



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

# 2020 Annual Report

# A Message from the Board Chairperson and CEO



**Jiming Liang**  
Board Chairperson



**Kaushal Challa**  
Chief Executive Officer

Dear Friends,

2020 was one of the toughest years in our history, but also one in which our mission and impact took on an extra special significance.

The Charles B. Wang Community Health Center played a leading role in the response to COVID-19 in 2020.

Notably, the Health Center stayed open every day during the pandemic, providing care, even at great cost in the early months. Very few institutions can say that.

We quickly launched telephone and video telehealth services, even before reimbursement for them was confirmed. Equally important, we have sustained these services as a permanent addition to our core services.

We creatively reconfigured space to keep staff and patients safe, and implemented rigorous infection control. We then launched COVID-19 testing and education events for our patients and the broader community.

We led the charge on vaccination as soon as it was available. As of the publication of this report, over 60,000 vaccine doses have been administered, with particular focus on those who are elderly, non-English speaking, or more likely to face barriers accessing healthcare.

And in the context of increased anti-Asian incidents, our staff provided education, safety, and mental health services to our community.

Along the way, we received recognitions at the City, State, and Federal level for the quality of clinical care and our role in fighting the pandemic.

Finally, we are also looking ahead. 2020 marked significant progress in the construction of a brand new healthcare site in Flushing, Queens. The state-of-the-art Healthview site will help address unmet health needs in one of the fastest growing Asian-American hubs in New York City.

As we now celebrate our 50th anniversary, our mission still rings powerfully. We started at a time of unrest to help fight the war on poverty in underserved communities. Our founders sought to tackle disparities in healthcare, unequal access, and anti-Asian sentiment. We've made tremendous progress, but we are still fighting those same battles.

It is an honor to provide quality and affordable healthcare to thousands each year, but nothing we do would be possible without the dedication of our providers, staff, partners, and supporters. We are deeply grateful for your support.

**We are the Charles B. Wang Community Health Center, a nonprofit, Federally Qualified Community Health Center established in 1971.**

## **Vision**

Ensure that everyone has full and equal access to the highest level of healthcare.

## **Mission**

Provide high-quality and affordable healthcare to the underserved, with a focus on Asian Americans.

## **Our Values**

### **We Put Patients First**

We serve patients with respect and compassion, and put their needs first.

### **We Work as One Team**

We act with professionalism towards each other, value everyone's contributions to the team, and support each other to achieve personal excellence.

