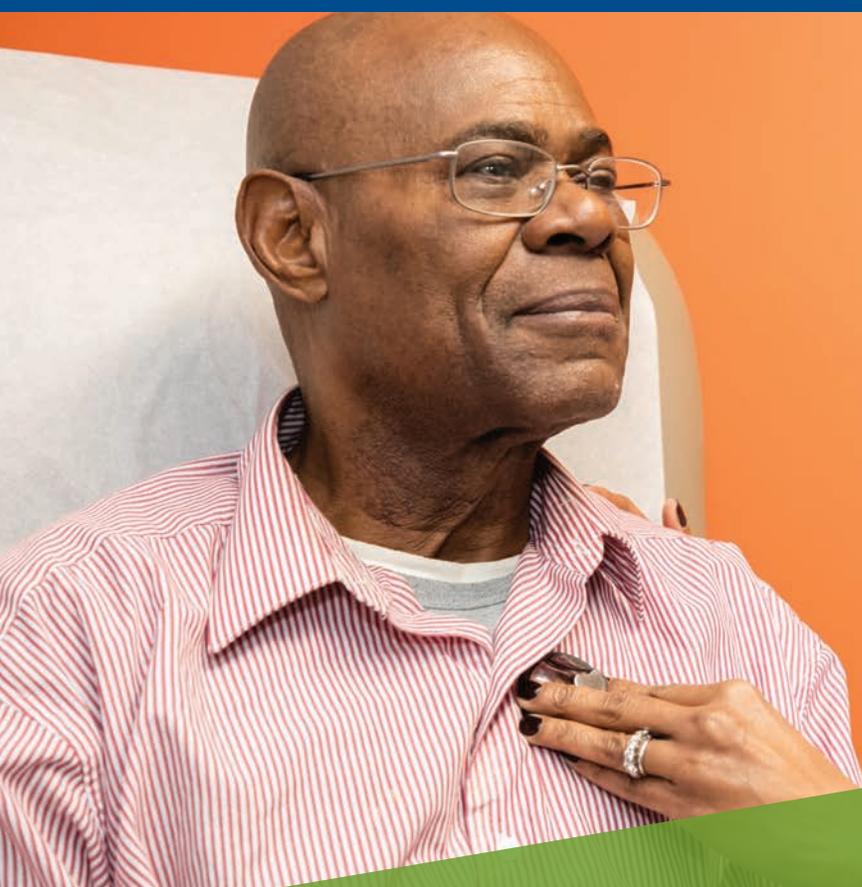




Ryan  Health
Caring for New York. Here for You.

