



Ryan  **Health**
Caring for New York. Here for You.



2018 Annual Report



Locations

Community Health Centers

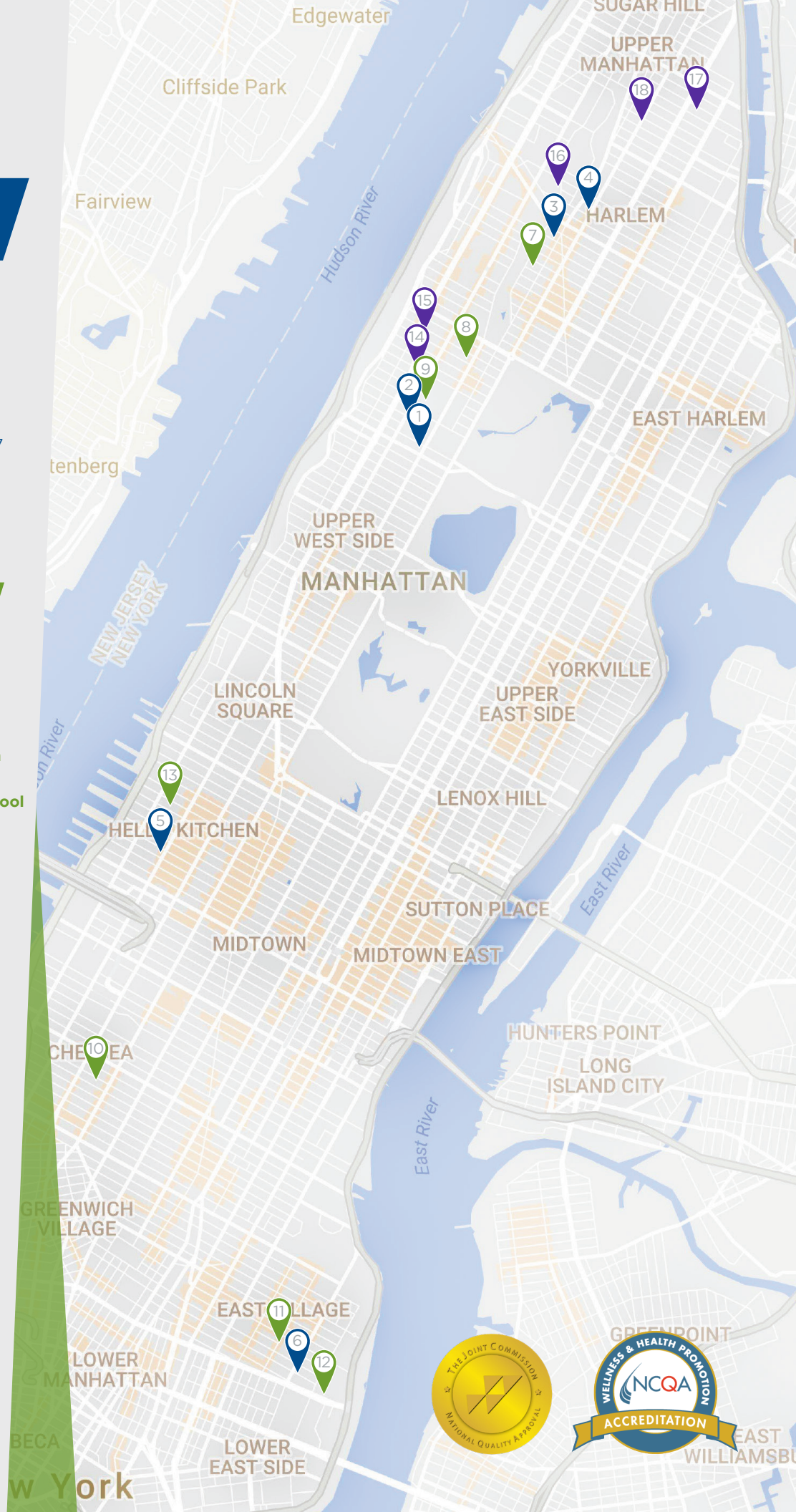
1. **Ryan Health | West 97th Street**
110 W. 97th Street, 10025
2. **Ryan Health | Women & Children's**
801 Amsterdam Avenue, 10025
3. **Ryan Health | Adair**
565 Manhattan Avenue, 10027
4. **Ryan Health | Frederick Douglass**
2381 Frederick Douglass Boulevard, 10027
5. **Ryan Chelsea-Clinton**
645 Tenth Avenue, 10036
6. **Ryan Health | NENA**
279 E. 3rd Street, 10009

