

Community Health Needs Assessment

Community Health
Strategic Plan

JUNE 30, 2025

UPMC HAMOT

UPMC KANE

UPMC NORTHWEST

UPMC CHAUTAUQUA

ERIE, McKEAN, AND VENANGO COUNTIES IN PENNSYLVANIA
AND CHAUTAUQUA COUNTY IN NEW YORK



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I. EXECUTIVE SUMMARY

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

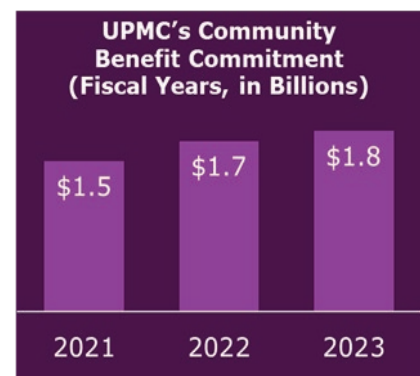
UPMC Plays a Major Role in Its Community:

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

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

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

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



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

In Fiscal Year 2025, UPMC's four licensed hospitals — located in and serving Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York — 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 collaborating hospitals in this CHNA function as a regional hub that delivers an array of specialized programs and services to the residents of the region. Located in Erie, Pennsylvania, UPMC Hamot serves the entire region as an acute care teaching hospital and regional referral center, delivering a full suite of quality medical services, including highly specialized medical and surgical treatment, a Level III neonatal intensive care unit, and the region's only Level II Trauma Center. In McKean County, UPMC Kane provides access to medical, surgical, rehabilitation, and transitional care to area residents, who may otherwise have to travel long distances for care. UPMC Northwest, located in Seneca, Pennsylvania, is the only hospital in Venango County, and offers area residents access to cutting-edge medical services not typically found at a local community hospital. UPMC Chautauqua, located in southwestern New York, offers 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 Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York.

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 Hamot	Erie County, Pennsylvania
UPMC Kane	McKean County, Pennsylvania
UPMC Northwest	Venango County, Pennsylvania
UPMC Chautauqua	Chautauqua County, New York

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 three significant health needs of importance to the communities served by UPMC Hamot, UPMC Kane, UPMC Northwest, and UPMC Chautauqua.

Significant Health Needs		Importance to the Community
1	Chronic Disease Management	Approximately half of deaths in the community are attributable to chronic disease.
2	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.
3	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 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 Erie, McKean, Venango, and Chautauqua Counties			
UPMC Hospitals in Erie, McKean, Venango, and Chautauqua Counties	Chronic Disease Management	Behavioral Health	Prevention and Community-Wide Healthy Living
UPMC Hamot		✓	✓
UPMC Kane		✓	✓
UPMC Northwest	✓	✓	
UPMC Chautauqua		✓	✓

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 in Erie, McKean, Venango, and Chautauqua 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.

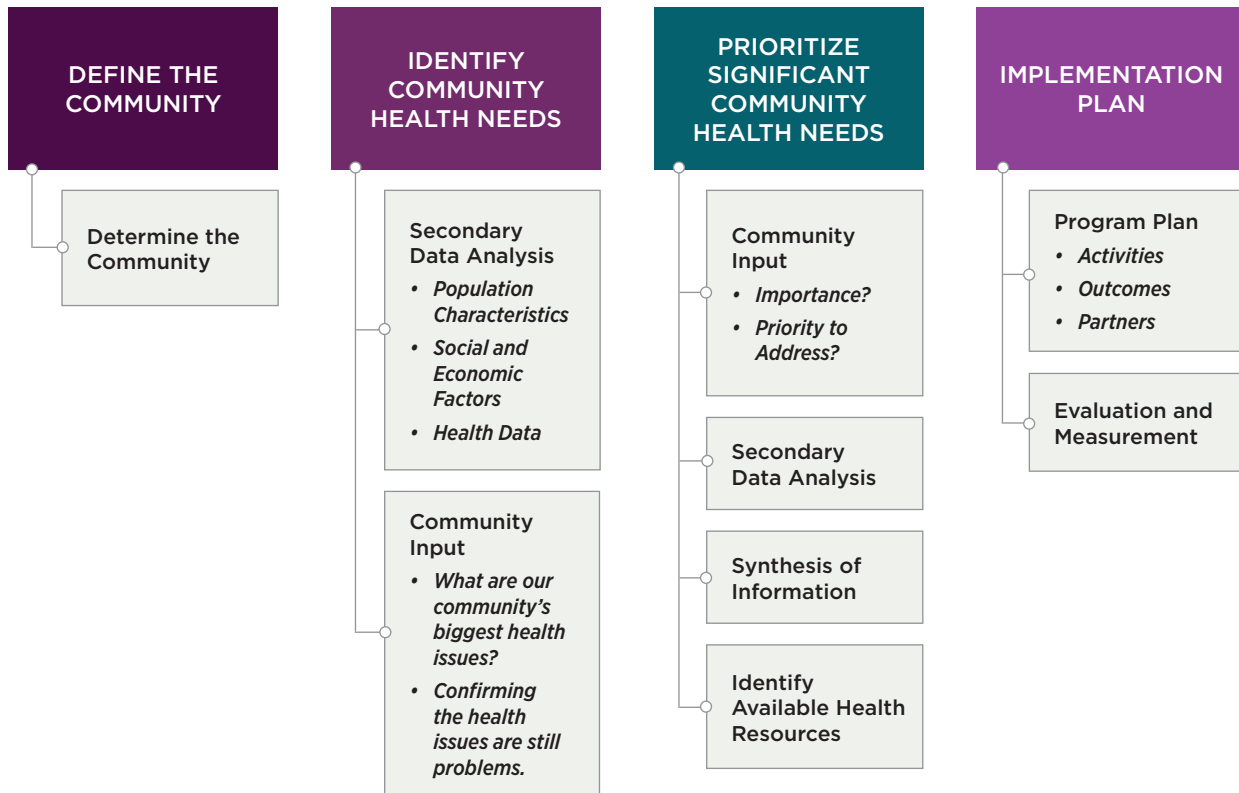
The CHNA incorporated analysis of public health data and input from individuals representing the broad interests of the community — including those with special knowledge and expertise in public health, and community stakeholders representing members of medically underserved, low-income, and minority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



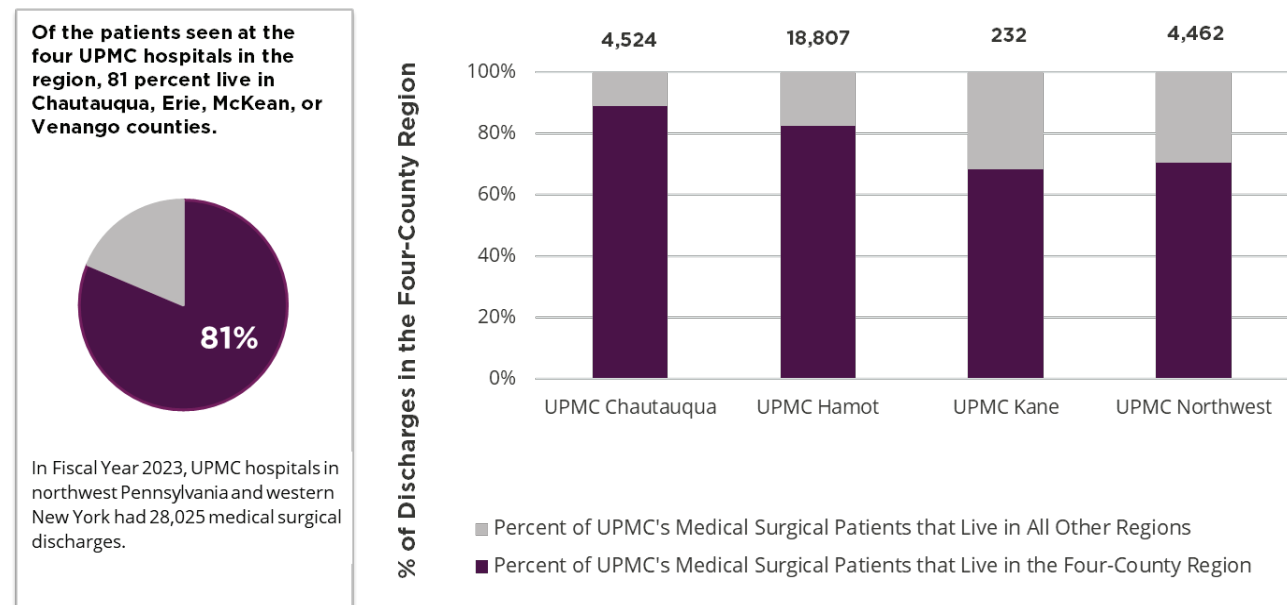
Definition of the Community: Erie, McKean, Venango, and Chautauqua Counties

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 81 percent of patients treated at UPMC Hamot, UPMC Kane, UPMC Northwest, and UPMC Chautauqua residing in Erie, McKean, Venango, or Chautauqua counties, these four hospitals primarily serve residents of this geographic region. By concentrating on Erie, McKean, Venango, and Chautauqua 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 Hamot, UPMC Kane, UPMC Northwest, and UPMC Chautauqua are focusing on important local health issues, while supporting a coordinated community health strategy across the region and system-wide.

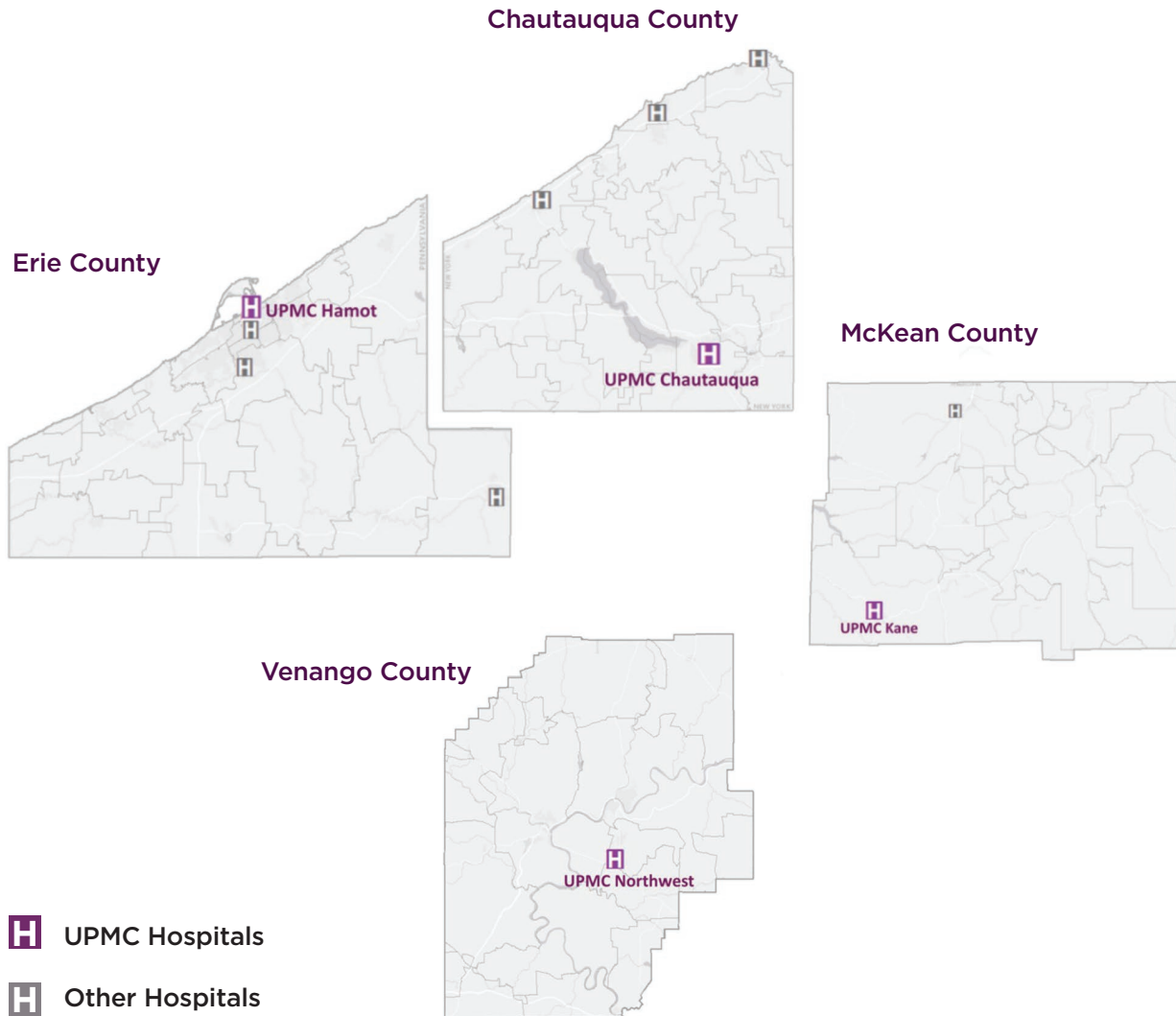
Most Patients Treated at UPMC Hospitals in Northwest Pennsylvania and Western New York Live in the Four-County Region: Erie, McKean, Venango, and Chautauqua Counties.



Sources: Pennsylvania Health Care Cost Containment Council, Fiscal Year 2023; UPMC Internal Data, Medipac System, 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 95 UPMC outpatient locations within Erie, McKean, Venango, and Chautauqua counties. A leader in high-quality, specialty care, UPMC provides local access through UPMC Western Behavioral Health, UPMC Children's Community Pediatrics, UPMC Hillman Cancer Centers, and UPMC Magee-Womens specialty services locations. UPMC also offers a wide range of outpatient facilities, including a freestanding surgery center, imaging centers, primary care offices, rehabilitation services, and urgent care centers. UPMC addresses the needs of vulnerable populations through UPMC Children's Hospital of Pittsburgh satellite locations for children and families.



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 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:

NORTHWEST PENNSYLVANIA AND WESTERN NEW YORK



200 Community partners
invited to participate
across Community Health
Needs surveys



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

UPMC's system-wide community input survey process consisted of multiple stages over the past five CHNA cycles; UPMC Chautauqua joined the 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 that compose the community are located in northwest Pennsylvania and western New York. Erie County, in Pennsylvania, and Chautauqua County, in New York, are considered mostly urban, while McKean and Venango counties, in Pennsylvania, are considered mostly rural.

Population Density				
	Chautauqua County	Erie County	McKean County	Venango County
2020 Population	127,657	270,876	40,432	50,454
Population Density	120.4	339.1	41.3	74.8

Source: U.S. Census

Rural areas, such as McKean and Venango 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.

Sizable Elderly Population with High Social Needs: A notable characteristic of the community is the large and increasing percentage of elderly residents (65 years and older). All counties in the region have an elderly population that is larger than national benchmarks. Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York, have large elderly populations (19 percent, 21 percent, 24 percent, and 21 percent, respectively), compared to the nation (17 percent).

Reflective of the higher proportion of elderly, the percentage of Medicare recipients was higher in the counties in the region compared to the nation (See **Appendix B**).

Erie, McKean, Venango, and Chautauqua Counties Have Sizable Elderly Populations

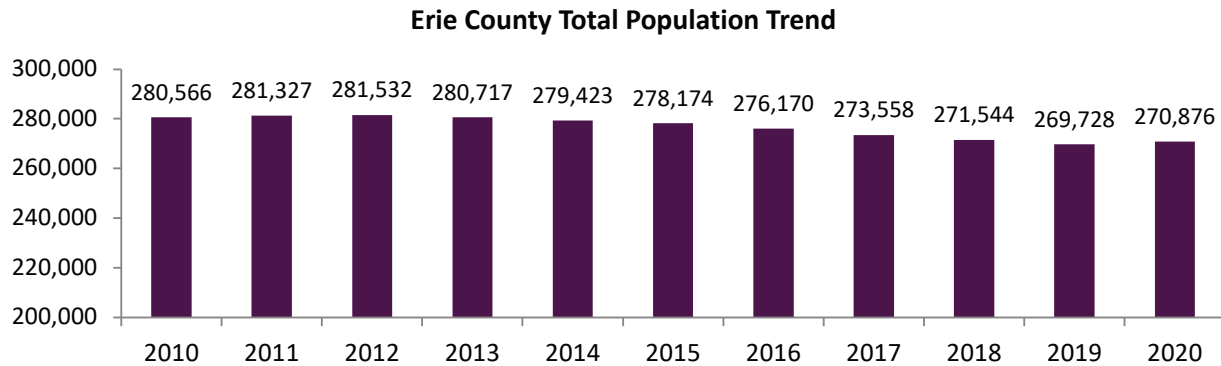
Age Distribution - 2020							
	Chautauqua County	Erie County	McKean County	Venango County	New York	Pennsylvania	United States
Median Age	42.9	40.6	44.0	47.4	39.0	41.0	38.8
% Children (<18)	20.6	20.9	20.1	20.1	20.4	20.4	22.1
% 18-44	31.5	34.0	31.1	27.3	36.9	34.0	35.7
% 45-64	26.9	26.1	28.1	29.0	25.9	26.5	25.4
% 65+	20.9	19.0	20.7	23.7	16.9	19.1	16.8
% 85+	2.7	2.3	2.6	2.7	2.2	2.5	1.9
% Elderly Living Alone	14.8	13.3	14.7	15.0	12.0	12.9	11.1

Source: U.S. Census

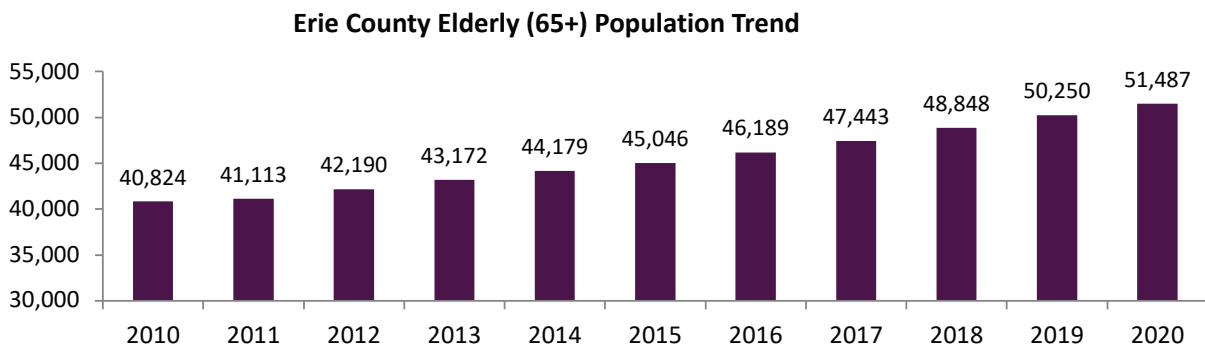
Aging Population Increasing in the Region: The total population in Erie, McKean, Venango, and Chautauqua counties has decreased since 2010, while the elderly population (age 65 and over) has increased significantly (see figures below). While the population data presented in this report is based on decennial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

Erie County:

Erie County's total population has seen a three percent decrease from 2010 to 2020.



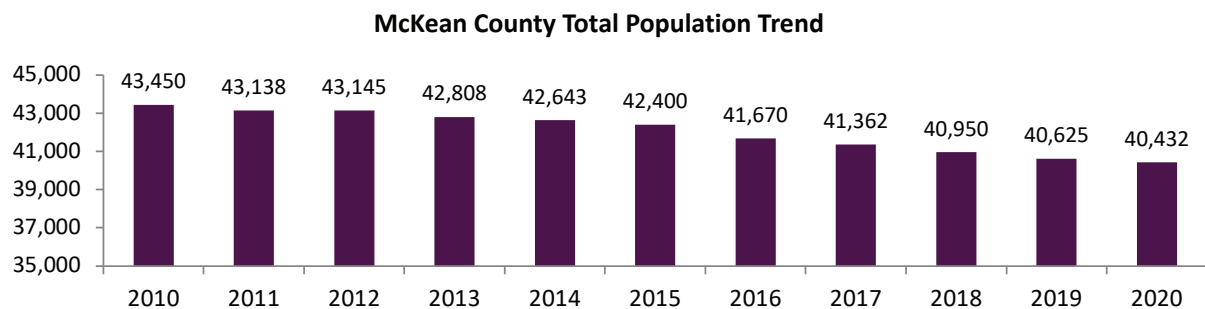
However, the elderly population in Erie County (65+) has seen a 26 percent increase from 2010 to 2020.



