LETTER FROM PRESIDENT/CEO AND BOARD CHAIR

DEAR FRIENDS,

This annual report represents a year of service and impact at the Charles B. Wang Community Health Center. Since our very first Chinatown Health Fair in 1971, we have been defined by our steadfast commitment to compassionate care for vulnerable populations. Our staff understands the importance of what we do and works tirelessly to ensure that our impact reaches across New York City. In 2017, we cared for more than 58,000 patients for their primary health needs. Recognized for our clinical accomplishments, the Health Center was named a National Quality Leader by the U.S. Department of Health and Human Services for the third consecutive year.

As an invested partner in our community, our work also expands beyond standard clinical services: We promote health education and training throughout New York City through one-on-one counseling and group workshops. Armed with a bilingual resource library of more than 200 health care topics, our health educators give individuals the tools they need to live a healthier life.

We provide a safe space for community members and patients to find communion and social support in their shared experiences and empower individuals to broach culturally sensitive topics such as children with special needs and cancer.

We maintain a robust research and evaluation program that highlights a wide range of topics that facilitate the study of unique health and social trends in the Asian American population. We have mentored more than 450 undergraduate students through Project AHEAD, an annual summer internship that centers on providing first-hand experience in areas of community need and inspiring the next generation of health care leaders.

The Asian American community in New York City has experienced tremendous growth in the past fifteen years, particularly in Flushing. The Health Center is embarking on a $10 million capital campaign in order to build a new site in Flushing, to be called Healthview, and we hope that you will join us in the effort to expand our facilities to meet the growing demand for services.

As we enter our 48th year, and our community grows stronger and more vibrant, we are more committed than ever to our mission. We are rooted in the idea that everyone deserves access to the highest level of health and grateful that our supporters feel the same. Thank you for your confidence and for making it all possible.

Sincerely,

Victor Lee

Jane T. Eng, Esq.
We are the Charles B. Wang Community Health Center.

We are a nonprofit, federally qualified community health center established in 1971. The 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 competent health care for you and your family, regardless of your ability to pay. We accept most major health insurance plans including many NYS ACA Qualified Health Plans and the Essential Plan. Reduced fee is based on income and family size to those who qualify.

We are your medical home.

We offer comprehensive medical and social services under one roof. Our providers can treat and provide health care services to patients in all age groups. We emphasize on wellness and preventative care, on top 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.

2017 Awards and Recognition*

Bureau of Primary Health Care U.S. Department of Health and Human Services
- National Quality Leader
- Health Center Quality Leader
- National Committee for Quality Assurance
- Patient-Centered Medical Home

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.
Whom We Serve

- **58,144** patients served
- **300,553** service visits
- 85% patients best served in language other than English
- 89% patients with income at or below 200% of poverty
- 13% patients without health insurance
Last year, more than 58,000 people in our community turned to the Charles B. Wang Community Health Center. Many are low-income Asian Americans with limited English proficiency. Some are uninsured and have difficulties 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.

Consider donating again this year to support our programs and services 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
What's great about working here is that it's not just a solo practice. You interact with other providers, nursing staff, and social workers. It's very unique in that we have all the support to help me do what I can do for the patient.

Dr. Mei Wong, Pediatrics Department
As a Level 3 Patient-Centered Medical Home, the Charles B. Wang Community Health Center partners with patients to create a health plan that meets each individual’s unique health and social needs. The health team starts with the patient and their family, and includes doctors, dentists, nurses, care managers, social workers, health educators, nutritionists, and medical assistants.

Learn more at: www.cbwchc.org
I am very thankful for the excellent service at the Dental Department. The staff is passionate and friendly, which is heartwarming to me.

Ms. C, Patient
### Notes

- The Dental Department is home to a team of skilled professionals with decades of experience. The department offers general dentistry services, including cleanings, X-rays, fillings and crowns, tooth extraction, root canals, and basic periodontal treatment.