School-Based Health Centers

7. **Public School 180/Hugo Newman College Preparatory**
370 W. 120th Street, 10027
8. **Middle School 54/Booker T. Washington**
103 W. 107th Street, 10025
9. **Edward A. Reynolds West Side High School**
140 W. 102nd Street, 10025
10. **Public School 11/William T. Harris**
320 W. 21st Street, 10011
11. **Public School 64/The Earth School**
600 E. 6th Street, 10009
12. **Public School 188/The Island School**
442 E. Houston Street, 10002
13. **Park West Educational Campus**
525 W. 50th Street, 10019

Community Outreach Centers

14. **Regent Family Residence**
2720 Broadway, 10025
15. **The Bridge**
248 W. 108th Street, 10025
16. **Convent Avenue Family Living Center**
22 Convent Avenue, 10027
17. **West Harlem Residence**
138 W. 143rd Street, 10030
18. **Ryan Health | Mobile Health Center**



Dear Friends and Supporters

Ryan Health's commitment to providing high quality, patient-centered care has never wavered. We entered 2018 facing great uncertainty regarding federal support for health centers, proposed changes to Medicaid, and reductions in safety net programs that our patients rely on. Despite uncertainty, Ryan Health provided primary and preventive care to tens of thousands of medically underserved patients and developed new programs to meet their needs.

We took major strides forward in addressing the opioid epidemic, meeting the developmental needs of our youngest patients, and advancing our outreach capabilities through the acquisition of a state-of-the-art mobile health center. We also continued to provide many services focused on chronic disease management, behavioral health, and HIV prevention and treatment, among others.

In 2018, Ryan Health served 48,660 patients in 205,899 encounters. Providing patients with greater access to care across our six main sites, school-based health centers, homeless outreach program, and mobile health center, was another major initiative undertaken last year.

Quality in care continues to be a priority across the organization. We are enormously proud to report that Ryan Health was recognized in 2018 as a Health Center Quality Leader by the Health Resources & Services Administration (HRSA). This signifies that the results of our clinical performance metrics ranked among the top 30 percent of 1,274 health centers across the country.

As we continue to fulfill our mission of providing healthcare as a right to all our patients, Ryan Health must continue to evolve for the future, no matter what uncertainty it brings. With the commitment of our Board members, our dedicated leadership team and staff, and the help of our valued supporters, we will continue to achieve our goals to benefit the patients we serve.

Today, more than ever, Ryan Health is Caring for New York, Here for You.



E. Ronald Guy
Board Chairperson
Ryan Health



Walter Delacruz, Esq.
Board Chairperson
Ryan Chelsea-Clinton



Brian McIndoe
President & CEO
Ryan Health

Ryan Health Services

Health Care

Adolescent Health

Adult Medicine

Behavioral Health

Care Management

Dental Services

Diabetes Education

Geriatrics

HIV Services

Laboratory Services

MAT

(Medication Assisted Treatment)

Nutrition

Pediatrics

Pharmacy Plan for

Under/Uninsured

Radiology & Sonograms

Specialty Care Services

Substance Abuse Counseling

Vision Services

WIC Program

(Women, Infants & Children)

Women's Health

Community Outreach

Homeless Health

Insurance Eligibility Assistance

Prevention, Education
& Outreach

Reach Out & Read

School-Based Health

Speakers Bureau

Patient Support Center

Appointments and Scheduling

Prescription Refills

Clinical Information

Patient Outreach Campaigns



Our Mission

Ryan Health is dedicated to providing high quality, affordable, comprehensive, linguistically and culturally competent health care services to medically underserved populations. All patients are treated equally with dignity, respect, courtesy, confidentiality, and concern for safety. The organization's mission is guided by the founding principle that "Health Care is a right, not a privilege."



Our Vision

Ryan Health is committed to maintaining its essential role as a community-based provider and leader in the Community Health Center movement. As a team of dedicated individuals, our staff is responsive to the needs of the community and continually enhances and improves services to ensure the highest quality of care.