Source: U.S. Census

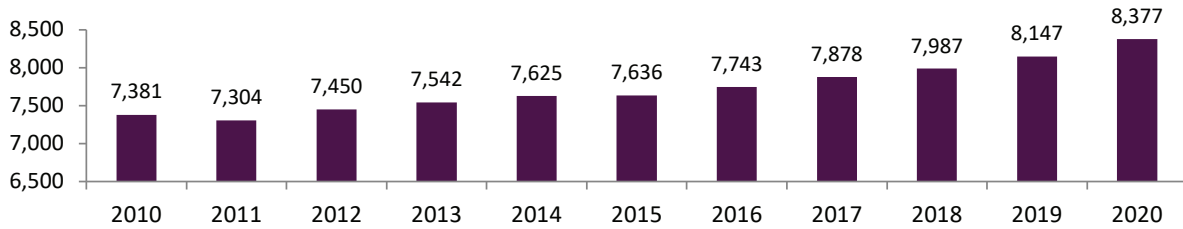
McKean County:

McKean County's total population has seen a seven percent decrease from 2010 to 2020.



However, the elderly population in McKean County (65+) has seen a 13 percent increase from 2010 to 2020.

McKean County Elderly (65+) Population Trend

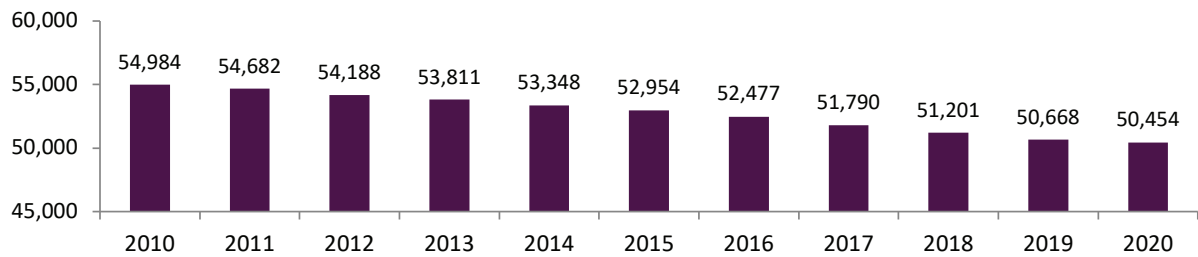


Source: U.S. Census

Venango County:

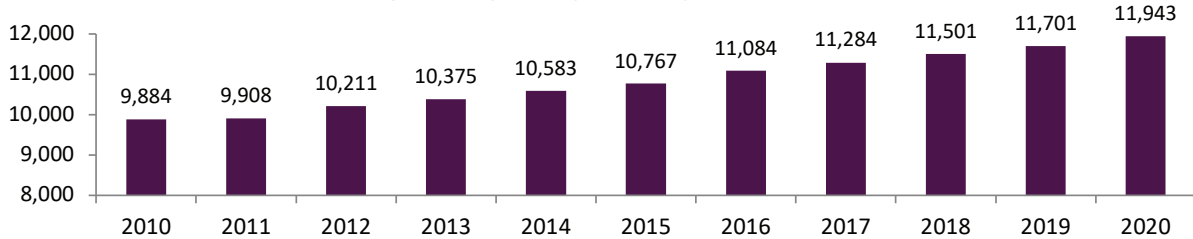
Venango County's total population has seen an eight percent decrease from 2010 to 2020.

Venango County Total Population Trend



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

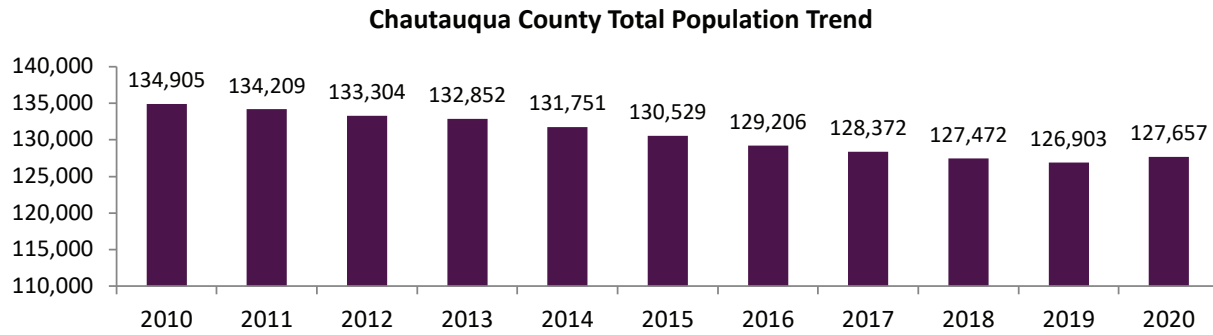
Venango County Elderly (65+) Population Trend



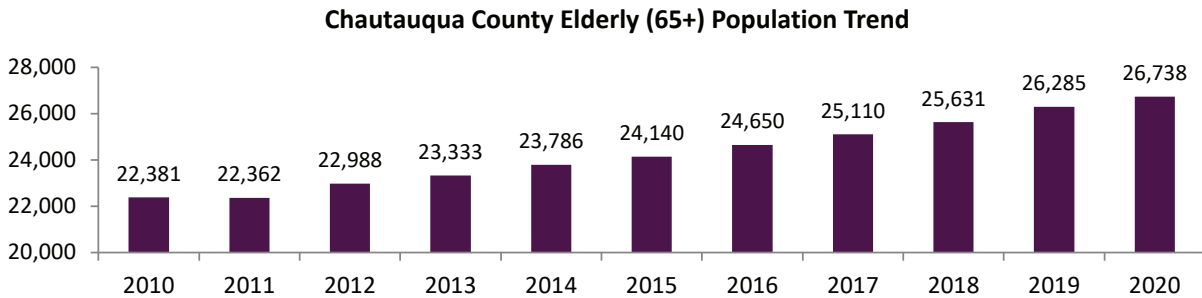
Source: U.S. Census

Chautauqua County:

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



However, the elderly population in Chautauqua County (65+) has seen a 19 percent increase from 2010 to 2020.



Source: U.S. Census

Socioeconomic challenges in Erie, McKean, and Venango Counties in Pennsylvania, and Chautauqua County in New York:
The overall population of the community faces some economic challenges when compared to state and national benchmarks.

Erie County tends to have:

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

McKean County tends to have:

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

Venango County tends to have:

- A lower median household income
- A higher unemployment rate

Chautauqua County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty
- More recipients of the income-based Medicaid health insurance program (see **Appendix B**)

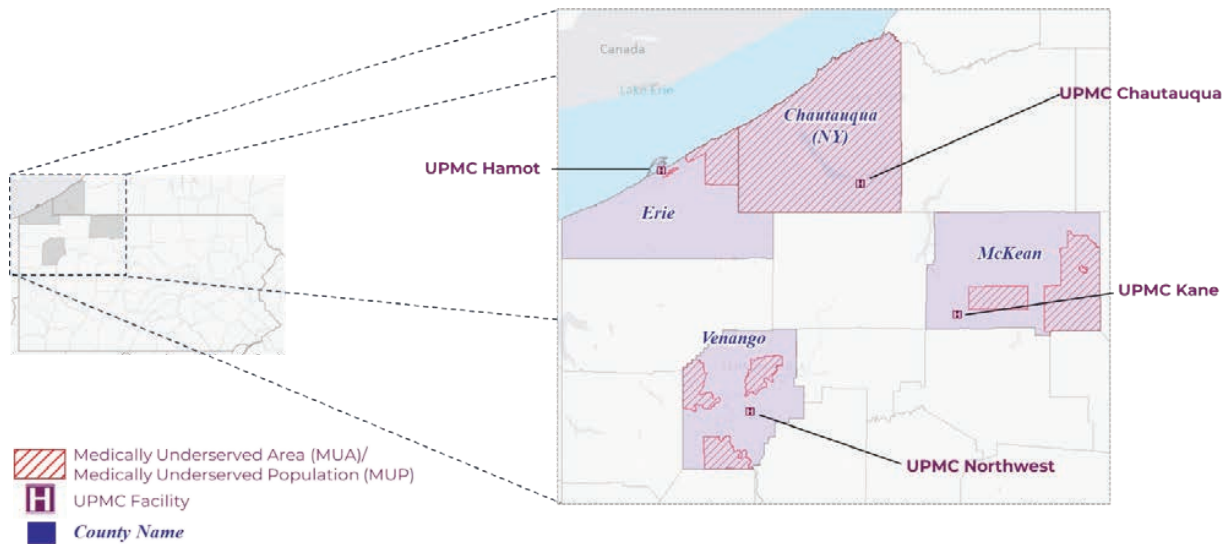
Social and Economic Population Demographics - 2020							
	Chautauqua County	Erie County	McKean County	Venango County	New York	Pennsylvania	United States
Median Age	42.9	40.6	44.0	47.4	39.0	41.0	38.8
Median Household Income	\$48,315	\$52,863	\$49,240	\$51,405	\$71,117	\$63,627	\$64,994
% Of People in Poverty	17.8	15.5	16.2	13.5	13.6	12.0	12.8
% With No High School Diploma (among those 25+)	10.6	8.5	8.2	9.0	12.8	9.0	11.5
% Unemployed (among those 16+ in labor force)	5.5	5.4	6.5	6.6	5.7	5.4	5.4
Racial Groups							
% White	85.6	82.2	92.2	93.8	55.2	75.0	61.6
% African American	2.6	7.6	2.1	0.9	14.8	10.9	12.4
% Other Race	11.8	10.2	5.7	5.3	30.0	14.1	26.0

Source: U.S. Census

Medically Underserved Areas and Populations in the Community: In Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York, there are some neighborhoods that have characteristics of populations 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

- 9.0 percent of the Erie County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 9.5 percent of the McKean County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 8.8 percent of the Venango County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 100.0 percent of the Chautauqua 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 Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York yielded three significant health needs for the community:

- Chronic Disease Management
- Behavioral Health
- Prevention and Community-Wide Healthy Living

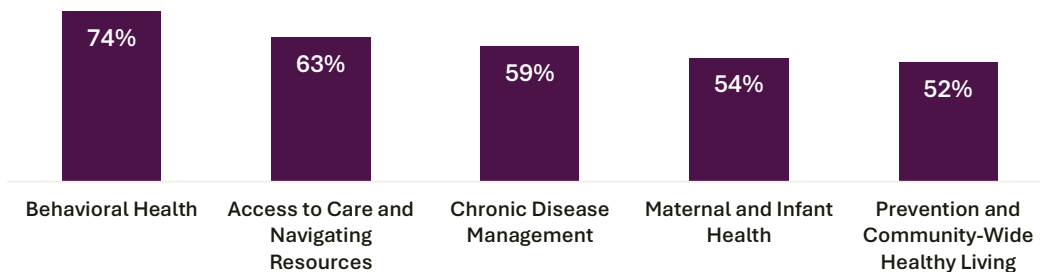
These three significant health needs were identified based on data from the community input process, earlier concept mapping efforts conducted with community participants, public health literature, and consultation with public health experts. Each need represents an area that is correlated with, and often drives, health outcomes, including mortality, quality of life, risk of hospitalization, and disease burden. In community leader surveys administered in Erie, McKean, and Venango counties in Pennsylvania, and Chautauqua County in New York, all three significant health needs rated highly in importance (scored 3.8 or above 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 majority of respondents considered disparities to be “very much” or “extremely” affecting all community health needs assessed.

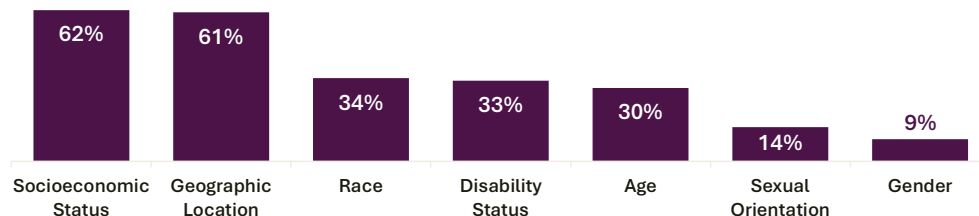
Percent Reporting Community Health Need Is Strongly Affected by Disparities, Northwest Pennsylvania and Western New York



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, Northwest Pennsylvania and Western New York



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:

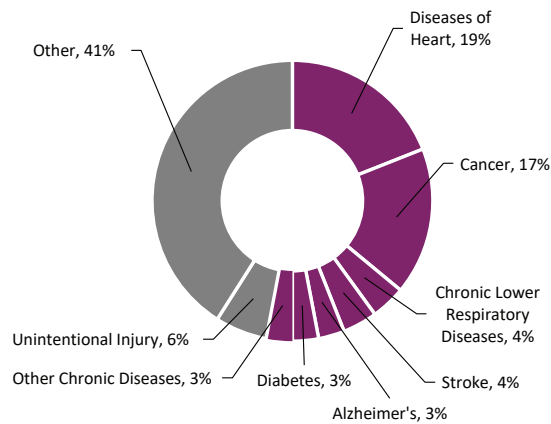
Chronic diseases represent the leading causes of death nationally and in the community.

Chronic diseases are the leading cause of death nationally, in Pennsylvania and New York, and in the four-county region. In Erie, McKean, Venango, and Chautauqua 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

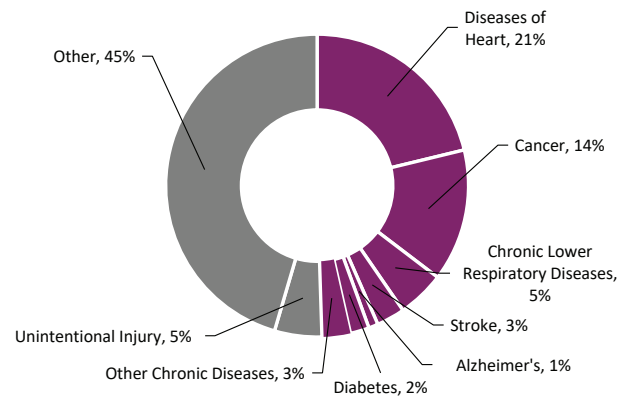
Erie County:

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



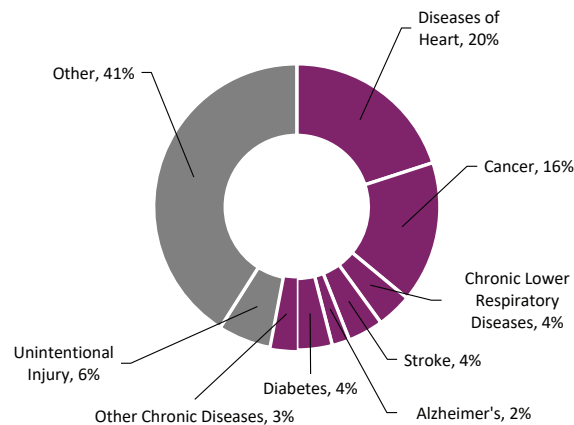
McKean County:

50 percent of deaths are attributable to chronic disease in the county



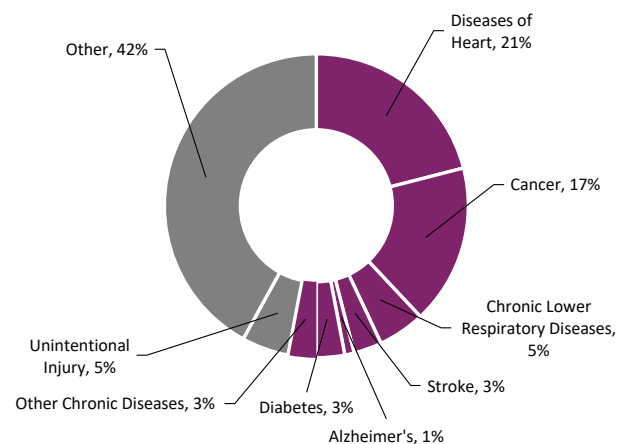
Venango County:

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



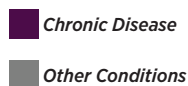
Chautauqua County:

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



Source: Pennsylvania Department of Health, 2021; Centers for Disease Control and Prevention, National Center for Health Statistics, 2021

Legend:



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, in Pennsylvania, and in New York.
Obesity	Many populations continue to see steady increases in obesity rates. Obesity is a serious health concern because it is associated with the development of other chronic diseases, including diabetes, heart disease, stroke, and cancer. More than one in five children in grades K-6 (20.6 percent) and grades 7-12 (21.5 percent) in Pennsylvania are obese. In New York, more than one in 10 children in grades K-6 (16.2 percent) and nearly one in five children in grades 7-12 (19.1 percent) are obese.

Behavioral Health — Importance to the Community:

Access to behavioral health services, including assistance to combat opioid and substance use disorders, 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 Erie, McKean, Venango, and Chautauqua Counties



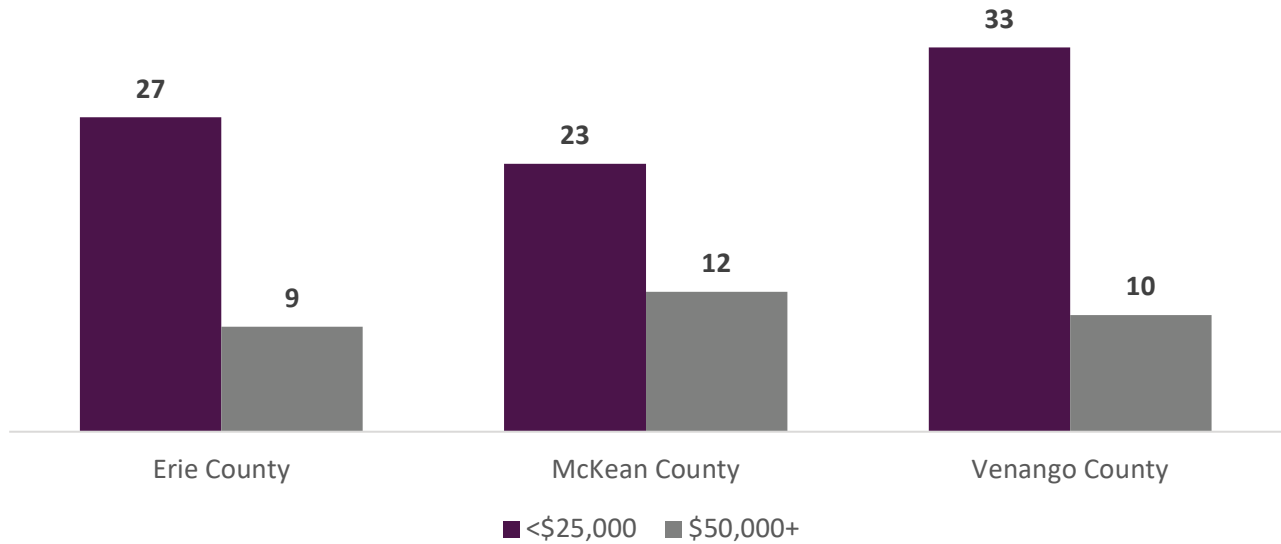
Source: U.S. Centers for Disease Control and Prevention (CDC)

The percentage of adults who reported experiencing poor mental health one or more days in the past month was 43 percent in Erie County, 33 percent in McKean County, and 35 percent in Venango County. In Chautauqua County, 15 percent of adults reported experiencing poor mental health 14 or more days in the past month.

