPMC hospitals in North Central Pa., UPMC Muncy is working to educate community members about the importance of safety, including trauma injuries and how to respond to a mass casualty event.

Accomplishments include:

- **Launched Minutes Matter training in Clinton and Lycoming counties** — leading 14 classes between May 2023 and December 2023.
- Partnered with Susquehanna Regional EMS (SREMS) to provide Stop the Bleed and Minutes Matter training and supplies.
 - > Held AED training for the local youth football team. In addition, donated football helmets to help prevent concussions and promote safety.
 - > Donated medical supplies to local summer camps to help ensure that resources are available in case of medical emergencies.
- Provided EMS staffing for annual Lycoming County Fair.
- **Offered Safe Sitter® classes:** UPMC hosts Safe Sitter® babysitting classes across north central Pennsylvania. Classes prepare students, ages 11 through 16, to be safe when they're home alone, watching younger siblings, or babysitting. Students learn life-saving skills, such as how to rescue someone who is choking, and helpful information, like what to do if there is severe weather. The lessons are filled with fun activities and role-playing exercises. Students use CPR manikins to practice choking rescue and CPR. UPMC in North Central Pa. is recognized as a Bronze Level Safe Sitter Provider.

Offering Health Education and Support throughout the Community

In collaboration with the other UPMC hospitals in North Central Pa., UPMC Muncy offers customized programs to engage with community members and to empower them to improve their health.

- **Age Well** is a program designed for seniors whose members receive benefits, such as a quarterly newsletter with health tips and recipes, and opportunities to make friends and build relationships with local health care providers. Over the past three years, UPMC staff visited senior centers, engaged with senior groups, and participated as keynote speakers at community events. Age Well's current membership is approximately 1,750.
 - > In 2022 and 2023, UPMC Senior Communities participated in Warrior Run Fire Department National Night Out, Lycoming County Fair Senior night, and a senior event at a church in Montoursville. During the event, information was provided about short-term rehab options.

Expanding Access to Health-Related Resources

UPMC in North Central Pa. developed a dashboard to track social determinants of health survey responses.

- Between July and December of 2023, UPMC's four hospitals in the region completed 4,000 surveys of eligible inpatients and used the results to connect patients with food insecurities, transportation, housing, and safety needs with community resource navigators.
- Two community resource navigators were added to the region. They help educate and provide outreach to uninsured individuals. In addition, they connect individuals to community resources, such as cultural mediation, food pantries, language assistance, transportation, housing, legal needs, and more. In 2023, they assisted 221 clients with resources.

Leveraging Strong Partnerships to Help Improve Community Health

Over the last three years, UPMC Muncy, in collaboration with other UPMC hospitals in North Central Pa., continued to develop strong partnerships, which are instrumental in promoting healthy behaviors and addressing health-related social needs. Efforts include:

- **Promoting job opportunities:** UPMC Muncy is partnering with the local Office of Vocational Rehab to provide job opportunities to job seekers needing reasonable accommodations, and is collaborating with Lycoming County branches of the Veterans Administration and Veteran Centers to refer veterans to UPMC employment opportunities. In addition, UPMC Muncy connected with Thrive to help support those in need of legal services, community connections, and job placement assistance.
- **Encouraging health care career exploration:** UPMC Muncy is partnering with the local high school on its co-op program, which orients two students to the health care industry. Additionally, leaders at UPMC Muncy attend career days at local school districts to showcase available health care careers.
- **Providing emergency food boxes:** In October 2023, UPMC Muncy introduced emergency food boxes in inpatient, emergency department, and outpatient settings. Patients can now receive boxes of nonperishable food items, such as cereal, rice, pasta, and soups through a partnership with the Central Pennsylvania Food Bank.

COMMUNITY PARTNERS:

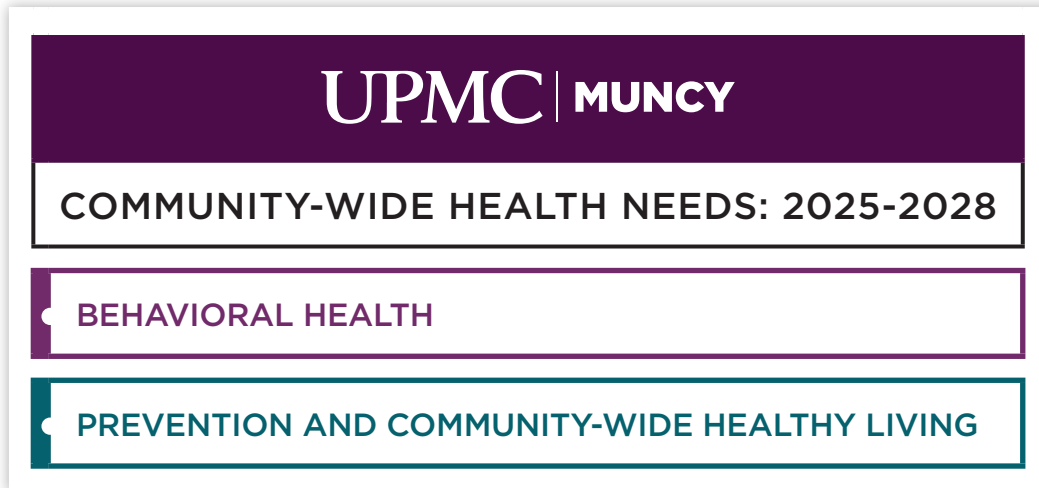
Camp Cadet, CAP Program, Central Pennsylvania Food Bank, Healthy Partners, local churches, local school districts, Lycoming County Health Improvement Coalition, Muncy School District, Office of Vocational Rehab, Thrive, UPMC Community Life Center, UPMC Hillman Cancer Center, Veterans Administration, Veteran Center, YMCA

UPMC Muncy Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On May 6, 2025, the UPMC Muncy Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Muncy Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Muncy 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.

Behavioral Health

Goal: Enhance access to behavioral health services

Planned Actions:

1. Improve local access to behavioral health specialists to decrease the need to travel outside of the community for care
2. Enhance care coordination for patients with behavioral health needs

Target Populations:

General community, individuals with behavioral health needs

Planned Collaborations:

Susquehanna Health Foundation, Susquehanna Health Medical Group, UPMC Western Psychiatric Hospital, West Branch Drug and Alcohol Abuse Commission

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of outpatient therapy services, offering screenings, and providing education

Planned Actions:

1. Raise awareness of outpatient therapy services through community outreach efforts
2. Promote early detection and prevention of conditions through screenings and education

Target Populations:

Seniors, adults

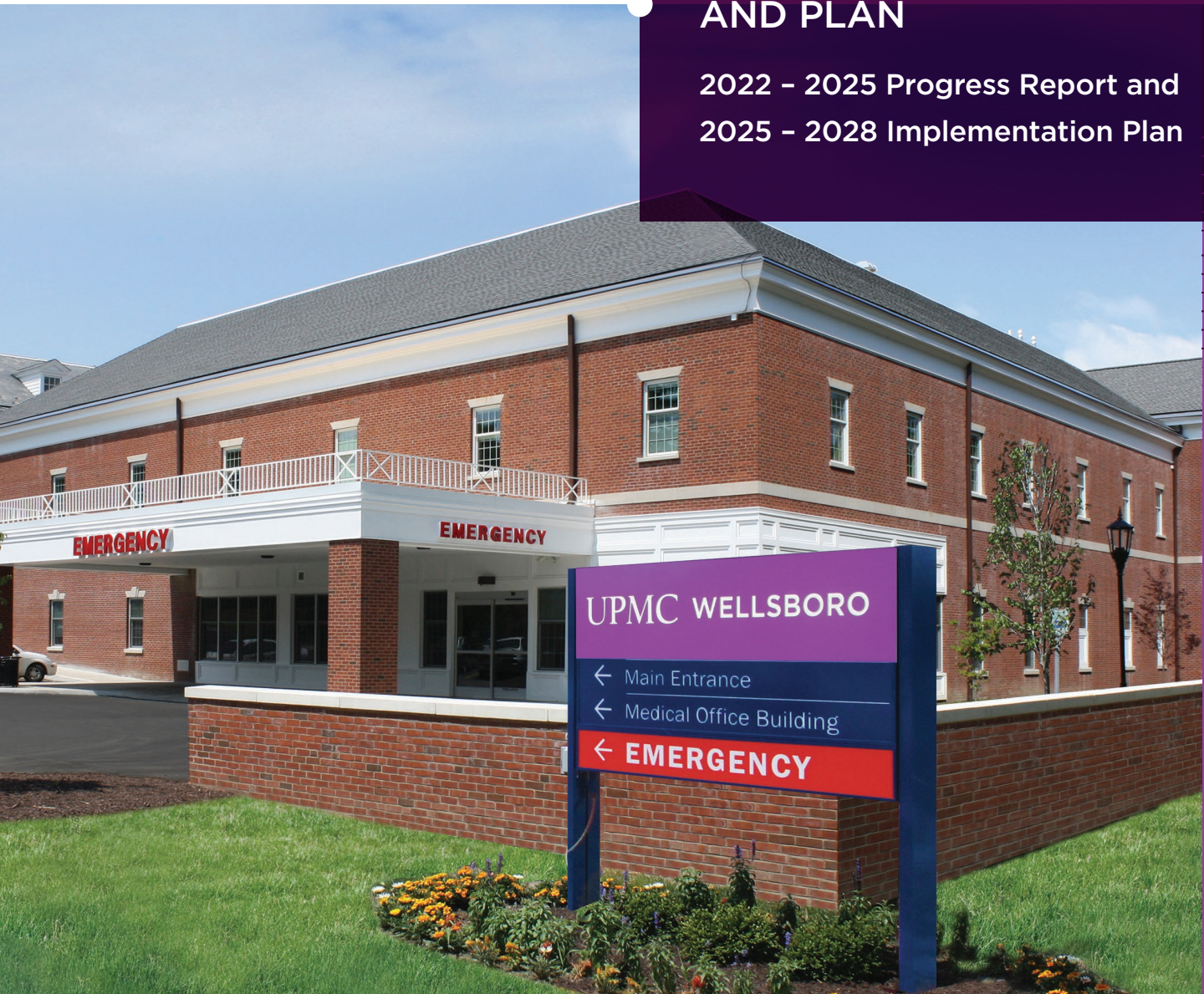
Planned Collaborations:

