

Erie has grown so much over the years, but it has stayed true to its roots and still lives the same vision. When I came back for the 60th anniversary reunion, the Erie providers and staff still had the same dedication to the community that we had 30 years ago. They want to give the best care possible in a place where patients want to come."

MARIANNA CRANE

Nurse Practitioner Erie Family Health Center 1981–1989

ON THE COVER

Brothers Hector, Jr., 15, and Ethan Hernandez, 6, have been Erie patients since they were born.

Dear friend of Erie,

LAST YEAR, we were deeply gratified to reconnect with our roots as we celebrated the 60th anniversary of Erie Family Health Centers. Revisiting our history and some of the dedicated people whose passion shaped our mission has energized us as we look to the future. We're excited to report that the past year strengthened our focus to care for what matters.

As always, caring for our patients mattered most. We served 72,000 people. We received national recognition for improving their health in meaningful and measurable ways. Each patient received comprehensive, compassionate and holistic care in a welcoming environment. And we expanded the delivery of care beyond the exam room walls through outreach, partnerships and individualized support.

The commitment of Erie's 650 employees matters. They make everything we do possible. Last year, we invested in their growth and were honored that many of them also entrusted us with their own healthcare. You will meet a few of these very special people on the pages of this report.

Finally, we are enormously grateful to our partners and donors who have helped enable Erie's growth and secure our future over the years. Moving forward, we invite you to continue with us on our mission to care for what matters. **With your support, we will never stop**.

In good health,

Lee Francis

Lee Francis, MD, MPH
President and CEO

Brian P. Marsella Chair, Board of Directors



FY2017 in review

We had a year of successful outcomes. These facts and figures provide a glimpse into the meaningful and measurable ways we are partnering with patients to help them live their healthiest lives.

Comparative figures are from 2016, the most recent data available from the U.S. Health Resources and Services Administration

PATIENT ORAL PATIENT IMPACT CARE **DEMOGRAPHICS** 12,000+ 72,693 patients received affordable, patients received state-of-the-art holistic primary care oral care at Erie's four integrated 928 dental care sites 293,985 annual patient visits to one of Erie's 13 locations DIABETIC **PATIENT OUTCOMES** 5,849 patients received care for diabetes **75%** diabetic patients maintained well controlled levels HYPERTENSIVE **PATIENT OUTCOMES** HEALTH CENTERS 6,606 REACH patients received care for hypertension PRIMARY CARE CENTERS **76**% 69% SCHOOL-BASED HEALTH CENTERS hypertensive patients maintained healthy blood pressure TEEN & YOUNG ADULT CENTER Erie's service area is broad **CARDIOVASCULAR** with patients residing in CARE 170+ Among health centers nationally, zip codes Erie ranks among the top 8% WORKFORCE in cardiovascular care **STRENGTH** SERVED IN S 650+ staff are employed at Erie, including 150

healthcare providers



BEHAVIORAL HEALTH

We fully integrated behavioral health into primary care, providing

16,000+

patient visits,

30%

more than the previous year

PROVIDER

200+

providers are in training

3

onsite family medicine programs

72%

Erie family medicine graduates continue working in underserved communities

CANCER SCREENING

Erie regularly outperforms

state and national Federally Qualified Health Centers on key clinical measures. In combined rates of cervical and colorectal cancer screening, Erie ranked in the top 6% of health centers nationwide.

CERVICAL CANCER SCREENING



COLORECTAL CANCER SCREENING



■ ERIE ■ STATE ■ NATIONAL

PRENATAL CARE

2,174

babies were delivered at Erie in 2017. Erie has delivered more babies than any other community health center in Illinois and more than 99% of health centers nationally. Almost two-thirds of Erie patients are female, so prenatal care is a top priority. Erie's prenatal team helps women stay healthy during pregnancy, giving babies a great start in life.

BABIES BORN WITH NORMAL BIRTHWEIGHTS



WOMEN RECEIVING PRENATAL CARE IN FIRST TRIMESTER



■ ERIE ■ STATE ■ NATIONAL

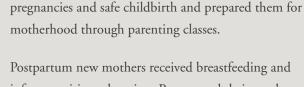


Erie delivered 2,174 babies in 2017 and has ranked # I in Illinois and in the top | percent of health centers nationwide for newborn deliveries.