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

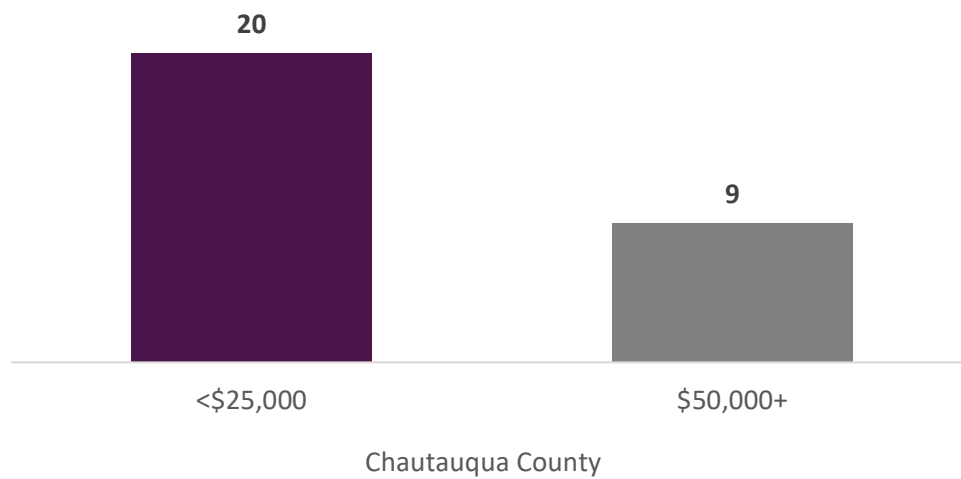
Residents in the region with lower levels of income were more likely to report higher levels of mental health distress.

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



Source: Pennsylvania Department of Health, 2020-2022

Percent Reporting Poor Mental Health 14+ Days in Past Month, by Household Income



Source: New York State Department of Health, 2021

Opioid and substance use disorders are an epidemic of concern in Pennsylvania, New York, 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. In New York, 84 percent of drug overdose deaths involved opioids in 2022 — a total of 5,361 deaths.

	Chautauqua County	Erie County	McKean County	Venango County	Pennsylvania	New York
Drug overdose mortality rate per 100,000 population	37	29	19	27	39	25

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

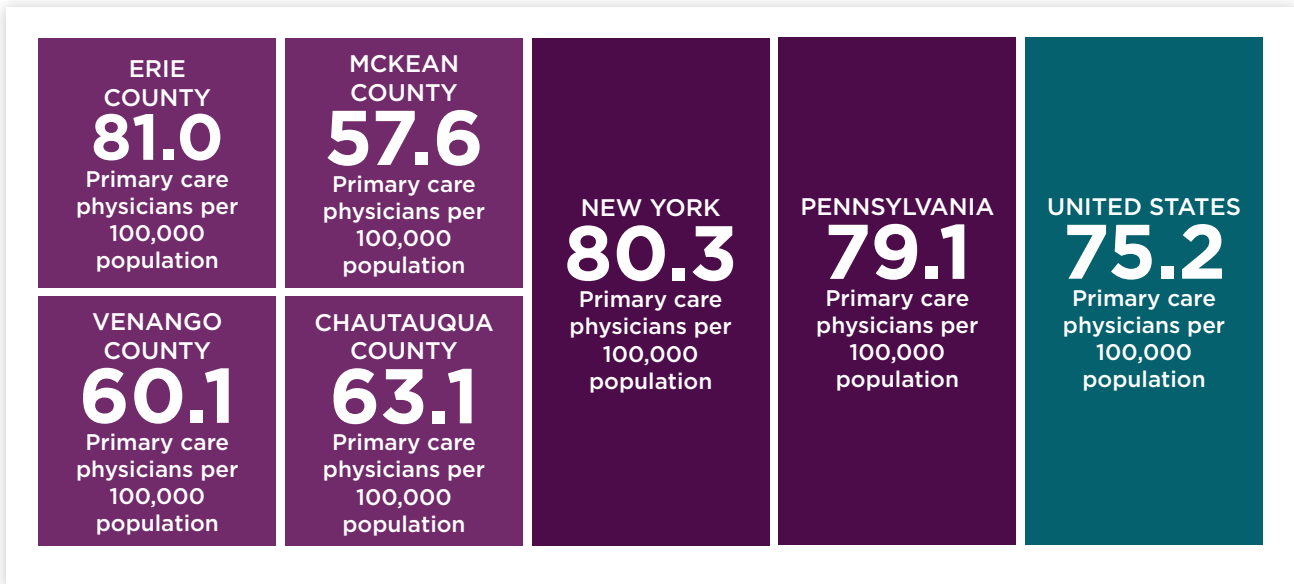
Access to Care and Navigating Resources — Importance to the Community:

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 McKean, Venango, and Chautauqua counties is lower compared to state and national benchmarks, while Erie County primary care physician supply is comparable to state and national benchmarks. Within the region, there are areas and sub-populations that may exhibit impeded access. The region contains a number of Health Professional Shortage Area (HPSA) designations, defined as geographic areas, population groups, or facilities that indicate health provider shortages.

Primary Care Physicians Per 100,000 Population



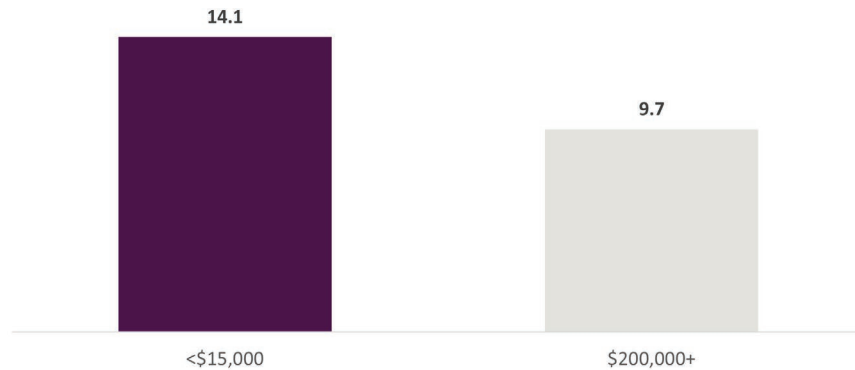
Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2024

More than one in 10 adults in McKean and Venango counties, and nearly one in 10 adults in Erie and Chautauqua counties reported that they do not have a personal health care provider. Similarly, access to specialty care is an important part of disease care and management, but patients may encounter challenges accessing services.

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

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

Percent of Pennsylvania Adults That Report Not Having a Personal Health Care Provider in 2022, by Household Income



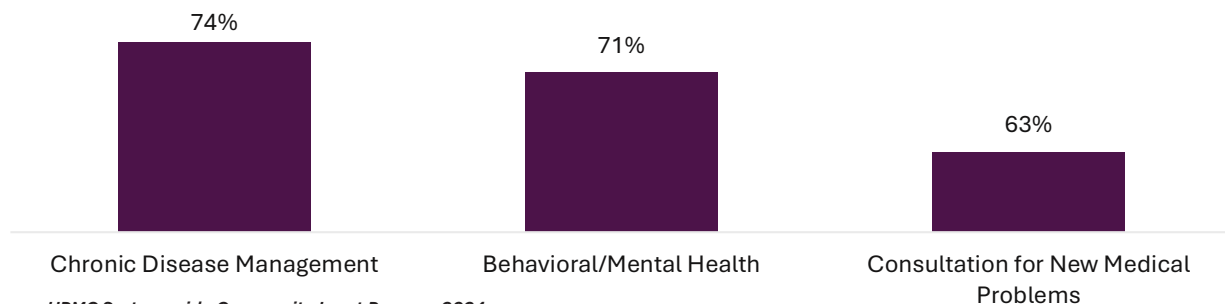
Source: U.S. Centers for Disease Control and Prevention, 2022

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 northwest Pennsylvania and western New York 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, Northwest Pennsylvania and Western New York



Source: UPMC System-wide Community Input Process, 2024

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

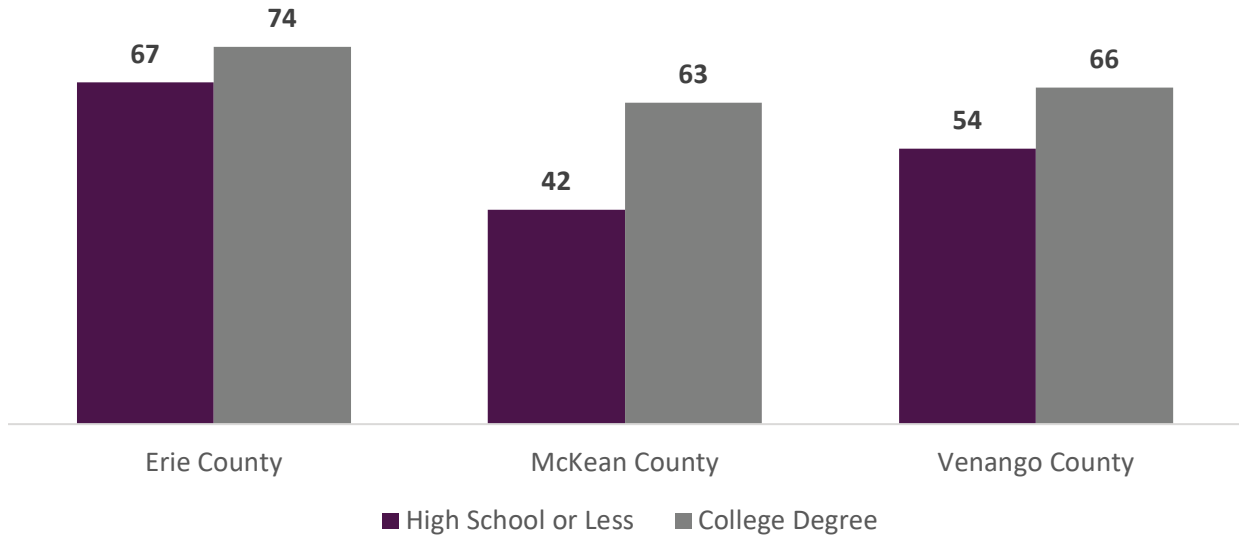
Preventive care and wellness efforts are effective tools to improve community health.

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.

Erie, McKean, and Venango County residents ages 50+ with a college degree were more likely to report having a flu vaccine in the past 12 months compared to those with a high school education or less.

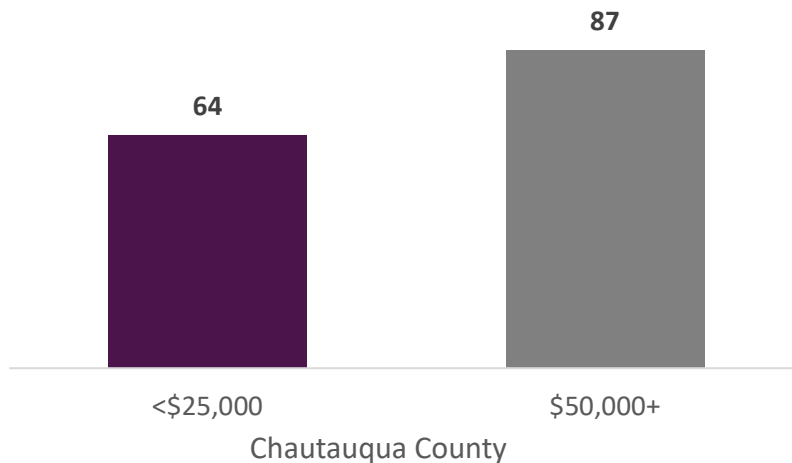
Percent of Adults Ages 50+ Having a Flu Vaccine in the Past 12 Months, by Education Level



Source: Pennsylvania Department of Health, 2020-2022

In Chautauqua County, residents ages 65+ with an annual income of \$50,000+ were more likely to report having a flu vaccine in the past 12 months compared to those earning less than \$25,000 annually.

Percent of Adults Ages 65+ Having a Flu Vaccine in the Past 12 Months, by Income Level



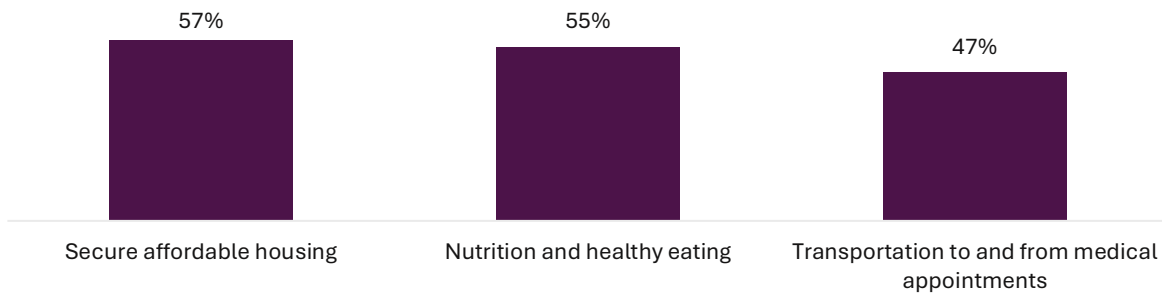
Source: New York State Department of Health, 2021

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 northwest Pennsylvania and western New York are securing affordable housing, nutrition and healthy eating, and transportation to and from medical appointments.

Percent Reporting Difficulty Accessing Resources for Health-Related Social Needs, Northwest Pennsylvania and Western New York



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

UPMC Is Working to Address Significant Health Needs:

UPMC hospitals in Erie, McKean, Venango, and Chautauqua counties are dedicated to addressing significant health needs in the community. UPMC hospitals in northwest Pennsylvania and western New York continue to build an extensive suite of programs and services to address the three significant health needs of chronic disease management, behavioral health, and prevention and community-wide healthy living. UPMC hospitals leverage community-based partnerships and system-wide resources to support residents in need.

Chronic Disease Management

UPMC hospitals in the region are working to address chronic diseases in the community. Efforts include programs that promote chronic disease awareness, prevention, detection, and management through education, outreach, and preventive screenings, with targeted efforts on cancer.

Behavioral Health

UPMC hospitals in the region continue to enhance efforts to address behavioral health needs in the community through a variety of channels and services. Efforts include improving awareness and utilization of suicide crisis resources, increasing engagement in substance use disorder prevention, treatment, and recovery activities, and leveraging partnerships to help connect people with behavioral health care and support services.

Prevention and Community-Wide Healthy Living

UPMC hospitals in the region are working to address health-related social needs by partnering with local organizations to help connect community members with resources and support services, including access to healthy foods and affordable housing. In addition, efforts are also underway to expand local access to primary care in rural communities.

2025 Significant Health Needs in Erie, McKean, Venango, and Chautauqua Counties

UPMC Hospitals in Erie, McKean, Venango, and Chautauqua Counties	Chronic Disease Management	Behavioral Health	Prevention and Community-Wide Healthy Living
UPMC Hamot		✓	✓
UPMC Kane		✓	✓
UPMC Northwest	✓	✓	
UPMC Chautauqua		✓	✓

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 northwest Pennsylvania and western New York 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 northwest Pennsylvania and western New York 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

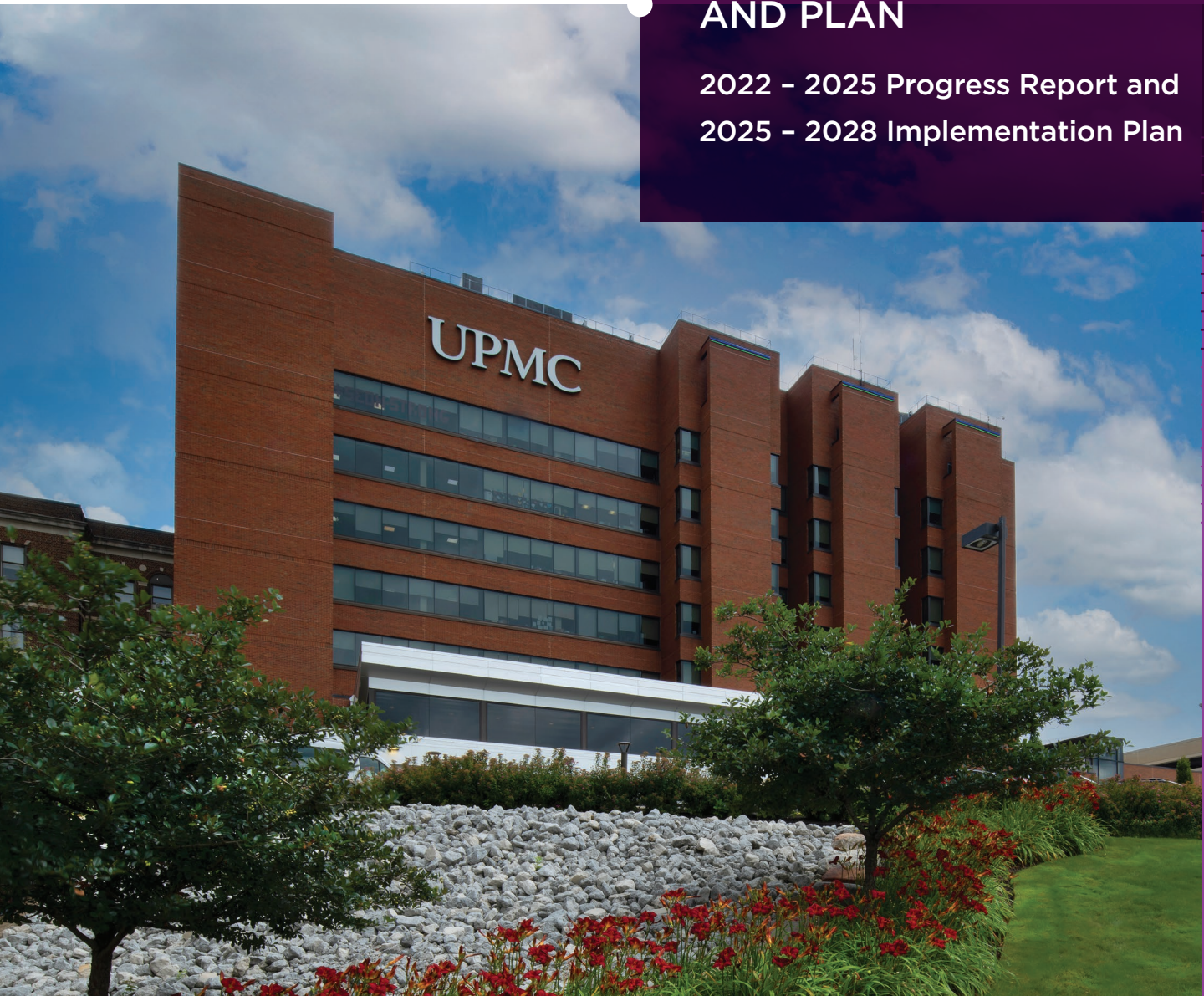
The following section contains a description of each hospital, its 2022 CHNA priorities, a progress report documenting initiatives taken to respond to those priorities over the 2022 to 2025 time period, and the hospital's CHNA priorities and implementation plan for 2025 to 2028.

UPMC Hamot.....	32
UPMC Kane	46
UPMC Northwest.....	58
UPMC Chautauqua	67



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | HAMOT

Caring for the Community

UPMC Hamot is a nonprofit, acute-care teaching hospital, regional referral center, and tertiary hub located in Erie, Pennsylvania. Founded in 1881, the state-of-the-art facility delivers a full range of quality medical services, including highly specialized medical and surgical treatments, a Level III neonatal intensive care unit, a Certified Comprehensive Stroke Center, and the region's only Level II Trauma Center. Specialized services also include renal transplantation, 3D mammography, and robotic, minimally invasive surgery. UPMC Hamot is also the site of the region's only free-standing women's hospital and a new patient care tower, which includes 64 intensive care patient rooms.