George C. Meck Senior Community Center, libraries, YMCA



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | WELLSBORO

Caring for the Community

UPMC Wellsboro is a critical access hospital in Wellsboro, Tioga County, Pennsylvania. The hospital was established in 1924 and named in honor of the residents who served in World War I. In 2012, Laurel Health System — including Soldiers + Sailors Memorial Hospital, The Green Home, and other services — became part of Susquehanna Health. This partnership created an expanded health care delivery system that benefits the region. Hospital services include the UPMC Hillman Cancer Center, rehabilitation services, urology, orthopaedics, foot and ankle care, ob/gyn, surgical services, a 24-hour emergency department, and laboratory and imaging services.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	39	Employees	485
	Hospital Patients	2,237	Community Benefits Contributions	\$3.3 million
	Emergency Dept. Visits	12,233	Free and Reduced Cost Care	\$3.1 million
	Total Surgeries	1,436	Total Economic Impact of Hospital Operations	\$128.8 million

Addressing the Community's Significant Health Needs

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

UPMC WELLSBORO	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke
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

Chronic Disease Management

Heart Disease and Stroke

UPMC Wellsboro is committed to addressing the community's needs relating to heart disease and stroke, offering programs that emphasize education and screenings to help prevent and detect chronic disease.

GOAL:

Help detect and reduce risk factors for heart disease and stroke through education and prevention

STRATEGIES:

Implement initiatives to raise awareness and provide education on heart disease and stroke

ACTIONS:

- ✓ Develop educational materials to promote awareness of screenings for heart disease and stroke
- ✓ Make resources available to the public, to inform community members on who should be screened, and how to make an appointment
- ✓ Provide programs to help reduce risk factors for heart disease and stroke in partnership with the local YMCA

TARGET POPULATIONS:

- General community

PROGRAMS:

- Public education and resources
- Multimedia initiative to raise awareness

PROGRESS:

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



1 Cardiologist Recruited to Tioga County
(June 2022 – December 2023)



Achieved the American Heart Association's Get With the Guidelines® Stroke Rural Recognition Bronze Award
(August 2023)

PROGRESS HIGHLIGHTS:

Improving Access to Local Specialty Care

During the 2022 to 2025 CHNA cycle, UPMC Wellsboro continued to expand access to specialty care for heart disease and stroke. Efforts include:

- **Successfully recruiting specialty providers:** UPMC Wellsboro recruited a cardiologist to enhance local access to high-quality cardiovascular care.
- **Advancing hospital capabilities:** UPMC Wellsboro implemented a new portable blood pressure monitoring system and aligned EEG readings with other UPMC hospitals in North Central Pa. so that neurologists in the region can more efficiently read test results and respond to patients in a timely manner.

- **Earning recognition for stroke care:** In July 2023, UPMC Wellsboro implemented telestroke services, and in August 2023, the hospital achieved the American Heart Association's Get With The Guidelines® Stroke Rural Recognition Bronze award, which is given for excellence in stroke care.

Providing Education about Heart Disease and Stroke Risks

Over the last three years, UPMC Wellsboro continued to offer community education to promote awareness of heart disease and stroke. Efforts include:

- Between July 2023 and December 2023, 51 American Heart Association classes were held, and 185 American Heart Association cards of completion were issued during those classes.
- Between January 2024 and June 2024, the hospital held 28 Basic Life Support (BLS) classes, two Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS) classes, six Pediatric Life Support (PALS) classes, and 10 Advanced Cardiac Life Support (ACLS) classes. In addition, 401 American Heart Association Provider Cards were issued to students who took classes outside of the hospital that were led by various instructors.

COMMUNITY PARTNERS:

American Heart Association, UPMC Community Life Center, UPMC Williamsport, YMCA

Behavioral Health

Access to Behavioral Health Services

UPMC Wellsboro is committed to supporting the community's behavioral health needs. The hospital is raising awareness of behavioral health resources, with a focus on the needs of those with substance use disorder.

GOAL:

Increase awareness of and access to behavioral health services

STRATEGIES:

Continue to promote public education and awareness around behavioral health

Implement strategies to provide ongoing, direct access to behavioral health services

Continue to promote public education and awareness to help prevent drug and opioid misuse, abuse, and overdose

ACTIONS:

- ✓ Educate the community about availability of local behavioral health services
- ✓ Attract and retain behavioral health specialists to the local community to increase access to care
- ✓ Continue to collaborate with the local health department on the warm hand-off program

- ✓ Develop patient education materials on pathways to recovery
- ✓ Promote awareness of substance use and available resources

TARGET POPULATIONS:

- General community

PROGRAMS:

- Community outreach, education, and coordination initiatives
- Competitive recruitment strategies
- Emergency Department warm hand-off program
- Drug Take-Back initiative
- Telepsychiatry services in the emergency department

PROGRESS:

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



Implemented Assessment, Referral, and Consultation Services (ARCS) in the Emergency Department
(June 2022 - December 2023)



91 Warm Hand-Offs Made from the Emergency Department
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:

Providing Local Access to Behavioral Health Services

Over the last three years, UPMC Wellsboro continued to offer access to local behavioral health care, support services, and education. Efforts include:

- **Adding Assessment, Referral, and Consultation Services (ARCS) to the emergency department:** UPMC Wellsboro implemented ARCS in its emergency department to help coordinate care for patients with behavioral health needs from one, centralized entry point.
- **Providing integrated behavioral health services:** In partnership with the Laurel Health Centers, UPMC Wellsboro provides integrated behavioral health services to patients. Staffed by six licensed clinical social workers, two psychiatric advanced practice professionals, and a PhD-level psychologist, this service is also offered in two Tioga County school districts.
- **Offering community education to raise awareness:** In partnership with Tioga County Partnership for Community Health, UPMC Wellsboro helps deliver prevention education, student support, and transportation coordination to increase awareness of local behavioral health resources.
 - > Between July 2023 and December 2023, 25 prevention outreach events were conducted and 446 lessons about preventing drug use were delivered.
- **Collaborating to make warm hand-offs:** UPMC Wellsboro continues to partner with the local health department to connect patients in the emergency department with support services.
 - > Between July 2022 and December 2023, 91 warm hand-offs were made from the hospital's emergency department.
- **Prioritizing behavioral health needs in the community:** UPMC Wellsboro's Executive Director is actively engaged in the Partnership Mental Wellness Workgroup, the Substance Disorder Workgroup, and the Overdose Fatality Review Board, to help ensure that the hospital continues to focus on the community's behavioral health needs.
- **Launching telepsychiatry services in the emergency department:** In February 2025, UPMC Wellsboro implemented telepsychiatry services in the emergency department (ED). In partnership with UPMC Western Psychiatric Hospital in Pittsburgh, UPMC Wellsboro now offers interactive psychiatric care through secure, real-time audio and video-conferencing. Telepsychiatry services increase access to behavioral health care in rural communities. These services support the ED physicians when making decisions about transferring to inpatient psychiatric care or discharging safely to outpatient behavioral health services. Telepsychiatry services also allow ED physicians to consult with psychiatrists about medication management for patients in the ED.

COMMUNITY PARTNERS:

Applegate Recovery, Bath VA, Commonwealth University-Mansfield, Laurel Health Centers, local school districts, Mountain Laurel Recovery, PA Department of Health State Health Improvement Team, Representative Owlett's Office, Senator Yaw's Office, SUD Coalition (formerly Tioga County Opioid Coalition), Tioga County Commissioners, Tioga County Department of Human Services, Wellsboro Police Department, Westfield Police Department

Access to Care and Navigating Resources

Primary Care, Care Coordination

UPMC Wellsboro continues to address access to care and navigating resources in the community. Dedicated efforts include increasing access to primary care by recruiting providers and hosting family medicine residents. UPMC Wellsboro also continues to address access to care and navigating resources in the community, with a focus on improving care coordination, such as reducing transportation barriers and enhancing discharge follow-up.