- Learn more at: [www.cbwchc.org](http://www.cbwchc.org)

### Calendar

**Feb 2019**

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**FEBRUARY 二月**

**American Heart Month**

- **2/24 - 3/2** National Eating Disorder Awareness Week

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**Notes**

- Learn more at: [www.cbwchc.org](http://www.cbwchc.org)
After hearing the experiences of other parents, I didn’t feel scared anymore. This group gave me a chance to share my feelings, and I feel better.

Participant in Special Needs Initiative Parent Support Group
The Special Needs Initiative is designed to improve care for families with children that have autism, developmental delay, epilepsy, and Down syndrome. Through support groups and educational workshops, parents learn behavioral and communication skills to help their children reach their best potential, improve family relationships, and break social stigmas.

Learn more at: www.cbwcchc.org
The doctors and nurses always have a smile on their faces and the environment is very clean and tidy. I feel so comfortable here and love this place so much!

Mr. Y, Patient
All of our providers hold a passion for patient care. Many of our staff grew up in the very neighborhood they now serve and truly understand how to care for the community and patients they see every day.

Meet our staff here: www.cbwchc.org/MedicalStaff.asp

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4/29 - 5/5 Screen-Free Week 遠離電子屏幕週
The Teen Resource Center is just like another safe haven. Each staff’s passion and enthusiasm for supporting others helped us understand that if we have any challenges, we can come and the people there will do their best to help us.

Intern at the Teen Resource Center
## 2019

### Asthma and Allergy Awareness Month

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The Teen Resource Center provides opportunities for Asian Americans and other underserved youth to learn new skills, develop confidence, build support networks, and serve as community health advocates. Teens are motivated to take charge of their health, participate in special events, and access comprehensive, interdisciplinary services through community referrals.

Learn more at: trc.cbwchc.org

### Notes

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5/6 - 5/12  National Nurses Week  全國護士週
The Rainbow Club is very important for patients with cancer. I can share my experience with other survivors – they are insiders and we understand each other well.

Member of Rainbow Club
The Rainbow Club gives patients, loved ones, and caregivers a space to connect and share their experiences. Led by Yuen Shan (Manna) Chan, LCSW, director of social work, this group offers support and guidance on how to live a healthy life while dealing with the impact of cancer. The Rainbow Club is offered in Cantonese and Mandarin.

Learn more at: www.cbwchc.org/socialwork.asp
The Hepatitis B Program published “The Test,” a bilingual, educational comic book that promotes hepatitis B screening.
The Hepatitis B Program works to reduce Hepatitis B transmitted from parent to child, and to reduce chronic hepatitis B liver complications among our patient population through clinical care, community outreach, advocacy, and research. The Health Center is a recipient of the Joan H. Tisch Community Health Prize by Hunter College Roosevelt Institute for Public Policy in recognition of its comprehensive and culturally accessible hepatitis B services.

Learn more at: www.cbwchc.org/HepatitisB.asp
First-time parents gain confidence and knowledge through the Breastfeeding Education Program. They receive both emotional and social support and enjoy the benefits of breastfeeding.
The Ob/Gyn Department offers a wide range of services. Patients have access to family planning and reproductive health services, pre-natal and post-partum care, screenings for breast, cervical and colorectal cancer, breastfeeding education and support, and nutrition counseling.

Learn more at:
www.cbwchc.org/obgyn.asp

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8/4 - 8/10  National Health Center Week  全國醫療中心週
The Pediatrics Department hosts reading events to encourage language skills development and parent-child bonding.
Working with the Reach Out and Read of Greater New York, the Pediatrics Department has distributed over 55,000 books to families since the start of the program in 2001. This early literacy program provides unique access to books for people who may not have the time or opportunity to go to a library.

Learn more at: www.cbwchc.org/pediatric.asp

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The staff here treats their patients like family. They explain my medical condition to me in detail, and assist me with appointments, which help bridge the language barrier.

Mr. W, Patient
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National Child Health Day
全國兒童健康日

Columbus Day
哥倫布日

We are with our patients every step of the way. Serving as the bridge between the Health Center and the outside world, our staff coordinate between different points of care, provide intervention during critical moments and help patients overcome language and cultural barriers.