Since affiliating with UPMC in 2011, UPMC Hamot has benefited from nearly \$448 million in investments, which include improvements to inpatient and outpatient clinical care, equipment, and information technology. UPMC Hamot also is a Magnet® designated hospital — the highest international recognition for nursing excellence and leadership.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	445	Employees	4,132
	Hospital Patients	23,431	Community Benefits Contributions	\$53.7 million
	Emergency Dept. Visits	62,387	Free and Reduced Cost Care	\$26.4 million
	Total Surgeries	13,764	Total Economic Impact of Hospital Operations	\$847.5 million

Addressing the Community's Significant Health Needs

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

UPMC HAMOT	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Obesity Diabetes
BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse
ACCESS TO CARE AND NAVIGATING RESOURCES	Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Interpersonal Safety Health-Related Social Needs

Chronic Disease Management

Obesity, Diabetes

UPMC Hamot continues to address chronic disease management and prevention in the community, with a focus on obesity and diabetes.

GOAL:

Increase access to Medical Nutrition Therapy (MNT)
Increase local access to diabetes care and education

STRATEGIES:

Increase access to care and programs that promote obesity prevention

Prove and grow the Diabetes Self-Management and Education Support (DSMES) model staffed by Certified Diabetes Educators (CDE) in Regional Health Services (RHS) primary care practices

Increase patient access to Certified Diabetes Educators

Enhance care coordination for patients between the inpatient and outpatient setting

ACTIONS:

- ✓ Enhance the virtual platform for medical nutrition services
- ✓ Improve access to medical weight loss therapies
- ✓ Increase referrals from UPMC Hamot's inpatient diabetic care team to Medical Nutrition Therapy and diabetes prevention programs, when applicable
- ✓ Offer dietitian evaluations to homebound populations, in partnership with UPMC Home Health
- ✓ Explore opportunities to collaborate with local community organizations to provide community outreach
- ✓ Grow referrals to the Diabetes Self-Management and Education Support (DSMES) program
- ✓ Explore opportunities to offer point-of-care testing equipment for real-time discussion of A1C
- ✓ When possible, specialists obtaining new primary care appointments place patients in an office that has established Certified Diabetes Educators
- ✓ Outreach-communication with Certified Diabetes Educators at patient's primary care office
- ✓ Schedule primary care and/or endocrinology follow-up appointments prior to discharge

TARGET POPULATIONS:

- General community
- Homebound populations

PROGRAMS:

- Medical Nutrition Services
- Diabetes Self-Management and Education Support (DSMES) program
- Referrals for diabetes prevention and management
- Dietician evaluations
- Community outreach

PROGRESS:

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



1,196 Telemedicine
Appointments
Completed for Medical Nutrition
Services
(July 2022 – December 2023)



2,000+ Patients
Enrolled in
Diabetes Self-Management and
Education Support Program
(July 2022 – October 2023)

PROGRESS HIGHLIGHTS:

Increasing Access to Medical Nutrition Therapy

Over the last three years, UPMC Hamot continued to offer medical nutrition therapy to help patients achieve weight loss goals and better manage chronic conditions. UPMC Hamot's registered dietitians help patients develop meal plans and support patients affected by high cholesterol, high blood pressure, chronic kidney disease, digestive disorders, and obesity.

- Between July 2022 and December 2023, UPMC Hamot dietitians completed 1,196 telemedicine appointments for medical nutrition services.

Offering Bariatric Surgery and Support

The UPMC Hamot Bariatric Surgery and Weight Management Center provides services and support to help make a patient's weight loss surgery a success. Bariatric surgery, also known as weight loss surgery, is a surgical procedure that decreases the size of the stomach, allowing patients to eat smaller portions of food and still feel full, resulting in weight loss. Bariatric surgery is a treatment option for people living with morbid obesity. Program efforts include:

- To help reach rural communities, UPMC Hamot offered services at bariatric surgery outreach clinics in Bradford and Meadville.
- To help support patients after surgery, UPMC Hamot offers free monthly support group meetings and access to bariatric nutritionists and psychologists.

Providing Diabetes Care and Education

UPMC Hamot's Diabetes Education programs provide patients with education, resources, and products to help them stay healthy and manage their diabetes. UPMC Hamot's team includes registered nurses and registered dietitians who are certified diabetes educators. Accomplishments include:

- **Recognition from the American Diabetes Association**, the gold standard in meeting the requirements of diabetes self-management education.
- **Increased availability of Certified Diabetes Educators:** To improve access to education and support, diabetes educators are conveniently located within several primary care offices.
 - > Certified Diabetes Educators are now available in 17 primary care offices.
- **Growing referrals to Diabetes Self-Management and Education Support program:** UPMC Hamot's one-on-one diabetes education program offers patients individual consultations to help identify the best diabetes management plan for them. Individual counseling sessions may cover Type 1 diabetes, insulin training, continuous glucose monitoring (CGM), or insulin pump management.
 - > Between July 2022 and October 2023, more than 2,000 patients enrolled in Diabetes Self-Management and Education Support.

COMMUNITY PARTNERS:

Erie Physician Network Primary Care practices, Hamot Health Foundation, Regional Health Services, UPMC Hamot Bariatric Surgery & Weight Management Center, UPMC Hamot Center for Healthy Living, UPMC Heart and Vascular Institute at UPMC Hamot, UPMC Home Health

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC Hamot is addressing opioid addiction and substance abuse in the community by leveraging its strong partnerships with UPMC Western Behavioral Health at Safe Harbor and UPMC Magee-Womens Hospital, as well as its providers who are licensed in Medication-Assisted Treatment (MAT) and its Pain Management practice.

GOAL:

Address the physical, emotional, and socio-economic needs of those affected by opioid and substance use disorder

STRATEGIES:

Improve access to recovery support for women and families impacted by opioid use disorder and other substance use disorders

Help individuals impacted by opioid use disorder to work and live fully in their community

Grow pain management and Medication-Assisted Treatment (MAT) practices with Regional Health Services (RHS)

ACTIONS:

- ✓ Connect individuals and their families to recovery support services
- ✓ Offer education to the community and professionals
- ✓ Continue to increase access to evidence-based treatment, prevention, and recovery support services for individuals and families struggling with substance use disorders
- ✓ Continue to grow the Women's Recovery Center (WRC)

- ✓ Enhance employment readiness, soft skills, technical training, and ongoing support for re-entry or initiation in the work force in collaboration with the Appalachian Regional Commission (ARC)
- ✓ Continue to foster medication-assisted treatment at primary care practices, and pain management services, within Regional Health Services (RHS)

TARGET POPULATIONS:

- General community

PROGRAMS:

- Certified recovery specialists
- Peer groups
- Sober social events
- Education for the community and professionals
- Recovery is Beautiful NWPA
- Recovery is Community NWPA
- Women's Recovery Center (WRC)
- INSPIRE grant
- Medications for Opioid Use Disorder (MOUD)
- Pain management services

PROGRESS:

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



1,500+ Individuals
Connected
to Recovery Support Services
(June 2022 – December 2023)



350 Free Narcan
Kits Distributed
(2023)

PROGRESS HIGHLIGHTS:

Providing Services and Support to People with Substance Use Disorder

Over the past three years, UPMC Hamot, in partnership with UPMC Western Behavioral Health at Safe Harbor and UPMC Magee-Womens Hospital, has continued to address opioid addiction and substance use. Much of this work is funded by grants and extends beyond Erie County into Crawford, Venango, and Clarion counties. Efforts include:

- **Connecting individuals and their families to recovery support services:** UPMC continues to offer support through Certified Recovery Specialists, peer support groups, sober social events, and life skills activities. Additionally, UPMC partnered with Vigil of Hope Venango County to support Overdose Awareness Day.
 - > Between June 2022 and December 2023, more than 1,500 individuals were connected to recovery-oriented activities or support services.
- **Offering education to the community and professionals:** Community members and behavioral health professionals participated in various training series that covered a range of topics, including compassion fatigue, motivational interviewing, matrix model training through a psychostimulant support grant, and substance use disorder (SUD) awareness/safe drug disposal.
 - > Between July 2022 and December 2023, nearly 1,700 people participated in virtual training sessions.
- **Continuing to grow the Women's Recovery Center (WRC):** With support from a Health Resources and Services Administration (HRSA) grant, UPMC Magee-Womens and Safe Harbor expanded access to MOUD in Crawford and Clarion counties.
 - > 45 women were served by the WRC between July 2022 and December 2023.
- **Fostering medication-assisted treatment at primary care practices:** In 2020, Hamot Health Foundation received a grant from the U.S. Department of Health and Human Services (HHS). Funds have been used to establish a Physician Council that promotes MOUD within primary care. Participants include physicians from Regional Health Services, UPMC Northwest, Corry Memorial Hospital, Meadville Medical Center, UPMC Mercy, and UPMC Presbyterian.
 - > Since July 2022, access to medication-assisted treatment at primary care practices has expanded to three providers.
- **Growing pain management services:** In November 2021, a pain management physician joined Regional Health Services — over the years, this practice has continued to grow and now offers clinic access in Meadville.
 - > More than 6,500 visits for pain management services were completed between July 2022 and December 2023.
- **Distributing free Narcan kits to help prevent overdose deaths:** In 2023, UPMC Hamot partnered with the City of Erie to promote the Minutes Matter campaign. As part of this effort, UPMC Hamot and Safe Harbor participated in outreach events and distributed free Narcan kits. Narcan is an emergency nasal spray medication that reverses opioid effects and can save the life of someone during an overdose. Accomplishments include:
 - > Engaging in 42 community outreach events to promote Minutes Matter.
 - > Distributing nearly 350 Narcan kits at community events, such as UPMC Sunset Music Series at Presque Isle and Discover Presque Isle.

COMMUNITY
PARTNERS:

Appalachian Regional Commission (ARC), City of Erie, Corry Memorial Hospital (LECOM), Crawford County Drug and Alcohol Executive Commission, Hamot Health Foundation, Health Resources Services Administration (HRSA), Meadville Medical Center, PA Department of Drug and Alcohol Programs (DDAP), Regional Health Services, UPMC Magee-Womens Hospital, UPMC Western Behavioral Health at Safe Harbor, Venango County Substance Use Program

Access to Care and Navigating Resources

Care Coordination

UPMC Hamot is addressing care coordination in the community by providing high-risk patients with additional resources to help individuals navigate the health care system and manage their health.

GOAL:

Improve care transitions to help reduce hospital readmissions

STRATEGIES:

Provide enhanced care coordination for at-risk patients in primary care practices

Provide enhanced access to care through partnerships with community centers

Decrease high-risk cardiac hospital readmissions by early outreach and intervention

Provide Transitional Care Management for high-risk cardiology patients to help enable a seamless transition from an inpatient to an outpatient setting

ACTIONS:

- ✓ Implement outreach to patients in between office visits
- ✓ Assess opportunities to implement a Chronic Care Management program at scale
- ✓ Provide education for chronic disease management
- ✓ For high-risk cardiac inpatients, arrange for outpatient support services, such as home health care nursing and physical therapy, cardiac rehabilitation, medical nutrition therapy

- ✓ Conduct 48-hour patient follow-up phone calls to reinforce education, disease management, medication reconciliation, and outpatient follow-up
- ✓ Increase utilization of Transitional Care Management through the Cardiology Transitional Care Clinic (TCC) and the Acute Coronary Syndrome Clinic (ACS)

TARGET POPULATIONS:

- Seniors
- High-risk inpatient cardiology patients

PROGRAMS:

- Signallamp Chronic Care Management
- Education for chronic disease management
- Outpatient Support Service Arrangements
- 48-hour nurse follow-up
- Transitional Care Management

PROGRESS:

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



516 High-Risk Patients Received Monthly Outreach Calls

(January 2023 – June 2023)

PROGRESS HIGHLIGHTS:**Supporting High-Risk Patients through Improved Care Coordination**

During the 2022-2025 CHNA cycle, UPMC Hamot continued to emphasize care coordination for high-risk patients. Efforts include:

- Conducting a pilot program to evaluate access to primary care via telemedicine at Booker T. Washington Community Center. Despite best efforts at marketing and communications, this pilot did not yield any visits.
- Providing heart health education at community health fairs, concerts, and screening events, including the Millcreek Mall Health Fair, 814 Music Series, and a Wabtec Grove City health screening event.
- Offering case management consultations to help address patient needs, such as access to food (Meals-on-Wheels, food pantry established at Hillman practice), lack of transportation (LIFT, VNA), and costly medications (Hamot Health Foundation, GECAC).
- To help decrease high-risk hospital readmissions, UPMC Hamot's Outpatient Support Service Arrangement effort provides early outreach and intervention. As part of this effort, 516 high-risk patients received monthly outreach calls from January 2023 to June 2023.

Bringing Expertise from UPMC Children's Hospital of Pittsburgh to Erie

In November 2023, UPMC Hamot announced a closer alignment with the specialists and leadership of Pittsburgh-based UPMC Children's Hospital of Pittsburgh and expansion of inpatient pediatric services.

UPMC Hamot partnered with UPMC Children's Hospital to enhance the delivery of world-class pediatric care in the Erie region to help ensure that specialized care remains easily accessible for patients and families close to home.

In addition, UPMC Hamot expanded its pediatric care to include a full-time gastroenterologist and general surgery.

COMMUNITY PARTNERS:

Booker T. Washington Center, Regional Health Services, Signallamp Health, UPMC Children's Hospital of Pittsburgh, UPMC Hamot Center for Healthy Living, UPMC Heart and Vascular Institute at UPMC Hamot

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Interpersonal Safety, Health-Related Social Needs

UPMC Hamot is taking a comprehensive, community-oriented approach to improve the health and wellness of residents in the community. Efforts include targeted initiatives to support preventive care and screenings and community outreach. In addition, as a Level II Trauma Center, UPMC Hamot prioritizes education and outreach initiatives regarding interpersonal safety. In addition, UPMC Hamot and Hamot Health Foundation are working to address health-related social needs, such as combatting unemployment and exploring avenues for community revitalization.

GOAL:

Improve the health and wellness of residents in Erie County

Advance programs that promote safety for the community

Continue to impact lives through workforce initiatives, sustainable housing initiatives, and support of community partners

STRATEGIES:

Take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community

Expand wellness offerings for cancer survivors and their families

Support and expand programs to prevent accidental injuries

Maintain the momentum with workforce initiatives, training the next generation of health care workers

Support community partners in their efforts to improve community well-being and population health

ACTIONS:

- ✓ Offer preventive screenings to the community
- ✓ Explore opportunities to design new screening programs and events
- ✓ Leverage UPMC's robust primary care network to help ensure preventive care and screenings are adhered to
- ✓ Continue to send letters and orders to patients who are due for screenings
- ✓ Host health fairs and health education events
- ✓ Consider participation in, and sponsorship of, employer-based and community-wide health fairs, pending pandemic status
- ✓ Sponsor virtual wellness programming at the YMCA for cancer survivors
- ✓ Leverage emergency department providers to help educate at-risk individuals about the dangers of gun violence
- ✓ Hold bicycle safety and helmet fitting events
- ✓ Host concussion clinics and baseline testing
- ✓ Ensure AEDs are available at strategic locations throughout the community through distribution and training efforts
- ✓ Continue to distribute and deliver senior fall prevention curriculum through both in-person and virtual formats
- ✓ Train and empower bystanders to help in a bleeding emergency
- ✓ Deploy distracted driving simulators in partnership with Erie County Department of Health
- ✓ School of nursing continues with robust enrollment and board pass rates
- ✓ Continue to provide meaningful training for entry-level positions
- ✓ Support Erie Center for Arts and Technology (ECAT) and collaborate on programs specific to health care

ACTIONS (cont.):

- ✓ Continue to fund meaningful community promise grants
- ✓ Evaluate opportunities to invest with community partners on sustainable housing initiatives
- ✓ Participate in PA DHS Regional Accountable Health Council (RAHC) efforts toward food stability in the City of Erie
- ✓ Partner with local federally qualified health centers (FQHCs) to provide patient education and improve access to care in underserved neighborhoods

TARGET POPULATIONS:

- General community
- Medically underserved, low-income, and minority populations

PROGRAMS:

- Mammo Marathon
- Vascular screenings
- Women's heart screenings
- Gap closure mailings
- Health fairs
- Virtual education events and wellness programs
- Flipside program
- Bicycle safety and helmet fitting events
- Concussion clinics and baseline testing
- AED fundings and training
- Active Elders
- Matter of Balance
- Stop the Bleed
- Distracted driving simulators
- UPMC Jameson School of Nursing at UPMC Hamot
- Eagle's Nest
- Project SEARCH
- Erie Center for Arts and Technology (ECAT)
- Housing initiatives
- Regional Health Equity Action Teams (HEAT)
- Primary Health Net
- Community Health Net

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

337 People Screened
(July 2023 – December 2023)



100+ Nursing Students
Graduated with Greater
than 90% NCLEX Pass Rates
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Working to Improve the Health and Wellness of Erie Residents

UPMC Hamot continues to take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community. Efforts include:

- **Offering preventive screenings to the community:** The hospital continues to provide blood pressure screenings at health and wellness fairs throughout the region, including the Sarah Reed Health Fair and Erie Center for Arts and Technology (ECAT) health fair. In addition, the hospital continues to encourage early detection of breast cancer through its Mammo Marathon event, which completed 147 mammograms in October 2023.
 - > Between July 2023 and December 2023, 337 people engaged in health screenings at health and wellness fairs.
- **Reminding patients to schedule screenings:** The Regional Health Services team developed outreach reminders via MyUPMC for those patients who are due for screenings. These outreach reminders include a link to directly schedule a screening. This new tool has been used for mammography, cervical cancer screenings, and colorectal cancer screenings.
- **Sponsoring virtual wellness programming for cancer survivors:** UPMC Hamot continues to partner with the YMCA and Erie Cancer Wellness Center (ECWC) to provide exercise classes, education, support groups, wigs, massage, and other wellness programming.
- **Hosting health fairs and health education events:** UPMC Hamot continues to participate in local and regional health fairs and health education events. For example, in October 2022, UPMC Hamot's Nurse Magnet Council hosted the first annual community health fair at the Erie Center for Arts and Technology (ECAT) building, which also houses the UPMC Jameson School of Nursing at UPMC Hamot.
- **Providing meaningful access to care:** In September 2024, Hamot Health Foundation sponsored Erie's first Remote Area Medical (RAM) Clinic, which offered medical, dental, and vision services at no-cost to community members. Over the course of 20 clinic hours, 317 unique patients were served.

Empowering Community Members to Help Save Lives

Over the past three years, UPMC Hamot continued to promote awareness and education to help address safety concerns in the community. Efforts include:

- Launching Minutes Matter in Erie to help educate people on life-saving techniques for everyday emergencies, such as car accidents or natural disasters.
 - > In January 2024, local government leaders and city officials gathered at UPMC Hamot's Magee-Women's Center to learn about the Minutes Matter initiative, including a training session about how to treat someone who goes into cardiac arrest; an opioid overdose; bleeding control; and mental health crisis.
- Training and empowering bystanders to help in a bleeding emergency through Stop the Bleed events.
 - > Between July 2022 and December 2023, UPMC Hamot hosted 19 Stop the Bleed events and educated 241 participants.
- The Flipside program was renewed in January 2023 in collaboration with Juvenile Probation, Erie City School District, and Perseus House. These events are scheduled monthly and educated 65 participants during calendar year 2023.

Advancing Community Health

Hamot Health Foundation (HHF) continues to address health-related social needs in the community.

Addressing Housing Needs

HHF has embarked on a collaborative project with the Erie Community Foundation, Bowling Business Strategies, the City and County of Erie, and many community-based organizations to develop a Housing First model in Erie. This initiative is planning a permanent supportive housing unit of approximately 50 units and 100 scattered site units.

HHF also invested in Build, a new community development corporation. Build is a subsidiary of Hamot Health Foundation and will have a programmatic focus on the social determinants of health.

Assisting with Medication Costs

HHF continues to provide support for cancer patients with unaffordable prescription costs through the SLM Breast Cancer Fund and Hillman Cancer Fund.

