

Over 60 years, Erie has...

served more than 700,000 patients,

administered over 3 million patient visits,

attended to patients speaking 60 different languages,

grown to 13 locations in Chicago and its north suburbs,

cleaned nearly 4 million teeth,

provided over 70,000 mental health consultations,

delivered more than 25,000 babies,

and . . .

maintained its commitment to those in need.

ON THE COVERS

FRONT. Yanitze Soto-Oliva, one of Erie's newest patients, shown with her mother, Jacqueline.

BACK. Marcos X.A. Balderrama enjoys seeing his Erie doctor.

A compassionate physician. A patient in need. A commitment to care.

Dear Friend of Erie,

Sixty years ago on Chicago's West Side, a doctor and patient discovered they shared a common belief that every person has a right to quality health care — regardless of who they are, where they come from or their ability to pay.

Today—as Erie Family Health Center celebrates its 60th anniversary—we are proud that this legacy lives on throughout our organization. Our commitment to health equity remains the touchstone and inspiration for our providers and staff members who work each day to make care *better* for tens of thousands of Erie patients within Chicago and beyond.

In this year's Annual Report, we invite you on an evolutionary journey starting with our founders who recognized and responded to the need for overcoming barriers, increasing access and improving the lives of the most vulnerable among us. We'll also give you a glimpse of how we're continuing to make care more convenient, effective and personalized for generations to come.

On behalf of our diverse and growing community, we are enormously grateful to you—our partners and benefactors. Please join us in celebrating Erie's history of caring for those in need and our unwavering pledge to provide the highest quality, comprehensive, compassionate care now and in the future. That commitment has endured for 60 years. It will never change.

In good health,

Lee Francis, MD, MPH President and CEO

Brian P. Marsella Chair, Board of Directors

RESPONDING TO CRITICAL NEED

A looming health care crisis. A meeting of minds. A vision realized.

Chicago's West Side in the 1950s was an industrial hub and destination for thousands of immigrants from Europe and Latin America as well as migrants from the rural South.

To overcome the enormous socioeconomic and cultural challenges they faced, many turned to Erie Neighborhood House, an established social services organization.

AN ERIE HOUSE VOLUNTEER, **Carmella Genova Jacob**, was deeply concerned about the prevalence of illness and the community's lack of access to medical care. She saw the critical need for care every day among children and elderly residents. She worried about the spread of tuberculosis and the looming polio epidemic. She confided her worries to her own doctor.

THE DOCTOR, **Robert J. Snyder**, was a faculty member at Northwestern University Medical School. He too was troubled by the critical lack of affordable health services in the impoverished West Side community. Then he and Mrs. Jacob had an inspiration: together they could marshal the resources of the medical school and community. The idea for a free clinic was born.

<u>THE PARTNERSHIP</u> resulted in a successful drive for medical supplies and volunteers who provided free polio vaccinations for hundreds of residents, saving lives and establishing the clinic as an essential community resource.

<u>THE IMPACT</u> of the first Erie clinic energized the partners and engaged and activated the community. It also marked the birth of Erie's responsive, collaborative and community-focused approach for treatment, education and prevention. Today that approach is improving lives in every community Erie serves.

BRINGING HEALTH CARE TO THOSE WHO NEED IT MOST In 1957, Erie opened its doors to community residents needing affordable health care. CELEBRATING 60 YEARS MAKING CARE BETTER 3

50s 60s 70s









making care better for 60 years

Turning a vision into reality

A one-room clinic opened at **Erie Neighborhood House** on Chicago's West Side. A volunteer staff provided basic medical care for community residents two afternoons each week.

Clinic co-founders Carmella Genova Jacob and Dr. Robert J. Snyder collaborated to **acquire polio vaccine** for hundreds of children who otherwise would not have received it.

In 1957, the **Carmella Genova Jacob Clinic** opened as a free clinic in partnership with Northwestern University Medical School. The school's faculty members supervised senior medical students to provide care for community residents.

Expanding access to preventive care

Erie and the medical school increased the clinic's hours to include one evening a week as demand for services grew. The clinic expanded volunteer, staff and space to accommodate growth.

Medical school student and faculty participation increased to **care for patients with acute illness**. The clinic initiated new services including counseling for teens, prenatal and preventive care.

The **clinic partnered** with area hospitals and other agencies to connect patients and their families with a more comprehensive array of needed health and social services.

