Dear Friends:

New York City is now home to more than 1.35 million Asian Americans, making our community the fastest growing race and ethnic group in the city. With an uninsured rate of nearly 20%, Asian New Yorkers face challenges in accessing affordable, high quality, and linguistically and culturally competent health services.

The Health Center’s mission is to serve everyone in the community regardless of their ability to pay, with a focus on the needs of Asian Americans. In 2013, our bilingual and bicultural health care team served more than 47,000 patients with 258,000 service visits. Nearly 90% of our patients are considered best served in a language other than English. We are very proud that our quality-of-care outcome consistently exceeds the industry average. Our performance for many clinical indicators is even better than the national goals established by Healthy People 2020!

In 2013, we partnered with our elected officials, managed care plans, business associations, churches, community based organizations and the media to help uninsured community members sign up for health insurance through the Affordable Care Act (ACA). Thanks to our hard-working ACA team, we signed up 6,290 individuals for health insurance during the open enrollment period from October 1, 2013 to March 24, 2014.

We are pleased to launch the Charles B. Wang Community Health Center Alumni Association so our alumni can continue to work together to support our mission. We hope that by connecting our board members, interns, volunteers and staff, we can harness their collective energy and commitment to ensure access to high quality care for all, support healthy communities, and eliminate health disparities.

The Health Center would not be successful today without the support of our dedicated board members, staff, volunteers, donors and partners. Thank you for all you have done.

Sincerely yours,

Ken Chin, Esq.
Board Chair

Jane T. Eng, Esq.
Chief Executive Officer
Established in 1971, the Charles B. Wang Community Health Center is recognized by the National Committee for Quality Assurance as a Level III Patient Centered Medical Home. The medical home is a way to improve health care in the United States by transforming how primary care is delivered and organized. In a medical home, a physician-led care team provides comprehensive and continuous medical care to help patients maximize their health outcomes.

The Health Center’s medical home practice emphasizes:

**COMPREHENSIVE CARE**
A primary care medical home is responsible for meeting each patient’s physical and mental health needs, including prevention and wellness, chronic care and acute care. Our care team includes physicians, advance practice nurses, registered nurses, mental health specialists, medical assistants, social workers, nutritionists, health educators, and care managers.

**PATIENT-CENTERED**
Our care is oriented towards the whole person. Our practice teams take great care to understand and respect each patient’s unique needs, culture, values, and preferences. Through one-on-one counseling and group education, we actively support patients in learning how to manage their own care at the level that they prefer.

**COORDINATED CARE**
Patients with complex needs frequently require medical and support services from a wide variety of providers. Our care team takes responsibility for coordinating care across all the elements of the broader health care system, including specialty care, hospital, home care, and community services.

**ACCESSIBLE SERVICES**
Our care team includes staff who can speak multiple Chinese dialects, Korean, Vietnamese and Spanish. Translation is available for patients who speak other languages. We offer services 7 days each week at four convenient locations in Chinatown, Manhattan and in Flushing, Queens. Urgent care and walk-in appointments are accepted. Patients can communicate directly with their care team through our English and Chinese language patient portals.

**QUALITY AND SAFETY**
We demonstrate our commitment to quality and safety by using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and families, engaging in performance measurement and improvement, responding to patient experiences and patient satisfaction, and practicing population health management. We currently track and report on our performance for 15 clinical outcome indicators.
We Tested...
9,002 patients for HIV
8,443 patients for Hepatitis B
2,296 patients for Hepatitis C

Internal Medicine
2013

The Internal Medicine Department offers comprehensive primary care to adults of all ages, with emphasis on diagnosis and treatment of certain health conditions prevalent among Asian Americans, such as hepatitis B, diabetes, high blood pressure, and depression.

In 2013, We Cared For....

2,291 Patients with Diabetes
2,805 Patients with Hep B
5,539 Patients with hypertension

We Tested...

Earned quality incentive payments from Healthfirst and Fidelis health plans for clinical performance

“Dr. Timothy Yeung was amazing! He was incredibly thorough. Thank you for being a great doctor and making me feel better.”

As Well As...
Assessed 29,335 patients aged 28+ for smoking
Provided smoking cessation counseling and medication for 2,891 smokers
The Women’s Health Department offers comprehensive GYN services, family planning, pre-natal care and delivery, post-partum care, HIV and STD testing, cancer screening, and breastfeeding education.

We Provided...

