



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.

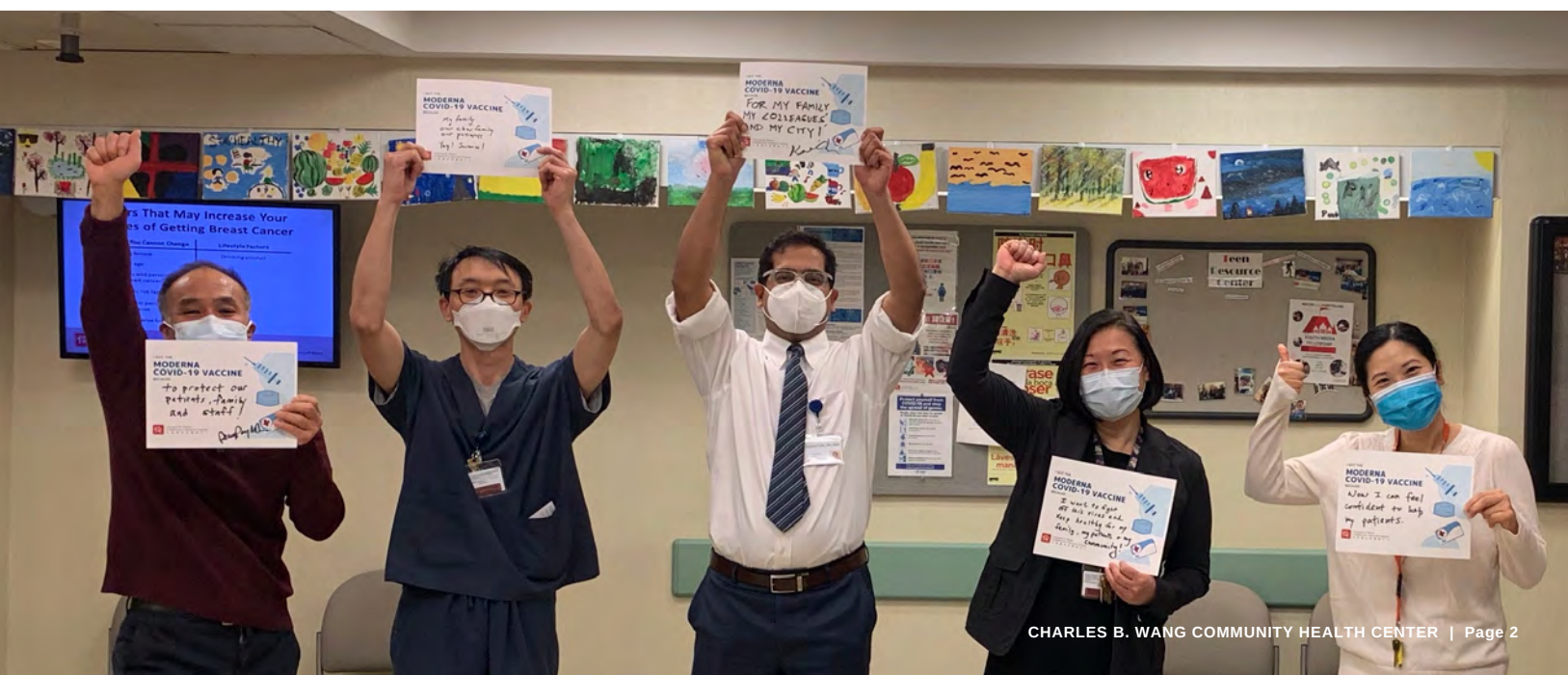
We Focus on Quality

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.

We 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.

"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, 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

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



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

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
Total Revenue	\$59,606,272

Expenses

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

Increase in net assets

\$566,349

Donations

Platinum (\$50,000 and above)

Charles B. Wang International Foundation
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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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Director of Health Education

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