Learn more at: www.cbwchc.org
Trained health coaches offer counseling to patients and community members through the Quit Smoking Program.
In New York City, about one in four Asian American men are smokers. While lung cancer is often listed as a major risk associated with tobacco use, smoking also increases the risk of heart disease, stroke, diabetes, and infertility. For those exposed to secondhand smoke, there's a higher risk for sudden infant death syndrome, ear infections, and breathing problems. The Quit Smoking Program at the Charles B. Wang Community Health Center provides free, comprehensive services in English, Mandarin, and Cantonese.

Learn more at: www.cbwchc.org/quitsmoking.asp
When I think of ‘community,’ I think of a place that takes you in and helps you. It’s what I love about the Charles B. Wang Community Health Center.

Sumana Rao, RN, MBA, Clinical Director
The Charles B. Wang Community Health Center is proud to be a part of the national network of health centers advancing the care of its community. By putting communities first, health centers have become a place for disease prevention, health innovation, and public advocacy.

To make a tax-deductible donation, visit www.cbwchc.org/donation.asp

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Notes

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December 十二月

Safe Toys and Gifts Month

| 日 | 世界愛滋病日
World AIDS Day |
|---|----------------|
| 3 | 国際残疾人日
International Day of People with Disability |
| 4 | 樂捐星期二
Giving Tuesday |

Christmas Day 聖誕節
# Financial Statement

## Revenue
- Patient services: $50,599,888
- Federal grants: 5,638,742
- Contract services: 2,959,553
- Foundation grants, pledges and contributions: 315,703
- Donated vaccines and services: 1,838,065
- Other: 5,766,077

**Total revenue**: $67,118,028

## Expenses
- Program services: $53,323,867
- General and administrative: 8,812,819

**Total expenses**: $62,136,686

## Increase in net assets

**$4,981,342**

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# Grants and Contracts

- Advocate Community Partners
- Asian Americans Advancing Justice
- Association of Asian Pacific Community Health Organizations
- Avon Foundation for Women
- Charles B. Wang International Foundation
- Chinatown Health Clinic Foundation
- Clinical Directors Network
- The Ernest and Joan Liu Foundation
- The Mayor’s Fund to Advance New York City
- New York City Department for the Aging
- New York City Department of Health and Mental Hygiene
- New York State Department of Health
- New York State Office of Temporary and Disability Assistance
- NYU Langone Health
- Public Health Solutions
- RCHN Community Health Foundation, Inc.
- Robin Hood
- Saint Barnabas Medical Center
- Sheltering Arms Children and Family Services, Inc.
- Susan G. Komen
- Victoria Chang Fund
- W.K. Kellogg Foundation
Health Center Donors List

**Platinum ($50,000 and above)**
Ken Chin, Esq. & Lisa Lim, Esq.
Dr. Livia Wan

**Diamond ($25,000-$49,999)**
Charles B. Wang International Foundation
Mary Agnes Pan

**Jade ($10,000-$24,999)**
Peter W. Chen
Alexander & Irene Chu
The Ernest & Joan Liu Foundation
Fidelis Care of New York
Yvonne & Barney Ghaw
John Hung
Antian (Amy) Yang

**Ruby ($5,000-$9,999)**
Mohammad Al-Okar
Andrew Peake

**Sapphire ($2,500-$4,999)**
Dr. Angela Chan & Dr. Benjamin Peng
Dr. Ying Chan
Northwell Health
William & Melina Tam
UnitedHealthcare