- Prenatal care for 1,924 women
- Family planning services for 4,668 patients
- As well as delivered 695 babies

We Screened...

- 15,219 patients aged 24 to 64 for cervical cancer
- 6,296 patients aged 51 to 74 for colorectal cancer

“I really appreciate the staff from Charles B. Wang Community Health Center, especially the nurses, doctors and patient service staff. I had a prompt recovery due to their compassionate care. They call me to remind me about appointments. They get my records from the hospital so they can take better care of me. They also carefully explain how I should take better care of myself.”
The Pediatrics Department offers comprehensive care for children from newborn to age 21, including developmental surveillance, immunizations, and conditions of childhood such as asthma, ADHD and other special needs.

**Our Services...**

- Cared for 16,658 children from newborn to 21 years old
- Health supervision for 9,365 children ages 0 to 11
- Weight assessment and counseling for 9,037 children

**We Also...**

- Engaged 42 teens in Teen Advisory Committee to ensure programs are responsive to adolescent needs
- Conducted 290 one-on-one counseling sessions on adolescent health and at risk behaviors
- Conducted school-based health education workshops for 205 middle and high school students
“I feel well-cared for at the Charles B. Wang Community Health Center. The staff are kind and attentive to my needs. Everyone is always friendly and helpful.”

Dental Health
2013

The Dental Department offers comprehensive general, restorative and cosmetic dental services to meet the needs of the whole family. Our goal is to help patients achieve and maintain good dental health.

- Treated 393 patients for dental emergencies
- Conducted oral exams for 5,446 patients
- Provided dental prophylaxis for 4,789 patients
- Completed fluoride treatment for 1,998 patients
Our mental health Bridge program is recognized as a national model for integrating primary care with mental health services. Our bilingual and bicultural mental health professionals work with the primary care team to provide assessment, medication, individual and/or group counseling to adults and children. Our goal is to help patients effectively manage their depression, anxiety, mood disorders or other psychiatric illnesses, and live full and satisfying lives within the community.

Our Services...

😊 Diagnosed 1,119 patients with depression and other mood disorders

😊 Provided 17,209 mental health service visits

“Thanks to social worker Mr. Chen’s compassionate treatment and detailed explanation on Medicare. He helped me a great deal. Now I understand better about my Medicare. I am very happy to have his help.”
Health Education 2013

The Health Education Department provides health resource to help patients and community members adopt healthy lifestyles to prevent diseases and improve their health. We offer English/Chinese health materials, workshops, one-on-one counseling sessions, newsletters, radio programs, and newspaper articles to promote awareness of disease prevention and healthy behaviors.

Types of Outreach Activity

<table>
<thead>
<tr>
<th>Workshops</th>
<th>Health Fairs</th>
<th>One-on-one Education in Waiting Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,367 People reached</td>
<td>8,837 People reached</td>
<td>810 Patients reached</td>
</tr>
<tr>
<td>181 Workshops</td>
<td>31 Health fairs &amp; outreach events</td>
<td></td>
</tr>
<tr>
<td>Radio Programs</td>
<td>Press Articles and Press Releases</td>
<td>Other Outreach</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>59</td>
<td>378</td>
<td>3,767</td>
</tr>
<tr>
<td>Live programs</td>
<td>Press articles and press releases</td>
<td>People attended</td>
</tr>
<tr>
<td></td>
<td></td>
<td>76</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Public health events</td>
</tr>
</tbody>
</table>

| 33            | 551                             | 27,436       |
| Health education materials created | English / Chinese translations | Health materials distributed |
| 11,190        |                                 | 6,373        |
| People received E-blasts |                                 | People received monthly E-Newsletters |
Research and Evaluation:
The Research and Evaluation Department supports the Health Center’s quality improvement efforts aimed at delivering high-quality and patient-centered clinical care and support services. Through research, evaluation, and dissemination of findings, the Health Center contributes to better health in the community by strengthening the delivery of primary care and addressing health equities.