Increasing Opportunities for Education and Employment

Over the last three years, UPMC Hamot has worked with community partners on a range of initiatives to bring jobs to the region and revitalize Erie's neighborhoods. Achievements include:

- **Growing UPMC Jameson School of Nursing at UPMC Hamot:** In August 2021, UPMC Jameson School of Nursing at UPMC Hamot welcomed its first cohort. Since then, the nursing school has continued to train the next generation of health care providers.
 - > UPMC Jameson School of Nursing at UPMC Hamot has graduated more than 100 students with greater than 90 percent NCLEX pass rates.
- **Developing a workforce pipeline with the Eagle's Nest Program:** Established in 2015, the Eagle's Nest Program is a collaborative effort by UPMC Hamot and Bishop Dwayne Brock to give underprivileged young people in Erie an opportunity to learn job skills and train for employment within UPMC Hamot. The Eagle's Nest program is designed to help at-risk students adapt to a workplace environment and remain a valuable asset to their employer. Students complete four weeks of training before transitioning to full-time employment at the hospital. The program includes rotations through multiple areas, such as nursing, transport, and environmental services.
 - > Between July 2022 and December 2023, 12 participants in the Eagle's Nest program were employed by UPMC Hamot.
- **Training people with disabilities through Project SEARCH:** Project SEARCH is an employability training program for young people with developmental disabilities. Successful applicants complete an academic year of instruction, job skills training, and internships at UPMC Hamot.
 - > Between July 2022 and December 2023, 18 individuals enrolled in Project SEARCH at UPMC Hamot.
- **Supporting Erie Center for Arts and Technology (ECAT):** UPMC Hamot and Hamot Health Foundation continue to support ECAT by collaborating on health care programs.
 - > In 2024, 11 students graduated from the ECAT medical assistant program, and 15 students were registered for a new Sterile Processing program, which began in January 2024.

COMMUNITY PARTNERS:

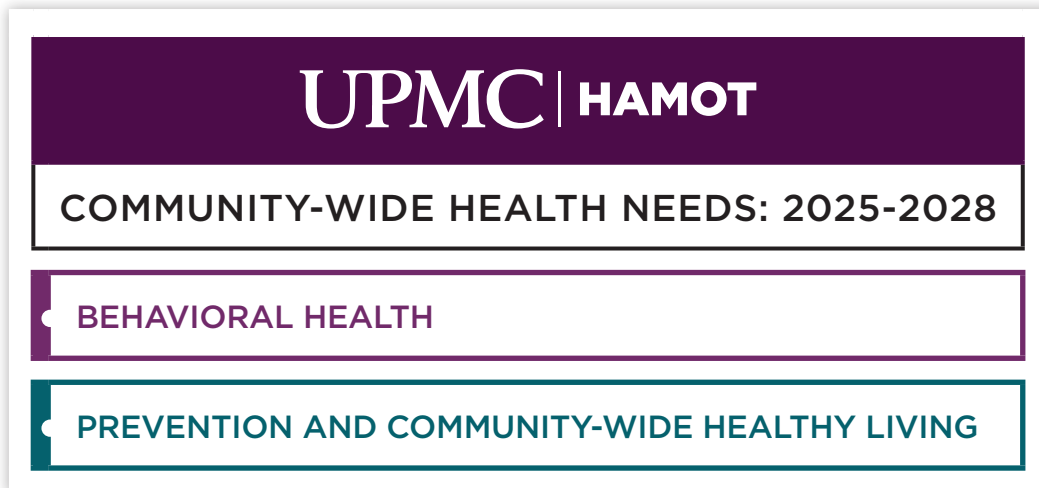
Blue Coats, Bowling Business Strategies, City and County of Erie, City of Erie School District, Community Health Net, Eagle's Nest Corporation, Erie Cancer Wellness Center, Erie Center for Arts and Technology, Erie Community Foundation, Erie County Department of Health, Hamot Health Foundation, local employers, Millcreek Township School District, Pennsylvania Department of Human Services (DHS) Regional Accountable Health Council (RAHC), Perseus House, Primary Health Net, Project SEARCH, Regional Health Services, UPMC Heart and Vascular Institute at UPMC Hamot, UPMC Hillman Cancer Center, UPMC Sports Medicine, YMCA of Greater Erie

UPMC Hamot Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 29, 2025, the UPMC Hamot Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Hamot Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Hamot 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: Increase access to behavioral health services in collaboration with community partners

Planned Actions:

1. Improve awareness and utilization of suicide crisis resources, targeting increased engagement in the 988 Suicide and Crisis Lifeline network
2. Increase engagement in substance use disorder prevention, treatment, and recovery activities

Target Populations:

General community

Planned Collaborations:

Commonwealth of Pennsylvania, District Attorney, Erie County, Hamot Health Foundation, Health Resources and Services Administration (HRSA), law enforcement entities, UPMC Western Behavioral Health at Safe Harbor

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by enhancing access to care and addressing health-related social needs

Planned Actions:

1. Improve health literacy and enrollment in health insurance through outreach efforts in collaboration with Community Health Workers
2. Address health-related social needs by helping to connect community members with resources and support services, including opening a UPMC Health Plan Neighborhood Center and Permanent Supportive Housing units

Target Populations:

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

Planned Collaborations:

BUILD Community Development Corporation, Choice Consulting, Hamot Health Foundation, Housing First Erie, UPMC Center for High-Value Health Care, UPMC Health Plan, UPMC Western Behavioral Health at Safe Harbor



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | KANE

Caring for the Community

UPMC Kane is a nonprofit, acute-care hospital located in McKean County, Pennsylvania. As one of only two hospitals in McKean County, UPMC Kane provides quality medical services to area residents, who may otherwise have to travel long distances for care. UPMC Kane provides access to medical, surgical, rehabilitation, and transitional care, as well as specialized services, which include virtual care, diagnostic imaging, gastroenterology, cardiopulmonary services, cardiac rehabilitation, women's health, pain management, and orthopaedics.

UPMC Kane is supported by an active medical staff representing many disciplines. The hospital is part of UPMC, one of the country's leading Integrated Delivery and Financing Systems (IDFS), which positions the hospital to draw on the expertise of the larger organization when patients require access to more complex or highly specialized care. The medical staff is augmented by specialists who travel to McKean County from UPMC Hamot in Erie to hold regular office hours and provide inpatient consultations.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	14	Employees	191
	Hospital Patients	660	Community Benefits Contributions	\$1.6 million
	Emergency Dept. Visits	7,143	Free and Reduced Cost Care	\$1.1 million
	Total Surgeries	1,192	Total Economic Impact of Hospital Operations	\$37.8 million

Addressing the Community's Significant Health Needs

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

UPMC KANE	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke Respiratory Disease
BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care Specialty Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Chronic Disease Management

Heart Disease and Stroke, Respiratory Disease

UPMC Kane continues to improve interventions for patients with chronic congestive heart failure by providing education and directing patients to appropriate levels of care. The hospital is also working to improve health outcomes for patients with chronic respiratory conditions by enhancing the continuity of care.

GOAL:

Improve care coordination for patients with congestive heart failure

Improve the continuity of care for patients with chronic respiratory conditions

STRATEGIES:

Enhance interventions to reduce avoidable utilization of inpatient services for congestive heart failure (CHF)

Enhance interventions to reduce potentially avoidable utilization of inpatient services for chronic obstructive pulmonary disease (COPD)

ACTIONS:

- ✓ Expand access to telehealth services for CHF and cardiology
- ✓ Offer patient education and support on managing chronic conditions, diet, and medications
- ✓ Provide patients with scales to monitor weight and provide medication in blister packs

- ✓ Expand access to telehealth services for pulmonology
- ✓ Provide education and support to patients and their caregivers (e.g., medication management, home health support, and discharge follow-up)

TARGET POPULATIONS:

- General community
- Seniors

PROGRAMS:

- Telehealth CHF clinic and telecardiology
- Educational programs
- Telepulmonology
- Better Breathers Program

PROGRESS:

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



107 Telecardiology Visits
(July 2022 – December 2023)



127 Telepulmonology Visits
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Expanded Services for Cardiology and Pulmonology

UPMC Kane is increasing access to care for cardiology and pulmonology patients by leveraging telemedicine to reach rural communities. Accomplishments include:

- **Cardiology services:** UPMC Kane increased access to cardiology services for patients with congestive heart failure (CHF) by expanding availability of in-person and virtual care options.
 - > Since July 1, 2022, the hospital cared for 107 patients through telecardiology visits and 292 patients through on-site visits.
- **Telepulmonology:** Through the Pennsylvania Rural Health Model, UPMC Kane continues to improve access to care for patients with chronic respiratory conditions through telehealth options.
 - > Between July 2022 and December 2023, the hospital served 127 patients through telepulmonology visits.

Educational Programs Provided Information and Resources

UPMC Kane is addressing the community's need for chronic disease management by offering educational opportunities. Efforts include:

- **Offering patient education:** UPMC Kane continues to provide education and support to patients who are managing chronic conditions.
 - > Between July 2022 and December 2022, the hospital reached 16 participants. The hospital continues to explore opportunities to expand educational programs using a multi-disciplinary approach.
- **Supporting patients with chronic obstructive pulmonary disease (COPD) through the Better Breathers program:** UPMC Kane continues to promote the Better Breathers Program, which is supported by dietary, pharmacy, physical therapy, and radiology.
 - > From July 2022 through December 2022, the hospital served 10 patients through the program, and in 2023, the program was put on hold due to spikes in COVID-19.

COMMUNITY PARTNERS:

Center for Medicare and Medicaid Innovation (CMMI), Pennsylvania Department of Health, Rural Health Redesign Center, UPMC Hamot Physicians, UPMC Health Plan, UPMC Heart and Vascular Institute (HVI)

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC Kane is working to improve access to appropriate treatment for patients with substance use disorders, by increasing utilization of pain management services, providing education, and promoting the use of referrals.

GOAL:

Reduce potentially avoidable admissions due to substance use disorders

STRATEGIES:

Utilize existing resources to provide support for patients with substance use disorder and direction patients toward appropriate care

Leverage partnerships to identify solutions and develop programming for substance use disorder treatment

ACTIONS:

- ✓ Expand pain management services to help ensure sufficient access to care
- ✓ Provide education to patients, staff, and providers about available resources to help manage substance use disorder
- ✓ Promote the use of referral programs for staff to direct patients to pain management and other appropriate services
- ✓ Explore opportunities to establish a medical withdrawal management program

TARGET POPULATIONS:

- General community

PROGRAMS:

- Pain management consultation services
- Referral programs

PROGRESS:

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



340 New Patients
Received Pain
Management Services
(July 2022 – December 2023)



191 Referrals to Pain
Management Services
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Expanding Pain Management Services and Referrals

Over the last three years, UPMC Kane extended pain management consultation services to hospital-based clinics in surrounding communities. Accomplishments include:

- **Expanding pain management services:** The UPMC Kane Interventional Pain Management Program/Clinic offers outpatient evaluation and treatment of complex pain and pain-related conditions and offers advanced interventional diagnostic and treatment modalities.
 - > Since July 1, 2022, UPMC Kane served 340 new patients receiving pain management services.
- **Referring patients to pain management services:** UPMC Kane continues to promote the use of referral programs to direct patients to pain management and other appropriate services.
 - > Between July 2022 and December 2023, 191 patients were referred to pain management services.

Providing Education to Help Manage Substance Use Disorders

In 2024, UPMC Kane began participating in the Peer Recovery Expansion Project (PREP) program, which includes providing education to staff about reducing the stigma of substance use disorders and opioid addiction, in addition to referring patients to the appropriate level of care.

- Starting in Spring 2024, a PREP specialist is available at the hospital two days per week to assist with referrals from the Emergency Department.

COMMUNITY PARTNERS:

Alcohol and Drug Abuse Services (ADAS), Center for Medicare and Medicaid Innovation (CMMI), Pennsylvania Department of Health, Rural Health Redesign Center, UPMC Center for Community Hospitalist Medicine, UPMC Western Behavioral Health

Access to Care and Navigating Resources

Primary Care, Specialty Care

UPMC Kane is addressing access to primary care in the community through the recruitment and retention of primary care physicians and advanced practice providers (APPs), expanding the reach of its services to the local and surrounding rural communities. Additionally, the hospital continues to provide access to UPMC's world-renowned specialty care in the local community through in-person specialist visits and telehealth consultations. By leveraging partnerships within the UPMC system, UPMC Kane is connecting its patients with high-quality and innovative resources that improve care.

GOAL:

Advance equitable access to primary care
Improve access to specialty care

STRATEGIES:

Expand access to primary care in local communities
Explore opportunities to help address social determinants of health that prevent low-income populations from accessing regular primary care visits
Expand access to specialty care by utilizing partnerships within the UPMC system

ACTIONS:

- ✓ Attract and retain primary care providers and advanced practice providers (APPs) in the area
- ✓ Develop new process for linking ED patients with primary care providers prior to discharge
- ✓ Promote UPMC Kane Express Care to increase awareness and availability of same day appointments (e.g., walk-in service)
- ✓ Participate in the Northwest Regional Accountable Health Council to increase access to primary care for low-income populations
- ✓ Help reduce transportation barriers to accessing primary care visits through coordination with local transportation providers
- ✓ Improve access to specialists in local communities by recruiting specialists and offering telehealth services
- ✓ Expand specialty services in the community
- ✓ Decrease fragmentation of care by improving the interoperability of Electronic Health Records (EHR) between UPMC Kane and UPMC hospitals

TARGET POPULATIONS:

- General community
- Low-income populations

PROGRAMS:

- Provider recruitment
- APP recruitment
- UPMC Kane Express Care
- Northwest Regional Health Equity Action Team (HEAT)
- Telehealth services
- GI Clinic
- Pain Management
- Cardiac Clinic
- Telepsychiatry
- Implement changes to UPMC Kane EHR system

PROGRESS:

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



4 Primary Care Providers
Recruited
(July 2022 – December 2023)



962 Patient Visits at
UPMC Kane Express Care
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Enhancing Access to Primary Care

UPMC Kane continues to leverage opportunities to help ensure the residents of McKean County have reliable access to quality health care. Accomplishments include:

- **Successfully recruiting providers:** Over the last three years, UPMC Kane developed a new model for provider recruitment to improve patient access to essential primary care services. The hospital continues to build its primary care recruitment program, utilizing new partnerships and resources within the system.
 - > Since July 1, 2022, the hospital recruited four new primary care physicians.
- **Promoting UPMC Kane Express Care:** UPMC Kane increased awareness and availability of same-day appointments and walk-in services through clinic consolidation and collaboration with multiple primary care providers.
 - > Between July 2022 and December 2023, 962 patients accessed same-day and walk-in services.
- **Increasing access to care for low-income populations:** UPMC Kane continues to participate in the Northwest Regional Health Equity Action Team to increase access to primary care for low-income populations.
 - > As a part of this effort, the hospital has connected 47 Medicaid patients with a primary care provider from July 2022 through December 2023.

Expanding Specialty Services

Over the last three years, UPMC Kane enhanced efforts to sustain all levels of specialty services in McKean county, including recruiting providers to the region and providing care in underserved areas. Efforts include:

- **Successfully recruiting specialists:** UPMC Kane recruited a new orthopaedic surgeon and a general surgery APP. In addition, the hospital expanded its telemedicine program in April 2024 to include telepsychiatry in the Emergency Department.
- **Expanding access to specialty care to reach rural communities:** Efforts to enhance local access to specialty care include providing routine orthopaedic and general surgery services to the federal prison and offering general surgery and women's health services at three different clinical locations.

Reducing Transportation Barriers

UPMC Kane continues to partner with Area Transit Authority (ATA), a rural public transit agency, to sponsor rides to medical appointments for eligible participants. Between July 2022 and December 2023, the hospital sponsored nearly 350 rides.

COMMUNITY PARTNERS:

Local food pantries, local long-term care facilities, local rotary clubs, local transportation providers, Northwest Regional HEAT, UPMC Center for Community Hospitalist Medicine, UPMC Hamot Physicians, UPMC Northwest, UPMC Western Psychiatric Hospital

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Kane is addressing prevention and community-wide healthy living through a spectrum of initiatives, including community education, preventive screenings, and outreach initiatives, with a dedicated focus on seniors and residents diagnosed with cancer and heart disease.

GOAL:

Increase awareness of disease prevention and management and encourage healthy behaviors

STRATEGIES:

Take a multi-pronged approach to improve the health and wellness of the community

Encourage healthy behaviors by promoting wellness and healthy eating

ACTIONS:

- ✓ Promote and provide community education, screenings, and community outreach events to increase awareness, prevention, and management of cancer and heart disease
- ✓ Build strong relationships with local EMS, long-term care facilities, and other health care providers
- ✓ Explore opportunities to offer vaccinations to promote disease prevention
- ✓ Work with schools to provide nutrition information
- ✓ Continue to focus efforts with the Pennsylvania Rural Health Transformation Model

TARGET POPULATIONS:

- General community
- Seniors
- Children and adolescents
- Patients diagnosed with cancer
- Patients diagnosed with heart disease

PROGRAMS:

- Cancer education, prevention, and management programs, including mammogram and ultrasound testing, monthly mammogram reminders, and smoking cessation support
- Improved communication with local health care providers regarding new services and other changes at UPMC Kane
- Nutrition Counseling
- Pennsylvania Rural Health Model

PROGRESS:

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



1,398 Mammogram Screenings
(July 2022 – December 2023)



5 Years Participating in the Pennsylvania Rural Health Model (PARHM)
(2019 – 2024)

PROGRESS HIGHLIGHTS:

Promoting Prevention Efforts in the Community

UPMC Kane, in collaboration with community partners, continues to provide education and screenings to increase awareness, prevention, and management of chronic diseases. Efforts over the last three years include:

- **Breast cancer screenings:** UPMC Kane continues to promote and provide mammogram screenings to help with early identification of breast cancer.
 - > Between July 2022 and December 2023, 1,398 patients received mammograms.
- **Offering community education and outreach events:** The hospital served 1,349 community members through multiphasic screening events and educational programs.
- **Building relationships with community partners:** UPMC Kane continues to collaborate with local health care providers to enhance communication about new services and providers at the hospital. Since July 2022, UPMC Kane increased collaboration with community partners through grants-related projects and joined the McKean County Economic Development Taskforce in 2023.
- **Working with schools to provide nutrition information:** In April 2024, UPMC Kane provided screenings and education on nutrition at the Kane Area School District Wellness Expo. UPMC Kane's participation in two local school district wellness committees provides additional opportunities for the hospital to provide nutrition information to students and staff. The hospital continues to support planning and development of annual wellness fairs that Kane Area School District plans to host to reach students, families, staff, and community members.
- **Launching Minutes Matter:** In 2023, UPMC Kane established the Minutes Matter program to educate the public on first aid response, CPR, Stop the Bleed, and more. This program has been well-received in the community.
 - > Since July 2023, the hospital educated more than 200 attendees on first aid response strategies.

Participating in the Pennsylvania Rural Health Model

In 2019, UPMC Kane began participating in the Pennsylvania Rural Health Model (PARHM), which was developed by the Pennsylvania Department of Health and the Center for Medicare and Medicaid Innovation. By participating in this model, UPMC Kane is invested in quality and preventive care and tailored services to better meet the needs of its community. PARHM tested whether rural Pennsylvania residents' access to high-quality care could be improved through care delivery transformation and hospital global budgets. PARHM aimed to improve overall health of rural Pennsylvania residents, while also reducing the growth of hospital expenditures across payers, including Medicare. The model's goal was to improve both the financial viability of rural Pennsylvania hospitals and health outcomes and to maintain continued access to care for Pennsylvania's rural residents.

- **Continuing to focus on efforts with PARHM:** 2024 marked the fifth year UPMC Kane participated in PARHM. Hospital leadership attended conferences with the Rural Health Redesign Center and engaged in regular communication with PARHM leadership and participating payors to coordinate transformation plan efforts.