**Supporters ($500-$2,499)**
Affinity Health Plan
Agewell New York
AlphaCare by Magellan Health

Nicholas Ashback
Centerlight Healthcare
Kit Chan
Ted Chang
Dr. William Cheung
Richard & Ginger S. Chin
Chinese American Medical Society
Dr. Christopher Chow
Dr. Leslie Chuang
Dr. Jackie & Roberta Chuong
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CP Advanced Imaging
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Empire BlueCross BlueShield HealthPlus
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Midwood Ambulance
Asian American Ambulance
King & Helen Moy
NJ Advance Media
Owh Kian Ong
David Peng
David Pi
The Plato Malozemoff Foundation
Dr. Ming Jack Po
Jim Poon
Quest Diagnostics
Senior Whole Health
Arthur J. Soong, Esq.
Ka Luk Stanley Tai
Tribeca Radiation
Pauline Tse
VillageCare Max
Visiting Nurse Service of New York
Patricia Wang
WellCare of New York
Helen Wansee Wong
Wonton Food
Dr. Chia-Der Wu
Patti T. Wu
Dr. Chuen Lau Yee
Peter Yu
2017 Population and Community Health Projects

Hepatitis B Program Team at City Hall

Advocacy Day with Assemblymembers Yuh-line Niou and Ron Kim in Albany

Annual TRC Basketball Tournament at Sara D. Roosevelt Park, Manhattan

Cancer Survivors & Caregiver Day in Lower Manhattan

Mayor Bill de Blasio announcing the Health Center's Healthview project in Flushing
Research Associate Matthew Chin awarded 3rd place for Best Research Poster at NACHC conference

Back-to-School Tabling with the Pediatrics Department at 125 Walker Street in Chinatown

Healthyville Partnership with Museum of Chinese in America Focused on Healthy Eating

Project AHEAD Interns and Guest Speaker Liz Young with Alumni, Michelle Chen, Dr. Perry Pong and Dr. Angela Chan

2nd Annual North American Chinatown Smoke Free Day
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Chairperson

Jiming Liang
Vice Chairperson

Irene Chu
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Marie Lam

Owh Kian Ong

Mary Agnes Pan

Pauline Tse

James Wong

Emily Woo

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Executive Vice President & Chief Medical Officer

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Executive Vice President & Chief Operating Officer

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Executive Vice President, Public Affairs

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Executive Vice President, Finance, IT and Capital Projects

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Dental Director

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Chief Financial Officer

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Holly Mee Yee Lee, FNP
Clinical Director

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Director of Clinical Informatics

Ady Shmuel Oster, MD, MBA
Director of Medical Affairs

Sumana Rao, RN, MBA
Clinical Director

Esther Han Silver, PHR
Director of Human Resources

Ka Yan (Grace) Wong
Site Administrator, Queens

Maggie Wong, MPA
Director of Marketing and Community Relations

Yan Qing (Jenny) Wu
Site Administrator, Manhattan

Kai Yeung
Director of Information Technology

*Executive and Senior staff listing as of October 2018
Charles B. Wang Community Health Center

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, Specialties (212) 379-6998
Obstetrics & Gynecology (Ob/Cyn) (212) 966-0228

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/Cyn), Specialties (718) 886-1287
Pediatrics (718) 886-1222

137-43 45th Avenue, Flushing, NY 11355
Internal Medicine, Pediatrics, Gynecology, and Family Medicine (929) 362-3006

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

王嘉廉社區醫療中心

我們的醫療中心，位於曼哈頓和皇后區交通方便的地點，照顧您醫療上的需要。

曼哈頓
紐約華埠堅尼路 268 號
內科、專科 (212) 379-6998
婦產科 (212) 966-0228

紐約華埠獲加街 125 號 2 樓
兒科 (212) 226-3888
牙科 (212) 226-9339
青少年資源中心 (212) 226-2044

皇后區
紐約法拉盛 37 大道 136-26 號
內科 (718) 886-1200
婦產科、專科 (718) 886-1287
兒科 (718) 886-1222

紐約法拉盛 45 大道 137-43 號
內科、兒科、婦科及家庭全科 (929) 362-3006

其它服務

健康教育部 (212) 966-0461

社工服務
曼哈頓 (212) 226-1661
皇后區 (718) 886-1212

協助申請健保
曼哈頓 (212) 226-8339
皇后區 (718) 886-7355

王嘉廉社區醫療中心

請關注我們

www.cbwchc.org