Our Core Values



Care
for patients



Commit
to the mission



Collaborate
with the team

"My world literally brightened when my doctor came in the door—incredibly resourceful and helpful. I feel so much a part of the experience that I go home, ready to implement what we discussed. It's great to have a cheerleader at Ryan."

— **Ryan Health** | West 97th Street Patient



Patient Demographics

Number of
Patients

48,660

Number of
Patient Encounters

205,899

Gender

42% Male

Female 58%

Age

0-19

32%

20-44

32%

45-64

24%

65+

12%

Ethnicity

46% Hispanic/Latino

11% White

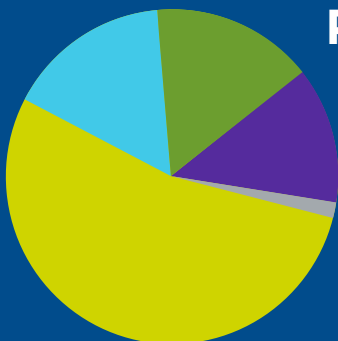
1% Other

24% Black/African American

15% Unreported

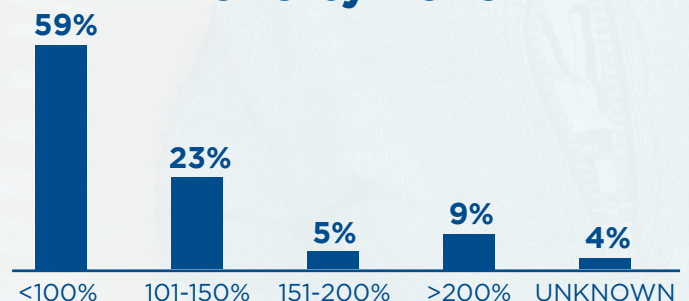
3% Asian

Payor Source



- ▶ **Medicaid** 59%
- ▶ **Private** 16%
- ▶ **Medicare** 12%
- ▶ **Uninsured** 11%
- ▶ **Other Public** 2%

Poverty Level



2018 Highlights

HealthySteps

To ensure the healthy development of its youngest patients, Ryan Health established HealthySteps at its Women & Children's center. An evidence-based pediatric primary care program, HealthySteps is designed to improve the well-being and developmental outcomes of babies and toddlers. The HealthySteps Specialist, an expert in child development, provides screenings and services to identify risks to the child. Parents and caregivers receive guidance, support, and resources to strengthen parenting skills and ensure a child's healthy development.



Medication Assisted Treatment (MAT)

Ryan Health's MAT Program is aimed at treating patients with opioid addiction, including prescription painkillers and heroin. Patients who screen positive for substance use disorder are addressed clinically and offered behavioral health services. They are assessed for MAT and when indicated, buprenorphine is prescribed to stop opioid withdrawal symptoms and cravings, making it easier for patients to break the crippling cycle of addiction.

Mobile Health Center

Our new Mobile Health Center provides convenient community access to primary care and prevention services, including HIV testing, screenings, diabetes management, health education, and vaccinations. The state-of-the-art, 33-foot van is equipped with two exam rooms, diagnostic tools, and both intake and lab areas. Universally accessible and staffed by a nurse practitioner, licensed practical nurse, and a driver, it offers a welcoming environment for all patients.



Quality Improvement

For 2018, HRSA recognized Ryan Health as a Health Center Quality Leader, a Clinical Quality Improver, an Access Enhancer, a Health Disparities Reducer, for advancing HIT, and for achieving PCMH recognition. As a Health Center Quality Leader, Ryan Health placed in the top 30 percent for clinical quality measures among more than a thousand health centers nationwide.

“Nowadays you don’t see a lot of providers caring for their patients’ health and having other staff and [the doctor] himself checking up on you to see how you are after the medical visit. This is a real doctor, and I’m happy with the services I’ve been receiving from the very first day I came to this clinic.”