GOAL:

Increase access to primary care
Improve care coordination and transportation options to help improve access to care

STRATEGIES:

Develop and execute initiatives to meet primary care needs of the community
Develop strategies to help reduce barriers to transportation to and from health care appointments
Develop strategies to improve care coordination with a dedicated focus on discharge follow-up
Explore opportunities to support workforce development efforts that will improve the pipeline for health care workers

ACTIONS:

- ✓ Recruit new primary care providers to help grow current practices
- ✓ Partner with UPMC Williamsport Family Residency Program to host residents at primary care locations
- ✓ Promote access to providers through use of virtual care
- ✓ Enhance new patient scheduling processes to reduce wait times for appointments
- ✓ Develop plans to increase availability of primary care services
- ✓ Partner with community organizations to improve transportation for health care services
- ✓ Continue to connect patients with nurse navigators to guide them through the continuum of care
- ✓ Increase the accessibility of nurse navigators for patients by recruiting additional staff
- ✓ Expand the Ambulatory Nurse Care Program
- ✓ Continue to operate the 24-hour nurse triage program

TARGET POPULATIONS:

- General community

PROGRAMS:

- Physician recruitment
- Rural Family Medicine Residency Program
- Virtual visits
- Epic scheduling system
- Transportation efforts
- Ambulatory Nurse Care program
- Post-discharge follow-up calls
- Follow-up appointments with primary care
- 24-hour nurse triage program
- Emergency Medical Technician (EMT) continuing education classes
- Nursing employment initiatives

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)****1 Primary Care
Provider Recruited**
(June 2022 – December 2023)**2,773 Follow-
Up Calls
Made Post-Discharge**
(June 2022 – December 2023)**109 Transportation
Vouchers
Distributed**
(July 2022 – June 2023)**PROGRESS HIGHLIGHTS:****Preparing Doctors to Offer Comprehensive Care in Rural Communities**

In 2024, UPMC launched the Rural Family Medicine Residency program in north central Pennsylvania. In collaboration with UPMC Williamsport and UPMC Cole, UPMC Wellsboro will help train medical residents in this three-year program. UPMC Williamsport is leveraging its existing residency infrastructure to train medical residents to treat many health issues. In the second and third years of this program, medical residents will work at critical access hospitals — UPMC Cole and UPMC Wellsboro.

- In 2023, the Rural Family Medicine Residency program received accreditation from the Council for Graduate Medical Education.

Expanding Access to Primary Care

Over the last three years, UPMC Wellsboro continued efforts to enhance local access to primary care. Accomplishments include:

- **Successfully recruiting providers to the region:** Since July 2022, UPMC Wellsboro successfully recruited one primary care provider.
- **Partnering with North Penn Comprehensive Health Services (NPCHS) for primary care services:** In 2023, UPMC Wellsboro strengthened its partnership with NPCHS, which provides outreach and enrollment services to the hospital's patients by a certified application counselor. In addition, through this partnership, dental/oral health services are also provided.
- **Leveraging the power of virtual care:** More than 500 virtual visits were conducted for primary care between July 2022 and December 2023.

Improving Care Coordination

UPMC Wellsboro continues to assist with care coordination, focusing on addressing transportation barriers and helping with smooth care transitions post hospitalization. Efforts include:

- **Expanding telemedicine specialty services:** To increase access to care, UPMC Wellsboro expanded telemedicine services for dermatology, endocrinology, and pulmonology.
- **Installing new hologic mammography reading workstations,** which help improve integration with system-wide IT infrastructure.
- **Connecting with patients after discharge:** UPMC Wellsboro continues to call patients 24 hours after discharge to follow-up on their care. Between July 2022 and December 2023, 2,773 follow-up calls were made to patients.
- **Providing transportation assistance:** To help patients with transportation barriers, UPMC Wellsboro distributed 109 transportation vouchers between July 2022 and June 2023.

**COMMUNITY
PARTNERS:**

Laurel Health Centers, North Penn Comprehensive Health Services, Tioga Partnership for Community Health, UPMC Wellsboro medical staff

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Wellsboro is addressing prevention and community-wide healthy living through an extensive suite of programs, including health education programs, screenings, and outreach initiatives. UPMC Wellsboro is strengthening community partnerships to help engage community members in health and wellness initiatives, such as health fairs and physical activity programs.

GOAL:

Improve community health and wellness through education, outreach, early detection, and promotion of healthy behaviors

STRATEGIES:

Address prevention and community-wide healthy living through education, screenings, and promotion of healthy behaviors

Work with local partners to help engage the community in health and wellness initiatives

ACTIONS:

- ✓ Raise awareness of the importance of immunizations and routine cancer screenings
- ✓ Offer immunizations and screenings to the community
- ✓ Develop a strategy to promote and expand regional community affinity programs for women's and senior health
- ✓ Grow and maintain support groups
- ✓ Partner with the PA Department of Health and Tioga County Partnership for Community Health to establish more health screenings and community events
- ✓ Leverage partnerships with River Valley Regional YMCA and Wellsboro Parks and Recreation Department to further support physical activity programs for both children and adults
- ✓ Explore the opportunity to collaborate with Healthy Partners to promote employee health and wellness

TARGET POPULATIONS:

- General community
- Seniors
- Women

PROGRAMS:

- Immunization education efforts
- Cancer screenings
- Comprehensive low-cost blood screenings
- Community outreach affinity programs (Renew You, Age Well)
- Gift of Life Donor Awareness
- Cancer Support Group
- Bereavement Support Group
- Health fairs and community outreach initiatives
- Healthy Partners

PROGRESS:

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



759 Patients Completed
a Comprehensive
Low-Cost Blood Screening
(June 2022 – December 2023)



Developed “Health Care Worker
Summer Camp” in Partnership with
Southern Tioga School District
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Offering Health Screenings, Education, and Support throughout the Community

In collaboration with the other UPMC hospitals in North Central Pa., UPMC Wellsboro offers customized programs to engage with community members and to empower them to improve their health and well-being. Efforts include:

- **Offering immunizations and screenings to the community:**
 - > Over the last three years, UPMC Wellsboro conducted five immunization clinics and administered 82 vaccines.
 - > In 2023, UPMC Wellsboro offered free skin screenings, with 27 patients being seen, 17 of whom required follow-up visits and testing.
 - > Between July 2022 and December 2023, 759 patients completed a comprehensive, low-cost blood screening.
- **Supporting patients during treatment:** UPMC Hillman Cancer Center provides cooling caps to patients in Coudersport and Wellsboro.
- **Providing health education, screenings, and activities to encourage healthy behaviors through Healthy Partners,** an employer wellness program.
 - > Healthy Partners continues to expand in Tioga County, serving 155 employees at Ward Manufacturing’s campuses in Blossburg.
- **Motivating and inspiring positive changes through Renew You,** a free membership program for women. This program emphasizes total well-being by supporting a healthy mind, body, and spirit through engaging educational events.
 - > Approximately 3,400 women are enrolled in Renew You.
- **Offering Age Well,** a program designed for seniors whose members receive benefits, such as a quarterly newsletter with health tips and recipes, and opportunities to make friends and build relationships with local health care providers. Over the past three years, UPMC staff visited senior centers, engaged with senior groups, and participated as keynote speakers at community events. Age Well’s current membership is approximately 1,750.
- **Hosting a Safe Sitter® babysitting course:** UPMC hosts Safe Sitter® babysitting classes across north central Pennsylvania. Classes prepare students, ages 11 through 16, to be safe when they’re home alone, watching younger siblings, or babysitting. Students learn life-saving skills, such as how to rescue someone who is choking and helpful information, like what to do if there is severe weather. The lessons are filled with fun activities and role-playing exercises. Students even get to use CPR manikins to practice choking rescue and CPR. UPMC in North Central Pa. is recognized as a Bronze Level Safe Sitter Provider.

Expanding Access to Health-Related Resources

UPMC in North Central Pa. developed a dashboard to track social determinants of health survey responses.

- Between July and December of 2023, UPMC’s four hospitals in the region completed 4,000 surveys of eligible inpatients and used the results to connect patients with food insecurities, transportation, housing, and safety needs with community resource navigators.
- Two community resource navigators were added to the region. They help educate and provide outreach to uninsured individuals. In addition, they connect individuals to community resources, such as cultural mediation, food pantries, language assistance, transportation, housing, legal needs, and more. In 2023, they assisted 221 clients with resources.

Leveraging Strong Partnerships to Help Improve Community Health

UPMC Wellsboro, in collaboration with UPMC hospitals in North Central Pa., continues to develop strong partnerships, which are instrumental in helping to promote employment and address health-related social needs. Efforts include:

- UPMC Wellsboro collaborated with the Southern Tioga School District (STSD) to develop a “Health Care Worker Summer Camp.” This three-day event introduced students to various aspects of clinical careers.
- In October 2023, UPMC Wellsboro introduced emergency food boxes in inpatient, emergency department, and outpatient settings. Patients can now receive boxes of nonperishable food items like cereal, rice, pasta, and soups through a partnership with the Central Pennsylvania Food Bank.