COMMUNITY PARTNERS:

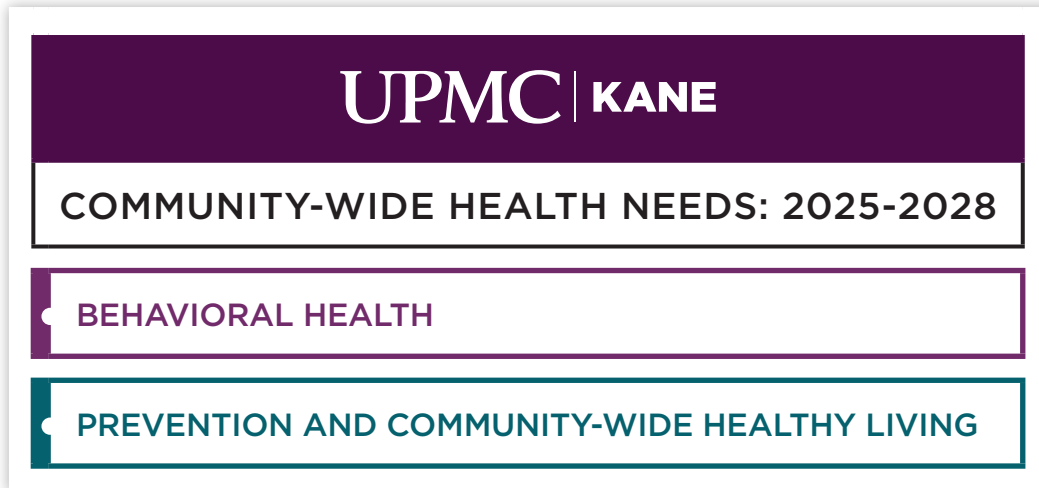
Alcohol and Drug Abuse Services (ADAS), Family Health Council of Pennsylvania, Johnsonburg and Kane School Districts, Kane Area Community Center, local EMS, local hospital-based primary care practices, local long-term care facilities, local rotary clubs, McKean County Economic Development Taskforce, UPMC Center for Community Hospitalist Medicine, UPMC Home Health

UPMC Kane Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

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

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Kane Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Kane 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: Improve access to substance use disorder treatment and community awareness of mental health resources and response

Planned Actions:

1. Address access to substance use disorder care and resources
2. Improve awareness of mental health resources and suicide prevention

Target Populations:

General community

Planned Collaborations:

Alcohol and Drug Abuse Service, Johnsonburg Rotary, Kane Area Community Center, Kane Area School District, Kane Rotary, Mt. Jewett Rotary, Sheffield Rotary, UPMC Western Behavioral Health at Safe Harbor

Prevention and Community-Wide Healthy Living

Goal: Enhance the health and wellness of the community through outreach initiatives and expanded access to primary and specialty care

Planned Actions:

1. Conduct community wellness initiatives in collaboration with network partners
2. Expand access to primary care
3. Expand access to specialty care

Target Populations:

General community

Planned Collaborations:

Johnsonburg Area School District, Johnsonburg Rotary, Kane Area Community Center, Kane Area School District, Kane Rotary, Mt. Jewett Rotary, Regional Health Services, Sheffield Rotary, Signallamp Chronic Care Management, UPMC Hamot



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | NORTHWEST

Caring for the Community

UPMC Northwest is a nonprofit, acute-care hospital located in Venango County, Pennsylvania. Operating from a campus in Seneca, Pennsylvania, this state-of-the-art facility is the only hospital in Venango County. The hospital offers a full range of quality medical services, providing area residents with access to medical, surgical, inpatient behavioral health, rehabilitation, and transitional care, as well as cutting-edge medical services not typically found at a local community hospital. Specialized services include telemedicine, behavioral health, CT imaging, MRI, stroke and diabetes care, orthopaedic surgery, women's health, and a UPMC Hillman Cancer Center.

UPMC Northwest is supported by an active medical staff representing many disciplines. The medical staff is augmented by specialists who travel to Venango County to hold regular office hours and provide inpatient consultations.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	167	Employees	767
	Hospital Patients	7,530	Community Benefits Contributions	\$10.8 million
	Emergency Dept. Visits	26,238	Free and Reduced Cost Care	\$6.9 million
	Total Surgeries	4,518	Total Economic Impact of Hospital Operations	\$245.2 million

Addressing the Community's Significant Health Needs

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

UPMC NORTHWEST	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Obesity Respiratory Disease Diabetes
BEHAVIORAL HEALTH	Access to Behavioral Health Services

Chronic Disease Management

Obesity, Respiratory Disease, Diabetes

UPMC Northwest is taking a multifaceted approach to address chronic diseases through patient education, screenings, outreach, and customized programming.

GOAL:

Encourage and motivate individuals to make lifestyle changes that positively affect their body weight to improve health outcomes

Increase respiratory disease awareness, prevention, and management to help lower readmissions

Improve diabetes awareness, prevention, and management

STRATEGIES:

Provide nutrition counseling, education, and support to help individuals manage obesity and achieve a healthy weight

Encourage healthier lifestyles by increasing access to healthy foods

Offer community education and screenings to help prevent and manage respiratory disease

Increase awareness and prevention of diabetes through community outreach and education

Provide support to patients to help manage diabetes

ACTIONS:

- ✓ Provide nutrition counseling and customized nutrition plans to promote healthy eating
- ✓ Track and monitor weight to help advance weight loss
- ✓ Provide nutrition education to improve health outcomes
- ✓ Provide the nutrition consult required for bariatric surgery
- ✓ Host an annual Lunch and Learn session for employees to promote healthy eating
- ✓ Support a culture of healthy eating in the workplace, and at the hospital, by offering a variety of healthy options
- ✓ Provide education on the prevention and management of chronic respiratory conditions (e.g., chronic bronchitis and chronic obstructive pulmonary disease)

- ✓ Emphasize the importance of early detection and management of cancer by promoting lung screenings
- ✓ Continue to offer lung screenings to the community and refer patients to the appropriate level of care
- ✓ Provide education about diabetes risk factors and prevention at community events (e.g., health fairs), or mailings when in-person events are not feasible
- ✓ Offer customized diabetes prevention and management education programs with a certified diabetes care and education specialist
- ✓ Provide Endocrinology consults through the UPMC Outpatient Telemedicine Center at UPMC Northwest

TARGET POPULATIONS:

- General community

PROGRAMS:

Obesity

- Nutrition counseling
- Bariatric program consult
- Lunch and Learn sessions
- Dining Smart

Respiratory Disease

- Better Breathing Clinic
- Lung Screening Program

Diabetes

- Community outreach initiatives
- The Diabetes Center at UPMC Northwest
- Diabetology: Diabetes Clinic
- Endocrinology Telemedicine Program

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

364 Patient
Appointments for
Nutrition Counseling
(July 2022 – December 2023)



2,518 Lung
Cancer
Screenings
(July 2022 – May 2024)



1,914 Individuals
Reached
through Community
Outreach Initiatives
(July 2022 – May 2024)

PROGRESS HIGHLIGHTS:**Encouraging Healthy Lifestyles**

UPMC Northwest continues to address obesity by supporting healthy eating and active living in a variety of settings. Efforts include:

- **Nutrition counseling:** To promote healthy eating, UPMC Northwest offers personalized nutrition counseling with a registered outpatient dietitian and clinical nutrition coordinator. Through this program, patients develop customized nutrition plans, track and monitor weight to help advance weight loss, and receive nutrition education to improve health outcomes.
 - > Between July 2022 and December 2023, 364 patient appointments were made for nutrition counseling.
- **Body Composition Analysis Event:** In October 2023, UPMC Northwest hosted an event for community members to measure their body composition, muscular strength, cardiovascular fitness, and flexibility to determine their overall level of health — reaching 43 participants.
- **Dining Smart:** UPMC Northwest continues to support a culture of healthy eating in the workplace, and at the hospital, by offering a variety of healthy options.
 - > In 2023, 2,373 Dining Smart items were served in the hospital's cafeteria.

Improved access to care for obese patients by installing 16 bed lifts and six motors with a grant from the Health Resources and Services Administration (HRSA).

Promoting Respiratory Disease Prevention and Management

- **Providing education on chronic respiratory conditions:** The Better Breathing Clinic at UPMC Northwest offers monthly virtual education classes for patients managing chronic obstructive pulmonary disease (COPD). Classes cover creating a COPD self-management plan, exercise tips that can help patients breathe better, how to improve eating with COPD, and how to live better with a chronic lung condition.
 - > Between July 2022 and December 2023, 25 individuals participated in the program.
- **Offering lung cancer screenings:** UPMC Northwest continues to encourage early detection of lung cancer through lung screenings. The hospital offers a lung cancer screening program for smokers that consists of an educational session followed by a low-dose lung CT scan. A board-certified radiologist interprets the results of the scan and advises patients about the need for continued screening or additional testing and treatment.
 - > Between July 2022 and May 2024, UPMC Northwest conducted 2,518 lung cancer screenings and referred 36 patients to further care.

Improving Diabetes Awareness, Prevention, and Management

Over the last three years, UPMC Northwest has continued to offer programs that address diabetes prevention and management. Efforts include:

- **Offering diabetes management education:** The Diabetes Center at UPMC Northwest provides advanced, comprehensive, and personalized services to patients with diabetes and prediabetes. The center's staff works collaboratively with diabetes patients and their primary care physicians to help patients better understand and manage the condition on their own and reduce the risk of complications.
 - > Between July 2022 and December 2023, 322 patient visits were conducted with a diabetes specialist through the Diabetes Center.
- **Enhancing access to care through telemedicine:** When clinical care is not available at UPMC Northwest, the UPMC Outpatient Telemedicine Center connects patients to specialists at other UPMC facilities. The telemedicine technology uses a secure video conference to connect patients with a specialty-trained doctor in Pittsburgh, helping to reduce travel time and costs for patients.
 - > Between July 2022 and December 2023, 588 diabetes patients consulted with an endocrinologist through telemedicine appointments.
- **Conducting community outreach:** UPMC Northwest continues to provide education about diabetes prevention through multiple channels, including participating at community events and health fairs, and communicating through direct mailings and newsletters. Accomplishments include:
 - > **Community events:** In 2023, the hospital hosted nine diabetes prevention and management education sessions in community settings.
 - > **Health fairs:** Between July 2022 and May 2024, the hospital participated in 28 health fairs and events, reaching 1,914 individuals.
 - > **Direct mailings:** In 2023, the hospital reached 242 patients with direct mailings to help educate them about diabetes.
 - > **NutriNews newsletter:** The hospital distributes a UPMC Nutrition Services newsletter, which offers information about nutrition topics, food reviews, healthy recipes, and cooking tips, at kiosks throughout the hospital, at community events, and electronically.

COMMUNITY PARTNERS:

American Red Cross, Appalachian Regional Commission (ARC), Community Ambulance Service, Crawford County Drug and Alcohol Executive Commission, Hamot Health Foundation, Health Resources Services Administration (HRSA), Oil City YMCA, Pennsylvania Department of Drug and Alcohol Programs (DDAP), Regional Health Services, UPMC Health Plan, UPMC Magee-Womens Hospital, UPMC Northwest Imaging Services, UPMC Northwest Respiratory Department, UPMC Western Behavioral Health at Safe Harbor, UPMC Western Psychiatric Hospital, Venango County Substance Use Program, Venango County – Oil City Southside Hub Project

Behavioral Health

Access to Behavioral Health Services

UPMC Northwest continues to address the growing need for behavioral health services by leveraging existing offerings, while partnering with UPMC Western Psychiatric Hospital and UPMC Western Behavioral Health at Safe Harbor to bring additional expertise and services to Venango County.

GOAL:

Continue to offer exceptional inpatient behavioral health care to adults from the local community and explore opportunities to expand services

STRATEGIES:

Promote awareness of the recovery options available to adults in the community

Continue to provide behavioral health care to adults suffering from mental illness and conduct follow-up to increase compliance with discharge instructions

ACTIONS:

- ✓ Develop a new brochure to showcase the treatment programs offered in the Behavioral Health Inpatient Unit
- ✓ Distribute the brochure to patients, their families, and members of the community
- ✓ Provide a safe and comfortable environment to help behavioral health patients focus on recovery
- ✓ Maintain behavioral health offerings in the community (e.g., Inpatient Behavioral Health Unit: Traditional Acute Care and Extended Acute Care)
- ✓ Continue to provide discharge follow-up services to encourage patients to attend follow-up appointments and responsibly manage their medication

TARGET POPULATIONS:

- General community

PROGRAMS:

- Extended Acute Care (EAC) Brochure
- Inpatient Behavioral Health Unit: Traditional Acute Care and Extended Acute Care
- Treatment reminder bags
- PsychCare+

PROGRESS:

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



937 Patients Served through
Traditional Acute Care
(July 2022 – December 2023)



54 Patients Served through
Extended Acute Care
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Promoting Awareness of Recovery Options

UPMC Northwest continues to promote awareness of recovery options that are available to adults in Venango County and surrounding communities. Efforts include:

- Developing and distributing a new brochure to showcase the treatment programs offered in the hospital's Behavioral Health Inpatient Unit.
- Educating nursing staff about resources available for patients with substance use disorders through coordinated efforts with UPMC Western Behavioral Health at Safe Harbor and UPMC Hamot.

Providing Inpatient Behavioral Health Services and Follow-Up

In partnership with UPMC Western Psychiatric Hospital, UPMC Northwest offers state-of-the-art acute and extended acute care (EAC) inpatient behavioral health services provided by a team of providers specializing in mental health including psychiatrists, advanced practice providers, nurses, and social workers.

- **Traditional Acute Care:** Patients requiring a short-term inpatient stay are admitted as traditional acute care patients. The traditional acute care unit has 12 beds.
 - > Between July 2022 and December 2023, 937 patients were served through traditional acute care.
- **Extended Acute Care (EAC):** This 16-bed unit is designed for patients who may need a longer length of inpatient stay to stabilize and be successful with their recovery in the community. The program is designed for individuals over the age of 18 who are currently receiving care on a traditional, inpatient acute unit and have a serious mental illness. As part of their treatment plan, patients learn life skills, such as financial management, personal wellness, and recovery maintenance tools.
 - > Between July 2022 and December 2023, 54 patients were served through Extended Acute Care.
- **Reminders to follow-up:** UPMC Northwest provided discharge follow-up services to encourage patients to attend follow-up appointments and responsibly manage their medication.
 - > Between July 2022 and June 2023, the hospital provided more than 500 reminder bags and thank you cards to patients after discharge to encourage them to attend follow-up appointments and reinforce medication management.

COMMUNITY PARTNERS:

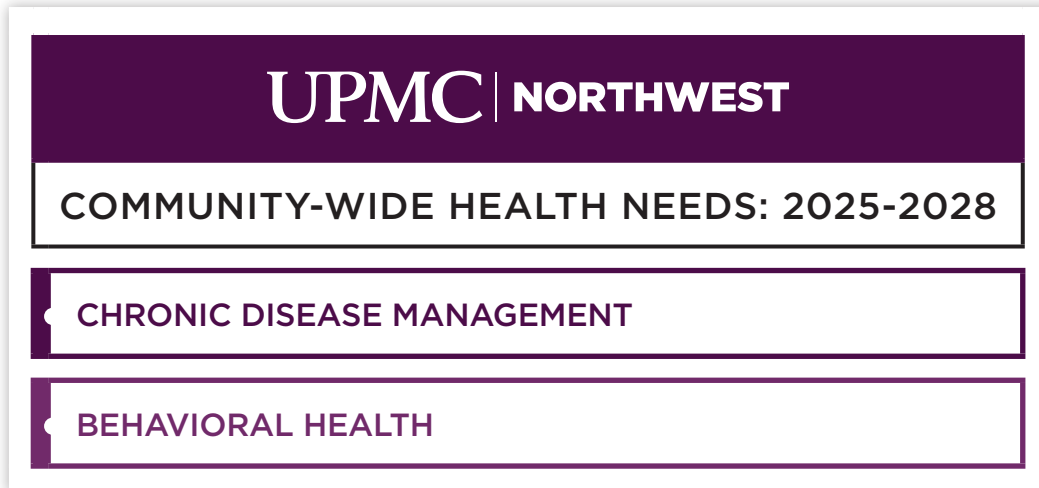
American Red Cross, Appalachian Regional Commission (ARC), Community Ambulance Service, Crawford County Drug and Alcohol Executive Commission, Hamot Health Foundation, Health Resources Services Administration (HRSA), Oil City YMCA, Pennsylvania Department of Drug and Alcohol Programs (DDAP), Regional Health Services, UPMC Health Plan, UPMC Magee-Womens Hospital, UPMC Northwest Imaging Services, UPMC Northwest Respiratory Department, UPMC Western Behavioral Health at Safe Harbor, UPMC Western Psychiatric Hospital, Venango County Substance Use Program, Venango County – Oil City Southside Hub Project

UPMC Northwest Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 22, 2025, the UPMC Northwest Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Behavioral Health



UPMC Northwest Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Northwest 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.

Chronic Disease Management

Goal: Increase awareness, prevention, and management of chronic disease in the community

Planned Actions:

1. Provide high-quality, comprehensive cancer care to residents in Venango County and surrounding communities
2. Promote chronic disease awareness, prevention, and management through education, outreach, and preventive screenings, with concentrated efforts on cancer

Target Populations:

General community, individuals with increased risk of cancer

Planned Collaborations:

American Cancer Society, American Red Cross, Appalachian Regional Commission (ARC), AseraCare, Community Ambulance Service, Kirtland Foundation, Leukemia & Lymphoma Society, Mrs. Clause Club, Oil City Rotary, Oil City YMCA Regional Health Services, UPMC Health Plan, UPMC Hillman Cancer Center, UPMC Magee-Womens Hospital, UPMC Northwest Imaging Services, UPMC Northwest Respiratory Department, Visiting Nurses Association (VNA) of Venango County

Behavioral Health

Goal: Improve access to behavioral health services

Planned Actions:

1. Offer high-quality treatment services for people with substance use disorders
2. Enhance care coordination for patients with behavioral health needs

Target Populations:

General community, maternal and infant health

Planned Collaborations:

American Red Cross, Appalachian Regional Commission (ARC), Catholic Charities, Community Ambulance Service, Crawford County Drug and Alcohol Executive Commission, Hamot Health Foundation, Health Resources Services Administration (HRSA), Oil City YMCA, Pennsylvania Department of Drug and Alcohol Programs (DDAP), Regional Counseling Center, Regional Health Services, United Way of Venango County, University of Pittsburgh Physicians, UPMC Health Plan, UPMC Magee-Women's Hospital, UPMC Western Behavioral Health at Safe Harbor, UPMC Western Psychiatric Hospital, Oil City Southside Hub Project, Venango County Human Services, Venango County Substance Use Program, Youth Alternatives, Inc. (K-12)



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | CHAUTAUQUA

Caring for the Community

UPMC Chautauqua is southwestern New York’s largest not-for-profit health care provider. The hospital offers an extensive range of inpatient and outpatient acute and rehabilitation services that aim to meet the health care needs of a large rural population. As a result of its merger with UPMC in 2016, the hospital invested in capital improvements, including the opening of the new Women’s and Maternity Care Center at UPMC Chautauqua. It has also made capital investments to enhance convenient access to local health care resources, while expanding accessibility to top-rated specialty services, including UPMC Hillman Cancer Center.

UPMC Chautauqua maintains a historically strong connection with its rural community. Established in 1885, UPMC Chautauqua has never wavered from its mission of improving the health and well-being of those we are so privileged to serve — the very purpose for which the hospital was founded. As the oldest hospital in southwestern New York, UPMC Chautauqua has a proud heritage of providing excellent care and devoted service to its community.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	288	Employees	885
	Hospital Patients	6,659	Community Benefits Contributions	\$2.3 million
	Emergency Dept. Visits	35,875	Free and Reduced Cost Care	\$926 thousand
	Total Surgeries	4,482	Total Economic Impact of Hospital Operations	\$264 million

Addressing the Community’s Significant Health Needs

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

UPMC | CHAUTAUQUA

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

CHRONIC DISEASE MANAGEMENT	Obesity Respiratory Disease
BEHAVIORAL HEALTH	Access to Behavioral Health Services
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Chronic Disease Management

Obesity, Respiratory Disease

UPMC Chautauqua is addressing chronic disease management through an extensive suite of interventions and programs targeting obesity and respiratory disease through education, support, and follow-up.