2019 Annual Report



Ryan  Health
Caring for New York

Locations

Health Centers

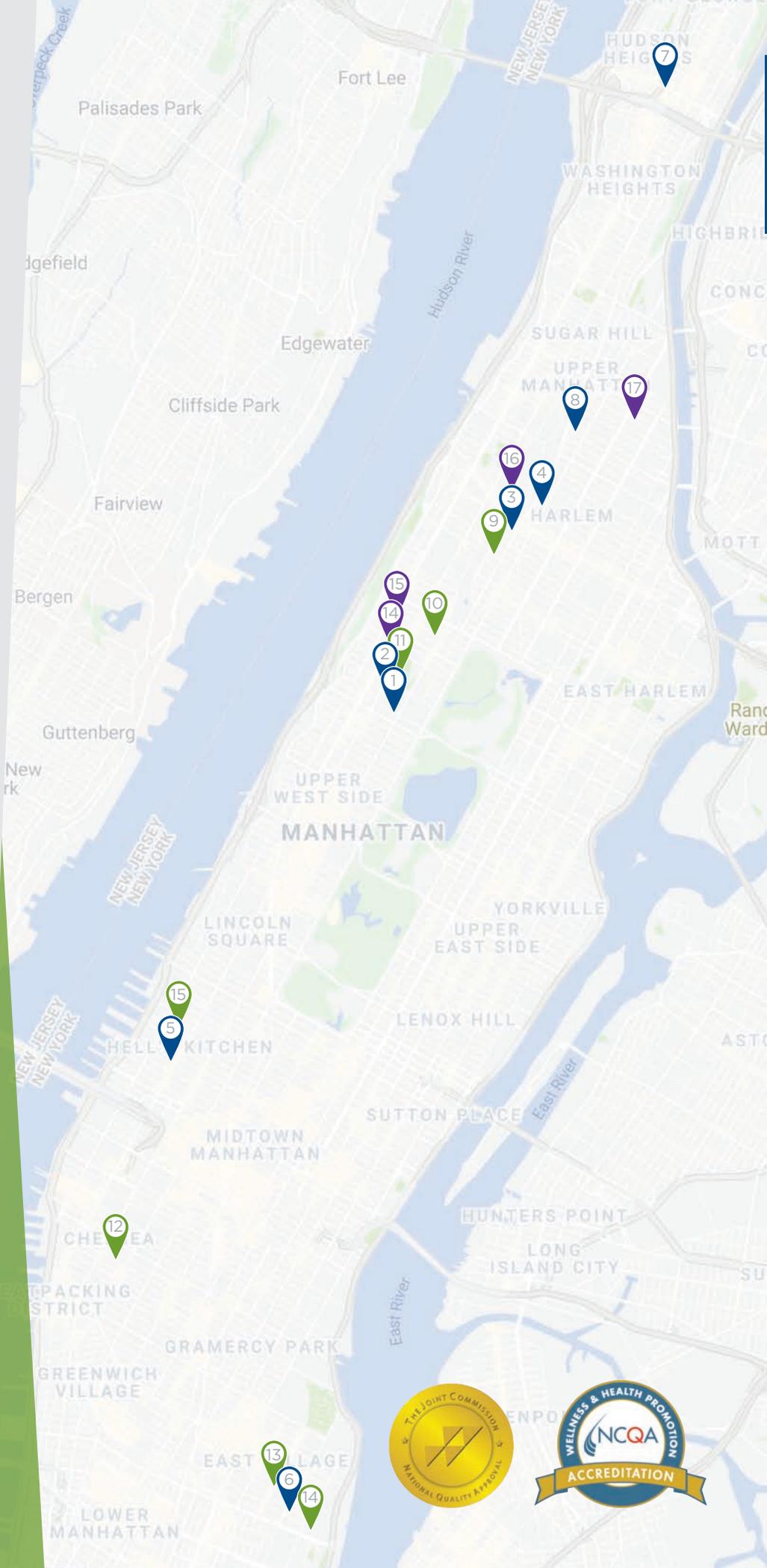
- Ryan Health | West 97th Street**
110 W. 97th Street, 10025
- Ryan Health | Women & Children's**
801 Amsterdam Avenue, 10025
- Ryan Health | Adair**
565 Manhattan Avenue, 10027
- Ryan Health | Frederick Douglass**
2381 Frederick Douglass Boulevard, 10027
- Ryan Chelsea-Clinton**
645 Tenth Avenue, 10036
- Ryan Health | NENA**
279 E. 3rd Street, 10009
- Ryan Health | Wadsworth**
150 Wadsworth Avenue, 10033
(Opening in 2020)
- Ryan Health | Mobile Health Center**

School-Based Health Centers

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

Community Outreach Centers

- Regent Family Residence**
2720 Broadway, 10025
- The Bridge**
248 W. 108th Street, 10025
- Convent Avenue Family Living Center**
22 Convent Avenue, 10027
- West Harlem Residence**
138 W. 143rd Street, 10030



Dear Friends and Supporters

Before Ryan Health reflects on 2019, we first want to acknowledge the unprecedented circumstances that we are experiencing in 2020. COVID-19 has taken a major toll on New York City, especially on the underserved communities of color that Ryan Health has served for over 52 years. We collectively mourn the loss of so many. In addition to being affected by the ongoing pandemic, communities of color are being deeply impacted by the public health crisis of racism. Ryan Health is committed to fight for racial justice for our communities and our staff.

The doors at Ryan Health have remained open throughout these crises and our frontline healthcare workers are providing essential services to patients in need. We are meeting the demands of a new reality that requires constant vigilance to prevent new cases of COVID-19. We also are actively fighting pervasive systemic and institutional racism in our society. As we have for decades, Ryan Health is dedicated to addressing major challenges.

Last year, we met the challenge of providing Medication Assisted Treatment or MAT to a greater number of patients with opioid use disorder. Certified practitioners prescribed buprenorphine to treat opioid addiction. Patients received psychosocial support, guidance, and medication monitoring to ensure their full recoveries.