COMMUNITY PARTNERS:

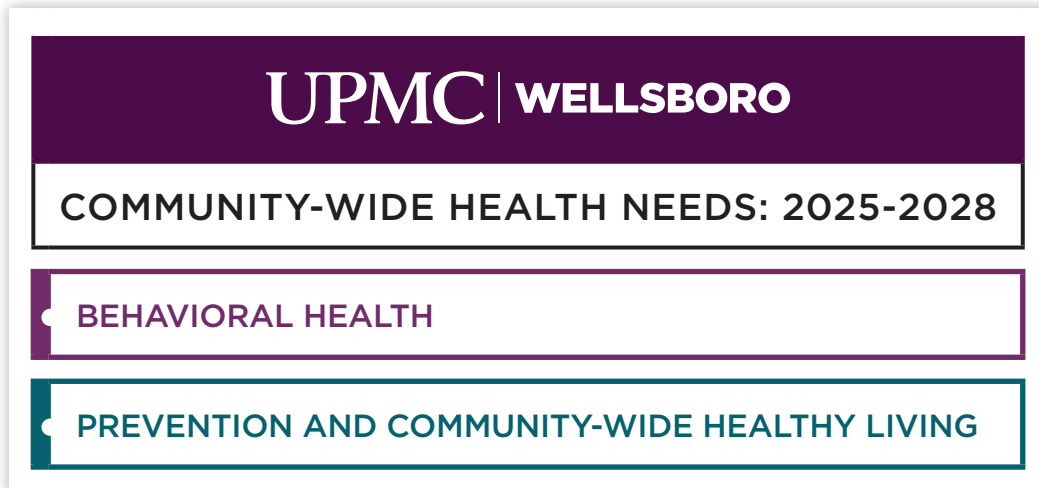
Central Pennsylvania Food Bank, Healthy Partners, PA Department of Health, Penn College, River Valley Regional YMCA, Southern Tioga School District (STSD), UPMC Hillman Cancer Center, UPMC Community Life Center, Wellsboro Parks and Recreation Department

UPMC Wellsboro Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

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

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Wellsboro Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Wellsboro 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.

Behavioral Health

Goal: Enhance access to behavioral health services

Planned Actions:

1. Improve local access to behavioral health specialists to decrease the need to travel outside of the community for care
2. Enhance care coordination for patients with behavioral health needs

Target Populations:

General community, individuals with behavioral health needs

Planned Collaborations:

Harbor Counseling, UPMC Western Psychiatric Hospital

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention, addressing health-related social needs, and supporting increased physical activity

Planned Actions:

1. Enhance care coordination for patients with health-related social needs
2. Promote healthy lifestyles and physical activity by increasing access to local fitness centers

Target Populations:

General community, seniors

Planned Collaborations:

Develop Tioga, PA Route 6 Alliance, Susquehanna Health Foundation



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | WILLIAMSPORT

Caring for the Community

Established in 1873, UPMC Williamsport is a regional general medical and surgical hospital in Williamsport, Pennsylvania, with two hospital campuses in Lycoming County. The hospital is accredited by the Joint Commission and is recognized with advanced certification for rehabilitation, stroke, and orthopaedic services. Other services include heart and vascular, intensive care, neurosciences, ob/gyn, digestive disease, a 24-hour emergency department with level II trauma care, inpatient services, same-day surgery, and a family practice residency program.

Established in 1951, the Divine Providence campus of UPMC Williamsport provides comprehensive outpatient services in Williamsport, Pennsylvania. Services include the UPMC Hillman Cancer Center, primary care, orthopaedic and sports medicine, pain management, breast health with computerized tomography, inpatient and outpatient behavioral health, radiology, a laboratory, a convent, and a chapel, as well as other ancillary care.

In April 2023, UPMC made a progressive decision to embrace a new innovative care model sanctioned by the Pennsylvania Department of Health to convert UPMC Lock Haven, in Clinton County, into the Commonwealth's only Outpatient Emergency Department. One year later, the new model, a campus of UPMC Williamsport, is thriving and is a testament and hope for other rural hospitals facing similar challenges in ensuring quality health care services remain local.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	255	Employees	2,524
	Hospital Patients	15,451	Community Benefits Contributions	\$57.0 million
	Emergency Dept. Visits	46,990	Free and Reduced Cost Care	\$39.7 million
	Total Surgeries	10,768	Total Economic Impact of Hospital Operations	\$797.6 million

Addressing the Community's Significant Health Needs

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

UPMC WILLIAMSPORT	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke
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

Chronic Disease Management

Heart Disease and Stroke

UPMC Williamsport is committed to addressing the community's needs relating to heart disease and stroke through certification efforts, provider recruitment, and community education.

GOAL:

Help detect and reduce risk factors for heart disease and stroke through education and prevention

STRATEGIES:

Take a comprehensive approach to addressing heart disease and stroke in the region

ACTIONS:

- ✓ Earn certification from the Joint Commission to become a Comprehensive Cardiac Care Center
- ✓ Recruit providers to the area
- ✓ Host an annual health fair and participate in community health fairs to promote awareness of heart disease
- ✓ Develop educational materials to promote screenings for heart disease and stroke
- ✓ Make resources available to the public to inform community members on who should be screened, and how to make an appointment
- ✓ Provide programs to help reduce risk factors for heart disease and stroke in partnership with the local YMCA

TARGET POPULATIONS:

- General community

PROGRAMS:

- Comprehensive cardiac care certification
- Physician recruitment
- Health fairs
- Heart disease and stroke educational resources
- YMCA partnerships

PROGRESS:

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



3 Vascular Surgeons
Recruited
(June 2022 – December 2023)



62 Electrocardiograms (EKGs)
Provided to Educators in
Lycoming County
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Earning Recognition for Care

Over the last three years, UPMC Williamsport was recognized for delivering high-quality heart and stroke care.

Awards include:

- **2023 High Performing Stroke Care award from *U.S. News & World Report*:** This award recognizes teamwork, communication, and dedication needed to perform high-quality and timely stroke care.
- **Get With the Guidelines®– Stroke Gold Plus:** UPMC Williamsport and the UPMC Outpatient Emergency Department in Lock Haven achieved the American Heart Association's Get With the Guidelines Stroke Gold Plus award. To be awarded Gold Plus, a hospital must reach at least 85 percent compliance in numerous quality measures as outlined by the American Heart Association for at least 24 consecutive months.
- **The Joint Commission's Gold Seal of Approval® and the American Stroke Association's Heart-Check mark for Acute Stroke Ready Certification:** The UPMC Outpatient Emergency Department in Lock Haven earned recognition from both The Joint Commission and the American Stroke Association.

Improving Access to Local Specialty Care

During the 2022 to 2025 CHNA cycle, UPMC Williamsport continued to expand access to specialty care. Efforts include:

- **Successfully recruiting providers:** UPMC Williamsport continues to recruit for both interventional and non-invasive specialists.
 - > Between July 2022 and December 2023, UPMC Williamsport successfully recruited three vascular surgeons.
- **Advancing the capabilities of the UPMC Heart and Vascular Institute (HVI):** In 2023, HVI expanded its telemedicine discharge clinic to reach cardiology patients in Williamsport and created an observation unit in the emergency department to evaluate moderate risk cardiac patients, as well as patients with heart failure and arrhythmias.

Raising Community Awareness

In partnership with the other UPMC hospitals in North Central Pa., UPMC Williamsport is working to raise awareness of heart disease and stroke and to help educate community members about life-saving measures. Efforts include:

- Providing 62 electrocardiograms (EKGs) to educators in Lycoming County, with oversight from the WorkCenter medical director. An EKG is used to record the electrical signals in the heart and help diagnose heart conditions.
- Participating in local health fairs, such as Construction Specialties, Overhead Door, and Healthy Hunters.
- Working with the River Valley Regional YMCA to offer health coaching and lipid panels to community members to help them better understand and manage their health.
- Purchasing and distributing 150 automated external defibrillators (AEDs) in public spaces throughout Clinton and Lycoming counties, using a generous donation from First Quality. AEDs are medical devices used to help those experiencing sudden cardiac arrest. This support will help UPMC Williamsport continue efforts to advance lifesaving and life-changing care locally.

COMMUNITY PARTNERS:

American Heart Association, Evangelical Community Hospital, Joint Commission, Lycoming County Health Care Improvement Coalition (LCHIC), River Valley Regional YMCA, UPMC Altoona, UPMC Community Life Center, UPMC Heart and Vascular Institute

Behavioral Health

Access to Behavioral Health Services

UPMC Williamsport is expanding its efforts to support the community's needs relating to behavioral health. The hospital will continue to work with community organizations, and leverage UPMC Western Behavioral Health's comprehensive provider network, to help enhance access to behavioral health services in the area.