GOAL:

Foster the achievement and maintenance of a healthy weight among individuals who are overweight or obese, and at high risk of chronic disease

Support the early detection and management of respiratory disease and lung cancer, to help reduce readmissions and mortality rates

STRATEGIES:

Leverage UPMC Chautauqua physician expertise to educate the community on the effects that being overweight or obese have on chronic disease

Provide screening opportunities and support groups for community participants

Use a patient-centered approach to coordinate the care and maintenance of discharged patients with heart disease

Support discharged patients with resources needed for successful self-management of CHF/COPD at home

Help to decrease the incidence of lung cancer through prevention and early detection

ACTIONS:

- ✓ Deliver educational presentations to the community on chronic disease prevention and management through a variety of platforms
- ✓ Provide outreach presentations to those in rural areas without transportation and in high risk, impoverished areas
- ✓ Screen participants 18 years and older, including individuals with a BMI ranging from 35-40 and a comorbidity (e.g., diabetes, sleep apnea, high blood pressure)
- ✓ Provide education and information to patients who are screened
- ✓ Refer patients to bariatric services if needed
- ✓ Provide bariatric services (surgery)
- ✓ Offer support groups to the community through virtual platforms
- ✓ Promote CHF/COPD self-management education and programs in physician offices
- ✓ Provide patients in the hospital education to help prevent further readmissions
- ✓ Follow-up with patients discharged from the hospital each month
- ✓ Provide caregiving and counseling to patients on weight management, sodium intake, physical activity, and overall health
- ✓ Distribute congestive heart failure kits to patients prior to discharge (e.g., self-monitoring logs)
- ✓ Offer scales to patients that do not have one at home to monitor daily weight
- ✓ Provide digital blood pressure cuffs for those unable to access one due to immobility or lack of transportation
- ✓ Apply and receive approval for implementation of a Pulmonary Rehabilitation Clinic
- ✓ Recruit Pulmonary Rehab providers to the community to provide patient care
- ✓ Connect individuals to tobacco cessation counselors
- ✓ Provide community outreach and education
- ✓ Offer lung cancer screenings to improve early detection and management
- ✓ Provide follow-up treatment, diagnostics, and support, including community resources, through nurse navigators

TARGET POPULATIONS:

- General community

PROGRAMS:

- Community presentations
- Outreach education
- Education presentations
- Screening programs
- Bariatric Services
- Monthly web support groups
- Nutrition Services
- Great Lakes Physician Practices (GLPP)
- Smoking cessation counseling
- Referral to outreach organizations for resources
- UPMC Cardiac Nurse Navigation Program
- CHF Kits
- Weight Management
- Digital blood pressure cuffs
- Pulmonary Rehabilitation Clinic
- Provider recruitment
- NYS Quit Line Cessation Coach
- UPMC Chautauqua Respiratory Therapy tobacco cessation counselor
- Low Dose Lung Screenings
- Navigation nurse for follow-up treatment, diagnostics, support, and connection to community resources

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

149 Patients
Received Bariatric
Surgery Services
(July 2022 – December 2023)



2,363 Lung
Screenings
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Addressing Obesity in the Community**

UPMC Chautauqua continues to help individuals who are overweight or obese achieve and maintain a healthy weight. Accomplishments over the last three years include:

- **Obesity screenings:** UPMC Chautauqua continues to provide screening opportunities at health fairs and community events for adults, including individuals with high BMI and a comorbidity. The hospital also offers educational information to individuals who are screened and provides referrals to bariatric services if needed.
 - > Between July 2022 and December 2023, 149 screenings were conducted, and 255 individuals were referred to bariatric surgery services.
- **Bariatric Surgery Services:** The Bariatric Center at UPMC Chautauqua offers a range of services, both before and after surgery, to individuals who are more than 80 pounds overweight, including consults and exams, dietary counseling, free bariatric surgery information sessions, medical testing, and psychology interviews. In 2023, the Bariatric Center at UPMC Chautauqua relocated and combined with general surgery services to Great Lakes Physician Practice and General Surgery.
 - > Between July 2022 and December 2023, 149 patients received bariatric surgery services.

Focusing on Respiratory Disease Prevention and Management

Over the last three years, UPMC Chautauqua focused on reducing readmission and mortality rates by promoting early detection and management of respiratory disease and lung cancer. Efforts include:

- **Lung cancer screenings:** UPMC Chautauqua continues to promote the early detection and treatment of lung cancer through screenings.
 - > Between July 2022 and December 2023, the hospital screened 2,363 patients for lung cancer, detected more than 70 suspicious nodules of varying degrees, and referred patients to further diagnostic testing and treatment.
- **Pulmonary Rehab Clinic:** In 2022, UPMC Chautauqua opened a Pulmonary Rehab Clinic to help people with chronic lung disease benefit from specialized outpatient exercise and education. Pulmonary Rehabilitation provides a thorough intervention for patients with impaired lung function. The goal is to improve patients' overall function and increase their ability to perform regular daily activities and improve a person's quality of life. The hospital successfully recruited a new pulmonologist to oversee the clinic and added two exercise physiologists.

COMMUNITY PARTNERS:

Great Lakes Physician Practice, home health agencies, Seneca Indian Reservation, The Chautauqua Center, UPMC Nutrition and Tobacco Cessation Services, UPMC Talent Acquisition

Behavioral Health

Access to Behavioral Health Services

UPMC Chautauqua continues to enhance comprehensive services to meet the community's needs relating to behavioral health and substance use.

GOAL:

Enhance access to behavioral health services in Chautauqua County

STRATEGIES:

Take a comprehensive approach to address behavioral health, and expand services for the community

Strengthen community knowledge of prevention techniques and local services available

Educate the community on prevention of overdose death and scope of treatment services offered

Create programming to stem addiction

Explore opportunities to enhance relationships and support to patients within the hospital

Build, establish, and improve connections with agencies in the community to improve referral access/process

Educate the community on the scope of treatment services offered

ACTIONS:

- ✓ Continue to enhance and expand mental health programming for the community
- ✓ Offer community education on the risk factors and prevention of mental health issues related to suicide, depression, addiction, and substance abuse among young adults
- ✓ Represent services while engaging in naloxone distribution, attendance at naloxone courses, Fentanyl test strip distribution
- ✓ Help prevent underage drinking, non-medical use of prescription pain relievers by youth, and excessive alcohol consumption by adults

- ✓ Provide knowledge on community resources available prior to behavioral health patients being discharged through contracted Mental Health Association Peers
- ✓ Continue to provide a targeted on-site therapy program that averages a three to six month stay for those with addictions
- ✓ Provide updated referral documents and residential program information to relevant agencies to streamline access to the program
- ✓ Engage/participate in educational opportunities in the community

TARGET POPULATIONS:

- General community

PROGRAMS:

- UPMC Adult Mental Health inpatient units
- UPMC Mental Health outpatient services
- Radio webinars
- Inpatient chemical dependency program
- Outreach presentations
- Outpatient chemical dependency program
- Medication-Assisted Treatment
- Targeted prevention efforts to help reduce drug and substance use by youth and adults
- UPMC Behavioral Health Department
- Physician Services referrals
- Long-term Chemical Dependency Residential Program
- Residential Program

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

2,730 Mental Health Patients Served in Outpatient and Inpatient Units
(July 2022 – December 2023)



208 Patients Treated through Chemical Dependency Programs
(July 2022 – December 2023)



130 Individuals Educated through Community Outreach Efforts
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Enhancing Programming to Stem Addiction**

Over the last three years, UPMC Chautauqua enhanced efforts to expand peer programming to support patients with substance use disorder. Accomplishments include:

- **Mental Health Peer Recovery Coaches:** UPMC Chautauqua provides knowledge on community resources available to behavioral health patients prior to discharge through mental health peer recovery coaches. Peer coaches combine their skills with their lived experiences of recovery from mental health disorders to support others in recovery. Since June 2023, peers are staffed on all behavioral health units and the emergency department.
- **Recovery Options Made Easy (ROME):** ROME, one of western New York's leading peer-certified and trauma-informed mental health advocacy networks, creates a continuum of support by reducing stigma and paving roads to recovery. UPMC Chautauqua initiated efforts to house ROME by building a 24-hour crisis stabilization unit on the third floor of the hospital to support people with mental health recovery needs. The hospital enhances ease of access by referring eligible patients to this program, ensuring continuity of care.

Increasing Access to Behavioral Health Services

UPMC Chautauqua continues to expand and enhance mental health services and programming for the community. The hospital is providing behavioral health care through various methods, including inpatient, outpatient, and telehealth services. Efforts include:

- **Mental Health Services:** Providing behavioral health care through various methods, including outpatient, inpatient, and telehealth services.
 - > Between July 2022 and December 2023, 2,477 patients were cared for through outpatient mental health services and 283 patients were admitted to the inpatient unit.
- **Addiction Medicine Services:** Offering inpatient and outpatient chemical dependency programs to help individuals with substance use disorder live a substance-free life through treatment and support.
 - > Between July 2022 and December 2022, 208 patients were cared for through inpatient and outpatient chemical dependency programs.

Strengthening Community Knowledge of Prevention

Over the last three years, UPMC Chautauqua continued to offer community education on the risk factors and prevention of mental health issues, including suicide, depression, addiction, and substance use. Efforts include:

- Participating in Chautauqua Addiction Services Leadership Development to educate students about the hospital's behavioral health services.
- Engaging with the community at health fairs and expos to increase awareness of available resources.
 - > Between July 2022 and December 2022, the hospital conducted three educational presentations, reaching 130 individuals.

COMMUNITY PARTNERS:

Chautauqua County Department of Mental Hygiene, Chautauqua County Substance Abuse Council (CASAC), Chautauqua HOPE Coalition, Chautauqua Tapestry Expansion Initiative, Jamestown Community College, physician services, The Community Alliance for Suicide Prevention, UPMC Chautauqua Behavioral Health, Western New York Chemical Dependency Consortium

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Chautauqua is addressing prevention and community wide healthy living by building a robust platform of community-based efforts to educate and promote healthy lifestyles.

GOAL:

Improve overall physical, mental, and social health needs of the community

STRATEGIES:

Help to support local groups with healthcare professional education related to their diagnosis/disease process

Provide on-site resources to those in need of personal care during chemotherapy treatment and for hair loss caused by disease

Promote early detection, screening, diagnosis, and treatment by identifying patients with health disparities who are underserved, uninsured, or in need of breast cancer services

Enhance the patient experience by providing end-to-end care coordination services for women's health

Take a holistic approach toward complete health and wellness for employees, to enhance both mental and physical health

ACTIONS:

- ✓ Provide presentations to the community by health care professionals (providers, therapists, RNs, etc.) as requested by community support groups
- ✓ Supply a room at UPMC Chautauqua where wigs, scarves, and hats can be fitted
- ✓ Refer patients to the Look Good, Feel Better program that will teach those going through cancer treatment about hair loss, skin changes, and special techniques to use regarding hair, makeup, and skin care through an online program
- ✓ Provide funding for those women who need breast exams, screening, and transportation to treatment so there are no delays in diagnosis, treatment, or follow-up
- ✓ Coordinate the educational and supportive needs of our patients seeking breast health care
- ✓ Assist patients through the imaging process and ensure results are received in a timely manner
- ✓ Support patients from the point of the initial mammogram, ultrasound, and biopsy to surgical treatment and care
- ✓ Assist in handling concerns such as insurance or transportation
- ✓ Promote mental health and wellness by offering stress management and relaxation
- ✓ Improve physical health of employees by offering convenient access to on-site exercise rooms
- ✓ Increase access to healthy foods by providing healthy options in the cafeteria and at local farmers markets

TARGET POPULATIONS:

- General community
- UPMC Chautauqua employees and families

PROGRAMS:

- UPMC Chautauqua Speakers Bureau
- Lily's Hope Boutique
- Look Good, Feel Better program
- Shades of Pink breast screening program
- UPMC Chautauqua Imaging Breast Navigator
- Stress Management Relaxation Room
- Employee exercise rooms
- Cafeteria Grab-N-Go
- Farmers markets

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

18,510
Patients Served
through the Imaging
Breast Navigation
Program
(July 2022 - December 2023)



100 Refugees
Supported
(July 2022 - December 2023)



1,950
Individuals Reached
through Community
Education
(July 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Supporting Cancer Patients**

- **Coordinating Women's Health Services:** UPMC Chautauqua's Imaging Breast Navigator provides support to patients from the point of initial mammogram, ultrasound, and biopsy to surgical treatment and care. The navigator coordinates educational needs for patients seeking cancer treatment, assists patients through the imaging process, helps ensure that results are received in a timely manner, and handles concerns with health-related social needs, such as health insurance or transportation assistance.
 - > Between July 2022 and December 2023, 18,510 patients accessed the navigation program.
- **Supporting Women through Cancer Treatment:** Lily's Hope, a community-led boutique, offers wigs, scarves, and hats to women in Chautauqua County who are experiencing hair loss due to cancer treatments or other diseases. The Zonata Club of Jamestown donates hats, scarves, and wigs to the boutique, and supplies camisoles to women who undergo mastectomy.
 - > Between July 2022 and December 2023, Lily's Hope provided wigs, scarves, and hats to 75 women.
 - > In 2024, the hospital began to survey women about their needs during cancer treatment and identified suggestions from women who finished treatment to enhance the patient experience.
- **Referring Patients to Look Good, Feel Better Program:** UPMC Chautauqua collaborates with the Look Good, Feel Better Foundation, American Cancer Society, and the Zonata Club of Jamestown to help teach patients going through cancer treatment about hair loss, skin changes, and special techniques regarding hair, makeup, and skin care.
 - > Between July 2022 and December 2023, 75 women were referred to the program to participate in online webinars.

Increasing Access to Care

UPMC Chautauqua continues to offer the Shades of Pink Breast Screening program, which provides funding for underserved or uninsured women who need breast exams, screening, or transportation to treatment. This effort helps ensure there are no delays in diagnosis, treatment, or follow-up.

Addressing Social Determinants of Health

UPMC Chautauqua continues to enhance efforts to advance community health through economic stability, access to education and health care, and social and community support. These initiatives are geared toward the needs of the elderly population, immigrants and refugees, pregnant mothers, and individuals with disabilities. Efforts include:

- **Caring for an aging population:** UPMC Chautauqua, in partnership with The Healthcare Association of New York State (HANYS), launched a new initiative in 2023 to implement proactive management processes for geriatric patients who are admitted to the hospital through the four M's: What Matters, Mobility, Mentation, and Medications.
- **Aiding immigrants and refugees:** UPMC Chautauqua, in collaboration with St. Luke's Episcopal Church and Journey's End Refugee Services, started the New Neighbors Program for refugee populations in the area. This community program assists refugees with health care, job placement, interpreter services, housing, food, and a space for storage.
 - > 100 individuals were served from July 2022 through December 2023.
- **Supporting individuals with disabilities:** To help prepare young individuals with developmental disabilities for success in the workplace, the hospital collaborated with The Resource Center to offer Project SEARCH. This is a one-year training program that helps people become integrated into the community and become employable.
 - > Since July 2022, the hospital hired two interns in Nutrition Services upon completion of the program.
- **Promoting maternal-infant health:** Over the last three years, UPMC Chautauqua partnered with Chautauqua County Health and Human Services, Mental Health Association, and UPMC's Chemical Dependency program to focus on the unmet pre- and post-partum needs of mothers struggling with addiction. Through these efforts, the hospital is working to become nationally recognized for being a Birth Friendly Hospital.
- **Enhancing access to healthy foods:** In 2023, UPMC Chautauqua partnered with Chautauqua County Office for Aging Services to offer the Dining Out program through the hospital's cafeteria. As a part of the program, individuals over the age of 60 can purchase a voucher at a fraction of the cost of a regular meal. Seniors present their voucher to a participating local restaurant in exchange for a nutritious meal.
 - > 3,110 meals were served from July 2023 through June 2024.

Providing Education to the Community

Over the last three years, UPMC Chautauqua continued to offer education and support to the community through a broad range of efforts, including:

- Providing health education at health fairs, schools, churches, businesses, and long-term care facilities.
- Delivering presentations to the community in October during Breast Cancer Awareness Month.
 - > Between July 2022 and December 2023, the hospital reached 1,950 individuals through educational efforts.

COMMUNITY PARTNERS:

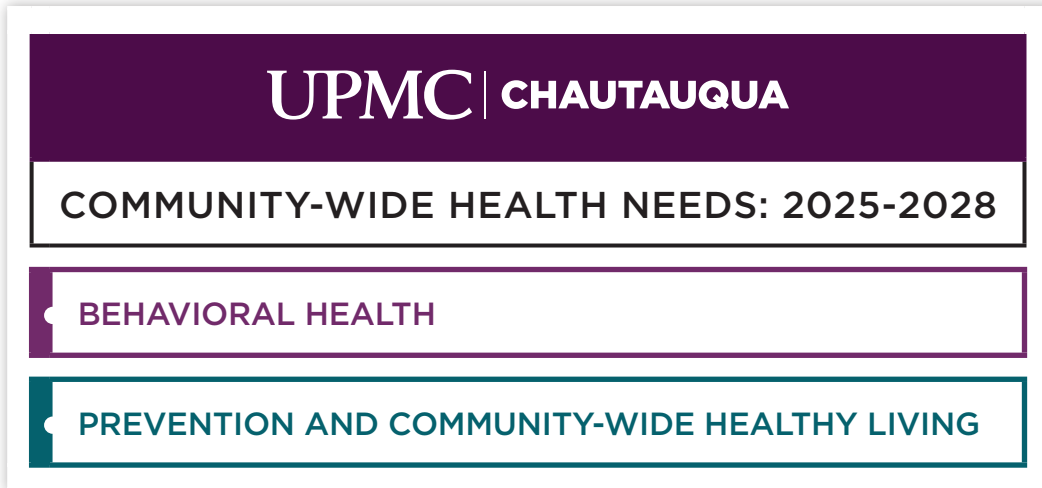
Associated Clinical Laboratories (ACL); Chautauqua Health Network; Chautauqua County Action Team; Chautauqua County Health and Human Services; Chautauqua County Office for Aging Services; Connect 55; Cummins Engine Company; Emergency Medical System; Great Lakes Physician Practice; Inclusion, Diversity, Equity, Access (IDEA) Coalition; Inclusion, Diversity, Equity, Access (IDEA) Committee; Jamestown Radiology; law enforcement; Office of the Aging; Remote Area Medical (RAM) Steering Committee; Runnings; Rural Chautauqua County Mobile Unit; Shades of Pink Breast Cancer Support Group; Southern Tier Health Care System; The Healthcare Association of New York State (HANYS); The Resource Center; United Way Southern Tier Healthcare System; UPMC Chautauqua Imaging; WCA Foundation; Zonta Club of Jamestown

UPMC Chautauqua Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 21, 2025, the UPMC Chautauqua Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Chautauqua Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Chautauqua 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: Increase awareness of behavioral health and substance use disorder prevention, treatment, and recovery resources

Planned Actions:

1. Increase awareness of behavioral health services through outreach efforts
2. Offer training about overdose prevention, fentanyl test strips, and naloxone administration, as well as distribute naloxone widely
3. Leverage partnerships to help improve local access to behavioral health care and support services, including collaborations with the Health Resource and Services Administration (HRSA) and Appalachian Regional Commission (ARC)
4. Increase mental health group services

Target Populations:

General community, adults, maternal and infant health, unemployed/uninsured populations, low-income and medically underserved populations, individuals with increased risk of behavioral health problems

Planned Collaborations:

Appalachian Regional Commission (ARC), Buffalo Matters, Great Lakes Physician Practice Offices, Health Resource and Services Administration (HRSA), New York State Office of Addiction Services and Supports (OASAS), New York State Office of Mental Health (OMH), UPMC Center for High-Value Health Care, UPMC Marketing

Prevention and Community-Wide Healthy Living

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

Planned Actions:

1. Promote prevention of chronic illness through education and outreach, with concentrated efforts on childhood obesity
2. Address health-related social needs, including food insecurity, by helping to connect community members with access to healthy foods

Target Populations:

