



CHARLES B. WANG  
COMMUNITY HEALTH CENTER

# 2022 Annual Report

**Quality Health Care.  
We Are Here For You.**

# A Message from the Board Chairperson and CEO



**Owah Kian Ong**  
Board Chairperson

Dear Friends,

For more than 50 years, we have relentlessly pursued our mission of providing high-quality, low-cost primary health care to anyone in our community who needs it - regardless of ability to pay, insurance status, immigration history, or language. This mission traces back to our founding in 1971, when we came together at the first community health fair in Chinatown.

In 2022 we served over 54,000 patients through medical, dental, and mental health care. We helped our patient community in the recovery from Covid-19, including catching up on preventative care.

We continued investing in our enabling services and special programs and services that improve health outcomes by addressing particular diagnoses with tailored interventions. These include our innovative programs for cardiovascular disease, Hepatitis B, smoking, early childhood development, special needs children & families, adolescents, and new mothers.

These services and programs have helped keep us among the top health centers nationally in terms of health outcomes. In 2022, we once again received recognitions at the City, State, and Federal level for the quality of our clinical care and our role in fighting the pandemic.

This past year we also saw a surge in refugees from Asia and asylum-seekers from our southern border. Many of these families speak no English, don't have cell phones, and experienced trauma in their re-settlement to NYC. Their reasons to trust the US healthcare system were thin. Our teams have welcomed them with compassion and culturally sensitive care.

2022 also marked a significant milestone: the grand opening of our sixth (and largest) care site, in Flushing, Queens. Nicknamed "Healthview", this six-story facility currently houses a new Dental practice and growing Internal Medicine and Mental Health practices. Multiple services are slated to come online in the new building this year and next.

We have flourished over the decades, propelled by the dedication from staff, partners, and supporters. Our achievements - notably our special clinical programs, and our new site expansion - are made possible from the generosity and passion of our supporters.



**Kaushal Challa**  
Chief Executive Officer



*Dr. Betty Lau, Mental Health, Canal Street*

**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 health care.

### **Mission**

Provide high-quality and affordable health care to all, building on our heritage of success in caring for underserved Asian Americans.



## Quality Health Care

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We deliver culturally effective health care for you and your family.

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We provide high-quality care to anyone who needs it, regardless of ability to pay, insurance, immigration history, or language.

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We offer reduced fees based on income and family size.

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We have some of the highest-quality health outcomes in the country.