CARE FROM THE START Healthy beginnings

ALL BABIES DESERVE

the healthiest possible start to life and ongoing support to nurture them as they grow. Last year, Erie once again led the nation in providing high-quality, timely prenatal care and reducing low birthweight deliveries. We expanded access to free pregnancy testing and education for expectant mothers. We helped them achieve healthy



infant nutrition education. Parents and their newborns were introduced to the holistic care of Erie's expert pediatric program, which provides routine care, oral care, developmental screenings and behavioral health counseling from birth throughout childhood. In partnership with the *Reach Out and Read* program, Erie pediatricians also provided thousands of books to children ages six months to five years and encouraged parents to read to their children to advance early literacy, intellectual development and emotional bonding.



At 15 days old, Erie patient Zayah Godinez is a portrait of good health.

Mothers and babies who needed more support received one-on-one care and home visits from skilled Erie case managers who coordinated medical care with public aid and transportation, referrals for education, housing, counseling and daycare. Thanks to the generosity of Erie friends and supporters, case managers also delivered resources such as clothing, toiletries

and more than 4,000 holiday gifts to Erie families with babies and young children.

HAVING A BABY FOR THE FIRST TIME IS LIFE-CHANGING AND CAN BE SCARY. EVERYONE AT ERIE WAS SO HELPFUL, KNOWLEDGEABLE AND CARING. IT MADE A HUGE DIFFERENCE."

Megan Kelly ERIE PATIENT

Erie Teen Center the region's most comprehensive health center for teens and young adults—and five school-based sites provided care through 23,800 patient visits.

CARE FOR FUTURE GENERATIONS

Fostering healthy habits and lives

ERIE HAS LONG RECOGNIZED the unique contributions and tremendous potential of our region's young people. We protect and nurture that potential every day by offering medical and behavioral healthcare and non-judgmental support at Erie Teen Center and five school-based health centers throughout the city.

Last year, generous donors enabled us to deepen our commitment by doubling the capacity and expanding services at Erie Teen Center, the region's largest and most comprehensive health center exclusively dedicated to teens and young adults. A trusted resource for more than three decades, the new state-of-the-art facility can now care for 5,000 patients. Erie Teen Center offers them confidential primary care, behavioral health counseling, testing and treatment for sexually transmitted infections, family planning, case management, prenatal care and pediatric care for their children.

Dedicated staff members build long-term relationships with patients through a combination of professional expertise, dedication and compassion.

As one of the largest providers of school-based health in Chicago, last year Erie's five school-based sites also offered expert medical and behavioral healthcare, coupled with health education and skill-building to empower students to care for their own health. These centers cared for close to 4,000 medical patients and offered programs on healthy relationships, nutrition and cooking, oral health and stress management. Health educators delivered age-appropriate teen pregnancy prevention education to 4,400 students in grades 5–12 and worked with 2,200 parents and teachers on how to talk to teens about forming healthy relationships. Additionally, Erie worked with its partners to link students with on-site vision services.



Erie helped patients stay healthier through almost 80,000 contacts between their medical appointments.

CARE BEYOND THE EXAM ROOM

Empowering patients to be proactive about their health

ERIE PROVIDES HIGH-QUALITY medical, dental and behavioral healthcare to more than 1,000 patients every day in hundreds of exam rooms and offices across our 13 locations. But some patients need additional assistance to follow up on medical advice and manage their health. Others have health concerns complicated or caused by poverty, homelessness, legal issues or other factors. So we've continued to support patients both inside *and outside* of the exam rooms to ensure their best possible health and well-being.

Last year, we screened all medical patients for mental health issues, offered immediate counseling if needed, and referred patients for additional behavioral health services as appropriate. Our staff made 20,000 phone calls and other contacts to patients with diabetes, hypertension, cancer, cardiac and other chronic diseases to

provide medication check-ins, appointment reminders and additional support for staying healthy. And Erie provided case management services through more than 30,000 visits.

Erie also provided patients with skills and information to live healthier lives through more than 29,000 individualized health education sessions and 220 education and support groups. We attended dozens of health fairs and opened our doors to the larger community to offer free classes in cooking, yoga and diabetes management and to distribute more than 1,500 boxes of low-cost nutritious food.