GOAL:

Take a comprehensive approach to improve access to behavioral health services by raising awareness and expanding the breadth of services

STRATEGIES:

Continue to promote public education and awareness around behavioral health

Implement strategies to provide ongoing, direct access to behavioral health services

Continue to promote public education and awareness to help prevent drug and opioid misuse, abuse, and overdose

ACTIONS:

- ✓ Educate the community about availability of local behavioral health services
- ✓ Promote awareness of substance use and available resources
- ✓ Attract and retain behavioral health specialists to the local community to increase access to care
- ✓ Expand telemedicine services

- ✓ Explore opportunities to establish a space in the local community where patients can maintain privacy and confidentiality for outpatient behavioral health care
- ✓ Provide inpatient telemedicine psychiatric services in partnership with UPMC Western Psychiatric Hospital
- ✓ Develop patient education materials on pathways to recovery
- ✓ Continue to collaborate with Lycoming and Clinton counties to share best practices for opioid addiction and substance use

TARGET POPULATIONS:

- General community

PROGRAMS:

- Community outreach, education, and coordination initiatives
- Competitive recruitment strategies
- Telemedicine services
- UPMC Western Psychiatric Hospital inpatient telemedicine program
- Best practices for opioid addiction and substance use for Clinton and Lycoming counties
- Telepsychiatry services in the emergency department

PROGRESS:

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



7 Behavioral Health Specialists Recruited for Outpatient Services
(June 2022 – December 2023)



700+ Patients Served through Assessment, Referral, and Consultation Services in the Emergency Department
(January 2023 – December 2023)

PROGRESS HIGHLIGHTS:

Expanding Behavioral Health Services

Over the last three years, UPMC Williamsport continued to expand its behavioral health services. Accomplishments include:

- **Recruiting behavioral health specialists:** In 2023, UPMC Williamsport added three new clinicians to its outpatient therapy services to help improve access for patients. In 2024, the hospital added two more therapy clinicians, two psychiatrists, and an additional day of child/adolescent psychiatry services. The hospital's outpatient behavioral health programs offer services to children, adolescents, and adults who are experiencing a variety of mental health problems, including anxiety, depression, panic attacks, and post-traumatic stress disorder (PTSD).
- **Enhancing Assessment, Referral, and Consultation Services (ARCS) in the emergency department:** In 2022, UPMC Williamsport enhanced the ARC program in its emergency departments to include telemedicine services in UPMC Muncy and UPMC Lock Haven, with the goal of helping to coordinate care for patients with behavioral health needs from one, centralized location. In 2023, the ARC served more than 700 patients.
- **Providing behavioral health support to Little League World Series (LLWS) players:** UPMC Williamsport offered 18 total hours (one hour each day across 18 days of coverage) of a behavioral health specialist available by video to LLWS players. During these video calls, a specialist helped players through any issues requiring their expertise.
- **Educating the community about availability of local behavioral health services:** UPMC Williamsport continued to participate in community events, offering information about behavioral health services to raise awareness about access to care.
 - > Between July 2022 and December 2023, the hospital participated in the Penn College Human Service Expo, UPMC Community Block Party, and the Loyalsock School District In-Service Day. In September 2023, the hospital showed its support for National Suicide Awareness month by hosting a candlelight vigil, manning tables at each hospital campus with handouts and giveaways focused on suicide prevention, and participating in Lycoming and Clinton counties' Out of the Darkness Walk and Coffee with a Veteran.
 - > In June 2023, UPMC Senior Communities hosted a substance use education program at UPMC Williamsport, in partnership with West Branch Drug and Alcohol. The event was attended by approximately 20 employees from both Haven Place Administration and UPMC Williamsport.
- **Launching telepsychiatry services in the emergency department:** In January 2025, UPMC Williamsport implemented telepsychiatry services in the emergency department (ED). In partnership with UPMC Western Psychiatric Hospital in Pittsburgh, UPMC Williamsport now offers interactive psychiatric care through secure, real-time audio and video-conferencing. Telepsychiatry services increase access to behavioral health care in rural communities. These services support the ED physicians when making decisions about transferring to inpatient psychiatric care or discharging safely to outpatient behavioral health services. Telepsychiatry services also allow ED physicians to consult with psychiatrists about medication management for patients in the ED.

COMMUNITY PARTNERS:

Diakon, local area school districts, Lycoming County Health Care Improvement Coalition (LCHIC), Lycoming County United Way, UPMC Senior Communities, UPMC Western Psychiatric Hospital, West Branch Drug and Alcohol Service

Access to Care and Navigating Resources

Primary Care, Care Coordination

UPMC Williamsport continues to address access to care and navigating resources in the community, with dedicated efforts to increase access to primary care and a focus on improving care coordination.

GOAL:

Increase access to primary care
Improve care coordination, with a dedicated focus on transportation and discharge follow-up

STRATEGIES:

Develop and execute initiatives to meet primary care needs of the community

Explore expansion strategies to increase access to primary care services, including pediatric care

Develop strategies to help reduce barriers to transportation to and from health care appointments

Enhance follow-up care efforts, with targeted programs to address post-discharge care coordination, medication management, and ambulatory care

Connect patients with the appropriate level of care, with an emphasis on linking pediatric patients to relevant specialty care providers

ACTIONS:

- ✓ Recruit new primary care providers to help grow current practices
- ✓ Promote access to providers through use of virtual care
- ✓ Enhance new patient scheduling processes to reduce wait times for appointments
- ✓ Continue to offer timely and convenient access to primary care through same-day appointments
- ✓ Assess opportunities to establish new primary care services
- ✓ Develop plans to offer inpatient telemedicine services for pediatric patients, in collaboration with UPMC Children's Hospital of Pittsburgh
- ✓ Partner with community organizations to improve transportation for health care services
- ✓ Continue to connect patients with nurse navigators to guide them through the continuum of care
- ✓ Increase the accessibility of nurse navigators for patients by recruiting additional staff
- ✓ Integrate social workers into the patient experience to help address social determinants of health by driving medication management
- ✓ Expand the Ambulatory Nurse Care Program
- ✓ Grow and develop allied health professionals to better support and coordinate care for patients
- ✓ Help patients overcome challenges they may face after discharge, such as filling prescriptions, verifying medications, and communicating with a physician for follow-up care
- ✓ Continue to operate the 24-hour nurse triage program
- ✓ Work with UPMC Children's Hospital of Pittsburgh to implement specialty provider referrals for outpatient care settings

TARGET POPULATIONS:

- General community
- Children and adolescents

PROGRAMS:

- Rural Health Family Medicine Residency Program
- Physician recruitment
- Lewisburg primary care service
- Virtual visits
- UPMC AnywhereCare
- New patient scheduling
- Same-day appointments
- Primary and pediatric care clinic on Pine Street in Williamsport
- Telemedicine service for pediatric patients
- Transportation voucher program
- Recruitment for nurse navigators and social workers
- Ambulatory Nurse Care program
- Partnership with Pennsylvania College of Technology
- Mobile Integrated Health (MIH) program
- 24-hour nurse triage program
- Pediatric specialty care referrals

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

Launched the Rural Family Medicine Residency Program
(June 2022 – December 2023)



14 Primary Care Providers Recruited
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Preparing Doctors to Offer Comprehensive Care in Rural Communities**

In 2024, UPMC launched the Rural Family Medicine Residency program in north central Pennsylvania. UPMC Williamsport is leveraging its existing residency infrastructure to train medical residents to treat many health issues — from heart problems to addiction and mental health needs. The program is an integrated rural training program, where medical residents spend their second and third years at critical access hospitals — UPMC Cole and UPMC Wellsboro.

- In 2023, the Rural Family Medicine Residency program received accreditation from the Council for Graduate Medical Education.

Successfully Recruiting Providers to the Region

Since July 2022, UPMC Williamsport successfully recruited 14 primary care providers — physicians and Advanced Practice Providers — to both outpatient and Family Medicine residency faculty, with one provider dedicated to serving the Lewisburg area.

Improving Patient Care through Pre-Hospital Services

UPMC in North Central Pa.'s paramedics offer treatment in place and help connect people with resources. Efforts include providing child safety seats, directing behavioral health referrals to certified recovery specialists, and offering emergency food boxes to patients in need.

Earning Recognition for Maternal and Infant Care

UPMC Williamsport was honored as a 2024 High Performing Hospital for Maternity Care (Uncomplicated Pregnancy) by *U.S. News & World Report*, the highest award a hospital can receive.

The Birthplace, a UPMC Magee-Womens facility at UPMC Williamsport, achieved the Baby-Friendly designation from Baby-Friendly USA, the accrediting body and national authority for the Baby-Friendly Hospital Initiative (BFHI) in the United States.

UPMC Williamsport's Emergency Department in Lock Haven officially became the state's first outpatient emergency department.

COMMUNITY PARTNERS:

Family Practice Centers, independent primary care centers, Lycoming-Clinton Counties Commission for Community Action, River Valley Transit, Pennsylvania College of Technology, medical staff, UPMC Children's Hospital of Pittsburgh

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Williamsport continues to address prevention and community-wide healthy living through a suite of programs, including education and outreach initiatives.

