



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

2018 ANNUAL REPORT

Quality Health Care Closer To Home



WWW.CBWCHC.ORG



LETTER FROM PRESIDENT/CEO AND BOARD CHAIR

How can we improve more people's lives? This fundamental question drives everything we do at the Charles B. Wang Community Health Center. Our 2018 Annual Report showcases the life-changing and compassionate work of our providers and staff—and the impact of the generous support from organizations and individuals like you.

Our commitment to providing high-quality health care and social support is reflected in our investments in research and evaluation, clinical accomplishments, and the 61,735 patients we cared for in 2018. We were once again named Health Center Quality Leader and National Quality Leader by the U.S. Department of Health and Human Services for the fourth consecutive year. We are proud to be the only community health center in New York State in 2018 to receive the National Quality Leader award for our clinical performance. Nationally, 36 out of 1,373 (2.62%) community health centers received the award.

The Health Center has helped more people, to greater effect, than ever before in its history.

Sincerely,

Victor Lee
Board Chair

Jane T. Eng, Esq.
President & Chief Executive Officer

As the Asian American population continues to rise, our providers and support staff have kept hard at work at our five convenient health care facilities in Chinatown, Manhattan and Flushing, Queens—providing a safe space and beacon of hope in the wake of the growing demand for services. We are expanding our mission and services by constructing Healthview—a multi-story building in the heart of downtown Flushing, Queens. Healthview is an estimated \$75 million 80,000-square-foot project that will serve as a primary care access point. It will provide medical, dental, mental health, health education, and patient support services to the community. With your continued support, we can maintain our 48-year legacy of serving the health of medically vulnerable populations. Please donate to our capital campaign to help make Healthview a reality.

As we near our 50th anniversary in 2021, we continue to believe that everyone deserves access to the highest level of health care. These are challenging times and it is our duty to the communities we serve to keep our mission in step with the health obstacles they face. We thank our donors for driving our mission and making this critical work possible. Join us in providing high-quality health care to the community.



WE ARE THE CHARLES B. WANG COMMUNITY HEALTH CENTER

We are a nonprofit, federally qualified community health center established in 1971. Our mission is to provide high quality and affordable health care to the underserved, with a focus on Asian Americans.

WE SERVE EVERYONE

We deliver culturally effective health care for you and your family, regardless of ability to pay. We accept most major health insurance plans including many NYS ACA Qualified Health Plans and the Essential Plan. Reduced fees based on income and family size are available to those who qualify.

WE ARE YOUR MEDICAL HOME

We offer comprehensive medical and social services across five convenient sites in Manhattan and Queens. Our providers treat and provide quality health care services to patients in all age groups. We emphasize wellness and preventive care, as part of our core services like internal medicine, pediatric care, OB/GYN, dental care, and mental health.



The Health Center has been awarded the highest level of recognition by the National Committee for Quality Assurance as a Level 3 Patient-Centered Medical Home (PCMH) since 2010.

2018 AWARDS AND RECOGNITION*

BUREAU OF PRIMARY HEALTH CARE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

- ◆ National Quality Leader - the only Health Center in New York State to receive this award in 2018
- ◆ Health Center Quality Leader



QUALITY INCENTIVE AWARDS

- ◆ EmblemHealth
- ◆ Empire BlueCross BlueShield HealthPlus
- ◆ Fidelis Care New York
- ◆ HealthFirst
- ◆ UnitedHealthcare Community Plan

*For more information about our awards and recognition, please visit www.cbwchc.org/aboutus.asp.



"As a student with no income, I was afraid I could not see a professional when I was really sick with the flu, but Fanny at the front reception and my nurse Melissa were so courteous and helpful. They were very professional, patient, and kind. Excellent service! **Thank you for giving us such affordable high-quality care!**"

MR. K, PATIENT

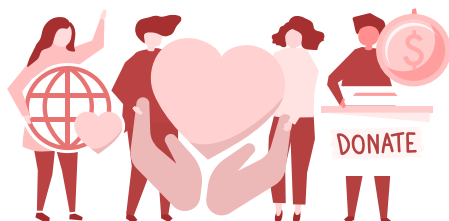
WHY YOUR GIFT MATTERS

Consider making another tax-deductible donation this year to support our programs by visiting our online donation page www.cbwchc.org/donation.asp or mail us a check.

Checks should be made to
Charles B. Wang Community Health Center
268 Canal Street, 6th Floor, New York, NY 10013



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XIN CHÀO नमस्ते
MERHABA
SVEIKI привет
привіт 안녕하세요.
HOLO
你好 こんにちは
اب حرم



Last year, more than

61,000 people

in our community turned to the Charles B. Wang Community Health Center for 308,000 medical and dental visits.

Many are low-income Asian Americans with

limited English proficiency.

Some are **uninsured** and have difficulty getting the care they need because of language or cultural barriers.

Your donations this past year helped transform people's health by providing

quality health care

when they need it the most.



