



**2025 Community  
Needs Assessment  
& Strategic Plan  
Alignment**

# Erie's 2025 Community Needs Assessment & Strategic Plan Alignment

As a result of findings and recommendations in Erie's 2025 Community Needs Assessment, Erie has identified four focus areas to be addressed through Exemplerie –Erie's FY25-FY27 Strategic Plan:



**Exemplerie**  
ERIE'S 2025-2027 STRATEGIC PLAN

*We want to be the best at what we do, and do it for more people.*

**OUR MISSION**  
Motivated by the belief that healthcare is a human right, we provide high-quality, affordable care to support healthier people, families, and communities.

**OUR VISION**  
*All people living their healthiest lives.*

**OUR VALUES**  
Social Justice  
Impact  
Excellence  
Relationships  
Learning

**Quality First and Service Excellence**  
*Provide a consistent care experience for all patients that supports improved quality, efficiency, and joy in work*

**Joy in Work**  
*Promote the Erie Advantage by nurturing a diverse workforce that is well-trained, highly engaged, and has a strong sense of belonging*

**Access for All**  
*Serve more patients to expand Erie's mission*

**Erie Now and Forever**  
*Support sustainability through patient-, employee-, and community-centric approaches*

# 2025 Community Needs Assessment Recommendations:

Continue to hire bilingual and multilingual staff where needed, considering the specific language needs of the community, and address other concerns of immigrant populations.

Expand community outreach and awareness, especially as new sites open, capacity changes, and/or coverage landscape changes.

Expand access to care through initiatives that increase appointment availability and make it easier to schedule appointments.

Continue to provide health education around chronic diseases and preventive care.

Continue to focus on social drivers such as food insecurity, housing, and transportation.

Convene and coordinate with partners to address systemic challenges and shortages.

Ensure the successful opening of a new site in West Garfield Park, located in a region and zip code identified as having some of the highest health needs.

Consider future geographic expansion into other regions in the service area with high, unmet health needs.

# FOCUS AREA 1: Expand Access to Care

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## FINDINGS: PERSISTENT BARRIERS TO HEALTHCARE ACCESS

- High uninsurance rates (10%) and growing threats to coverage
- Workforce shortages and geographic barriers limit care access
- 500,000+ low-income residents lack access to a health center

## SAMPLE STRATEGIES TO ADDRESS FOCUS AREA 1

### **Goal 1: Quality First and Service Excellence**

- Implement care model redesign to increase capacity
- Enhance access to specialty and hospital services when needed

### **Goal 2: Access for All**

- Maximize appointment availability and utilization
- Retain and engage existing patients
- Serve new patients

### **Goal 4: Joy in Work**

- Ensure competitive compensation and benefits to recruit and retain a diverse workforce representative of the communities Erie serves
- Develop workforce training centers of excellence to support a robust community-based healthcare workforce

# FOCUS AREA 2:

## Improve Health Outcomes

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### FINDINGS: PROFOUND HEALTH DISPARITIES ACROSS THE SERVICE AREA

- Elevated rates of chronic disease, mental health challenges, and maternal and child health issues.
  - Significant health disparities in West and South Chicago and Northern Lake County
- Higher rates of chronic diseases (diabetes, hypertension, obesity, asthma) than state and national averages
- Cancer screening rates below state and national averages
- Elevated behavioral health needs, including poor mental health and drug overdose mortality
- Striking oral health disparities

### SAMPLE STRATEGIES TO ADDRESS FOCUS AREA 2

#### Goal 1: Quality

- Redesign care models to deliver the right care at the right time to reduce health disparities across the service area
- Enhance access to specialty and hospital services when needed

#### Goal 2: Access for All

- Maximize appointment availability and leverage existing tools, such as telehealth, to increase access to care
- Explore new opportunities to expand access to oral health services
- Attract and serve new patients in current and new locations

#### Goal 3: Erie Now and Forever

- Support Erie's long-term sustainability to continue caring for patients
- Advocate for programs and policies that meet the needs of our patients and communities

#### Goal 4: Joy in Work

- Recruit and nurture a diverse, well-compensated workforce

## FOCUS AREA 3:

# Address Social Drivers of Health (SDOH)

### FINDINGS: DEEPENING SOCIAL VULNERABILITIES

- 31% of service area residents are considered low-income; 15% live in poverty
- Nearly 28% of homeowners and more than 45% of renters in service area spend more than 30% of their income on housing
- Rising food insecurity, persistent transportation barriers, and education and employment gaps, and community violence further compound these challenges

### SAMPLE STRATEGIES TO ADDRESS FOCUS AREA 3

#### **Goal 1: Quality First and Service Excellence**

- Implement care model redesign to provide the right level of care at the right time
- Seek community-based social service partners and screen patients for SDOH
- Enhance access to specialty and hospital services when needed

#### **Goal 3: Erie Now and Forever**

- Respond to emerging threats and opportunities in the external environment
- Advocate for programs and policies that meet the needs of our patients and communities

#### **Goal 4: Joy in Work**

- Ensure competitive compensation to promote recruitment and retention of staff and hire from within service area
- Expand and standardize training to support career advancement

# FOCUS AREA 4:

## Support Diverse Communities

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### FINDINGS: DIVERSE SERVICE AREA

- 20% of service area residents identify as Black/African American; 32% as Latino; 37% as White; 8% as Asian
- Almost 25% of service area residents are foreign-born
- 41% of service area residents speak a language other than English at home

### SAMPLE STRATEGIES TO ADDRESS FOCUS AREA 4

#### **Goal 1: Quality First and Service Excellence**

- Amplify patient engagement to provide the right level of care at the right time

#### **Goal 2: Access for All: Serve more patients to expand Erie's mission**

- Maximize appointment availability while balancing patient preference
- Serve new patients in current and new locations

#### **Goal 3: Erie Now and Forever**

- Support sustainability through community-centric approaches

#### **Goal 4: Joy in Work**

- Attract and retain a workforce that represents the diversity of Erie's communities through competitive compensation
- Support Erie's diverse workforce through career advancement, skill development