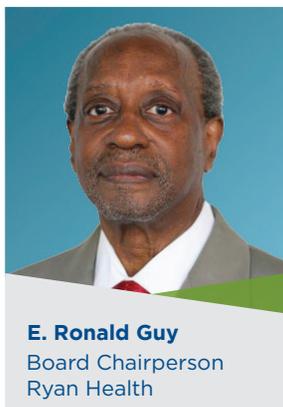
Our Title X Family Planning program came under siege in 2019 due to new highly-restrictive regulations. Important services include access to birth control, screenings for STIs, and guidance to help patients plan their pregnancies. By working closely with the New York State Department of Health, Ryan Health has been able to continue to offer high-quality family planning and sexual health services at three sites without unnecessary barriers to care.

In 2019, Ryan Health took major steps toward expansion by securing space for a new health center in Washington Heights - the neighborhood with the greatest health needs in Manhattan. The center is currently under construction and expected to open in the fall of 2020. Once up and running, the site will have seven exam rooms and provide primary care and specialty services to an estimated 3,500 patients annually.

The Caring for New York Gala in June of 2019 also was a major success. Over 450 people gathered to celebrate our health centers, applaud our board members, staff, and patients, and recognize the important role community health centers play in our great city. What we celebrated - Caring for New York - continues to remain essential for so many.

As the pandemic reveals the enormous inequities in our current healthcare system, our role is even more critical to our more than 50,000 patients. While we don't know what changes to healthcare will come, one thing that will always stay true is Ryan Health is Here for You.

Thank you for your support of Ryan Health. Stay safe, stay healthy, and stay strong.



Ryan Health Services

Health Care

Adolescent Health
Adult Medicine
Behavioral Health
Care Management
Dental Services
Diabetes Education
Family Planning
Geriatrics
HIV Services
Laboratory Services
MAT
(Medication Assisted Treatment)
Medical Specialties
Nutrition
Pediatrics
Pharmacy Plan for
Under/Uninsured
Radiology & Sonograms
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 appropriate 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."

"All staff at Ryan Health are friendly and courteous. After 14 years here, I feel part of the Ryan Health family."

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



For over 52 years, Ryan Health has served communities most in need by providing essential primary care, health education and prevention, and supportive services, as well as a wide range of specialty care. Ryan Health is committed to continuously developing new programs and services to meet the needs of the New York City communities we serve. We connect patients to the services they need, and as a trusted source of quality healthcare, we build long-lasting relationships with our patients.

Core Values

At Ryan Health We...



