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.

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.

Sincerely,

Victor Lee
Board Chair

Jane T. Eng, Esq.
President & Chief Executive Officer
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
In our community, more than 61,000 people 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. 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. 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.
“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
## Revenue

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient services</td>
<td>$50,588,488</td>
</tr>
<tr>
<td>Federal grants</td>
<td>$4,990,651</td>
</tr>
<tr>
<td>Contract services</td>
<td>$1,870,465</td>
</tr>
<tr>
<td>Foundation grants, pledges and contributions</td>
<td>$1,054,351</td>
</tr>
<tr>
<td>Donated vaccines and services</td>
<td>$2,045,079</td>
</tr>
<tr>
<td>Other</td>
<td>$4,117,872</td>
</tr>
</tbody>
</table>

Total revenue: $64,666,906

## Expenses

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$54,458,057</td>
</tr>
<tr>
<td>General and administrative</td>
<td>$8,891,487</td>
</tr>
</tbody>
</table>

Total expenses: $63,349,544

Increase in net assets: $1,317,362
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
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)
Affinity Health Plan
AgeWell New York
CBRE, Inc.
Dr. Angela Chan & Dr. Benjamin Peng
Chinese American Medical Society (CAMS)
Dr. David & Dr. Lilian Chiu
Philip Chong, Jr.
Jackie & Roberta Chuong
CP Advanced Imaging
    Dr. James Chang
Dr. Heidi & Christopher R. Emerson
Empire BlueCross BlueShield HealthPlus
Jeanette & Stephen Fung
GuildNet
Jonathan E. Hartsel & Johanna Jin-Hartsel
Healthfirst
    Pat Wang
Heart to Heart Home Care Agency
Bernard Ho
David Howe & Charlene Wang
Human Care
The Irwin S. Scherzer Foundation
Frances Lee

Julia Lee
Regina F. Lee & Reinaldo Rivera
Jiming Liang
Dr. Deborah & Cho Liang Lin
MetroPlus Health Plan
NYU Langone Health
Dr. Henry Y.M. & Mary Agnes Pan
Kathleen Sarabia
Senior Whole Health
SOMOS Community Care
Ellen Su
Dr. Chin Tang
Tribeca Radiation
UnitedHealthcare
Pat Wang
Dr. Su Wang & Dan Chen
Dr. Chun & Joanne Yip
YU & Associates, Inc.
Dr. Lai Ming Yu

In Kind
Lourdes Frau
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Marie Lam

Owh Kian Ong

Mary Agnes Pan

Pauline Tse

James Wong

Emily Woo

Board listing as of July 2019
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Executive Vice President &
Chief Medical Officer

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Executive Vice President &
Chief Operating Officer

Lynn D. Sherman, MBA
Executive Vice President, Finance,
IT, Capital Projects, and HR

De Young Chan, CMA
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Site Administrator, 37th Ave

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Director of Marketing and Community Relations

Yan Qing (Jenny) Wu
Site Administrator, Manhattan

Kai Young
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) 226-8359  
Queens (718) 886-7355

**DONATE HERE**

www.cbwchc.org