*Dr. Gain Lu  
Assistant Dental Director, Manhattan*

# We Are Here For You



## 54,000+

TOTAL PATIENTS SERVED  
IN 2022



## ~89%

PATIENTS WITH INCOME AT OR  
BELOW 200% OF POVERTY



## ~8%

PATIENTS WITHOUT  
HEALTH INSURANCE



## 275,000+

TOTAL VISITS IN 2022



## 80%

PATIENTS BEST SERVED  
IN LANGUAGES OTHER  
THAN ENGLISH



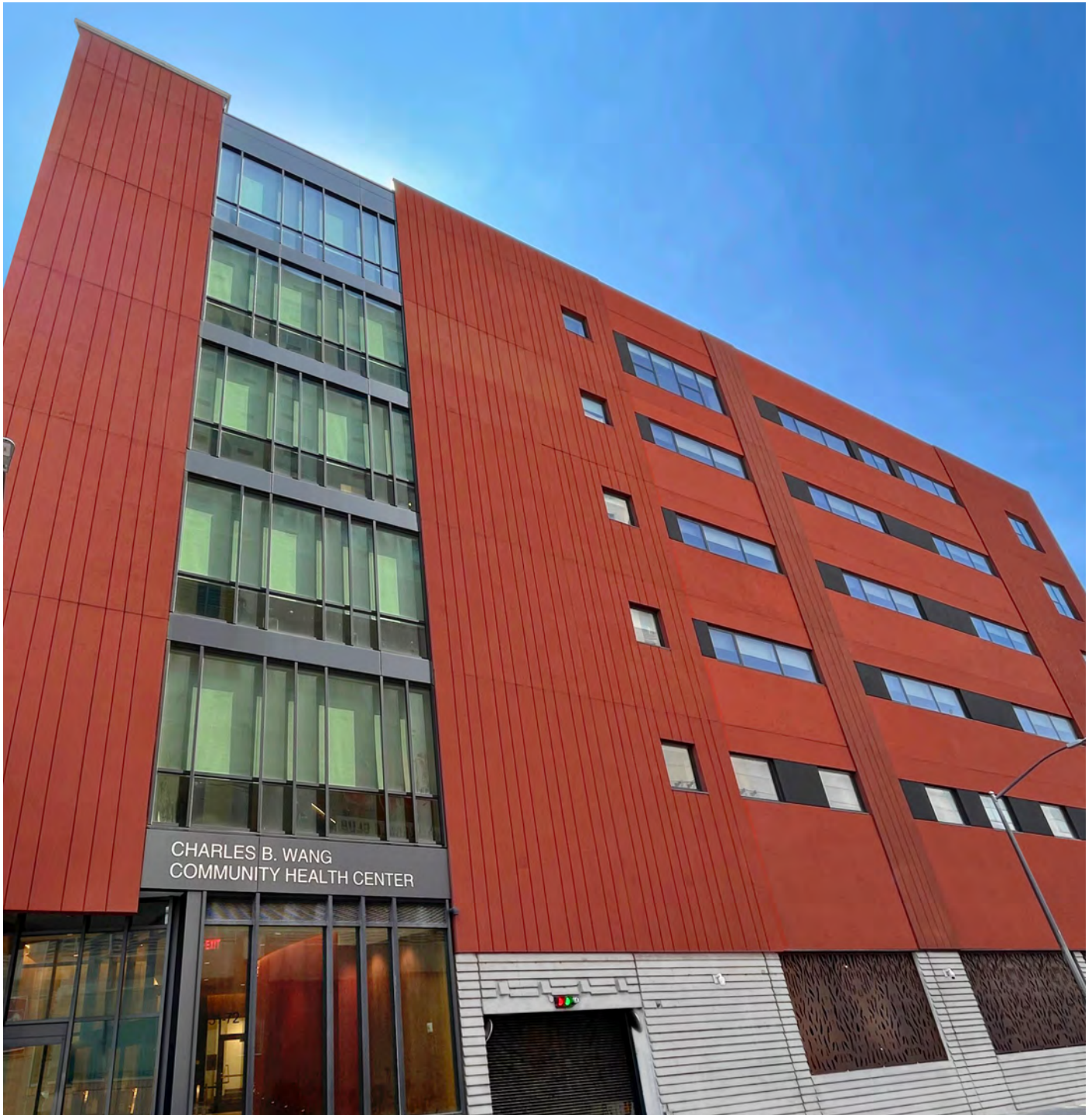


## Celebrate The Past



This page clockwise: 22 Catherine Street, 48 Henry Street, 168 Centre Street, 89 Baxter Street, 125 Walker Street, 136-26 37th Avenue in Flushing, and 79 Mulberry Street. Opposite page: 131-72 40th Road in Flushing.





In 2022, we opened our newest site, an 82,000 square-foot, state-of-the-art facility in Flushing. The new site, our sixth, opened in November. Adult Medicine, Dental, and Mental Health services are now available for all regardless of their ability to pay, the language they speak, or immigration history.

# Core Services and Programs

## Internal Medicine

- Primary Health Care Services
- Chronic Disease 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
- Services for Children with Special Health Care 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 Filling 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 Therapies for Adults, Adolescents, and Children
- 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 Linage 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
- Community Education and Outreach
- English/Chinese Translation

## Research & Evaluation

- Program Evaluation
- Needs Assessments
- Community-Based Participatory Research
- Research Compliance
- Research Protocol and Product Review & Technical Assistance

## Health Career Training

- Project AHEAD (Asian Health Education and Development), nine-week internship that provides firsthand training and experience to undergraduate students and recent graduates interested in pursuing a career in healthcare.
- Preceptorships for Medical and Social Work Students



# Awards & Recognitions

In 2022, the federal Health Resources & Services Administration (HRSA) once again recognized the quality of CBWCHC’s work with a number of its highest awards, including the Health Center Quality Leader “Gold” recognition for clinical quality in the top 10 percent.

We also received recognition for our efforts to improve the quality, efficiency, and value of the health care we provide, including National Quality Leader awards for services in the areas of diabetes and maternal and child health.