- Presented 7 research/practice posters at local and national conferences
- Served as a guest editor for a special issue on Asian Americans, Native Hawaiians, & Pacific Islanders and health services provided through federally qualified health centers with UCLA AAPI Nexus Journal: Policy, Practice and Community
- Participated in the development of a national data warehouse of community health center patient registry
Affordable Care Act Health Insurance Outreach and Enrollment

In September 2013, the Health Center launched its outreach and enrollment campaign to help patients and community members sign up for health insurance through the New York State of Health (NYSOH), the official marketplace established by the federal Affordable Care Act, also known as Obamacare. Under the direction of the Health Center’s Chief Operating Officer, the ACA team with nine enrollers partnered with community groups, churches, libraries, civic associations, business groups, and local, state and federal officials to promote awareness of the ACA and motivate action. Significant activities were:

- Convened an ACA town forum at the Flushing Library of Queens with 300 participants and provided translation of the proceedings in four Asian languages
- Held 19 press events resulting in 70 stories, reaching an estimated 810,000 persons
- Conducted four consumer education workshops in Cantonese, Mandarin and Korean every week during the open enrollment period
- Developed ACA fact sheets, posters, display boards and banners in Chinese and Korean to supplement NYSOH consumer education materials
- Provided assistance to 11,473 individuals, submitted 4,800 applications, and enrolled 6,290 individuals in health insurance

“Thank you for helping me sign up for Obamacare. We did not have health insurance for three years. We are getting older, and we want to take care of our health. We need regular checkups and to see specialists. We were not going to the doctors because we could not pay. Obamacare is what we needed. Signing up online was very hard. It took more than a month to get past the first page of the application, but my counselor worked with me every step of the way. It was worth it. Having insurance has made such a difference for us. We are going to the doctors on schedule, and we are staying healthy. We are very happy.”
2013 At A Glance


Locations
Manhattan
268 Canal Street, New York, NY 10013
125 Walker Street, New York, NY 10013
168 Centre Street, New York, NY 10013

Queens
136-26th 37th Avenue, Flushing, NY 11354

Whom We Served

47,521
Number of patients

86%
Patients with incomes at or below 200% of poverty

230,471
Clinical visits

89%
Patients best served in language other than English

27,826
Enabling service visits

26%
Patients without health insurance
Quality of Service Indicators

Care coordination
- 80% Rated Good and Above

Ease of getting care
- 86% Rated Good and Above

Waiting time
- 85% Rated Good and Above

Would recommend CBWCHC to family & friends
- 99%

Satisfaction with providers
- 97% Rated Good and Above

Satisfaction with nurses and medical assistants
- 96% Rated Good and Above

Quality of facility
- 95% Rated Good and Above
<table>
<thead>
<tr>
<th>Indicator</th>
<th>CBWCHC</th>
<th>NYS Health Center Average</th>
<th>Healthy People 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult weight screening and follow-up</td>
<td>78.5</td>
<td>53.4</td>
<td>53.6</td>
</tr>
<tr>
<td>Diabetic patients with HBA1c&lt;9</td>
<td>93.0</td>
<td>74.7</td>
<td>85.4</td>
</tr>
<tr>
<td>Weight assessment and counseling for assessed for children ages 2-17</td>
<td>84.6</td>
<td>55.7</td>
<td>54.7</td>
</tr>
<tr>
<td>Female patients ages 24-64 with Pap Test in last 3 years</td>
<td>85.4</td>
<td>61.8</td>
<td>93.0</td>
</tr>
<tr>
<td>Patients with controlled hypertension</td>
<td>79.8</td>
<td>68.0</td>
<td>43.7</td>
</tr>
<tr>
<td>First trimester entry For prenatal care</td>
<td>91.9</td>
<td>77.0</td>
<td>77.9</td>
</tr>
</tbody>
</table>
**Tobacco use counseled**

- CBWCHC: 91.9
- NYS Health Center Average: 68.6
- Healthy People 2020: 21.1

**Tobacco use assessment**

- CBWCHC: 90.9
- NYS Health Center Average: 90.4
- Healthy People 2020: 68.6

* Lipid therapy

- CBWCHC: 84.1
- NYS Health Center Average: 80.1

* Ischemic vascular disease – on aspirin or other antithrombotic drug use

- CBWCHC: 91.9
- NYS Health Center Average: 81.7

* Persistent asthmatics age 5-40 who received controller medication

- CBWCHC: 97.5
- NYS Health Center Average: 75.6

* Not defined as a Healthy People 2020 goal
2013 DONATIONS

Platinum ($50,000 and above)
Dr. Margaret and Mr. Daniel Lee and Family

Diamond ($25,000-$49,999)
Charles B. Wang International Foundation
Chu and Chan Foundation

Ruby ($5,000-$9,999)
American Express Charitable Fund
Ken Chin, Esq. and Lisa Lim, Esq