Responding to a need for growth

Community members, physicians and public health officials established an advisory board and in 1970 incorporated the Erie clinic as a separate nonprofit organization called West Town Health Center. Four years later it was renamed Erie Family Health Center.

In the 1970s Erie expanded to provide pediatric, obstetrical, family planning and nutritional services. The clinic sought and received grants to support the hiring of physicians and other clinical staff. By the end of the decade, Erie had built a small team to include medical and behavioral health providers and nurses.

400+

CHILDREN VACCINATED AGAINST POLIO

\$3,000

ANNUAL BUDGET BY CLOSE OF DECADE

8,000%

TO \$243,000

80s 90s 00s 10s









Focusing on communities most in need

Erie earned **designation as a federally qualified health center** by achieving the U.S. Public Health Service's standards for patient care and community responsiveness. Its mandate was to care for underserved, primarily Spanish-speaking immigrants living in West Town, Humboldt Park and Logan Square.

Erie opened its Humboldt Park location as well as Erie Teen Center, the **first freestanding clinic for teens in Illinois**.

Lending Hands for Life was established as the first program on the West Side to provide testing and support for low-income, predominantly Hispanic patients with HIV/AIDS.

Advancing health for children of all ages

Erie launched a school-based health initiative to provide accessible care for children. Westside Family Health Center, Erie's **first school-based health center**, opened at Ryerson School. By 2011, Erie would grow to five sites, making it one of the largest school-based health providers in Chicago.

Responding to a statewide increase in teen births and infant mortality, Erie implemented a **newborn health initiative.** In 1994, the Chicago Department of Public Health recognized Erie for the success of this effort.

Innovating to improve patient health

Two state-of-the art Erie dental clinics at Erie Humboldt Park and adjacent to the new Helping Hands site opened to provide children, pregnant women and diabetic patients with high quality dental care.

Erie became **one of the nation's first health centers to adopt electronic health records** through a partnership it cofounded, the Alliance for Chicago Community Health Centers.

Erie's health promotion department grew to offer community support systems and educational programs on topics such as nutrition, disease prevention, healthy pregnancies, raising healthy children.

Pioneering care in at-risk communities

Erie expanded with new sites in high-need communities. In Chicago, Erie Division Street and Erie Foster Avenue opened their doors. Erie Evanston/Skokie and Erie HealthReach Waukegan brought Erie care to the north suburbs.

Erie was an original participant in the Teaching Health Center Program and currently **provides training for more than 300 doctors and other medical professionals**. Family Medicine residents are trained through Erie's partnerships with the McGaw Medical Center of Northwestern University in Humboldt Park and at Lake Forest Hospital, as well as Swedish Covenant Hospital.

20,000

60,000

106,000

5,000 DENTAL VISITS IN 2006

271,000

27,000 DENTAL VISITS IN 2016



Erie at a glance in 2016

we believe health care is a right, not a privilege

Nearly 70,000 patients received affordable medical and dental care through 271,000 annual patient visits.

we go into communities where the need is highest

PRIMARY CARE CENTERS

5 SCHOOL-BASED HEALTH CENTERS

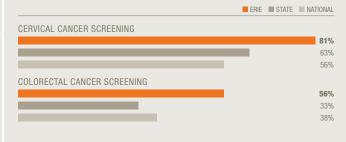
PRIMARY CARE CENTERS WITH INTEGRATED DENTAL CARE

comparative figures are from 2015, the most recent data available from the U.S. Health Resources and Services Administration

DEDICATED TEEN AND YOUNG ADULT CENTER

our level of high-quality care ranks us among the top providers in the nation

Erie regularly outperforms state and national Federally Qualified Health Centers on key clinical measures. Erie ranked in the *top_6%* of health centers nationwide in combined rates of cervical and colorectal cancer screening.



we led the nation in integrating dental care and behavioral health into holistic primary care



12,400 behavioral health patient visits

30%

increase in behavioral health visits over previous year

16,500

projected number of behavioral health visits for next fiscal year



improving lives for thousands of patients

We are helping our patients manage their diabetes and control their blood pressure, with outcomes ranking among the top health centers nationwide. We also rank among the top 10% in cardiovascular care.

6,203

PATIENTS RECEIVED CARE FOR HYPERTENSION

71%

HYPERTENSIVE PATIENTS
MAINTAINED HEALTHY BLOOD
PRESSURE

5,176

PATIENTS RECEIVED CARE FOR DIABETES

75%

DIABETIC PATIENTS WELL CONTROLLED

erie patients are...