Seniors, adults, children and adolescents, maternal and infant health, unemployed/uninsured populations, low-income, medically underserved, and minority populations

Planned Collaborations:

Chautauqua County Health Department, Chautauqua County Health Network, Chautauqua County Office for Aging Services, Chautauqua County School Health Coalition (ICE 8), Jamestown Area YMCA, St. Susan Center

V . APPENDICES A-E



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	2017-2022 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		New York State Department of Health
Health Behaviors Data	Obesity (Childhood and Adult)		New York State Department of Health – Behavioral Risk Factors Surveillance System
	Alcohol Use		U.S. Centers for Disease Control and Prevention
	Tobacco Use		U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System
	Sexually Transmitted Disease		U.S. Centers for Disease Control and Prevention - National Center for Health Statistics
		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)		New York State Department of Health – Behavioral Risk Factors Surveillance System
	Primary Care Physician Data		U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System
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 and New York State 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	Chautauqua County	Erie County	McKean County	Venango County	New York	Pennsylvania	United States
Area (square miles)	1,060.4	798.9	979.7	674.3	47,123.6	44,742.3	3,533,038.3
Density (persons per square mile)	120.4	339.1	41.3	74.8	428.7	290.6	93.8
Total Population, 2020	127,657	270,876	40,432	50,454	20,201,249	13,002,700	331,449,281
Total Population, 2010	134,905	280,566	43,450	54,984	19,378,102	12,702,379	308,746,065
Population Change ('10-'20)	(7,248)	(9,690)	(3,018)	(4,530)	823,147	300,321	22,703,216
Population % Change ('10-'20)	-5.4	-3.5	-6.9	-8.2	4.2	2.4	7.4
Age							
Median Age	42.9	40.6	44.0	47.4	39.0	41.0	38.8
% <18	20.6	20.9	20.1	20.1	20.4	20.4	22.1
% 18-44	31.5	34.0	31.1	27.3	36.9	34.0	35.7
% 45-64	26.9	26.1	28.1	29.0	25.9	26.5	25.4
% 65+	20.9	19.0	20.7	23.7	16.9	19.1	16.8
% 85+	2.7	2.3	2.6	2.7	2.2	2.5	1.9
Gender							
% Male	49.4	49.4	50.8	49.4	48.4	48.9	49.1
% Female	50.6	50.6	49.2	50.6	51.6	51.1	50.9
Race/Ethnicity							
% White*	85.6	82.2	92.2	93.8	55.2	75.0	61.6
% African-American*	2.6	7.6	2.1	0.9	14.8	10.9	12.4
% American Indian and Alaska Native*	0.5	0.2	0.3	0.2	0.7	0.2	1.1
% Asian*	0.6	2.4	0.5	0.3	9.6	3.9	6.0
% Native Hawaiian/ Other Pacific Islander*	0.0	0.0	0.0	0.0	0.1	0.0	0.2
% Hispanic or Latino**	9.2	4.4	1.6	1.1	19.5	8.1	18.7
% Disability	16.4	15.5	19.3	19.4	11.6	14.0	12.7

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

Source: U.S. Census, 2010, 2020

Social and Economic Factors:

Characteristics	Chautauqua County	Erie County	McKean County	Venango County	New York	Pennsylvania	United States
Income, Median Household	\$48,315	\$52,863	\$49,240	\$51,405	\$71,117	\$63,627	\$64,994
Home Value, Median	\$92,900	\$138,500	\$82,300	\$96,800	\$325,000	\$187,500	\$229,800
% No High School Diploma*	10.6	8.5	8.2	9.0	12.8	9.0	11.5
% Unemployed**	5.5	5.4	6.5	6.6	5.7	5.4	5.4
% of People in Poverty	17.8	15.5	16.2	13.5	13.6	12.0	12.8
% Elderly Living Alone	14.8	13.3	14.7	15.0	12.0	12.9	11.1
% Female-Headed Households with Own Children <18	5.0	5.7	4.1	3.8	5.5	4.8	5.2
Health Insurance							
% Uninsured	5.4	4.5	4.1	5.6	5.4	5.6	8.7
% Medicaid	22.5	20.2	18.8	19.3	21.8	15.8	17.0
% Medicare	15.4	13.0	15.6	17.6	11.6	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 New York, Pennsylvania, and the Following Counties: Chautauqua, Erie, McKean, and Venango

Causes of Death	Chautauqua County	Erie County	McKean County	Venango County	New York	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	Percent of Total Deaths
All Causes	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Diseases of Heart	21.1	19.1	21.2	20.5	23.4	20.9	20.1
Malignant Neoplasms (Cancer)	16.7	17.3	14.2	16.2	18.0	17.8	17.5
COVID-19	15.1	10.4	15.2	15.4	12.0	11.7	12.0
Accidents (Unintentional Injuries)	4.9	5.9	5.0	5.8	5.6	6.6	6.5
Cerebrovascular Diseases	3.3	4.1	2.9	3.7	3.7	4.4	4.7
Chronic Lower Respiratory Diseases	4.6	3.8	5.1	4.1	3.3	3.6	4.1
Alzheimer's Disease	1.4	3.1	1.3	1.6	2.0	2.6	3.4
Diabetes Mellitus	3.2	3.0	2.1	3.5	2.7	2.7	3.0
Chronic Liver Disease and Cirrhosis	1.3	1.1	1.1	1.5	1.1	1.2	1.6
Nephritis, Nephrotic Syndrome, and Nephrosis	1.8	2.9	1.9	1.8	1.4	1.9	1.6
Intentional Self-Harm (Suicide)	0.9	1.2	1.4	1.1	0.9	1.2	1.4
Essential Hypertension and Hypertensive Renal Disease	0.5	0.7	0.0	0.5	1.6	0.9	1.2
Influenza and Pneumonia	1.1	0.9	1.8	1.3	2.1	1.2	1.2
Septicemia	1.4	1.2	1.9	2.1	1.2	1.6	1.2
Parkinson's Disease	1.0	0.9	0.2	0.9	0.9	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 Chautauqua, Erie, McKean, and Venango Counties to New York, Pennsylvania, United States, and Healthy People 2030:

Characteristics	Chautauqua County	Erie County	McKean County	Venango County	New York	Pennsylvania	United States	Healthy People 2030
Morbidity								
Diabetes (%)	13.3	12.0	10.0	8.0	11.3	11.0	11.5	NA
Mental Health (Mental health not good ≥ 1 day in past month) (%)*	15.2	43.0	33.0	35.0	42.0	42.0	43.0	NA
Low Birthweight (% of live births)	7.5	9.9	8.6	8.6	8.2	8.3	8.6	NA
Health Behaviors								
Obesity (Adult) (%)	33.5	35.0	39.0	38.0	30.1	33.0	33.6	36.0
Childhood Obesity (Grades K-6) (%)**	17.7	22.5	26.8	25.4	16.2	20.6	20.2	NA
Childhood Obesity (Grades 7-12) (%)**	23.6	23.4	27.7	26.8	19.1	21.5	16.2	NA
Excessive Alcohol Use (%)	19.2	19.0	18.0	16.0	16.6	17.0	17.0	25.4
Current Tobacco Use (%)	24.5	19.0	20.0	19.0	11.3	15.0	14.0	6.1
STDs (Gonorrhea per 100K)***	218.1	130.6	49.2	68.6	127.3	153.7	152.1	NA
Clinical Care								
Immunization: Ever had a Pneumonia Vaccination (65+) (%)	81.1	78.0	68.0	72.0	67.2	74.0	71.6	NA
Cancer Screening								
Mammography (%)	73.8	71.4	67.1	63.5	73.1	70.0	70.2	80.3
Colorectal Screening (%)****	63.8	73.1	56.6	60.5	70.7	71.0	71.8	68.3
Primary Care Physician: Population (PCP Phys/100K Pop)	63.1	81.0	57.6	60.1	80.3	79.1	75.2	NA
Receive Prenatal Care in First Trimester (%)	69.9	83.7	69.8	79.8	75.7	73.3	77.0	NA

Sources:

Chautauqua County Data: New York State Department of Health, 2020, 2021, 2022 (Childhood Obesity Data, 2017-2019); U.S. Centers for Disease Control and Prevention, 2017-2019; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

Erie, McKean, and Venango 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

New York Data: New York State Department of Health, 2020, 2022 (Childhood Obesity Data, 2017-2019); U.S. Centers for Disease Control and Prevention, 2022; 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

**Mental Health Data: Percentage reported for Chautauqua County represents those experiencing poor mental health 14+ days in the past month*

***Childhood Obesity Data: Percentage reported for New York State excludes New York City*

****Gonorrhea Data: Chautauqua County, New York State, and National rates are for women of all ages; Erie, McKean, and Venango Counties and Pennsylvania rates are for women ages 15+*

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

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

Community Representation and Rationale for Approach

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

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

The community stakeholder groups ensured that a wide variety of constituencies had an opportunity to weigh in on hospital community health priorities. Use 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 northwest Pennsylvania and western New York invited representatives from the following organizations to participate in the community health needs survey conducted in May 2024:

Pennsylvania Hospitals

UPMC Hamot:

- A Phoenix Rising Coaching, Erie, PA
- Bayfront East Side Taskforce, Erie, PA
- Center for Hearing and Deaf Services, Inc., Erie, PA
- CMIT Solutions of Erie, Erie, PA
- Community Health Net, Erie, PA
- Diverse Erie, Erie, PA
- EmergyCare, Erie, PA
- Erie Center for Arts & Technology, Erie, PA
- Erie County Department of Health, Erie, PA
- Erie County Executive, Erie, PA
- Erie Gay News, Erie, PA
- Erie Homes for Children & Adults, Erie, PA
- Erie Insurance, Erie, PA
- Erie School District, Erie, PA
- ERIEBANK, Erie, PA
- FRALO Industries, Erie, PA
- Gannon University, Erie, PA
- Greater Erie Community Action Committee, Erie, PA
- MacDonald, Illig, Jones & Britton LLP, Erie, PA
- McCarthy McEnroe Rosinski & Joy, Pittsburgh, PA
- Mercyhurst University, Erie, PA
- MLK Center, Erie, PA
- Multicultural Community Resource Center, Erie, PA
- Multi-Cultural Health Evaluation Delivery System (MHEDS), Inc., Erie, PA

- Office of the Mayor, Erie, PA
- Our West Bayfront, Erie, PA
- PCMSI, Erie, PA
- Persad Center, Pittsburgh, PA
- Phillips Lytle LLP, Buffalo, NY
- Primary Health Network, Sharon, PA
- Sisters of St. Joseph Neighborhood Network, Erie, PA
- The Erie Community Foundation, Erie, PA
- The John F. Kennedy Center, Erie, PA
- U.S. Committee for Refugees and Immigrants (USCRI), Erie, PA
- United Way of Erie County, Erie, PA
- Urban Erie Community Development Corporation, Erie, PA
- Voices for Independence, Erie, PA
- Wedgewood Investors, Inc., Erie, PA
- Welders Supply Company, Erie, PA
- Word of Faith Development Corporation, Erie, PA
- Youth Leadership Institute of Erie, Erie, PA

UPMC Kane:

- Alcohol and Drug Abuse Services, Inc. (ADAS), Bradford, PA
- Area Transportation Authority of North Central Pennsylvania, Johnsonburg, PA
- ARS Engineering Services, Johnsonburg, PA
- Collins Kane, PA
- Cummings Funeral Home, Inc., Kane, PA
- Dyne Excavating, LLC, Kane, PA
- Edward S. Kocjancic, Inc., Kane, PA
- Flickerwood Wine Cellars, Kane, PA
- Geci and Associates, P.C., St. Marys, PA
- Halcom Bard CPA, Kane, PA
- Kane Area Community Center, Kane, PA
- Kane Area Food Pantry, Kane, PA
- Kane Area High School, Kane, PA
- Kane Area School District, Kane, PA
- Kane Borough Manager, Kane, PA
- Kane Chamber of Commerce, Kane, PA

- Kane Community Hospital Foundation, Kane, PA
- Kane Manor Inn, Kane, PA
- Lobo Fitness, Kane, PA
- Logyard Brewing, Kane, PA
- Mayor's Office, Borough of Kane, Kane, PA
- Myers Trucking, Inc., Mount Jewett, PA
- Northwest Bank, Warren, PA
- St. Callistus Roman Catholic Church, Kane, PA
- State Farm Insurance, Kane, PA
- Studio K, Kane, PA
- The Lutheran Home at Kane, Kane, PA
- The Office of State Representative Martin Causer, PA's 67th Legislative District, Bradford, PA
- The Rural Lab, LLC, Kane, PA
- Tim's Plumbing & Heating, Kane, PA
- Tyler R. Hannah, Attorney at Law, Kane, PA
- University of Pittsburgh at Bradford, Bradford, PA
- W.E. Swanson Agency, Inc., Kane, PA
- Wilds Sonshine Factory, Kane, PA
- Woods, Baker & Ross, Kane, PA
- Zook Motors, Kane, PA

UPMC Northwest:

- Adagio Health, Seneca, PA
- Barr's Insurance, Oil City, PA
- Community Ambulance Service, Inc., Franklin, PA
- Community Services of Venango County, Oil City, PA
- Daugherty Brothers Real Estate, Franklin, PA
- Family Services and Children's Aid Society of Venango County, Oil City, PA
- Northwest Bank, Cranberry, PA
- Office of the County Commissioners, Venango County, Franklin, PA
- Office of the Mayor, City of Franklin, Franklin, PA
- Office of the Mayor, City of Oil City, Oil City, PA
- Pennsylvania Western University Clarion, Clarion, PA
- Primary Health Network, Sharon, PA
- Seneca Printing Express & Label, Inc., Franklin, PA

- Specialty Fabrication & Powder Coating, LLC, Franklin, PA
- Sugar Valley Lodge, Franklin, PA
- The Salvation Army Oil City Dental Center, Oil City, PA
- United Way of Venango County, Reno, PA
- Visiting Nurses Association (VNA) of Venango County, Franklin, PA

New York Hospitals

UPMC Chautauqua:

- A Children's Place, Jamestown, NY
- Allegheny Highlands Council, Boy Scouts of America, Falconer, NY
- American Red Cross, Western New York Region, Buffalo, NY
- Blackstone Advanced Technologies, LLC, Jamestown, NY
- CBA Vision Rehabilitation Services, Jamestown, NY
- Chautauqua Adult Day Care Centers, Inc., Jamestown, NY
- Chautauqua County Department of Mental Hygiene, Mayville, NY
- Chautauqua County Historical Society, Westfield, NY
- Chautauqua Lake Child Care Center, Mayville, NY
- Chautauqua Opportunities, Inc., Dunkirk, NY
- Chautauqua Region Community Foundation, Jamestown, NY
- Chautauqua Striders, Jamestown, NY
- Chautauqua Works, Jamestown, NY
- Child Advocacy Program of Chautauqua County, Jamestown, NY
- Community Connections at Findley Lake, Findley Lake, NY
- Community Helping Hands, Jamestown, NY
- Cornell Cooperative Extension, Chautauqua County, Jamestown, NY
- Court Appointed Special Advocates (CASA) of Chautauqua County, Inc., Mayville, NY
- Family Service of the Chautauqua Region, Jamestown, NY
- Girl Scouts of Western New York, Buffalo, NY
- Heritage Ministries, Gerry, NY
- Hillcrest Baptist Church, Jamestown, NY
- Infinity Visual & Performing Arts, Jamestown, NY
- J. Edwards Insurance Agency, Inc., Jamestown, NY
- Jamestown Community Learning Council, Jamestown, NY
- Junior Achievement of Western New York, Inc., Amherst, NY
- Meals on Wheels of the Jamestown Area, Falconer, NY
- Mental Health Association in Chautauqua County, Jamestown, NY
- Prevention Works, Jamestown, NY
- Retired and Senior Volunteer Program (RSVP), Jamestown, NY
- Salvation Army Jamestown Corps, Jamestown, NY
- The Relief Zone, Inc., Frewsburg, NY
- The Resource Center, Jamestown, NY
- UCAN City Mission, Jamestown, NY
- United Way of Southern Chautauqua County, Jamestown, NY
- W.C.A. Services Corporation, Jamestown, NY
- Winifred Crawford Dibert Boys & Girls Club of Jamestown, Jamestown, NY
- YWCA Jamestown, Jamestown, NY

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

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

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

- 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, PABlack 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, Murrysburg, 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, Wilkesburg, 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 (OEW), 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:

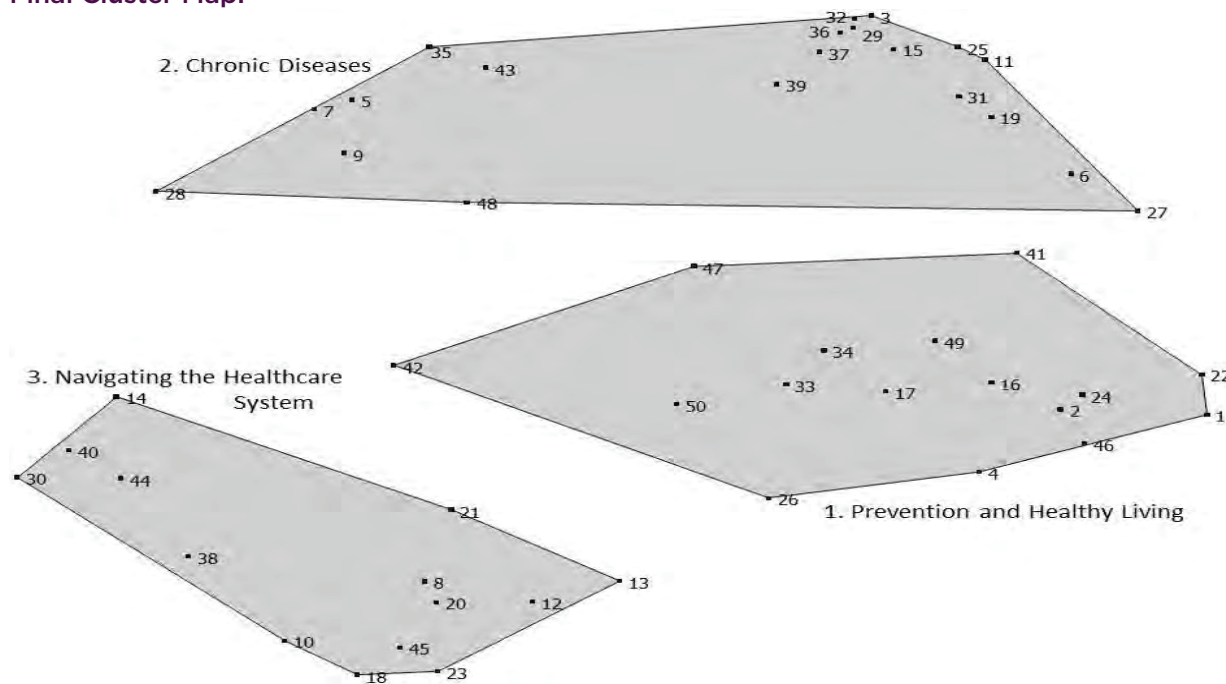
Does the hospital have the ability to address this problem?
(1 = no ability; 5 = great ability)

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.

APPENDIX E: Chautauqua County 2022-2024 Community Health Assessment and Community Health Improvement Plan

As part of the New York State Department of Health's (NYSDOH) Prevention Agenda, UPMC Chautauqua collaborated with the Chautauqua County Department of Health and Human Services (CCDHHS), Brooks-TLC Hospital System, Inc., Allegheny Health Network Westfield Memorial Hospital, The Chautauqua Center, The Resource Center, Chautauqua County Office for Aging Services, KEE Consulting, Prevention Works, Chautauqua County Department of Mental Hygiene, and Chautauqua Health Network to complete the Chautauqua County Community Health Assessment, Community Service Plans, and the Community Health Improvement Plan for 2022-2024.

To access the Chautauqua County Community Health Assessment and Community Health Improvement Plan for 2022-2024 visit: https://chqgov.com/sites/default/files/document-files/2023-01/CHQ.CHA_.2022.Final_.pdf