GOAL:

Improve community health and wellness through education, early detection, and chronic disease management

STRATEGIES:

Address prevention and community-wide healthy living through education, screenings, and promotion of healthy behaviors

Explore opportunities to pilot new chronic disease management initiatives incorporating lifestyle medicine, which targets the root causes of disease

ACTIONS:

- ✓ Raise awareness of the importance of immunizations and routine cancer screenings
- ✓ Offer immunizations and screenings to the community
- ✓ Develop a strategy to promote and expand UPMC in North Central Pa.'s regional community affinity programs, including women and seniors
- ✓ Expand Healthy Partners efforts in north central Pennsylvania to help improve the health and well-being of the local workforce
- ✓ Work with local partners on health and wellness initiatives in Lycoming County to engage community members in physical activities and nutrition education
- ✓ Continue to promote interpersonal safety by providing trauma education programs and support
- ✓ Continue health and wellness partnership with Little League International
- ✓ Develop an approach to help prevent, treat, and reverse chronic diseases by replacing unhealthy choices with health promoting behaviors, including consultations with specially trained physicians, patient evaluations, and comprehensive individualized treatment plans

TARGET POPULATIONS:

- General community
- Seniors
- Women

PROGRAMS:

- Immunization education efforts
- Cancer screenings
- Special Response Vehicle
- Community outreach affinity programs
- Healthy Partners
- Senior Community participation in community events
- Health fairs and community outreach initiatives
- Physical activity and healthy nutrition efforts
- Partnership with Weis Market/Nourish PA
- Stop the Bleed
- CPR classes
- Minutes Matter
- Mental health and wellness clinic for Little League World Series players
- On-site wellness clinic for Little League World Series
- Partnership with International Congress for Sports Health and Wellness
- Chronic disease management compliance

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

10 Stop the
Bleed Events
(June 2022 – December 2023)



3,400+ Members of
Renew You
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Promoting Safety**

In partnership with the other UPMC hospitals in North Central Pa., UPMC Williamsport is working to educate community members about the importance of safety, including trauma injuries and how to respond to a mass casualty event. Accomplishments include:

- Partnered with Susquehanna Regional EMS (SREMS) to provide Stop the Bleed and Minutes Matter training and supplies.
 - > Taught 10 Stop the Bleed courses between June 2022 and December 2023.
 - > Provided CPR, AED, and general first aid training to more than 80 student teachers at Lycoming College.
 - > Donated eight Stop the Bleed medical stations to help enhance the safety and well-being of students, teachers, and staff in the Keystone Central School District, through a collaboration with UPMC, Susquehanna Regional EMS (SREMS), Susquehanna Health Foundation, and Lock Haven EMS.
 - > Launched Minutes Matter training in Clinton and Lycoming counties — leading 14 classes between May 2023 and December 2023.
- Established a community partnership between UPMC, the Lycoming Regional Police Department (LRPD), Susquehanna Regional EMS (SREMS), and Susquehanna Health Foundation to help improve the health and safety of the community through the donation of 10 fully-equipped medical emergency response bags. The bags include medical supplies to help manage cardiac arrest, life-threatening bleeding control, and overdose treatment.
- Hosted a Healthy Hunters event geared toward hunters at the Liberty Arena in Williamsport. The October 2023 event featured simulated hunting experiences, an endurance challenge, and health screenings.
- Continued hosting a Safe Sitter® Babysitting Course: UPMC hosts Safe Sitter® babysitting classes across north central Pennsylvania. Classes prepare students ages 11 through 16 to be safe when they're home alone, watching younger siblings, or babysitting. Students learn life-saving skills, such as how to rescue someone who's choking, and helpful information like what to do if there's severe weather. The lessons are filled with fun activities and role-playing exercises. Students even get to use CPR manikins to practice choking rescue and CPR. UPMC in North Central Pa. is recognized as a Bronze Level Safe Sitter Provider.

Offering Health Education and Support throughout the Community

In collaboration with the other UPMC hospitals in North Central Pa., UPMC Williamsport offers customized programs to engage with community members and to empower them to improve their health.

Expanding Access to Health-Related Resources

UPMC in North Central Pa. developed a dashboard to track social determinants of health survey responses.

- Between July and December of 2023, UPMC's four hospitals in the region completed 4,000 surveys of eligible inpatients and used the results to connect patients with food insecurities, transportation, housing, and safety needs with community resource navigators.
- Two community resource navigators were added to the region. They help educate and provide outreach to uninsured individuals. In addition, they connect individuals to community resources, such as cultural mediation, food pantries, language assistance, transportation, housing, legal needs, and more. In 2023, they assisted 221 clients with resources.

- **Healthy Partners** is an employer wellness program that provides health topics, screenings, and wellness activities to encourage healthy behaviors.
 - > The Healthy Partners team builds reports for clients that show overall data on their employees' health, including major health metrics. Healthy Partners collects these measures at biometric screenings, which they provide for 25 employers. Since the start of 2023, there have been 3,546 individuals screened as part of this program. These reports help highlight major health markers and track yearly changes for clients. This, in turn, helps Healthy Partners target areas of concern and tailor more employee education that focuses on specific client needs.
 - > Added grip strength and reaction time screening tools to help provide more onsite health-related opportunities to tailor opportunities to clients and their workforce.
- **Renew You** is a free membership program for women that motivates and inspires positive changes in their lives. This program emphasizes total well-being by supporting a healthy mind, body, and spirit through engaging educational events.
 - > Between June 2022 and December 2023, more than 3,400 women were enrolled in Renew You.
- **Age Well** is a program designed for seniors whose members receive benefits, such as a quarterly newsletter with health tips and recipes, and opportunities to make friends and build relationships with local health care providers. Over the past three years, UPMC staff visited senior centers, engaged with senior groups, and participated as keynote speakers at community events. Age Well's current membership is approximately 1,750.
 - > Senior Communities participated in 13 events, highlighting services offered to the community.

Leveraging Strong Partnerships to Help Improve Community Health

Over the last three years, UPMC Williamsport, in collaboration with UPMC hospitals in North Central Pa., continues to develop strong partnerships, which are instrumental in helping to promote healthy behaviors and address health-related social needs. Efforts include:

- **Supporting Little League International:** UPMC in North Central Pa. continues to support Little League International and the Little League World Series. In 2023, UPMC participated in the parade, Williamsport Welcomes the World, and the annual wiffle ball game with an international team, the children of Dwell Orphan Care, and MLB Hall of Famer Alan Trammell. UPMC provides athletic training, behavioral health, and Emergency Medical Services for the multi-week event.
 - > SREMS team helped provide more than 1,000 hours of total EMS coverage at the Little League World Series and treated more than 300 patients.
- **Developing an emergency food box program:** In October 2023, UPMC Williamsport and the Central PA Food Bank worked together to establish an emergency food box program for inpatient and emergency department patients that indicate they are food insecure before being discharged. This helps ensure that patients do not go home hungry and helps them connect with available resources.
- **Promoting job opportunities:** UPMC Williamsport is partnering with the local Office of Vocational Rehab to provide job opportunities to job seekers needing reasonable accommodations and is collaborating with Lycoming County branches of the Veterans' Administration and Veteran Centers to refer veterans to UPMC employment opportunities. In addition, UPMC Williamsport connected with Thrive to help support those in need of legal services, community connections, and job placement assistance.
- **Encouraging healthy habits:** UPMC Williamsport continues its efforts conducted in collaboration with the local YMCA and Weis Markets. In December 2023, the hospital reannounced its collaboration with Weis Markets under a new name: Nourish PA. This change reflects the hospital's ongoing commitment to providing community members with the tools and resources needed to make healthy choices and live a well-nourished life. This partnership offers local health news, affordable grocery shopping tips, and unique content from Weis dietitians and UPMC health professionals. Since establishing this collaboration, Nourish PA has hosted two events.

COMMUNITY PARTNERS:

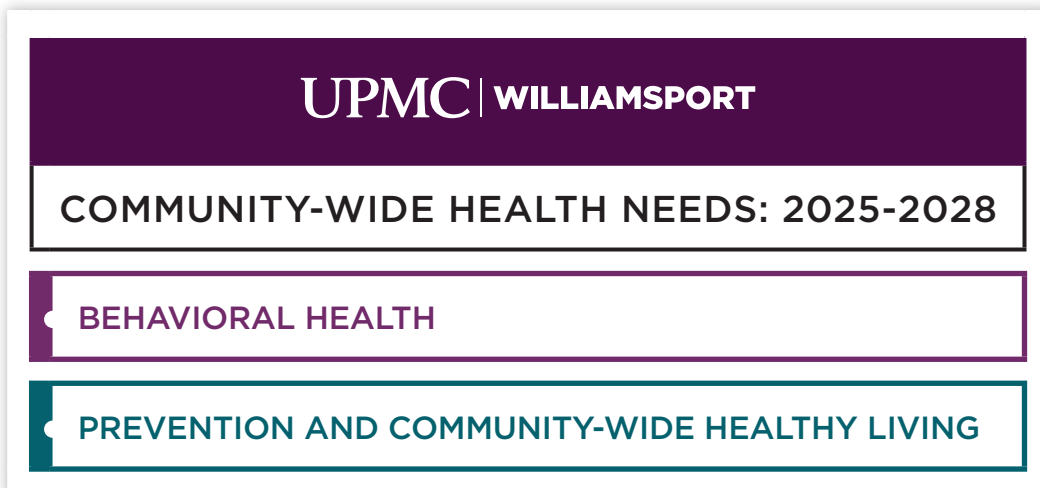
Central PA Food Bank, local churches, local school districts, Lycoming United Way, Office of Vocational Rehab, Pennsylvania College of Technology, Thrive, UPMC Community Life Center, UPMC Hillman Cancer Center, Veterans Administration, Veteran Centers, Weis Market, Williamsport Branch YMCA

UPMC Williamsport Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 11, 2025, the UPMC Williamsport Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Williamsport Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Williamsport 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.