Care
for patients



Commit
to the mission



Collaborate
with the team

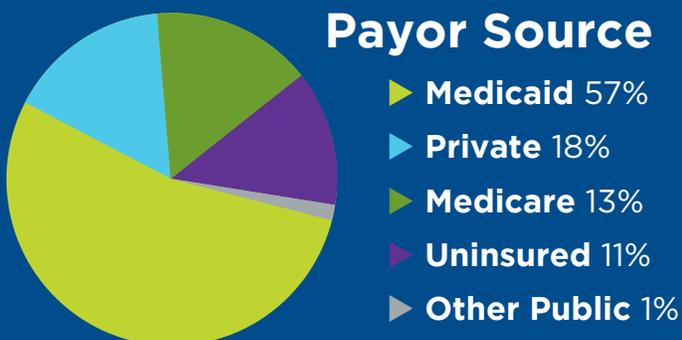
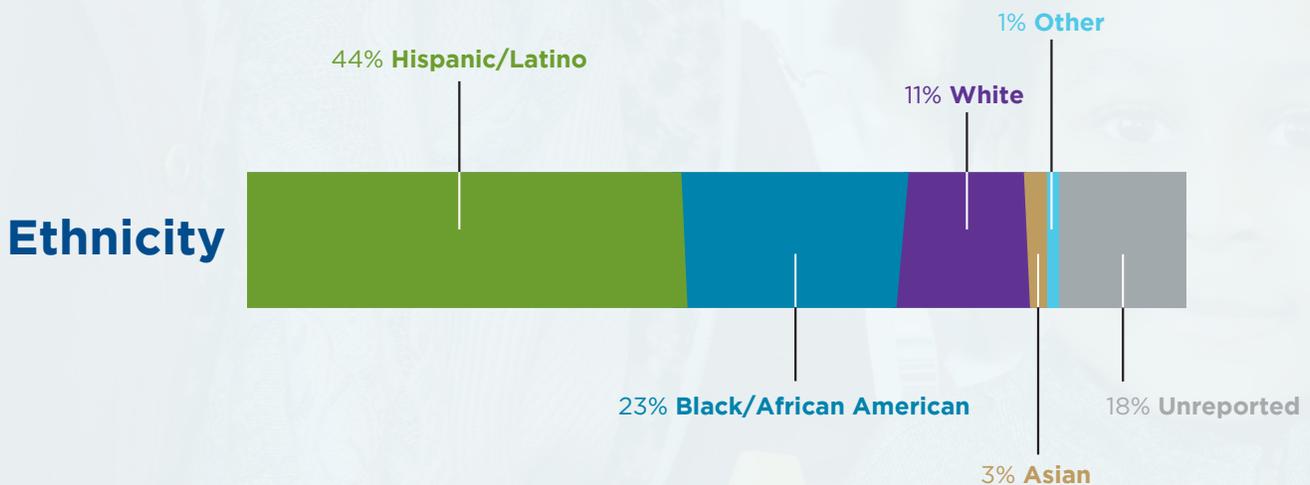
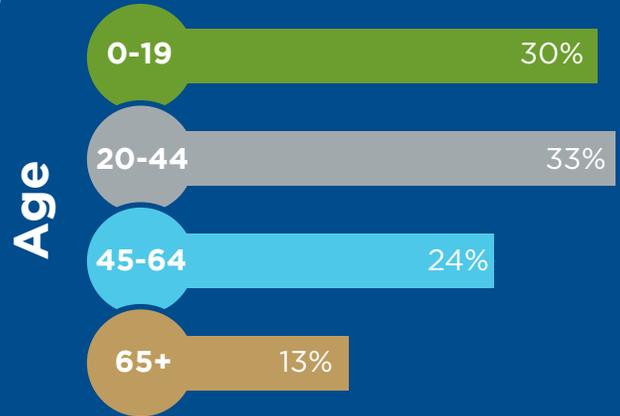
Patient Demographics

Number of Patients

50,428

Number of Patient Encounters

220,045



2019 Highlights

Dental Investments

Ryan Health's Dental Department provided a wide variety of services in 2019, resulting in over 25,000 encounters for adults and children. Ryan Health also made a major long-term investment in vital equipment, including new procedure chairs for every dental exam room at four of its health centers. Updating the procedure chairs enables our dentists and hygienists to provide a higher level of care. In addition, dental x-ray units were upgraded in several exam rooms to provide high quality diagnostic imaging, while streamlining services for thousands of patients.



HIV Services and Support

Ryan Health has been a leading provider of quality HIV care, treatment and prevention services since 1988. Our multidisciplinary HIV care teams work together to create individualized care plans for people living with HIV who have a wide variety of needs. Through tabling, outreach, and a series of innovative educational events in 2019, including shared knowledge of experts in the field, Ryan Health offers comprehensive services for patients infected and affected by HIV.

Women, Infants, and Children Program

The Women, Infants, and Children Program (WIC) is a supplemental nutrition program that is open to all families who meet enrollment requirements, even if they are not Ryan Health patients. To better serve families, Ryan Health enabled WIC to transition the supplemental nutrition assistance program (SNAP) from paper benefits to electronic benefits in 2019. Serving 3,000 families per month, this new e-system allows for more flexibility in providing outreach, nutrition benefits, and in servicing pop-up clinics to deliver the full spectrum of WIC services at all our health centers.



Ryan Chelsea-Clinton Expansion

In 2019, Ryan Chelsea-Clinton was the recipient of a NYS Transformation grant to renovate existing space to increase its clinical capacity. The expansion will result in an additional six exam rooms and facilitate the integration of primary care, behavioral health, and specialty care services. With additional clinical space, Ryan Chelsea-Clinton's patient population is estimated to increase 31% over three years.

“Ryan Health has a center full of wonderful people who are always ready to help. Your ladies out front maintain a sense of humor against all odds. I leave feeling relieved and cared for. I am blessed to have discovered the West 97th Street health center!”