WHOM WE SERVE



61,735
Total patients served



308,760
Total service visits



83%
Patients best served in language other than English



84%
Patients with income at or below 200% of poverty



13%
Patients without health insurance

"I have been to many medical practices before, which are private along with being costly. **The Charles B. Wang Community Health Center is simply the best.** My primary care doctor, and her entire staff are super smart, attentive, and empathetic to their patients' needs. They are proactive in suggesting other things a patient should watch out for. I have not seen this type of outstanding care before! Well done!"

MR. Y, PATIENT

FINANCIAL STATEMENT

Revenue

Patient services	\$50,588,488
Federal grants	4,990,651
Contract services	1,870,465
Foundation grants, pledges and contributions	1,054,351
Donated vaccines and services	2,045,079
Other	4,117,872

Total revenue:	\$64,666,906
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Expenses

Program services	\$54,458,057
General and administrative	8,891,487

Total expenses:	\$63,349,544
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Increase in net assets:	\$1,317,362
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GRANTS AND CONTRACTS

Asian American Federation of New York
Avon Foundation Breast Health Outreach Program
Charles B. Wang International Foundation
Chinatown Health Clinic Foundation
Liu and Wan Foundation - Project AHEAD
Shau Wai and Marie Lam - Special Needs Initiative
Vicki Chang - Medical Home for Children with Special Health Care Needs
Ernest and Joan Liu Foundation
New York City Department for the Aging
New York City Mayor's Office of Environmental Remediation
New York City Poison Control Center
New York Community Trust
New York State DANY Physician Practice Support
New York State Department of Health
New York State Refugee Medical Screening
NYU Hospitals Center
Public Health Solutions
Robin Hood Foundation
Sheltering Arms Children and Family Services, Inc.
Susan G. Komen for the Cure

"We are a new family to the pediatric practice. I am very satisfied with your friendly, professional service. At every level, from appointment scheduling to the thorough and genuine care from the pediatrician and all the staff, to the checkout - absolutely excellent care! **I feel lucky to have found this Health Center and I am sure to recommend you to all my friends.**"

MRS. W, MOTHER OF PATIENT



HEALTH CENTER DONORS LIST

Platinum (\$50,000 and above)

Charles B. Wang International Foundation
Hu & Chang Fund
Jee-Min Hu & Dr. Chih-Tang Chang
Ken Chin, Esq. and Lisa Lim, Esq.

Diamond (\$25,000-\$49,999)

Chu Family Foundation
Arthur P. Chu & Jariya Wanapun
Victor Lee

Jade (\$10,000-\$24,999)

Fidelis Care of New York
John Hung
Yemin McDougal

Ruby (\$5,000-\$9,999)

Mohammad Al-Okar
Owh Kian Ong

Sapphire (\$2,500-\$4,999)

Hardy Chan
Sandra Leung
Li Manhei & Jane Yang
Quest Diagnostics

Supporters (\$500-\$2,499)

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AgeWell New York
CBRE, Inc.
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Chinese American Medical Society
(CAMS)
Dr. David & Dr. Lilian Chiu
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Heart to Heart Home Care Agency
Bernard Ho
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The Irwin S. Scherzer Foundation
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Jiming Liang
Dr. Deborah & Cho Liang Lin
MetroPlus Health Plan
NYU Langone Health
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UnitedHealthcare
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Dr. Chun & Joanne Yip
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Dr. Lai Ming Yu

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Lourdes Frau

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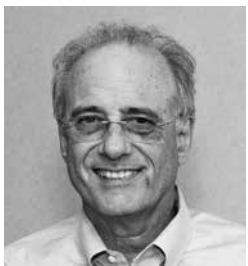
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Emily Woo

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Site Administrator, Manhattan

Kai Yeung
Director of Information Technology

We provide services at convenient locations in Manhattan and Queens to take care of your medical needs.

MANHATTAN

268 Canal Street, New York, NY 10013

Internal Medicine (212) 379-6998

Obstetrics & Gynecology (OB/GYN) (212) 966-0228

Mental Health (212) 941-2213

125 Walker Street, 2/F, New York, NY 10013

Pediatrics (212) 226-3888

Dental (212) 226-9339

Teen Resource Center (TRC) (212) 226-2044

QUEENS

136-26 37th Avenue, Flushing, NY 11354

Internal Medicine (718) 886-1200

Obstetrics & Gynecology (OB/GYN) (718) 886-1287

Pediatrics (718) 886-1222

Mental Health (212) 941-2213

137-43 45th Avenue, Flushing, NY 11355

Internal Medicine, Pediatrics, and Gynecology (929) 362-3006

Mental Health (212) 941-2213

OTHER SERVICES

Health Education Department (212) 966-0461

Social Work Services

Manhattan (212) 226-1661

Queens (718) 886-1212

Health Insurance Enrollment

Manhattan (212) 226-8339

Queens (718) 886-7355

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www.cbwchc.org



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COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

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