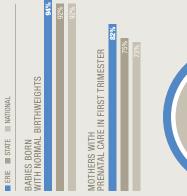






more than two-thirds of Erie patients are female, so prenatal care is a top priority

Erie's prenatal care team helps mothers stay healthy during pregnancy, giving babies a great start in life. Erie delivered more babies than any other community health center in Illinois and more than 99% of health centers nationally.





addressing the provider shortage

Erie is providing a robust response to the national shortage of primary care providers.

300+

IN TRAINING

ONSITE FAMILY MEDICINE RESIDENCY PROGRAMS 7796

OF FAMILY MEDICINE
GRADUATES CONTINUE
WORKING IN UNDERSERVED

URBAN COMMUNITIES

Building healthier communities

Go where care is needed most.

Build long-term, caring relationships between providers and patients. Leverage impact through partnerships. Approach patients holistically and patient care individually. Earn trust through expertise and compassion. Welcome everyone who comes through our doors.

As we have evolved over the past 60 years, these principles have guided our work. And as we move forward in the 21st century, we are continuously making care more accessible, proactive, individualized and comprehensive. Our partnerships and programs reach further beyond the walls of the health center. We are empowering patients who struggle due to poverty, language barriers and lack of resources to manage their health and improve their quality of life.

As we envision the future, we look forward to enhancing our services even further. We continue to integrate behavioral health and oral care within our model more seamlessly. A robust array of health education programs is teaching more patients to lead healthier lives. The most at-risk patients are receiving more support to manage chronic illness and social challenges. And children and teens have even easier access to the services they need.

Because we never stop making care better.



"Our Family Medicine residents have stellar qualifications combined with a deep understanding of and passion for working in underserved

DEBORAH L. EDBERG, MD Program Director

Northwestern McGaw Family Medicine Residency

meeting individual needs for every life stage and circumstance

• • •

"A great number of our patients require behavioral health services, and now we are able to screen and immediately provide the care they need."

ALMU RUIZ, LCPC

Clinical Director

Behavioral Health

There is no cookie-cutter approach to caring for the child with asthma.

The teen struggling with weight control and diabetes. The pregnant woman suffering from oral disease. The student plagued by anxiety and depression. The grandmother battling high blood pressure. The homeless man living with substance abuse.

Last year, Erie providers cared for nearly 70,000 patients with widely diverse health concerns and personal circumstances and ensured that each one of them received individualized and comprehensive care—delivered with the utmost compassion.

Over the past year, our pioneering approach to holistic health care incorporated more preventive health screenings, and innovative interventions both in and out of the exam room.

Knowing that many factors can impact our patients' overall health and quality of life, we also continued to integrate other services such as oral health into the primary care visit. Our pediatricians and women's health providers educated their young and pregnant patients about the importance of good oral health during regular medical check-ups. And we began reaching out to eligible patients to ensure that they were scheduling necessary dental services.

We also began screening *all* medical patients for symptoms of depression, anxiety, substance abuse and other behavioral issues, and initiated immediate interventions by on-site licensed behavioral health providers. And we added psychiatric services for our patients with more complex needs. As a result we provided behavioral health care through more than 12,000 patient visits, a 30% increase from the previous year and anticipate growing these services even further in upcoming years.





EXPANDING CARE FOR TEENS AND CHILDREN

building a foundation for life-long health

It's never too early to start children on a path to a healthy future.

Last year, Erie delivered more babies than any other health center in Illinois and almost *all* of the 1,300 community health centers nationwide. We made sure our pregnant patients entered prenatal care early and that they had the tools they needed to have a healthy baby. And that was just the beginning.

Early childhood programs such as *Reach Out and Read* promoted early bonding and child development. School-based health education programs provided more than 4,100 young people and their families with high quality care in their neighborhood schools. This included health education that stressed the benefits of good nutrition, physical exercise and the life-long benefits of a healthier lifestyle, and behavioral health services to improve coping skills. Erie's Running Club engaged children and families in physical activity. Our Teen Center was a safe haven and trusted source of confidential care for nearly 2,500 patients.

And we are planning for continued growth. Almost half of all Erie patients are children, and 20% of those receive care at our largest location, Erie West Town Health Center. As we grow to meet the needs of our youngest and most vulnerable patients, we will construct a new pediatric suite at Erie West Town and expand the Erie Teen Center—thanks to major philanthropic support for special capital projects and an expanded partnership with the Chicago Department of Health.

...

"I have seen many patients literally grow up at Erie from childhood through adolescence to adulthood."

