



MHEDS
Multi-Cultural Health Evaluation Delivery System

Annual Report

Meeting You
Where You Are

2025

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For more information visit us at www.mheds.org

From Our CEO

Dear Friends, Supporters, and Board of Directors:

This has been a year of momentum and purpose at MHEDS. During 2025, we've continued to expand our footprint, our team, and our ability to serve Erie's most underserved neighborhoods. We opened our Parade Street site, added clinical capacity, strengthened leadership, and launched a fundraising campaign to bring care directly into rural communities through a mobile medical unit. These are not small steps but rather large strides forward that show we are making good on the promise that healthcare should never depend on where you live.

At our Parade Street office, we saw what happens when our community's health needs are met through access. In its first month, the clinic welcomed roughly 1,000 new patients, immediately reducing wait times and freeing capacity across our system. Building on that incredible success, we broke ground on a new Buffalo Road health center at the former CVS site, a second community-centered location that will expand primary care and chiropractic care, women's health, behavioral health, and other services where they're needed most. It also provides MHEDS with a new, inviting space to welcome our community and offer health education opportunities, replacing our current space at the JFK Center.

We also strengthened our clinical leadership with the appointment of a new Chief Medical Officer and continued to recruit talented providers who reflect the neighborhoods we serve. Sometimes, the hardest work at a health center is the work people do not always see — stabilizing operations, strengthening structure, and securing the provider relationships that allow each clinic site to serve its patient population well. These investments are not just about growth. These new hires are fundamental to how we can uniquely serve the community's health needs, closing the gap between barriers and high-quality, culturally competent care.

“These are not small steps but rather large strides forward that show we are making good on the promise that healthcare should never depend on where you live.”

MHEDS has always held community is at the center of everything we do. In 2025, we launched the Meeting You Where You Are capital campaign to fund a mobile medical unit. This mobile clinic will deliver primary care, screenings, and health education to rural communities and neighborhood corners where transportation and geography have long been barriers. Our goal for the first phases of campaign activity was to seed and scale that effort through Erie Gives and targeted major-gift outreach.

Beyond our primary efforts, we worked to shape the public conversation about health equity. My op-ed in the Erie Times-News, "In Erie, Health Depends on Where You Live. That Must Change," reminded our region that "In Erie, a ten-minute drive can mean a ten-year difference in life expectancy." That piece, and the earned media that followed, helped sharpen community attention on how place, transportation, and infrastructure shape life outcomes.

That attention was matched by new philanthropic and grant support. One example of our overall fundraising efforts was the receipt of a major Diverse Erie grant of over \$189,000 to fund programming and outreach that will strengthen our community partnerships and create additional earned-media opportunities to highlight MHEDS.

We remain guided by one principle: every person deserves to benefit from healthcare that understands them linguistically, culturally, and as a neighbor. Nearly nine out of ten of our patients are best served in a language other than English; that reality informs how we hire, design services, and measure impact every day. Thank you for helping us realize our mission, turn care into real human connections, and ensure the health and vitality of our community. Together, we're building a healthier Erie for generations.



Sincerely,

Alivia Haibach

Chief Executive Officer,
MHEDS - Multi-Cultural Health Evaluation
Delivery System

2025

Highlights at a Glance

Every milestone this year moved us closer to one goal: making health-quality healthcare more accessible for every community we serve.

New Strategic Plan - A Data-Driven Approach

MHEDS launched a new strategic planning framework built around measurable outcomes and accountability. By establishing key performance indicators (KPIs), clarifying organizational priorities, and strengthening decision-making across departments, we created a stronger

foundation for continued growth. These improvements help ensure resources are directed where they are needed most, support consistent operations across all sites, and ultimately improve the care and services we provide to our community.

Buffalo Road Groundbreaking

The groundbreaking at our East Erie Medical Campus, marked an exciting milestone in MHEDS commitment to expanding access to care. This project transforms a vacant commercial property into a health center rooted in access and neighborhood revitalization. Located within a federally designated Health Professional Shortage Area, the new facility will

bring primary care, women's health, behavioral health, dental services, chiropractic care, and health education closer to one of Erie's highest-need neighborhoods. More than a new building, it represents our commitment to ensuring quality healthcare is available where people live.

Meeting You Where You Are

Transportation continues to be one of the greatest barriers to healthcare across Erie County. Through our **Meeting You Where You Are** campaign, MHEDS is raising funds to launch a fully equipped mobile medical unit that will bring preventive care, screenings, immunizations, chronic disease management,

and health education directly to rural communities and underserved neighborhoods. By bringing care closer to patients, we can reduce travel barriers, identify health concerns earlier, and improve access to ongoing primary care.