480,000

CALLS ANSWERED
AT ERIE'S EXPANDED
PATIENT ACCESS CENTER

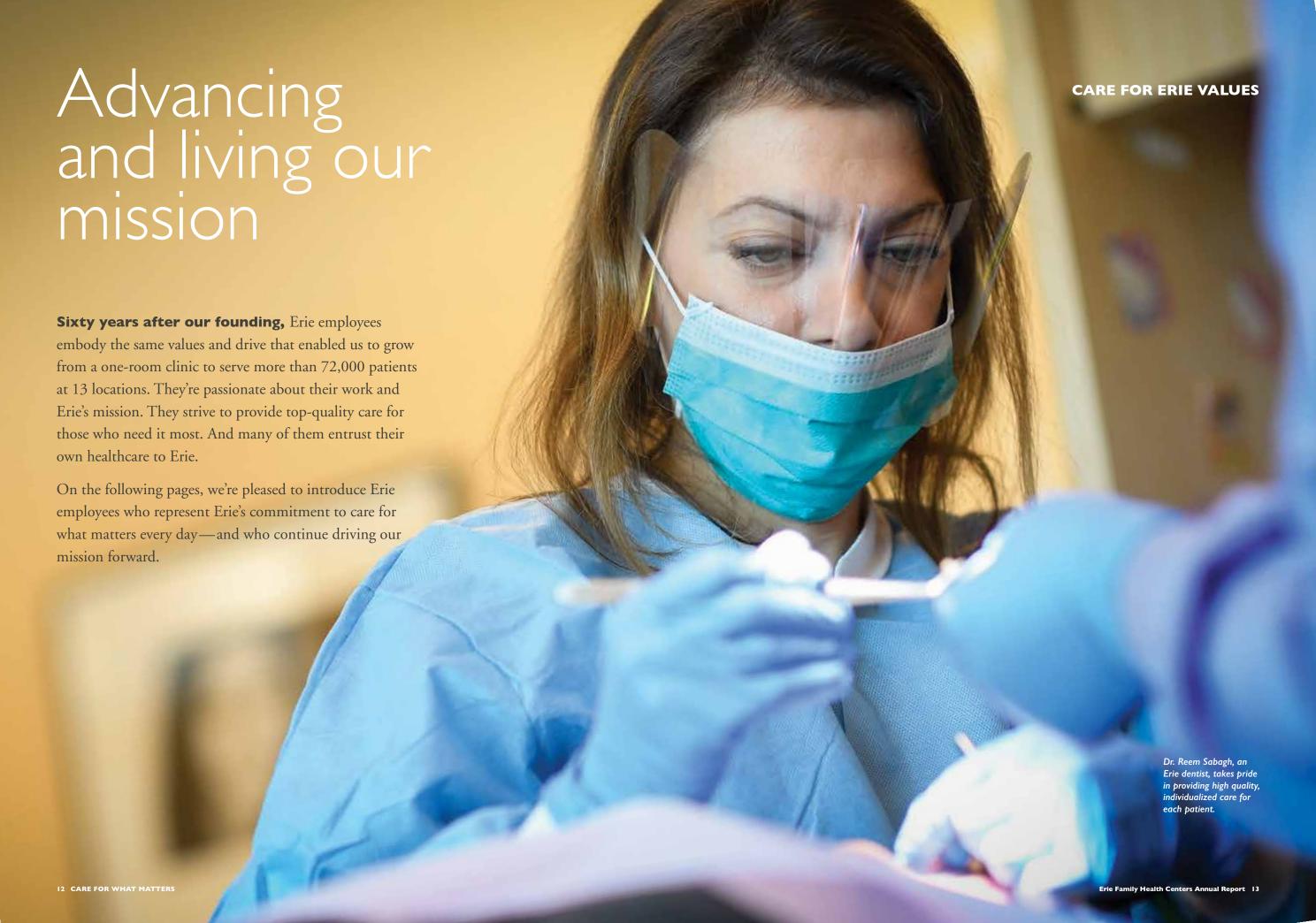
69,000
HOSPITAL REFERRALS

9,600

PATIENTS HELPED
WITH BENEFITS
ENROLLMENT



An Erie patient enjoys a healthy lunch after her appointment.