—Ryan Health Patient





We Thank Our 2019 Supporters

\$1,000,000 and Over

Afia Foundation

DHHS, HRSA
Bureau of Primary Health Care

Mount Sinai Health System

NYC Department of Health and Mental Hygiene

Vaccines for Children Program

NYS Department of Health

Health Care Facility Transformation Program II
Women, Infants, and Children (WIC) Program

\$100,000 to \$999,999

Anonymous

Centers for Disease Control

DHHS, HRSA

HIV/AIDS Bureau

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

Hispanic Federation

New York City Council

NYC Department of Health and Mental Hygiene

Infant Mortality Reduction initiative

NYS Department of Health

AIDS Institute

Family Planning Emergency Funding

School-Based Health Program

Public Health Solutions

NYS Office of Addiction Services and Supports

Robin Hood (multi-year)

\$10,000 to \$99,999

340 Basics
801 Amsterdam Commercial Owners LLC
Affinity Health Plan
Citizens Committee for New York
CohnReznick
Collins Building Services
Community Eyecare Associates
Delta Dental Community Care Foundation
Fidelis Care New York
The George Link, Jr. Foundation
Gilead Sciences, Inc.
Margaret Gramins Healthfirst
Inovalon
Joseph P. Day Realty Corporation
Loisaida Rx, Inc.
Mount Sinai St. Luke's Hospital
Paycor
PKF O'Connor Davies LLP
Quest Diagnostics
StomatCare DSO LLC
TD Charitable Foundation
Thriftway Pharmacy
United Healthcare
Virtusa

\$5,000 to \$9,999

Alliance Building Services
Cigna
Denham Wolf Real Estate Services
DentaQuest
Empire BlueCross BlueShield HealthPlus
Henry Schein, Inc.
The Hyde and Watson Foundation
Law Offices of Daniel G. Robles
Lawrence and Walsh, P. C.
Lenco Diagnostic Laboratories, Inc.
Littler Mendelson Foundation
Peter Manes
Brian and Dina McIndoe
MetroPlus
Mount Sinai Health Partners
Nixon Peabody LLP
RadNet, Inc.
School of Visual Arts
Studio Ground Up
Tal Healthcare
Pat Wang
WellCare Health Plans, Inc.

\$1,000 to \$4,999

1199 SEIU - United Healthcare Workers East
AccountNet
APICHA Community Health Center
Ariel Property Advisors, LLC
Azara Healthcare
Bank of America Charitable Foundation, Inc.

John Barrett
Samuel Bartels
Jeanne Carey, MD
Charles B. Wang Community Health Center
Community Health Center of Richmond
Marilyn D Go
Walter Delacruz
Deutsche Bank Americas Foundation
Esco Drug Co., Inc.
Feldesman Tucker Leifer Fidell LLP
Bob Fohngoh
Melanie Gaffney
GlobeTax
Alan Goldstein and Maralyn Dolan
E. Ronald Guy
Juli Harkins
HealthChannels
Helen Karl Charitable Trust
Hilldun Corp.
JAD Corporation
Keith Jeffrey
Elan Katz
Harriet Chan King
Ross Krasnov
LabCorp
Lawrence and Walsh, P. C.
Littler Mendelson P.C.
Ronnie and Ken Lowenstein
Hope Mason
Scott and Sue Morgan
Mutual of America
National Association of Community Health Centers
New Amsterdam Drug Mart, Inc.
Neil Newsham
Leslie Pargament
Dan Pichinson
Errol Pierre
Primary Care Development Corporation
Process Workshop
Quick Rx Pharmacy Group
RCHN Community Health Foundation
Roger Perry Memorial Fund
Ryan Drugs
Polly Ryan and Jay Hoffer
Salesforce
Melissa Schwartz
Charles Shorter
Zehra Siddiqui, DO
Terri Solomon
Valeria Spann
Sobel Affiliates, Inc.
a Brown & Brown Company
Strategic Services Group, Inc.
Streamline Dental Lab
Jonathan Swartz, MD
Danyal Syed, PhD
Ana Taras and Michael Berry
Robert Tasca, DDS
TD Bank
Telco Experts
Tietjen & Venegas Consulting Engineers, PLLC
TitleVest
Triton Construction
Urban Health Plan
V & I Construction, Inc.
West Harlem Group Assistance, Inc.
Paul Wolf
Zeichner, Ellman & Krause, LLP