Digital & Resource Access — LifePathPA

Finding help shouldn't be harder than asking for it.

This year, MHEDS launched **LifePathPA.org**, a free, multilingual online resource directory designed to connect individuals and families with trusted community services. The platform brings together healthcare, behavioral health,

food assistance, housing, employment resources, legal services, benefits navigation, and other essential supports in one easy-to-use location. By making community resources easier to find, LifePathPA helps people access the services they need while strengthening the connections between healthcare and the broader support systems that improve health.

“Access begins long before a patient walks through our doors.”

Clinical Leadership & Staffing

Strong healthcare starts with great people. As MHEDS continued to grow, we invested in the clinical leadership and providers needed to support our patients. MHEDS continued its focused strategy of provider recruitment and strengthening clinical leadership in 2025, including the appointment of a new Chief Medical Officer to help guide quality, growth, and care delivery across the organization. This leadership investment came at a critical time as MHEDS expanded sites, added service capacity, and worked to stabilize operations in

a more disciplined and scalable way.

At the same time, MHEDS continued recruiting providers who reflect the communities it serves and who can help close the distance between barriers to care and access to trusted, culturally competent services. Together, these actions strengthened MHEDS' ability to support coordinated care, expand access to services, and help ensure patients receive timely, high-quality care close to home.

Expanded Service Capacity

Access to care means more than opening new locations—it also means expanding the services patients can receive in one place.

During 2025, MHEDS expanded behavioral health services and strengthened chiropractic care across our health centers, including full-

time coverage at Peach Street and scheduled services at Parade Street. These additions support our whole-person model of care by helping patients address both physical and behavioral health needs through coordinated, community-based services while reducing wait times and improving access.

Future Goals

The healthcare needs of Erie County continue to evolve, and MHEDS is committed to growing alongside our community. Our focus remains on expanding access through thoughtful growth, strong community partnerships, and innovative models of care that remove barriers before they become health disparities.

In the coming years, we will continue strengthening our clinical capacity, investing in technology, expanding integrated services, and exploring new ways to bring care closer to the communities we serve. Whether through enhanced facilities, mobile healthcare, or stronger community partnerships, every investment we make is guided by one question: How can we make it easier for people to receive the care they need?

The answer isn't found in any one project. It is found in our commitment to continually listen, adapt, and respond to the changing needs of our community. As Erie County grows and changes, so will MHEDS. We will continue building a healthcare system that is more accessible, more connected, and more responsive. A healthcare system that recognizes health is shaped not only by medical care, but also by transportation, language, culture, education, and the everyday realities people face.

The work ahead is ambitious because the needs of our community are significant. We remain committed to developing sustainable solutions that strengthen access to care today while creating a healthier, more equitable Erie County for generations to come.



Transportation remains one of the greatest barriers to healthcare across Erie County, particularly in rural communities and underserved neighborhoods. Through our Meeting You Where You Are initiative, MHEDS will continue fundraising for a fully equipped mobile medical unit that brings preventive care directly to patients.

The mobile clinic will provide primary care, chronic disease management, screenings, immunizations, and health education while helping identify health concerns earlier and reducing unnecessary emergency department visits. By bringing healthcare into communities rather than asking communities to come to us, we can reach patients who might otherwise go without care.

We will widen the aperture of service to reach the highest-need neighborhoods in Erie that carry high concentrations of poverty, food-access deserts, and elevated morbidity. This means strengthening outreach, building referral pathways, and using LifePathPA and partner networks to connect patients to food, housing, behavioral health, and other social

supports. Across new and existing sites, we will grow service lines, including on-site pharmacy where feasible, expanded dental capacity, integrated behavioral health, chiropractic and injury-prevention services, and physical/occupational therapy, while prioritizing culturally and linguistically congruent staffing so care is accessible and trusted by New Americans, refugee families, and long-time neighbors.

Delivering high-quality healthcare requires responsible stewardship. MHEDS will continue pursuing grants, philanthropic partnerships, and sustainable funding strategies that allow us to invest in new programs while maintaining long-term financial stability. Every dollar entrusted to MHEDS represents an opportunity to expand access, strengthen services, and improve the health of our community.

Our future isn't defined by the buildings we construct or the programs we launch. It will be measured by something much simpler: whether more people can access the care they need, in the language they understand, close to home, and with dignity.