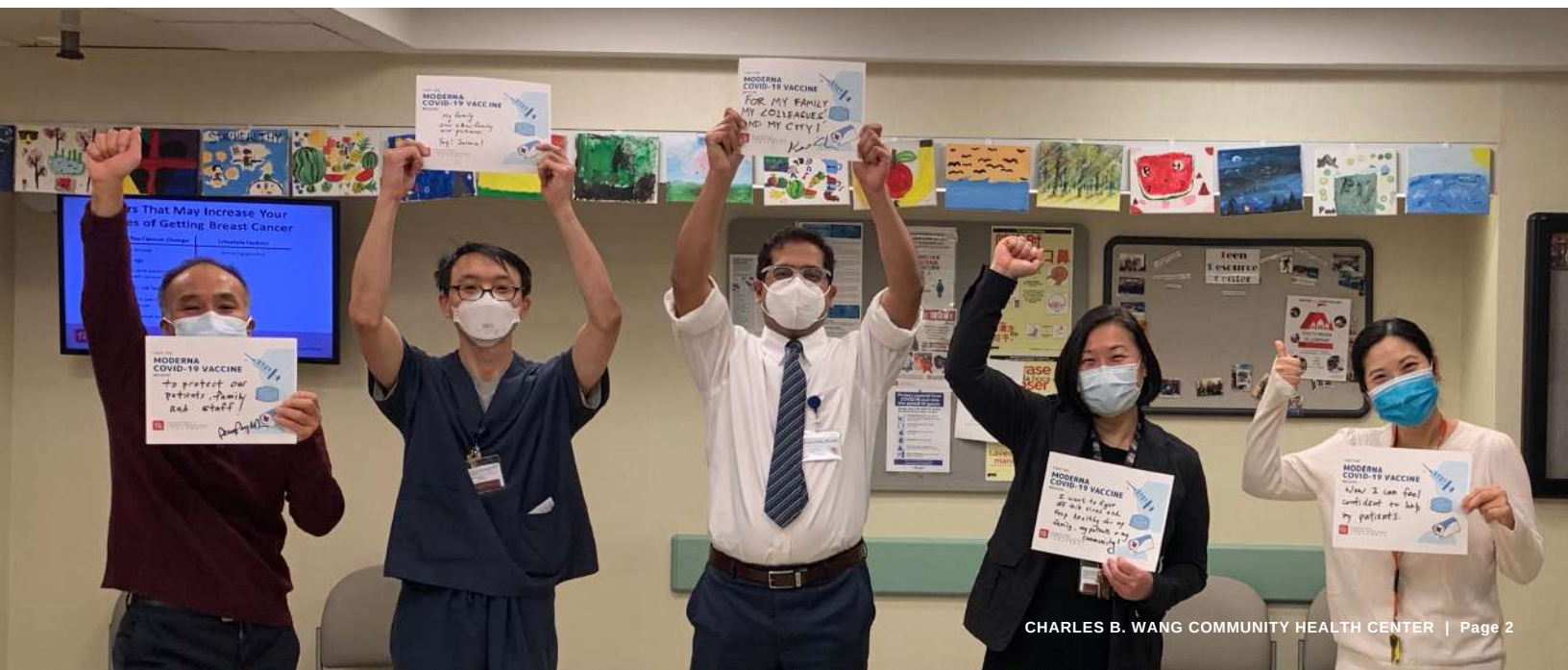
### **We Focus on Quality**

We are committed to delivering high-quality healthcare and exceptional customer service, strive for continuous improvement, and hold ourselves accountable to our patients and community.

### **We Act with Integrity**

We use data and evidence to make decisions, and serve as stewards of resources that supporters and partners have entrusted to our care.

*CBWCHC providers and staff proudly sharing why they got their COVID-19 vaccine.*



## Whom We Serve



*Meng Ting Wu, N.P., specializes in family health at the 268 Canal Street location in Manhattan.*

**W**e deliver culturally effective healthcare for you and your family, regardless of ability to pay.

**We accept most major health insurance, including Medicaid, Essential Plan, and Qualified Health Plans.**

**Reduced fees based on income and family size are available to those who qualify.**

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**“They have an outstanding care for their patients. Their sincere and caring assistance went far beyond anything we have ever experienced. They truly care for their patients like they are your own and it shows. We acknowledge and appreciate the care you both have given us. Thank you!”**

**– Mrs. C, patient**

# Core Services and Programs

## Internal Medicine

- Primary Health Care Services
- Chronic Diseases Management
- Hepatitis B Screening, Vaccination, and Treatment
- Certified Diabetes Educator and Dietitian Services
- Certified Smoking Cessation Counselor and Services

## Obstetrics and Gynecology

- Gynecological Care
- Pre- and Post-Natal Care
- Labor and Delivery Professional Care
- Breast Feeding and Lactation Support
- Family Planning and Education
- Cancer Screening, Education, and Care Navigation
- STI, HIV, and Pregnancy Testing

## Pediatrics

- Well Child and Specialty Care
- Medical Home for Children with Special Healthcare Needs
- Asthma Care, Education, and Treatment
- Teen Resource Center
- Adolescent Family Planning
- School Readiness and Children's Literacy Programs

## Dental Care

- Preventative Care, Examination, and X-Rays
- Dental Fillings and Crowns
- Tooth Extraction and Root Canals
- Basic Periodontal Treatment
- Denture and Bridge Care

## Mental Health

- Assessment, Diagnosis, and Treatment of Mental Health conditions
- Medication Management
- Individual and Group Therapy
- Support for Chronic Medical Illnesses
- Depression Screening
- Screening, Brief Intervention and Referral to Treatment for Alcohol and Substance Use

## Social Work

- Individual and Family Counseling
- Case Management
- Referral and Linkage to Community Services and Resources
- Entitlement Program Application Assistance
- Crisis Intervention

## Health Education

- Patient Education
- Development and Cultural Adaptation of English/Chinese Language Materials
- Health Promotion Projects
- Community Education and Outreach
- English/Chinese Translation

## Research & Evaluation

- Program Evaluation
- Needs Assessments
- Community-Based Participatory Research

## Health Career Training

- Project AHEAD Internship Program
- Preceptorships for Medical and Social Work Students



*Dr. Christine Ejin Kim, an OB-GYN,  
at our 37th Avenue site in Flushing.*

# Responding to COVID-19



Pediatrician Dr. Jenny Shih (left) with her patient, Alena (middle), and Deputy Chief Medical Officer, Dr. Hyoseong Nuna Kim (right).