Under \$1,000

401K Music Inc.
Glenroy A. Aska, MD
Brian Acosta
ahma Rx
Arthur J. Gallagher & Co.
Scott Averill
J. Barnett
Fay Barrett
Nadine Beckles
Darice Birge
Sarah Boucher
Karen and Julius Brady
Justin Breitfelder
P.J. Brennan
The Bridge, Inc.
Brown & Brown of Garden City
Whitney Buckholz
Ralph Bumbaca
Jenny Castro
Gilbert Chapman
Joan Chase
Jasdeep Cheema
Philip Chen
Yekaterina Chernakova
Janice Cimberg Fried
Command Direct
Indira Cordero
Credit Suisse Americas Foundation
Isabel Danvers
Ryan Davidsen
Deutsche Bank
Matching Gift
Lois Dorman
Catherine Dunwoody
Peter R. Epp
Din Eshanov
Julie Etskovitz
Michael Fagan
Adam Fein
Mischele and Rob Fields
Edward Finnegan
Adam Fleming
Holly and Rodrigo Fonseca Fernandes
Chris Forte
Joel Freyer
Jonathan Fried
George Gates
Juliette George
Hal Gilenson
Merissa Goodstein
Green Key Resources, LLC
Kathy Gruber and Fred Levy
Elizabeth Harvey
Joseph Haslip
Jose A. Hernandez
Walter and Hannah Hess
Barbara Hood
Ronald Jean
Constance Jones
Geraldine Joseph
Jaime Khemraj, MD
Bobby Kim
Josephine Landestoy
Liz Langlois
Judith Latman
Mey Leon
Martin Levine
Barry Levy
Howard Long
Kathleen Luby

Elisabeth McDuffie
Keith McEwen
MacKenzie McIndoe
Cheryl McNally
Juana Sanchez McNamee
Alex Mikhailov
Caitlin Nelson
Christine O'Neill
PAR Heating and Air Conditioning
Lisa Perry
Platzer, Swergold, Levine, Goldberg, Katz & Jaslow, LLP
Paul Portsmore
Erin Rathbone
Carmelo Reyes
Brian Richardson
Richman Controls & Service Co.
Sarah Robertson
RubiconMD
Charles Ruiz
Ema Rukeviciute
Michael Scanlan
Forbes Sealey
Raabia Shafi
Andrea Shehan
Carol Springstun
Arthur Tupper
Christopher Turner
Anthony Viskovich
Jessina Wachtelhausen
Ryan Walker
Jennifer Waters
Robert Weil
Windsor Management Corp.
Michael Wolf
Works-in-Progress Associates
Sam Zambardino
Milta Zeno
Nitrisha Zhang
Doris Zuluaga

Gifts In-Kind

Empire Steak House
Gleason's Gym
Jersey Shore
GHI Technologies
Merissa Goodstein
Margaret Gramins
Hamilton
Henry Schein Cares
Global Products
Donation Program
Hold Fast Kitchen and Spirits
JPMorgan Chase & Co.
Sports & Entertainment Marketing
Michael Kennedy
Howard Long
Peter Manes, MD
Neiman Marcus
Naño Ecuadorian
Kitchen
New York Knicks
Robin Hood Foundation
Scribe America
Book Drive
TD Bank
Watch What Happens
Live with Andy Cohen
W.B. Mason

We have made every effort to provide a complete and accurate list of our valued supporters. If there is an omission, please call 212-316-8303, so we may update our records.

2019 Financials

Ryan Health Consolidated Financial Information Operating Revenue & Expenses

Fiscal Year Ended December 31, 2019

Ryan  Health

Ryan  Chelsea-Clinton

REVENUES

▶ Patient Service Revenue	40,664,717	13,336,909
▶ Grant & Contract Services	16,379,865	2,794,201
▶ Fundraising	382,910	79,726
▶ Net Assets Released from Restrictions	490,838	129,439
▶ Other	1,471,173	20,994
TOTAL NET REVENUE	\$ 59,389,503	\$ 16,361,269