**Continue
expansion of
clinical capacity**



**Scale efforts to
secure a mobile
medical unit**



**Expand service
to highest-need
neighborhoods**



**Strengthen
financial
resilience**

Programs & Grants

Every grant tells a story about a need in our community.

At MHEDS, grant funding allows us to respond to challenges that traditional healthcare alone cannot solve. Whether protecting children from lead exposure, improving language access, strengthening health literacy, or connecting patients with essential community resources, these investments help us remove barriers to care and build healthier communities across Erie County.

This year's programs reflect our commitment to meeting emerging needs with practical, community-driven solutions. Together, they expand access to care, strengthen partnerships, and improve the health and well-being of the people we serve.

Pediatric Lead Detection & Prevention

Lead poisoning remains one of the most significant environmental health threats facing young children in Erie County, particularly in neighborhoods with older housing stock. Early identification and intervention can prevent lifelong health complications, making screening and education critical components of pediatric care.

This year, MHEDS expanded pediatric nursing capacity across all clinical sites, ensuring every location has dedicated expertise to guide families through screening, follow-up care, education, and connections to environmental resources. By identifying lead exposure earlier and supporting families throughout the process, we are helping protect children's health and create healthier futures.



*“The best healthcare doesn’t simply treat disease.
It helps prevent it.”*



World Refugee Day



Leadership Retreat

Protecting Erie's Children from Lead Poisoning

Lead poisoning remains one of the most serious environmental health threats facing young children in Erie County. Because many neighborhoods contain older housing stock and aging infrastructure, children continue to face preventable exposure that can have lifelong effects on learning, development, and overall health.

Through expanded pediatric nursing capacity, MHEDS is helping identify lead exposure earlier and guiding families through every step of care—from screening and follow-up testing to education and connections with community resources that reduce ongoing exposure.

Lead can be found in deteriorating paint, aging plumbing, contaminated household dust, imported consumer products, and other environmental sources. Identifying these risks early allows families to take action before permanent health consequences occur.

Every child screened represents an opportunity to prevent lifelong harm. By combining prevention, education, and coordinated care, MHEDS is helping more children grow up healthier and giving families the support they need to create safer home environments.

LifePathPA.org

Good health depends on more than medical care. Finding food, housing, transportation, employment, legal assistance, and behavioral health services can be just as important as finding a healthcare provider—but knowing where to start isn't always easy.

To help bridge that gap, MHEDS launched **LifePathPA.org**, a free, multilingual online resource directory that connects individuals and families with trusted community services.

Beginning with Erie County and expanding over time, the platform brings together healthcare and social services in one easy-to-use location, making it easier for people to find the support they need when they need it.

LifePathPA reflects our belief that improving health means helping people navigate the systems that shape their lives—not just the healthcare system

“Finding help should never be harder than asking for it.”

Navigating Care with Confidence

Understanding the healthcare system can be just as challenging as accessing it. Insurance, referrals, specialty care, and appointment requirements can be overwhelming, particularly for individuals navigating the system for the first time.

That's why MHEDS developed a Health Literacy and Navigation Framework that helps patients better understand their care, their rights, and the resources available to them. Through practical education and one-on-one support,

patients learn how to prepare for appointments, navigate referrals, understand insurance, and make informed decisions about their health.

When patients understand the healthcare system, they're more likely to keep appointments, complete recommended care, and experience better long-term health outcomes. By investing in health literacy, we're helping patients become active partners in their care.

“When patients understand the healthcare system, they're more likely to keep appointments, complete recommended care, and experience better long-term health outcomes.”

Clinical Highlights



Chiropractic & Injury Prevention

To address musculoskeletal health and improve mobility, MHEDS integrated chiropractic coverage into its site planning, hiring Doctors Richard, Victoria, and Ashlyn Hulse, with scheduled coverage at Parade Street and strengthened full-time coverage at Peach Street. This service line plays an important role in MHEDS' whole-person care model, particularly for a patient population that often faces physically demanding work, transportation barriers, delayed treatment, and limited access to consistent preventive care.

Chiropractic services help address chronic pain, mobility limitations, and injury-related concerns that can interfere with a person's ability to work, care for family, and maintain daily stability. By expanding access to this care within trusted MHEDS sites, the organization is helping patients receive earlier intervention, improve functional recovery, and access support that may prevent pain or physical strain from becoming a larger barrier to health and quality of life.