"I regularly talk to teens here about the importance of their education, about their health. I want to get to know them like Erie got to know me."

YESSENIA FELICIANO TEEN CENTER FRONT DESK SUPERVISOR

n 2001, she was a pregnant teen in need of confidential care. Then, Yessenia found the Erie Teen Center. There, she gratefully received the medical care and education she needed for a healthy pregnancy, childbirth and preparation for motherhood. Her gratitude for the compassionate support from Erie staff and other teens gave her a new perspective that changed her life.

As a new mother, she became inspired to help give other teens the same kind of encouragement and access to resources she had experienced at Erie. In 2007,

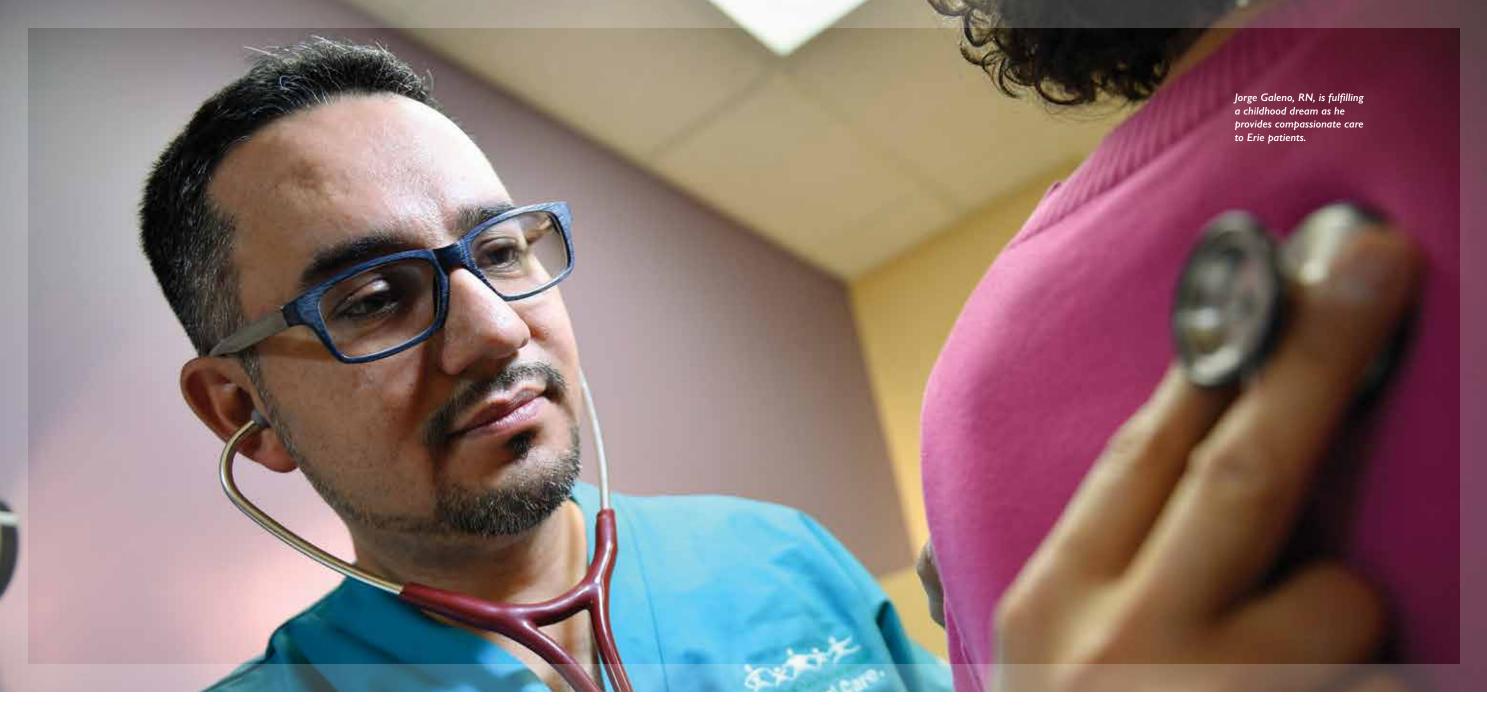
Yessenia started working at Erie Teen Center. Her first job was greeting and registering patients for their appointments. But it was clear from the beginning that Yessenia would always go beyond what was required to help patients and colleagues.