Sapphire ($2,500-$4,999)
Rio Chiang
Hong Kong Dragon Boat Festival in New York/
DCH Auto Group

Supporters ($500-$2,499)
Aetna
Affinity Health Plan, Inc.
Al D. Rodriguez Liver Foundation
The Ayco Charitable Foundation
Beth Israel Medical Center
CAMS - CAIPA Community Service Fund
CenterLight HealthCare
Anthony Chan
Matthew Chan
Christopher Chow
Dorothy Chuang
Comprehensive Health Management
CP Advanced Imaging
Emblem Health Services
Family Choice Pharmacy Corp
Fidelis
Harold L. Lee & Sons, Inc. | Sandra Lee Kawano
HealthFirst
Candice Ho
Hospital for Special Surgery
James and Elizabeth Li Family Fund
Helen Lang
Laboratory Corporation of America
Main Street Radiology | Dr. Modestus Lee
MetroPharm
PI Mechanical Corp
Quest Diagnostics
Ti-Tone Communications, Inc.
United Healthcare
Visiting Nurse Service of New York
Jennifer Vu
Diana Wang
WellPoint, Inc.
William Tam

Grants and Contracts
Association of Asian Pacific Community
Health Organizations
Avon Foundation Breast Care Fund
Cancer Service Network, Inc.
Chia Family Foundation
Chu and Chan Foundation
Fidelis Care New York
GE Foundation
Gilead Sciences Inc.
J.T. Tai Foundation
New York Community Trust
New York State Department of Health
Facilitated Enrollment Program
Chinatown JUMP
Comprehensive Adolescent Pregnancy
Prevention Program
Healthcare Efficiency and Affordability
Law
New York State Health Foundation
New York University School of Medicine
Ping Y. Tai Foundation
Public Health Solutions
Family Planning Services
HIV Care Services
Robin Hood
Susan G. Komen for the Cure
The Liu Foundation
## FINANCIAL STATEMENT

**Revenue**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient services</td>
<td>$36,988,984</td>
</tr>
<tr>
<td>Retroactive medicaid rate adjustment</td>
<td>$8,673,650</td>
</tr>
<tr>
<td>Federal grants</td>
<td>$3,001,058</td>
</tr>
<tr>
<td>Contract services</td>
<td>$3,963,858</td>
</tr>
<tr>
<td>Foundation grants, pledges and contributions</td>
<td>$790,864</td>
</tr>
<tr>
<td>Other</td>
<td>$762,202</td>
</tr>
</tbody>
</table>

Total Revenue                                                   $54,180,616

**Expenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$35,968,309</td>
</tr>
<tr>
<td>General and administrative</td>
<td>$5,680,173</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$12,197</td>
</tr>
</tbody>
</table>

Total Expenses                                                   $41,660,679

Increase in unrestricted net assets                              $12,519,937
Decrease in temporarily restricted net assets                    (58,549)
Increase in net assets                                            $12,461,388
EXECUTIVE STAFF

Jane T. Eng, Esq.
Chief Executive Officer

Perry Pong, MD
Chief Medical Officer

Betty K. Cheng,
LCSW
Chief Operating Officer

Regina F. Lee, Esq.
Chief Development Officer

Lynn D. Sherman, MBA
Chief Financial Officer

Shao Chee Sim, PhD
Chief Strategy Officer

SENIOR STAFF

Loretta Au, MD, MPH
Chief, Pediatrics

Gemma Borja, PT, MS,
MBA
Clinical Director

Alison Chan, DDS,
MPH
Dental Director

DeYoung Chan, CMA
Controller

Teddy Chen, PhD,
LCSW
Director, Mental Health
Bridge Program

Alan Ho, MD
Chief, OB / GYN

Hyoseong Nuna Kim,
MD
Medical Director, Flushing

Holly Lee, FNP
Clinical Director, Flushing

Ady S. Oster, MD, MBA
Chief, Internal Medicine
268 Canal Street
New York, NY 10013
tel 212-379-6988
fax 212-379-6936

125 Walker Street
New York, NY 10013
tel 212-226-8866
fax 212-226-2289

136-26 37th Avenue
Flushing, NY 11354
tel 718-886-1212
fax 718-886-2568

168 Centre Street
New York, NY 10013
tel 212-226-6682
fax 212-226-6680

www.cbwchc.org