## Open for the Community

- Stayed open every day of the pandemic
- Launched nurse advice and triage on the phone to keep patients safe

## Telehealth

- Rapidly launched phone and video visits during pandemic
- Added virtual health into our permanent offerings



## Mental Health

- Virtual mental health services
- Additional capacity to combat the anxiety and fear caused by anti-Asian incidents

## COVID-19 Testing

- COVID PCR, Rapid Antigen, and Antibody testing offered across 4 locations
- Testing and education events in the community

## COVID-19 Vaccination Leader

- Focus on elderly, non-English speaking, and medically vulnerable
- Collaborations with 50+ community organizations



# Why Your Gift Matters



*Julie Yoko Yoshimachi, N.P., discusses care options in Chinatown.*



**51,937**

TOTAL PATIENTS SERVED



**233,877**

TOTAL VISITS



**86%**

PATIENTS WITH INCOME AT OR BELOW 200% OF POVERTY



**80%**

PATIENTS BEST SERVED IN LANGUAGE OTHER THAN ENGLISH

MANY OF OUR PATIENTS ARE ASIAN AMERICANS WITH LIMITED ENGLISH PROFICIENCY AND ARE BEST SERVED IN ANOTHER LANGUAGE.



**10%**

PATIENTS WITHOUT HEALTH INSURANCE

Your donations this past year helped transform people's health by providing quality healthcare when they needed it most. Consider making another tax-deductible donation this year to support our programs by visiting our online donation page, [www.cbwchc.org/donation.asp](http://www.cbwchc.org/donation.asp), scan the QR code, or mail us a check.



Checks should be made payable to:

**Charles B. Wang Community Health Center**

268 Canal Street, 6th Floor, New York, NY 10013

# Awards & Recognitions, Grants & Contracts

National Committee for Quality Assurance  
Recognized as a Patient-Centered Medical Home since 2010

Bureau of Primary Health Care  
U.S. Department of Health and Human Services



## Quality Incentive Awards

HealthFirst  
Fidelis Care  
UnitedHealthCare  
Emblemhealth  
Affinity Health Plan  
Empire BlueCross BlueShield HealthPlus

## Grants and Contracts

NYU Hospital Center  
New York State Department of Health  
New York City Department of Health and Mental Hygiene  
New York City Mayor's Office of Environmental Remediation  
Mother Cabrini Health Foundation  
Public Health Solutions  
SOMOS DSRIP  
Robinhood Foundation  
New York State Office of Temporary and Disability Assistance  
New York City Department for the Aging







*Charles B. Wang Community Health Center site at 137-43 45th Avenue, Flushing.*

## Revenue

Patient services	\$40,636,074
Federal grants	9,480,944
Contract services	2,661,137
Foundation grants, pledges and contributions	607,452
Donated vaccines and services	1,562,234
Other	4,658,431
<b>Total Revenue</b>	<b>\$59,606,272</b>

## Expenses

Program services	\$49,820,421
General and administrative	9,219,502
<b>Total Expenses</b>	<b>\$59,039,923</b>

**Increase in net assets**

**\$566,349**

# Donations

## Platinum (\$50,000 and above)

Charles B. Wang International Foundation  
Alexander & Irene Chu  
The David Geffen Foundation  
Hu & Chang Fund

## Diamond (\$25,000 to \$49,999)

Lin & Susie Chen Foundation  
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Yellow River Foundation

## Sapphire (\$2,500 to \$4,999)

Jeanne Lee Jackson  
OCA-Westchester & Hudson Valley  
Wing Lee-Ong and Owh Kian Ong  
Ryder Construction

## Supporters (\$500 to \$2,499)

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CAIPA  
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Rosetta & Robert Y. Chao  
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Jianzhong Feng

## Supporters (\$500 to \$2,499) continued

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Wai Wong  
Ah-Lan Woo  
Dr. Chuen Lau Yee  
Jimmy Yeung  
Dr. Chun & Joanne Yip  
Yu & Associates, Inc.

## In Kind

We would like to extend a special thank you to our In Kind donors for their support.

*We have made every effort to provide a complete and accurate list of our valued supporters. If there is an omission, please call (212) 379-6988, so we may update our records.*

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# Quality Healthcare. We Are Here For You.

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 (718) 886-7373

### 137-43 45th Avenue, Flushing, NY 11355

Internal Medicine, Pediatrics, Gynecology (929) 362-3006  
Mental Health (718) 886-7373

## Other Services

Social Work Services  
Manhattan (212) 226-1661  
Queens (718) 661-6033

Health Insurance Enrollment  
Manhattan (212) 226-8339  
Flushing (718) 886-7355  
Jamaica (646) 906-3747

Health Education Department  
(212) 966-0461

## COVID-19 Vaccine Information Line

(718) 490-7165



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王嘉廉社區醫療中心

[www.cbwchc.org](http://www.cbwchc.org)