When Erie converted from paper to electronic records, it was Yessenia who uploaded each patient's charts. She stepped up to become the primary navigator helping Teen Center patients apply for benefits. And last year, she helped ensure a smooth, uninterrupted transition of patient

care as the Teen Center moved into its renovated new home.

Today, Yessenia supervises the front desk staff, processes referrals and trains new employees. She's often the first to welcome teens who walk through the door and continuously develops partnerships within the **Humboldt Park community to** enhance resources for Teen Center patients. She looks forward to getting additional education to prepare her to become a health center operations director some day. She is excited about continuing to build her career at Erie.





Providing compassionate care

professional growth "I'm passionate about working for Erie because I believe in

the mission and the way we care for patients."

JORGE GALENO RN, ADULT MEDICINE

lorge Galeno grew up imagining a career in medicine. Several of his family members were doctors. Their empathy toward patients made a deep impression on him, and their example remained with him through high school.

After graduation, Jorge enrolled in a medical assistant certificate program with a long-term goal to become a nurse. Through the program, he entered a three-month internship at **Erie Family Health Center to work** side by side with nurses, doctors and other health professionals who were motivated to make sure patients

received the care they needed. He knew he was on the right career path.

When he received his certificate. he was offered a position as an Erie medical assistant, and quickly became a valued member of the pediatric team. They recognized his skills and his passion for caring and encouraged him to continue his education to become a nurse.

In 2010, he received an RN degree and was once again hired by Eriethis time as a nurse on the adult medicine team.

"As the clinic continues to grow, Jorge always takes the time to listen and assist both patients and staff. All of us appreciate his calm and quiet strength, positivity and dedication," says Dawn Sanks, Erie West Town Site Director.

Today Jorge is an Erie patient along with many of his family members. He hopes to pursue a bachelor of science degree in nursing in the near future and continue working at Erie. "Working here is valuable to me for both personal and professional reasons—and because it lets me do more and more caring for patients."

trusted service

"When I see how everyone at Erie works together to help the patients, I want to make everything perfect for them."

ROSA PEREZ HOUSEKEEPING

When Rosa began working part-time at Erie in 2003, she immediately noticed a difference compared to her previous jobs. The environment was clean, the atmosphere was friendly, and the people were passionate about caring for patients. She wanted to be part of it.

Today, she and her husband,
Humberto, are both full-time Erie
employees. It's a source of pride
for Rosa that clinicians and other
employees trust her to keep the
clinic clean and sterile, and the exam
rooms well stocked with supplies.
"A clean, organized working