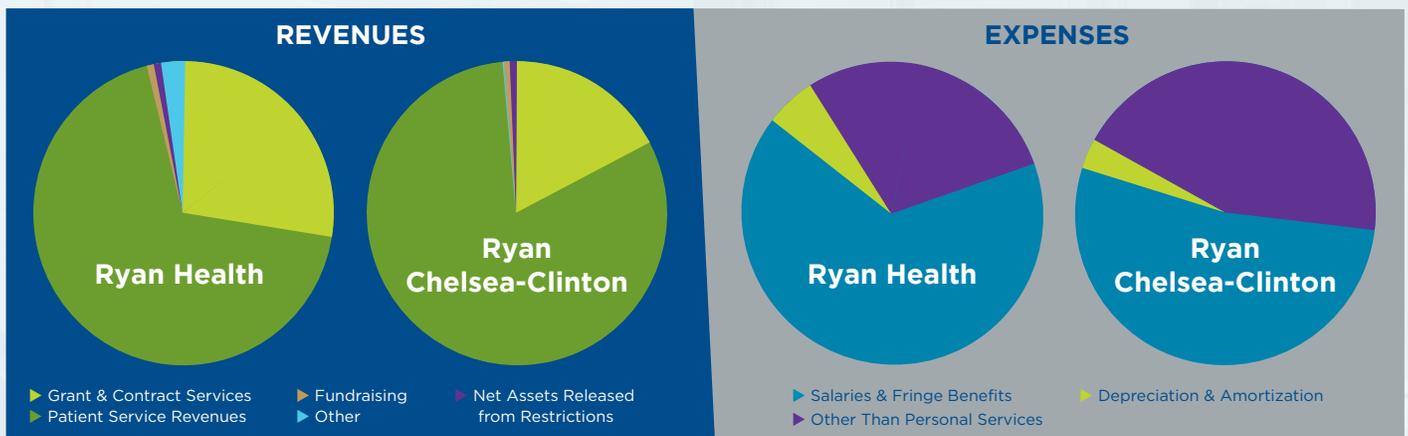
EXPENSES

▶ Salaries & Fringe Benefits	40,831,066	7,848,810
▶ Other Than Personnel Services	18,825,438	6,664,052
▶ Depreciation & Amortization	2,969,035	363,677
TOTAL EXPENSES	\$ 62,625,539	\$ 14,876,539
Change in Unrestricted Net Assets	\$ (3,236,036)	\$ 1,484,730

TOTAL NET ASSETS as of December 31, 2019

\$ 29,116,550

\$3,702,763



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

Ryan Health Board of Directors

E. Ronald Guy, Chairperson
Harriet Chan King, Vice Chairperson
Ronnie Lowenstein, PhD, Treasurer
Valeria T. Spann, MSSW, Secretary
Philip L. Chen, CFA
Miguel Delgado, MHA, MS

Lucille Dolloway
Lois Dorman, MPA
Margaret Gramins, MBA, MPH
Atif Abdul Haqq
Juli A. Harkins, MS
Joseph J. Haslip

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

Ryan Chelsea-Clinton Board of Directors

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

Margaret Gramins, MBA, MPH
E. Ronald Guy
Jermel J. Hawkins, MD, MPH
Harriet Chan King

Hope L. Mason, MPA
Lisa Perry, MBA, MPP
Leonardo Ruiz
Daniel Pichinson, Ex-Officio

Ryan Health

Senior Leadership

Brian McIndoe, MPH, President & CEO
Farooq Ajmal, Chief Information Officer
Jeanne Carey, MD, Chief Medical Officer (Interim)
Jonathan Fried, Esq., General Counsel
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

Louise Austin, PA-C, MPH, Director of HIV Clinical Care
Fay Barrett, MPH, Senior Director of Support Services
Karen Brady, Director of Planning & Development
Isabel Danvers, Director of Medical Records
Michael Fagan, MPP, Senior Director of External Relations
Adam Fleming, Senior Director of Information Technology
Joel Freyer, MPA, Director of Facilities
Meredith Gentes, FNP-BC, CDE, Director of Care Management
Constance Jones, MBA, Director of Billing
Lydia Radziul, LCSW, MFA, Director of Mental Health Services
Helene Rosenhouse-Romeo, MPH, RD, CDN, CLC,
Director of Nutrition & WIC
Robert Tasca, DDS, Director of Dental Services & Radiology
Lydia Yeager, DNP, MSM, RN, CPNP-PC,
Director of School-Based Health
Nitriisha Zhang, MBA, Controller

Ryan Health | West 97th Street

Samuel Bartels, Executive Director
Rashanna Lynch, MD, FAAFP, Medical Director

Ryan Health | Women & Children's

Valentine Hernandez, MHA, Executive 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

Community Health Outreach Program

Charles Shorter, LMSW

School-Based Health Center Program

Lydia Yeager, DNP, MSM, RN, CPNP-PC

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.