Behavioral Health

Goal: Enhance access to behavioral health services

Planned Actions:

1. Improve local access to behavioral health specialists to decrease the need to travel outside of the community for care
2. Enhance care coordination for patients with behavioral health needs
3. Offer support services to patients and their families, including training staff to care for patients grieving pregnancy or infant loss

Target Populations:

General community

Planned Collaborations:

Community Care Behavioral Health Organization, Lycoming-Clinton Joinder Mental Health & Disability/Autism Services, Susquehanna Health Foundation, Susquehanna Health Medical Group, UPMC Western Psychiatric Hospital, West Branch Drug and Alcohol Abuse Commission

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by raising awareness of disease prevention, addressing health-related social needs, and enhancing care coordination

Planned Actions:

1. Promote cancer awareness, prevention, and management through education, outreach, and preventive screenings
2. Enhance screenings and care coordination for patients with health-related social needs
3. Enhance access to care and improve care coordination for patients by exploring opportunities to implement a population health management program
4. Raise awareness of outpatient therapy services through community outreach efforts

Target Populations:

General community, seniors, children and adolescents, unemployed/uninsured populations, low-income and medically underserved populations

Planned Collaborations:

American Rescue Workers, Blast Intermediate Unit #17, Central Pennsylvania Food Bank, Department of Health, local school districts, Lycoming College, Lycoming County United Way, Pennsylvania College of Technology, River Valley Regional YMCA, Susquehanna Health Foundation, 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	Percent for each item by county, state, and nation in 2020.	
	Insurance: Uninsured, Medicare, Medicaid		
	Female Headed Households		
	Individuals with a Disability		
	Poverty		
Unemployed			
No High School Diploma			

Data Category	Data Items	Description	Source
Morbidity Data	Adult Diabetes	2019-2022 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)	2019-2022 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	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania	United States
Area (square miles)	888.0	1,228.9	1,081.2	1,133.8	44,742.3	3,533,038.3
Density (persons per square mile)	42.2	92.9	15.2	36.2	290.6	93.8
Total Population, 2020	37,450	114,188	16,396	41,045	13,002,700	331,449,281
Total Population, 2010	39,238	116,111	17,457	41,981	12,702,379	308,746,065
Population Change ('10-'20)	(1,788)	(1,923)	(1,061)	(936)	300,321	22,703,216
Population % Change ('10-'20)	-4.6	-1.7	-6.1	-2.2	2.4	7.4

Age

Median Age	41.5	41.8	48.6	44.7	41.0	38.8
% <18	21.0	20.5	19.9	20.3	20.4	22.1
% 18-44	32.5	32.7	26.2	30.0	34.0	35.7
% 45-64	26.0	26.4	28.8	27.0	26.5	25.4
% 65+	20.5	20.4	25.2	22.7	19.1	16.8
% 85+	2.7	2.7	2.8	2.6	2.5	1.9

Gender

% Male	49.2	48.9	50.4	49.8	48.9	49.1
% Female	50.8	51.1	49.6	50.2	51.1	50.9

Race/Ethnicity

% White*	93.9	87.9	95.2	93.7	75.0	61.6
% African-American*	1.2	5.1	0.3	0.8	10.9	12.4
% American Indian and Alaska Native*	0.2	0.2	0.2	0.2	0.2	1.1
% Asian*	0.6	0.8	0.5	0.5	3.9	6.0
% Native Hawaiian/ Other Pacific Islander*	0.0	0.0	0.0	0.0	0.0	0.2
% Hispanic or Latino**	1.8	2.1	1.5	1.6	8.1	18.7
% Disability	17.1	15.9	18.4	18.1	14.0	12.7

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

Source: U.S. Census, 2010, 2020

Social and Economic Factors:

Characteristics	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania	United States
Income, Median Household	\$51,145	\$54,906	\$47,696	\$51,838	\$63,627	\$64,994
Home Value, Median	\$145,700	\$161,900	\$110,400	\$151,900	\$187,500	\$229,800
% No High School Diploma*	10.2	9.5	11.1	8.6	9.0	11.5
% Unemployed**	5.8	5.1	6.8	5.2	5.4	5.4
% of People in Poverty	15.4	13.6	11.7	12.3	12.0	12.8
% Elderly Living Alone	14.5	13.9	15.4	14.2	12.9	11.1
% Female-Headed Households with Own Children <18	4.1	4.7	3.0	3.7	4.8	5.2
Health Insurance						
% Uninsured	9.3	5.6	6.7	6.9	5.6	8.7
% Medicaid	15.4	16.9	20.9	17.7	15.8	17.0
% Medicare	13.8	14.5	17.8	16.9	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: Clinton, Lycoming, Potter, and Tioga

Causes of Death	Clinton County	Lycoming County	Potter County	Tioga 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	19.0	17.2	17.2	19.5	20.9	20.1
Malignant Neoplasms (Cancer)	16.3	17.5	15.6	16.0	17.8	17.5
COVID-19	14.9	16.6	21.5	17.0	11.7	12.0
Accidents (Unintentional Injuries)	5.5	5.0	5.3	6.3	6.6	6.5
Cerebrovascular Diseases	2.0	2.9	4.3	3.0	4.4	4.7
Chronic Lower Respiratory Diseases	4.9	4.3	4.3	6.5	3.6	4.1
Alzheimer's Disease	6.3	2.7	1.0	2.2	2.6	3.4
Diabetes Mellitus	4.9	2.9	1.0	2.7	2.7	3.0
Chronic Liver Disease and Cirrhosis	1.6	1.5	1.0	1.0	1.2	1.6
Nephritis, Nephrotic Syndrome, and Nephrosis	0.8	2.3	3.3	0.7	1.9	1.6
Intentional Self-Harm (Suicide)	1.4	1.0	1.7	1.3	1.2	1.4
Essential Hypertension and Hypertensive Renal Disease	1.0	1.0	2.3	0.3	0.9	1.2
Influenza and Pneumonia	0.6	0.9	1.7	1.3	1.2	1.2
Septicemia	1.8	1.3	1.0	1.5	1.6	1.2
Parkinson's Disease	0.6	1.2	0.7	1.7	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 Clinton, Lycoming, Potter, and Tioga Counties to Pennsylvania, United States, and Healthy People 2030:

Characteristics	Clinton County	Lycoming County	Potter County	Tioga County	Pennsylvania	United States	Healthy People 2030
Morbidity							
Diabetes (%)	15.0	15.0	15.0	15.0	11.0	11.5	NA
Mental Health (Mental health not good ≥1 day in past month) (%)	34.0	34.0	34.0	34.0	42.0	43.0	NA
Low Birthweight (% of live births)	7.0	8.1	7.0	6.3	8.3	8.6	NA
Health Behaviors							
Obesity (Adult) (%)	37.0	37.0	37.0	37.0	33.0	33.6	36.0
Childhood Obesity (Grades K-6) (%)	30.2	22.4	26.0	27.8	20.6	20.2	NA
Childhood Obesity (Grades 7-12) (%)	29.5	22.3	28.2	27.1	21.5	16.2	NA
Excessive Alcohol Use (%)	14.0	14.0	14.0	14.0	17.0	17.0	25.4
Current Tobacco Use (%)	15.0	15.0	15.0	15.0	15.0	14.0	6.1
STDs (Gonorrhea per 100K)*	152.6	144.0	ND	94.3	153.7	152.1	NA
Clinical Care							
Immunization: Ever had a Pneumonia Vaccination (65+) (%)	80.0	80.0	80.0	80.0	74.0	71.6	NA
Cancer Screening							
Mammography (%)	70.9	71.2	73.9	62.8	70.0	70.2	80.3
Colorectal Screening (%)**	60.9	67.4	59.1	60.1	71.0	71.8	68.3
Primary Care Physician: Population (PCP Phys/100K Pop)	34.7	76.6	36.9	44.0	79.1	75.2	NA
Receive Prenatal Care in First Trimester (%)	67.1	76.2	72.4	72.3	73.3	77.0	NA

Sources:

County Data: Pennsylvania Department of Health, 2020-2022 (Low Birthweight and Prenatal Care Data, 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: Lycoming County and Pennsylvania rates are for women ages 15+; Clinton County rate is for women ages 15-34 (data for women ages 35+ was unavailable due to small sample size); Tioga County rate is for women ages 15-24 (data for women ages 25+ was unavailable due to small sample size); Data for Potter County was not available for any age group due to small sample size; 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 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 of 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 north central Pennsylvania invited representatives from the following organizations to participate in the community health needs survey conducted in May 2024:

UPMC Cole:

- A Way Out, Domestic Violence & Sexual Assault Services, Coudersport, PA
- Acker & Larsen, P.C., Coudersport, PA
- Alcohol & Drug Abuse Services, Inc., Bradford, PA
- Austin Area School District, Austin, PA
- Baker Tilly US, LLP, Wellsboro, PA
- Bradford Area Chamber of Commerce, Bradford, PA
- Buchanan Brothers Pharmacy, Inc., Elkland, PA
- Cole Foundation, Coudersport, PA
- Costa's Supermarket, Smethport, PA
- Coudersport Area School District, Coudersport, PA
- Department of Conservation and Natural Resources (DCNR), Harrisburg, PA
- District Attorney of Potter County, Coudersport, PA
- Glassmire & Shaffer Law Offices, P.C., Coudersport, PA
- Jeanne Miglicio Law Office, Emporium, PA
- Long Farms, Coudersport, PA
- McKean County Department of Human Services, Smethport, PA
- Morgan Advanced Materials, Smethport, PA
- Office of PA State Representative Martin Causer, State Legislative District 67, Coudersport, PA
- Office of the County Commissioners, Potter County, Coudersport, PA
- Osoyo Valley School District, Shinglehouse, PA
- Otto-Eldred School District, Duke Center, PA
- PA CareerLink, Potter County, Coudersport, PA
- Port Allegany School District, Port Allegany, PA

