

A community project at United Way

Laura Gustin, MPH is Director of the Monroe County Systems Integration Project, a multi-year initiative tasked with creating a transformed, person-centered system of service delivery that connects the health, human service, education, and public sectors in Monroe County, New York. In this role, Laura facilitates consensus among community members, institutional leaders and decision-makers as they develop project strategy and redesign service delivery, at scale. Both methodical and strategic, Laura is a system entrepreneur, driven to fundamentally alter the systems that create our most vexing social problems.

Over the last four years, Laura has provided skilled planning, facilitation, coordination, and support to achieve all aspects of the Systems Integration Project's planning, design, development and implementation phases. Laura brings a deep experience in health systems improvement and collective impact, including the design and implementation of innovative solutions in support of the Rochester-Monroe Anti-Poverty Initiative, local implementation of New York State's Delivery System Reform Incentive Payment (DSRIP) program, and Federally Qualified Health Center transformation.

Laura sits on the Community Information Exchange National Community Council, and the New York State eHealth Collaborative (NYeC) CBO and Value-Based Care Advisory Group. Laura holds a Master of Public Health from the University of South Florida and Bachelor of Arts in English and Anthropology from the State University of New York at Geneseo.