—Ryan Chelsea-Clinton Patient



We Thank Our 2018 Supporters



\$1,000,000 and Over

Afia Foundation

DHHS, HRSA
Bureau of Primary Health Care
HIV/AIDS Bureau

Mount Sinai Health System

**NYC Department of Health
and Mental Hygiene**
Vaccines for Children Program

NYS Department of Health
Women, Infants, and Children
(WIC) Program

\$100,000 to \$999,999

Anonymous

Centers for Disease Control

**Community Health Center
Association of New York State
(CHCANYS)**

**The Fan Fox and Leslie R. Samuels
Foundation, Inc. (multi-year)**

Hispanic Federation

New York City Council

**NYS Assembly Member
Daniel J. O'Donnell**
Community Capital Assistance
Program

NYS Department of Health
AIDS Institute
School-Based Health Program

Public Health Solutions

Robin Hood (multi-year)

\$10,000 to \$99,999

Delta Dental Community
Care Foundation

The George Link, Jr. Foundation
Healthfirst

Health Research, Inc.

Sharp Business Systems
TD Charitable Foundation

\$1,000 to \$9,999

Affinity

Al D. Rodriguez
Liver Foundation

Classic Systems, Inc.

CohnReznick

Humberto Cruz

Empire BlueCross BlueShield
HealthPlus

Fidelis Care New York

Polly Ryan & Jay Hoffer

Loisaida Rx, Inc.

Brian and Dina McIndoe

Mega Aid

PAR Heating and
Air Conditioning

Studio Ground Up

Thriftway Pharmacy

Terri Solomon Topaz

UnitedHealthcare

Under \$1,000

AccountNet

Arctic Wolf

Samuel Bartels

Daniel J. Baxter

Darice Birge

Karen Brady

Phillip Chen

Community Eyecare Associates

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Esco Drug Co, Inc.

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Friedman Associates II

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Jaime Khemraj, MD

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Mary Jane and Morris Rossabi

William F. Ryan, Jr.

Melissa Schwartz

Signature Industries, Inc.

Valeria Spann

Superior Uniform Services

Tal Healthcare

Ana Taras

Robert Tasca

Tietjen & Venegas

Peter Tobey

Robert Weil

Michael Wolf

Milta Zeno

Gifts In-Kind

Behind the Book

Henry Schein Cares

New York Public Library
Bloomingdale Branch

Starlight Children's Foundation

2018 Financials

Ryan Health
Consolidated Financial Information
Operating Revenue & Expenses
 Fiscal Year Ended December 31, 2018

Ryan★Health

Ryan★Chelsea-Clinton

REVENUES

▶ Grant & Contract Services	16,461,384	2,840,523
▶ Patient Service Revenue	39,040,954	10,668,074
▶ Fundraising	54,850	-
▶ Net Assets Released from Restrictions	800,000	-
▶ Other	1,167,087	66,141
TOTAL NET REVENUE	\$ 57,524,275	\$ 13,574,738