- Potter County Commissioners, Department of Emergency Services (DES), Coudersport, PA
- Potter County Education Council, Coudersport, PA
- Potter County Housing Authority, Coudersport, PA
- Potter County Human Services, Roulette, PA
- SHOP 'n SAVE, Port Allegany, PA
- Smethport Area School District, Smethport, PA
- St. Bonaventure University, St. Bonaventure, NY

UPMC Muncy:

- Blaise Alexander Family Dealerships, Muncy, PA
- Bucknell University, Lewisburg, PA
- Central PA Chamber of Commerce, Milton, PA
- Downtown Muncy, Inc., Muncy, PA
- East Lycoming School District, Hughesville, PA
- Journey Bank, Muncy, PA
- McCormick Law Firm, Williamsport, PA
- Muncy Area School District, Muncy, PA
- Muncy Baptist Church, Muncy, PA
- Muncy Borough Council, Muncy, PA
- Muncy Junior/Senior High School, Muncy, PA
- Office of the Mayor, Muncy Borough, Muncy, PA
- River Valley Regional YMCA, Eastern Lycoming Branch, Muncy, PA
- Susquehanna Valley United Way, Sunbury, PA
- The First United Methodist Church, Muncy, PA
- Today Farm, Muncy, PA
- Ward L. Myers Elementary School, Muncy, PA

UPMC Wellsboro:

- ASC Engineered Solutions, Blossburg, PA
- Borough Council, Wellsboro, PA
- Bradford-Tioga Head Start, Inc., Blossburg, PA
- C&N Bank, Emporium, PA
- C&T Enterprises, Inc., Lewisburg, PA
- Chief of Police, Borough of Mansfield, Mansfield, PA
- Chief of Police, Borough of Wellsboro, Wellsboro, PA

- Develop Tioga, Wellsboro, PA
- Ginn & Vickery, P.C., Wellsboro, PA
- Kriner Associates, LLC, Liberty, PA
- Laurel Health Centers, Mansfield, PA
- Mansfield University of Pennsylvania, Mansfield, PA
- MetalKraft Industries, Inc., Wellsboro, PA
- Northern Tioga School District, Elkland, PA
- Office of PA State Senator Gene Yaw, State Senate District 23, Wellsboro, PA
- Office of the Coroner, Tioga County, Wellsboro, PA
- Office of the County Commissioners, Tioga County, Wellsboro, PA
- Office of the Mayor, Borough of Wellsboro, Wellsboro, PA
- Partners In Progress, Inc., Mansfield, PA
- Penn Wells Hotel & Lodge, Wellsboro, PA
- Southern Tioga School District, Blossburg, PA
- Susquehanna Health Foundation, Williamsport, PA
- Tioga Bradford Housing & Redevelopment Authority, Mansfield, PA
- Tioga County Department of Emergency Services, Wellsboro, PA
- Tioga County Department of Human Services, Wellsboro, PA
- Tioga County Sheriff's Office, Wellsboro, PA
- Tioga County Veteran's Affairs Department, Wellsboro, PA
- UGI Utilities, Inc., Reading, PA
- Wellsboro Area School District, Wellsboro, PA

UPMC Williamsport:

- Aveanna Healthcare, Williamsport, PA
- Avenue 209 Coffee House, Lock Haven, PA
- BLaST Intermediate Unit #17, Williamsport, PA
- Central Pennsylvania Food Bank, Harrisburg, PA
- Central Susquehanna Opportunities (CSO), Inc., Shamokin, PA
- City Council of Lock Haven, Lock Haven, PA
- Clinton County Arts Council, Lock Haven, PA
- Clinton County Community Foundation, Inc., Lock Haven, PA

- Clinton County Economic Partnership, Lock Haven, PA
- Clinton County United Way, Lock Haven, PA
- Clinton County Women's Center, Inc., Lock Haven, PA
- Commonwealth University, Lock Haven, PA
- Community Arts Center, Williamsport, PA
- First Community Foundation Partnership, Williamsport, PA
- First Quality Enterprises, Inc., McElhattan, PA
- Greater Susquehanna Valley Chamber of Commerce, Shamokin Dam, PA
- Hope Enterprises, Inc., Williamsport, PA
- Indoor Sky, LLC, Williamsport, PA
- Infant Development Program, Lock Haven, PA
- Intentional AdVennTures, LLC, Williamsport, PA
- Keystone Family Alliance, Millheim, PA
- Liberty Hospital Partners, LP, Williamsport, PA
- Little League International, Williamsport, PA
- Lock Haven Rehab & Senior Living, Lock Haven, PA
- Lock Haven University of Pennsylvania, Lock Haven, PA
- Lycoming Arts, Williamsport, PA
- Lycoming College, Williamsport, PA
- Lycoming County Health Improvement Coalition, Williamsport, PA
- Lycoming County United Way, Williamsport, PA
- M&T Bank, Newberry Branch, Williamsport, PA
- McCormick Law Firm, Williamsport, PA
- North Central Sight Services, Inc., Williamsport, PA
- Office of PA State Senator Gene Yaw, State Senate District 23, Williamsport, PA
- Office of the Commissioners, Lycoming County, Williamsport, PA
- Office of the Coroner, Clinton County, Lock Haven, PA
- Office of the Coroner, Lycoming County, Williamsport, PA
- Office of the County Commissioners, Clinton County, Lock Haven, PA
- PA CareerLink, Clinton County, Lock Haven, PA
- Penn State Extension, Clinton County, Mill Hall, PA
- Penn State Extension, Lycoming County, Montoursville, PA
- Pennsylvania College of Technology, Williamsport, PA
- River Valley Health and Dental Center, Williamsport, PA
- River Valley Regional YMCA, Williamsport, PA
- River Valley Transit, Williamsport, PA
- South Williamsport Area School District, South Williamsport, PA
- STEP, Inc., Williamsport, PA
- Susquehanna Health Foundation, Williamsport, PA
- The Salvation Army Williamsport, Red Shield Community Garden, Williamsport, PA
- Uptown Music Collective, Williamsport, PA
- Weis Markets, Williamsport, PA
- Williamsport Area School District, Williamsport, PA
- Williamsport Bureau of Police, Williamsport, PA
- Williamsport City Council, Williamsport, PA
- Williamsport Crosscutters, Williamsport, PA
- Williamsport/Lycoming Chamber of Commerce, Williamsport, 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 YOUiverse, 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

- Bebashi-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 Penndel, 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, Wilkinsburg, 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. Bernett 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
- EmergyCare, 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
- ExpERIEence 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, Deschapelles, 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), 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, Trevoze, 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
- Penndel 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
- Shaul 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 and 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:

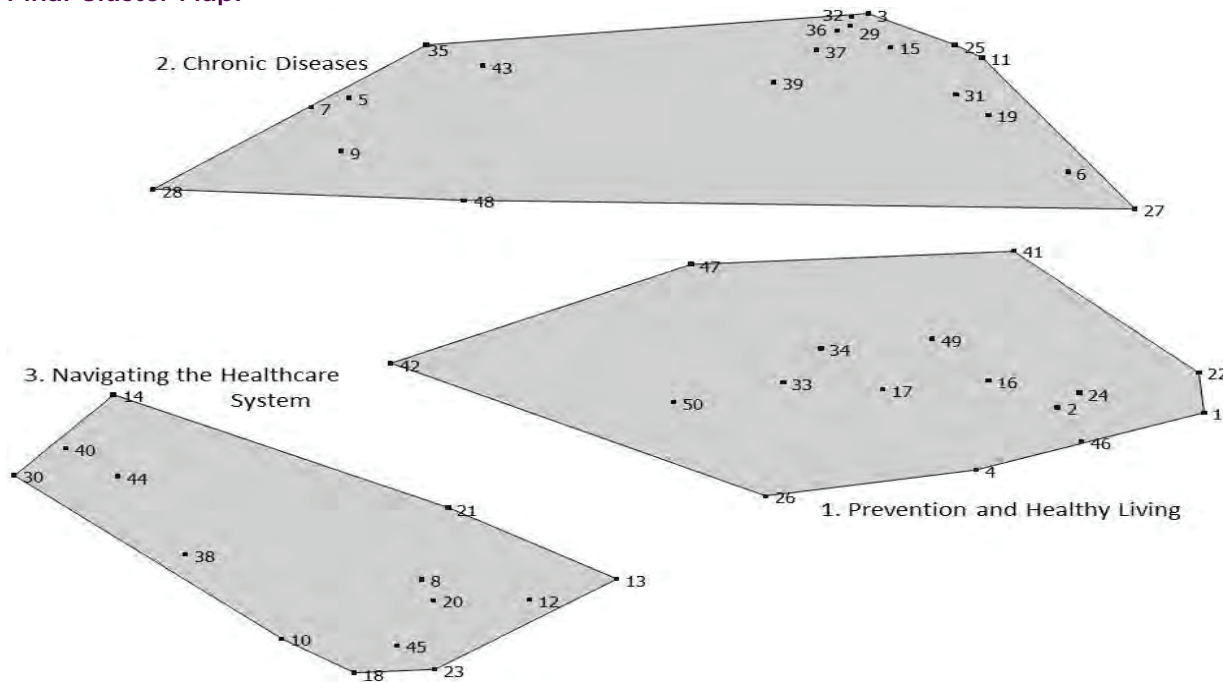
Does the hospital have the ability to address this problem?
(1 = no ability; 5 = great ability)

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.