## What Our Patients Say



Christine Ejin Kim, MD  
Obstetrics & Gynecology,  
136-26 37th Avenue, Flushing

*"This is an excellent health care facility. The front desk person, intake nurse and Dr. Christine Kim were phenomenal! They made me feel welcomed and comfortable, and they treated me with care so that I could get the appropriate screenings and exams. I really appreciate the way Dr. Kim explained every procedure and was very patient with me." -- M. Li*

– CBWCHC Flushing OB/GYN Patient

*"Dr. Pong, we cannot thank you enough for the excellent care you have provided. Words cannot describe how grateful I am for you. You take the time to listen and to make your patients feel valued and respected, treating others as you would want to be treated. You are a truly a remarkable doctor and professional that we respect and trust." -- J. Chan*

– CBWCHC Manhattan Internal Medicine Patient



Perry Pong, MD  
Executive Vice President and Chief  
Medical Officer  
Internal Medicine, 268 Canal Street,  
Manhattan



Shirley Chiong Egielski, DDS  
Dental, 125 Walker Street, Manhattan

*"I would like to show my deepest appreciation for the great work by Dr. Shirley Egielski during my visit to fill my teeth. She showed me so much patience and kindness during the whole process. Her attention to details amazed me and I received a lot of help whenever I have questions. I was much more at ease under her care." -- L. Cen*

– CBWCHC Manhattan Dental Patient



## Revenue

Patient services	\$51,149,859
Federal grants	11,035,021
Contract services	5,338,550
Foundation grants, pledges and contributions	453,716
Donated vaccines and services	1,641,773
Other	2,691,174
Non-operating revenues	1,186,778

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<b>Total Revenue</b>	<b>\$73,496,871</b>
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## Expenses

Program services	\$62,544,369
General and administrative	10,746,080

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<b>Total Expenses</b>	<b>\$73,290,449</b>
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<b>Increase in net assets</b>	<b>\$206,422</b>
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## 2022: A Year of Celebrations



Healthview Ribbon Cutting Event - Oct 2022



Jane Eng Retirement Dinner - Dec 2022

*Top Photo: Kaushal Challa, Chief Executive Officer and Lynn D. Sherman, Executive Vice President, Finance, IT, Capital Projects & HR with the Capital Projects Team and supporters at the Ribbon Cutting Ceremony of the Health Center's newest site in Flushing located at the corner of College Point Blvd. and 40th Road.*

*Bottom Left Photo: Chinatown Health Clinic Foundation Board Members Sandra Lee Kawano and Marie Lam present an award for Former CBWCHC President & CEO Jane Eng.*

*Bottom Right Photo: Leaders from Association of Asian Pacific Community Health Organizations (AAPCHO) present honorary plaque to Jane Eng.*



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Your gifts over the years help us go above and beyond for our patients, by offering a range of special programs and services that are not funded through conventional channels like health insurance.

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These programs have helped us achieve some of the best health outcomes in the country.

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And for the most vulnerable in our community -- such as refugees and asylum seekers -- your support allows us to provide the same high-quality care, resources, and supports.

## How to Donate

Consider making another tax-deductible donation this year to support our programs and services by visiting our online donation page, [bit.ly/CBWCHCDonation](https://bit.ly/CBWCHCDonation), scanning the QR code below, or mailing us a check.

Checks should be made payable to:

**Charles B. Wang**

**Community Health Center**

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



# Donations

## Cornerstone (\$100,000 and above)

Hu & Chang Fund  
The Charles B. Wang International Foundation  
Anonymous Donor

## Jade (\$10,000 to \$24,999)

Chu Family Foundation  
Flushing Bank  
Joseph Tse Foundation  
Tsu Ming Wu

## Ruby (\$5,000 to \$9,999)

Mohammad Al-Okar  
Vernon Chin  
Owh Kian Ong and Wing Y. Lee-Ong  
Norman Wong

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

The Capital Group Co Charitable Foundation  
Dr. Samuel & Diana Chuk  
Ian McCarthy  
Spaulding Family Foundation  
Anonymous Donor