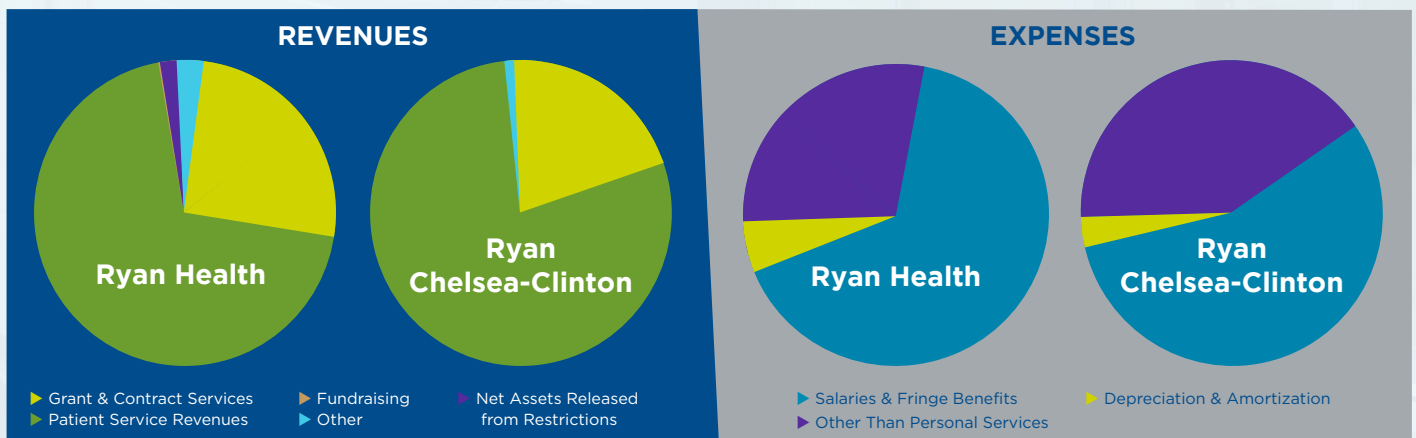
EXPENSES

▶ Salaries & Fringe Benefits	39,210,009	7,265,108
▶ Other Than Personnel Services	17,553,697	5,119,256
▶ Depreciation & Amortization	2,917,566	363,317
TOTAL EXPENSES	\$ 59,681,272	\$ 12,747,681
Change in Unrestricted Net Assets	\$ (2,156,997)	\$ 827,057

TOTAL NET ASSETS as of December 31, 2018

\$ 32,352,586

\$2,218,033



Ryan Health is committed to the fiscal viability and credibility of its operations. This audit has been prepared by an independent firm in accordance with generally accepted auditing standards and is based on the financial statements of Ryan Health and Ryan Chelsea-Clinton. With guidance from its Boards of Directors, Ryan Health continually makes investments in programs, initiatives, and capital construction to fulfill its mission and meet the needs of the communities it serves. Ryan Health is a proud recipient of federal grants to support its projects and programs. For more information about this funding, please visit our website at www.ryanhealth.org. Based on sound financial management practices and prudent investments, Ryan Health offers quality programs, develops new approaches to primary care delivery, and provides an environment that is consistent with federal and state regulations.

Leadership and Staff

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Miguel Delgado, MHA, MS

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Juli A. Harkins, MS
Joseph Haslip

Gwendolyne Jack, MD
Hope L. Mason, MPA
Milta Zeno, CSW
Arnaldo Barron, Honorary Member
Brian McIndoe, Ex-Officio

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Sarah Boucher, Vice Chairperson
Carmelo Cruz Reyes, MPH, Treasurer
Howard M. Long, Secretary
Merissa Goodstein

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Jermel J. Hawkins, MD, MPH
Harriet Chan King

Hope L. Mason, MPA
Lisa Perry, MBA, MPP
Michael C. Williams, LMSW
Daniel Pichinson, Ex-Officio

Ryan Health

Senior Leadership

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Maureen E. Montegari, MBA, SHRM-SCP, Chief Human Resources Officer
Scott Morgan, MBA, Chief Financial Officer
Ana Taras, MPH, Chief of Strategic Development
Jessina Wachtelhausen, RN, BSN, Chief Nursing Officer

Directors

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Adam Fleming, Senior Director of Information Technology
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Lydia Radziul, LCSW, MFA, Director of Mental Health Services
José Rodriguez, LCSW, Director of Social Services
Helene Rosenhouse-Romeo, MPH, RD, CDN, CLC,
Director of Nutrition & WIC
Robert Tasca, DDS, Director of Dental Services & Radiology

Community Health Outreach Program

Charles Shorter, LMSW

School-Based Health Center Program

Bob Fohngho, MBA

Ryan Health | West 97th Street

Samuel Bartels, Executive Director
Jaime Khemraj, MD, MPH, Medical Director,
Director of Quality Improvement

Ryan Health | Women & Children's

Bob Fohngho, MBA, Executive Director
Melinda S. Gilmore, MD, Medical Director
Jenny Castro, MPA, Deputy Director

Ryan Health | NENA

Leslie Pargament, MBA, Executive Director
Jeanne Carey, MD, Medical Director
Marielle Mehu-Arno, Deputy Director

Ryan Chelsea-Clinton

Daniel Pichinson, MBA, Executive Director
Zehra Siddiqui, DO, Medical Director
William Arboleda, MPA, Deputy Director

Ryan Health | Adair

Ryan Health | Frederick Douglass

Charles Shorter, LMSW, Executive Director
Radeyah Hack, MD, Medical Director

Ryan Health | Mobile Health Center

Samuel Bartels



Ryan Health
Caring for New York. Here for You.

RyanHealth.org



@RyanHealthNYC

Ryan Health 110 W. 97th Street | New York, NY 10025
Call 212-316-7944 for more information on specific projects or programs.