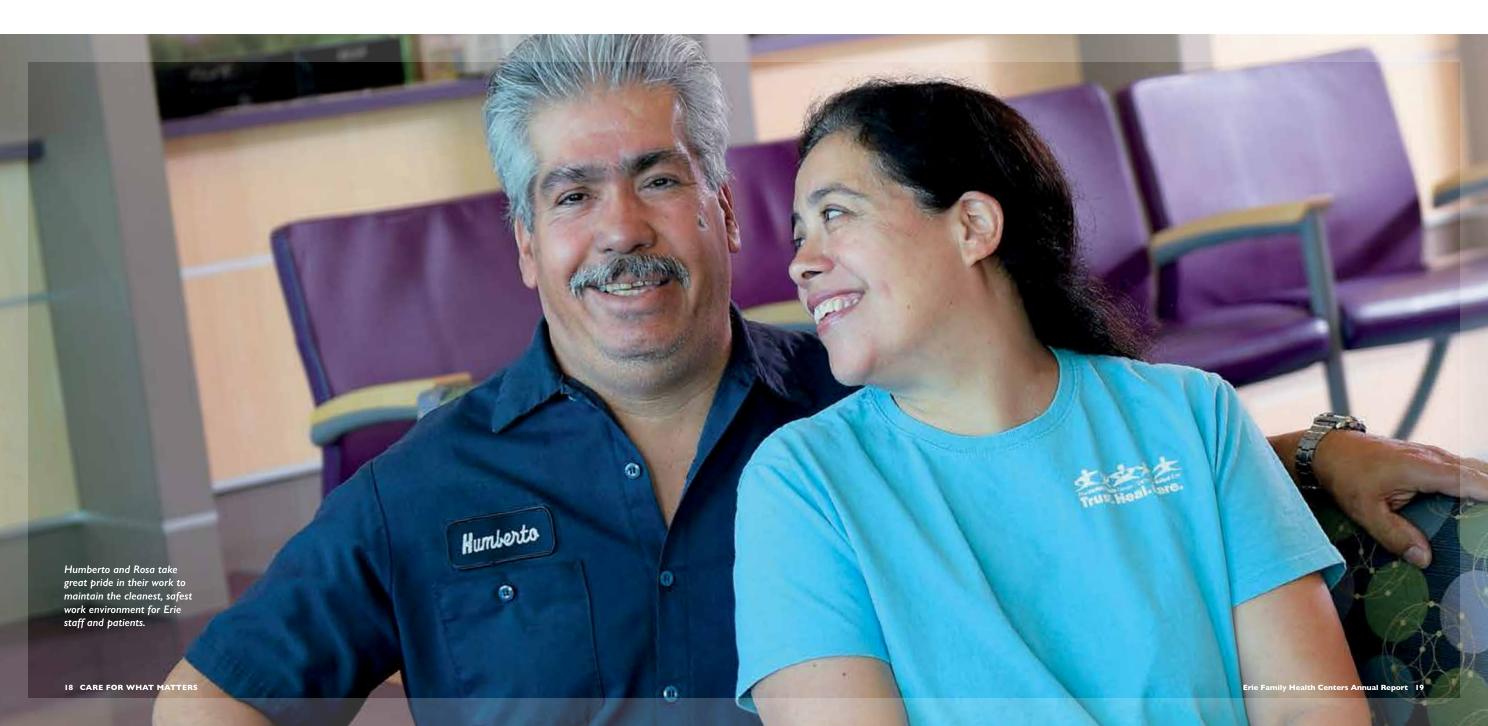
environment is so critical to providing care," says Erie physician, Dr. Rebekah Osgood. "Rosa makes everything spotless. And she does it with a smile!"

Humberto shares Rosa's enthusiasm for working at Erie. As a maintenance assistant at Erie Foster Avenue, he is affectionately known as "Don" Humberto, making his rounds behind the scenes and offering assistance to ensure that the facilities run smoothly to expedite care for the center's more than 12,000 patients. "He is an amazing asset, always there when you need him," says site

director Emily MacDonald. "He makes it possible for us to provide a welcoming environment for patients."

Rosa, Humberto and their 19-year old son, Humberto, are Albany Park residents and patients at nearby Erie Foster Avenue. Rosa races with Erie's Running Club. Their daughter Monica has worked in Erie's Patient Access Center.

"Erie trusts us to take care of them, and our family trusts them to take care of us," says Humberto. "We are part of their community."