MARTHA GLYNN, FNP Site Medical Director School-Based Health

REACHING OUT TO PATIENTS BETWEEN VISITS

empowering people to manage their health

• • •

"Erie's Care Management program is a lifeline for at-risk patients. I love making their journey a little easier. My greatest reward is when they don't need me anymore."

JANET DIAZ Care Manager For chronically ill and at-risk patients, managing health between medical appointments can be as challenging as the symptoms of their illness. Last year, Erie's care team went further beyond the walls of the clinic to provide a continuum of support that helped patients maintain the highest possible level of health at home and in their everyday lives.

Last year we reached out to thousands of patients who were due for routine services such as flu shots, mammograms, well child visits, prenatal and postnatal visits and Pap tests. We contacted 4,500 diabetics, who had missed appointments, to re-engage them in care. And we contacted more than 35,000 patients when they were due to renew their Medicaid benefits.

Through partnerships that alert Erie when patients visit the emergency room, Erie was able to contact those patients to help them avoid future ER visits. And we met patients in their communities, attending more than 40 health fairs reaching over 4,500 participants.

Patients whose health issues were worsened by poverty, lack of resources and education—or other issues including homelessness—received support through Erie's care management program that helped them and their families overcome social and economic barriers to care. And the Health Justice Project, Erie's partnership with the Loyola University Chicago Law School and Legal Assistance Foundation, helped patients address legal barriers related to housing and other issues that were impacting their health.







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"We're here to stay.

Good health care and
good doctors who care
are hard to come by."

VALENCIA TOWNS *Erie patient*

FINANCIAL STATEMENTS

FOR THE FISCAL YEARS ENDING JUNE 30, 2016, AND JUNE 30, 2015 ALL NUMBERS TRACE TO AUDITED FINANCIAL STATEMENTS

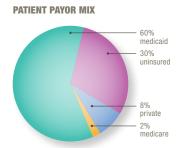
Statement of financial position

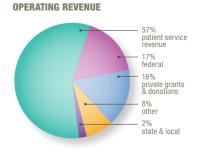
		2016		2015
ASSETS				
Cash/certificate of deposit	\$	16,766,303	\$	9,559,603
Patient account receivables		3,365,045		5,041,518
Grants receivable		7,138,282		5,717,561
$Prepaid\ expenses/other\ assets$		1,180,556		1,468,789
Total current assets	2	28,450,186	2	21,787,471
Other assets		3,470,442		939,736
Note receivable 1		6,219,700		6,219,700
$Property, plant\ and\ equipment$		18,701,583		20,432,311
Total assets		56,841,911	4	19,379,218
LIABILITIES AND NET ASSETS				
Current liabilities		6,402,751		8,288,855
Long-term liabilities ¹		12,234,419		11,200,757
Total liabilities		18,637,170	1	9,489,612
Net assets				
Unrestricted		33,055,073		26,925,078
Temporarily restricted		3,149,668		2,964,528
Permanently restricted		2,000,000		_
Total net assets	3	8,204,741	2	9,889,606
Total liabilities and net assets	\$!	56,841,911	\$4	19,379,218

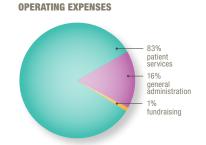
Statement of activities

		2016		2015
REVENUE AND OTHER SUPPOR	Т			
Contributions and grants	\$	20,640,948	\$	20,259,028
Patient service revenue		33,021,804		27,872,137
Otherincome		4,400,685		1,944,155
Total revenue and other support	Ę	58,063,437	50,075,322	
OPERATING EXPENSES BY FUNCTION				
Program services		44,966,322		40,296,683
Fundraising		709,854		684,415
General administration		8,678,703		7,389,790
Total operating expenses	54,354,879		48,370,888	
Operating income (loss)		3,708,558	1,704,434	
Capital investments in Erie's future		1,988,026	990,448	
Change in equity investments	2	2,618,551		101,209
Change in net assets	\$	8,315,135	\$	2,796,091
Net assets at the beginning of the year	\$	29,889,606	\$	27,093,515
Net assets at the end of the year	\$	38,204,741	\$	29,889,606

¹ This reflects New Market Tax Credit transaction. Long term liability offset by Note receivable, with the difference reflecting equity to be realized at end of compliance period (2021).