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

Affinity by Molina Healthcare  
The Allure Group  
CAIPA  
CAMS/CAIPA Community Service Fund  
Centerlight Healthcare  
Selina Chan  
Joel & Margaret Chen  
John Chen  
Chinatown Optical  
Dr. Danny Chu  
Dr. Leslie Chuang  
Susan P. Cole  
CP Advanced Imaging  
EmblemHealth Services  
Empire BlueCross BlueShield HealthPlus  
Fidelis Care of New York  
First Chinese Presbyterian Community Affairs Home  
Attendant Corp  
Sara Gillen  
Alex Hung

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

Betty Kong  
Gen Lam  
Lee Langbaum  
Irene & Peter Law  
Julia Lee  
Lisa Lee-Prioly  
Main Street Radiology  
Marly Building Supply Corp.  
MetroPlus Health  
King & Helen Moy  
Sophia Ng Tsao  
Dr. Henry Y.M. & Mary Agnes Pan  
Jeannie Park  
Dr. Ming Jack Po  
Yoky Tsang-Moy  
UnitedHealthcare  
VillageCare Max  
Visiting Nurse Service New York  
Jonathan Waks  
Shuk Wai Wan  
Patricia Wang  
Charles S. Warren  
Welcome Pain Care & Rehabilitation Medicine  
WellCare of New York  
Dr. Chuen Lau Yee

## 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.*



## Board of Directors

Owh Kian Ong  
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*Vice Chairperson*

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*Treasurer*

Linh My An  
*Secretary*

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Kitty Chen  
Kenny Chin  
Philip Chong, Jr.  
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Yvonne Ghaw  
Jeanne Lee Jackson  
Regina Lee  
Victor Lee  
Jiming Liang  
Vicki Tse, MD  
Chuen L. Yee, MD

## Executive Staff

Kaushal Challa, MBA  
*Chief Executive Officer*

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*Executive Vice President &  
Chief Operating Officer*

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*Executive Vice President &  
Chief Medical Officer*

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*Executive Vice President, Finance,  
IT, Capital Projects & HR*

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*Chief Financial Officer*

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*Deputy Chief Medical Officer*

## Senior Staff

Loretta Au, MD, MPH  
*Chief of Pediatrics, Manhattan*

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*Dental Director*

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*Controller*

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*Senior Advisor*

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*Director of Social Work*

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*Chief of Dentistry, Queens*

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*Clinical Director*

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*Chief Development Officer*

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*Director of Clinical Informatics*

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*Chief of Population Health*

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*Clinical Director*

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*Director of Operations,  
Mental Health*

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Community Relations*

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*Chief of Obstetrics & Gynecology*

Margaret L Wou, MD  
*Chief of Pediatrics, Queens*

Yan Qing (Jenny) Wu, MBA  
*Director of Operations,  
Obstetrics/Gynecology*

Kai Yeung, MBA  
*Director of Information Technology*

Yajie Zhu, EdD MA MCHES CLC  
*Director of Health Education*

# Quality Health Care. 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

Pediatrics (212) 226-3888

Obstetrics & Gynecology (OB/GYN) (212) 966-0228

Mental Health (212) 941-2213

Social Work (212) 226-1661

### **125 Walker Street, 2/F, New York, NY 10013**

Dental (212) 226-9339

Social Work (212) 226-1661

### **168 Centre Street, 3/F, New York, NY 10013**

Health Education Department (212) 966-0461

## Queens

### **131-72 40th Road, Flushing, NY 11354**

Internal Medicine (718) 587-1111

Obstetrics & Gynecology (OB/GYN) (718) 886-1287

Dental (718) 587-1111

Mental Health (718) 886-7373

Social Work (718) 661-6033

### **136-26 37th Avenue, Flushing, NY 11354**

Pediatrics (718) 886-1222

Mental Health (718) 886-7373

Social Work (718) 661-6033

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

Internal Medicine, Pediatrics, Gynecology (929) 362-3006

Mental Health (718) 886-7373

Social Work (929) 362-3006

## Other Services

### **Health Insurance Enrollment**

Manhattan (212) 226-8339

Flushing (718) 886-7355

Jamaica (646) 906-3747

### **Teen Resource Center (TRC)**

(212) 226-2044



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



CHARLES B. WANG  
COMMUNITY HEALTH CENTER