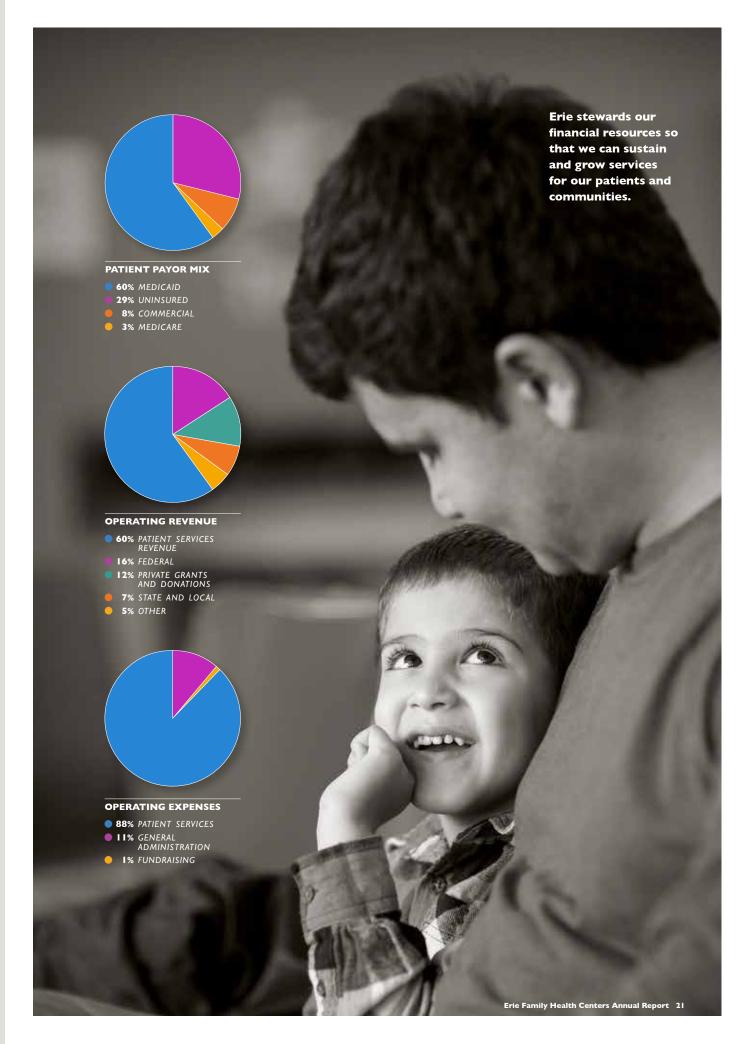
Statement of financial position

	2017	20161
ASSETS		
Cash/certificate of deposit	\$ 19,490,890	\$ 16,766,303
Patient account receivables	6,017,694	3,365,217
Grants receivable	6,024,406	7,138,282
Prepaid expenses/other assets	3,064,426	778,391
Total current assets	34,597,416	28,048,193
Other assets	1,211,101	3,470,442
Note receivable ²	9,620,700	6,219,700
Property, plant and equipment	18,985,926	18,701,583
Total assets	64,415,143	56,439,918
LIABILITIES AND NET ASSETS		
Current liabilities	6,588,522	6,402,923
Long-term liabilities ²	15,992,802	11,832,254
Total liabilities	22,581,324	18,235,177
Net assets		
Unrestricted	36,144,560	33,055,073
Temporarily restricted	3,689,259	3,149,668
Permanently restricted	2,000,000	2,000,000
Total net assets	41,833,819	38,204,741
Total liabilities and net assets	\$ 64,415,143	\$ 56,439,918

Statement of activities

	2017	20161
REVENUE AND OTHER SUPPORT		
Contributions and grants	\$ 20,325,148	\$ 20,640,948
Patient service revenue	35,999,619	33,021,804
Other income	3,258,017	4,400,685
Total revenue and other support	59,582,785	58,063,437
OPERATING EXPENSES BY FUNCTION		
Program services	51,349,279	44,966,322
Fundraising	789,328	709,854
General administration	6,473,554	8,678,703
Total operating expenses	58,612,161	54,354,879
Operating income (loss)	970,624	3,708,558
Capital investments in Erie's future	2,580,224	1,988,026
Change in equity investments	78,230	2,618,551
Change in net assets	\$ 3,629,078	\$ 8,315,135
Net assets at the beginning of the year	\$ 38,204,741	\$ 29,889,606
Net assets at the end of the year	\$ 41,833,819	\$ 38,204,741

I Certain amounts in the 2016 consolidated financial statement have been reclassified to conform with the 2017 presentation. These reclassifications had no effect on total net assets or the change in net assets.



² 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).

THANK YOU to our generous donors

Campaign for Healthier Communities

Cumulative capital gifts from July 1, 2012 - June 30, 2017

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Finnegan Family Foundation NorthShore University HealthSystem North Suburban Healthcare Foundation

\$300,000-\$999,999

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\$1,000,000 and above

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

\$50,000-\$99,999

Tom Russell Charitable Foundation, Inc.

Operating Gifts

Annual gifts from July 1, 2016 - June 30, 2017

PUBLIC SOURCES

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Chicago Public Schools Illinois Department of Human Services

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