Food is Healthcare

MHEDS understands that health does not begin and end in the exam room. For many of the patients and families we serve, access to nutritious food is one of the most immediate factors shaping health, stability, and quality of life. That is why MHEDS partners with the community to help address critical food access needs alongside medical care. By connecting patients to food assistance, nutrition-related

supports, and referral pathways through community partnerships and resource navigation, MHEDS is working to reduce one of the most common barriers to long-term wellness. This reflects the organization's broader commitment to whole-person care, recognizing that improving health outcomes also requires helping families meet the basic needs that make health possible.

Investing Today to Improve Care Tomorrow

NextGen Electronic Health Record

Technology should support better care—not create more work.

In 2026, MHEDS will begin implementing the NextGen electronic health record, an investment that will strengthen care coordination, improve clinical workflows, and support continued growth across our health centers. The new system will help providers access patient information more efficiently, improve quality reporting, and create a more connected experience for patients receiving care at multiple MHEDS locations.

By investing in modern technology today, we're creating a stronger foundation for the high-quality, coordinated care our community deserves tomorrow.



Community investment helps MHEDS expand access to care across Erie County.

MEDS is Advancing Health Equity in Erie

A Lifeline for Those In Need

One in four Erie residents living in poverty relies on MHEDS as their primary healthcare provider. Our services are not just an option, they are a necessity for thousands who have nowhere else to turn for compassionate, high-quality care. During its first year of operation, the Parade Street office completed **3,508 patient visits**.



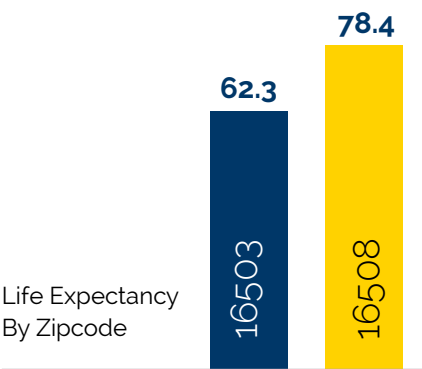
MHEDS provides primary care to 1 in 4 residents living in poverty

Protecting Erie’s Children from Lead Poisoning

Lead poisoning in Erie’s children under six is **1.5 times higher** than the rates recorded in Flint, Michigan—placing our youngest residents at severe risk for lifelong health and developmental issues. We are leading the charge to combat this crisis, ensuring that every child has the opportunity for a healthy future.

Bringing Care Where It is Needed Most

Distance is a barrier to healthcare in rural and underserved areas, and Erie is a prime example. The Buffalo Road service area is located within a federally designated Health Professional Shortage Area. In order to adequately serve low-income residents, the county would need 18 additional full-time dentists. The need is severe; that’s why our work is so critical to health equity in the region.



Bridging the Life Expectancy Gap

While the average life expectancy in Erie County is **78.4 years**, in the most underserved areas it plummets to just **62.3 – 69.5 years**. That’s why we have strategically placed our clinics in these communities—to close this devastating gap and ensure every resident has access to the healthcare they deserve.

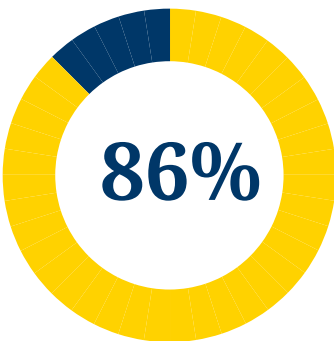
Overcoming Language Barriers In Healthcare

More than **6,000 Erie residents** do not speak English as their first language. MHEDS provides the most in-person interpretation services of any healthcare facility in the region, ensuring every patient receives care with dignity, clarity, and understanding. MHEDS staff members speak over **10 languages**, including:

- | | | |
|---------|---------|-----------|
| Arabic | Pashto | Ukrainian |
| Burmese | Persian | Urdu |
| Dari | Russian | |
| Nepali | Spanish | |

Delivering Culturally Competent Care

An astounding **86% of MHEDS patients** are best served in a language other than English. Our multilingual care teams and culturally sensitive approach ensure that no one is left behind in their pursuit of health and well-being.



of patients are best served in a language other than English



Peach Street

2928 Peach Street
Erie, PA 16508
(814) 453-6229

JFK Center

2021 E. 20th Street
Erie, PA 16510
(814) 616-7730

Parade Street

826 Parade Street
Erie, PA 16503
(814) 377-0377



www.mheds.org

We're grateful to the foundations, donors, and community partners whose investments make this work possible. Together, we're building a healthier Erie County.