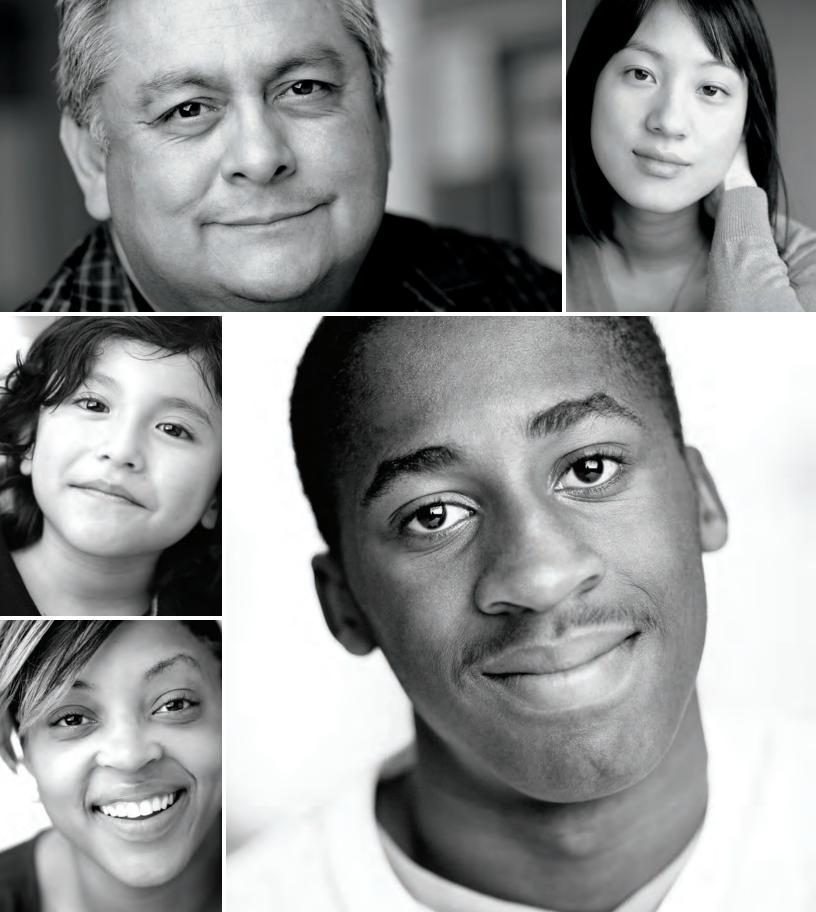






² This amount reflects Erie's sale of investment in another organization.





THANK YOU FOR YOUR GENEROUS SUPPORT

Campaign for Healthier Communities

Cumulative capital gifts from July 1, 2012—June 30, 2016

ERIE EVANSTON/SKOKIE HEALTH CENTER

\$1,000,000 and above

Finnegan Family Foundation NorthShore University HealthSystem North Suburban Healthcare Foundation

\$300,000 - \$999,999

Illinois Children's Healthcare Foundation

\$100.000 - \$299.999

Anonymous Hospira Foundation The Valukas Family

\$50,000 - \$99,999

Illinois Department of Public Health/ City of Evanston

\$25,000 - \$49,999

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\$10,000 - \$24,999

Christina and David Cugell
Avery Hart and Nina Black

\$5,000 - \$9,999

The Kellcie Fund Eleanor and William Revelle

\$100 - \$4,999

Patti and Melvin Gerbie Allen I. Goldberg

ERIE HEALTHREACH WAUKEGAN HEALTH CENTER

\$1,000,000 and above

U.S. Department of Health and Human Services, Health Resources and Services Administration

\$300,000 - \$999,999

Illinois Children's Healthcare Foundation

\$100,000 - \$299,999

Hospira Foundation North Shore Gas

\$50,000 - \$99,999

AbbVie Foundation

\$10,000 - \$49,999

Anonymous

Clinical Recognition Council of Northwestern Lake Forest Hospital First Presbyterian Church of Lake Forest Garrett Family Foundation Lee Francis® and Michelle Gittler Richard and Sandra Hutson

Mark and Maureen Miller Gary Raju and Melissa Macek

\$100 - \$9,999

Brenda and Walter Bushala
William and Norma Cape
Lehman® Waller Charitable Account

Endowment and Special Capital Gifts

\$1,000,000 and above

Hospira Foundation
The Pritzker Traubert Family
Foundation

\$100,000 - \$999,999

U.S. Department of Health and Human Services, Health Resources and Services Administration Illinois Children's Healthcare

\$50.000 - \$99.999

Foundation

Tom Russell Charitable Foundation, Inc.

Operating Gifts

Annual gifts from July 1, 2015—June 30, 2016

PUBLIC SOURCES

Chicago Department of Public Health Chicago Public Schools Ela Township Illinois Department of Human Services Illinois Department of Public Health Lake County Community Development Block Grant

Libertyville Township

University of Illinois Chicago

US Department of Health and Human Services, Centers for Disease Control and Prevention

US Department of Health and Human Services, Health Resources and Services Administration

Wauconda Township Vernon Township

CORPORATIONS, FOUNDATIONS AND ORGANIZATIONS

\$1,000,000 and above

Illinois Children's Healthcare Foundation

Northwestern Medicine

J.B. and M.K. Pritzker Family

\$500,000 - \$999,999

Foundation •

The Grainger Foundation

Swedish Covenant Hospital

\$200,000 - \$499,999

AIDS Foundation of Chicago
Healthcare Foundation of Northern
Lake County
NorthShore University HealthSystem

\$100,000 - \$199,999

Ann & Robert H. Lurie Children's Hospital of Chicago

Avon Foundation for Women/ Northwestern Memorial Foundation

The Baxter International Foundation

The Chicago Community Trust

The Crown Family

Hospira Foundation

•

Lloyd A. Fry Foundation

Northwestern University

Feinberg School of Medicine

Polk Bros. Foundation Ravenswood Health Care Foundation

\$50,000 - \$99,999

Abbvie Foundation
Aetna Foundation
Alliance of Chicago Community Health
Services, L3C

Anonymous

Anonymous*

Blue Cross and Blue Shield of Illinois Chicago House and Social Service Agency

Elizabeth Morse Genius Charitable Trust Evergreen Invitational/Northwestern Memorial Foundation

Sisyphus Supporting Foundation

Susan G. Komen®. Chicagoland Area

Trustmark Foundation

United Way of Metropolitan Chicago

\$25,000 - \$49,999

Abbott Fund

The Brinson Foundation
Colgate-Palmolive Company
Grant Healthcare Foundation
Institute of Medicine of Chicago (IOMC)
Health Disparities Grant
Prince Charitable Trusts
Rush University Medical Center
United Way of Lake County

Walmart Foundation

\$10,000 - \$24,999

American Academy of Pediatrics, Illinois Chapter

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Ravenswood Community Services/

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The Siragusa Foundation

Washington Square Health Foundation

\$5,000 - \$9,999

Anonymous

First Presbyterian Church of Libertyville

Patrick and Anna M. Cudahy Fund University of Chicago Medical Center

\$1,000 - \$4,999

Anonymous

Cardinal Health Foundation

Caring Ambassadors

Chicago Area Health Education Center Internship Program

Chicago Dental Society Foundation

The Church of the Holy Spirit

(Lake Forest)

Evanston Day Nursery

George M. Eisenberg Foundation

for Charities

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Up to \$999

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Evanston Sunrise Lions Club

Henry Crown and Company

Hospira Employee Giving Campaign

Kohl's

MyCare Chicago

Nash Disability Law

Northwestern University Feinberg School of Medicine, Family Medicine

Interest Group

Pepsico Foundation

YWCA Lake Forest/Lake Bluff

INDIVIDUALS AND FAMILY FOUNDATIONS

\$50,000 and above

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Finnegan Family Foundation®

\$10,000 - \$49,999

Francis Beidler Foundation

Lee Francis® and Michelle Gittler

Paul Francis

Frankel Family Foundation

Gorter Family Foundation

Jill and John Svoboda

\$5,000 - \$9,999

Matt Aaronson® and Kate Sanderson

Michael® and Julie Cole

Linda Cushman®

Brian P. and Michele Marsella

John and Kathleen Schreiber

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\$2,500 - \$4,999

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Bill and Joan Kistner

Nancy and Paul Maddrell

Eric and Sarah Mayeda

Kathy Tisdahl and Patrick Hughes

Mark Waymack

Lolli Zarlen

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Val and Rob Weiss

Forrest Whittaker

Julie® and Mark Zerwic

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Joanne and John Beckwith Reed Beidler

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Amy Valukas and Paul Brinkman

Jennifer Weiser®

Victoria and John Whildin Nicole Yanez-Zamora

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- 12 Erie Westside Health Center at Laura S. Ward Elementary School 646 N. Lawndale Avenue Chicago IL 60624
- 13 Erie West Town Health Center 1701 W. Superior Street, 2nd floor Chicago IL 60622



