



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

2020 Annual Report



Locations

Health Centers

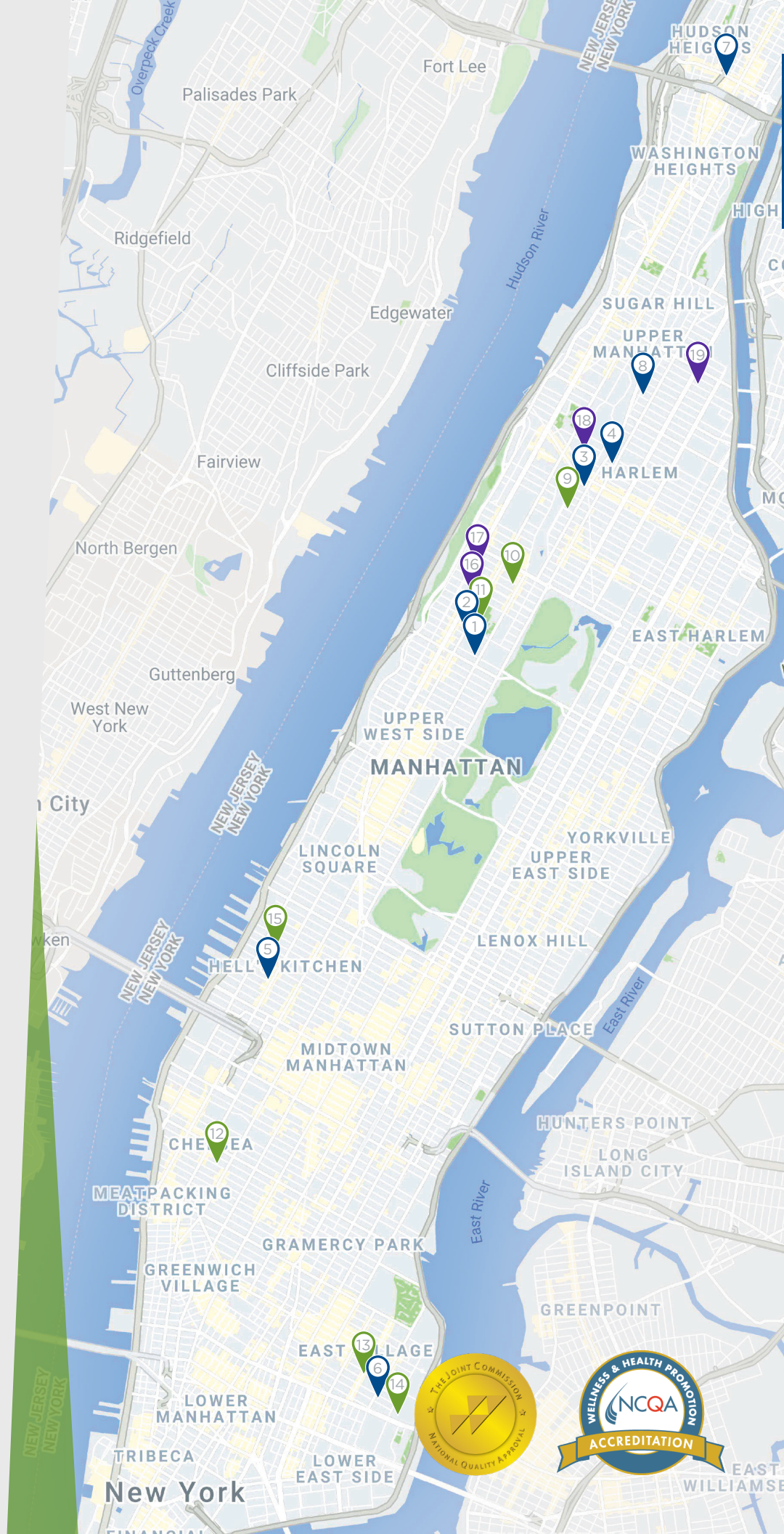
1. **Ryan Health | West 97th Street**
110 W. 97th Street, 10025
2. **Ryan Health | Women & Children's**
801 Amsterdam Avenue, 10025
3. **Ryan Health | Adair**
565 Manhattan Avenue, 10027
4. **Ryan Health | Frederick Douglass**
2381 Frederick Douglass Boulevard, 10027
5. **Ryan Chelsea-Clinton**
645 Tenth Avenue, 10036
6. **Ryan Health | NENA**
279 E. 3rd Street, 10009
7. **Ryan Health | Wadsworth**
154 Wadsworth Avenue, 10033
8. **Ryan Health | Mobile Health Center**

School-Based Health Centers

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

Community Outreach Centers

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



Dear Friends and Supporters

The COVID-19 pandemic transformed 2020 into a year that changed the lives of all of us. At Ryan Health, our commitment to our patients was, and continues to be, unwavering. We kept our doors open throughout the peak of the pandemic, thanks to the enormous dedication of all our staff who exceeded expectations and provided exceptional primary care. We also continued to provide specialty care, prevention, and supportive services to keep our patients healthy.

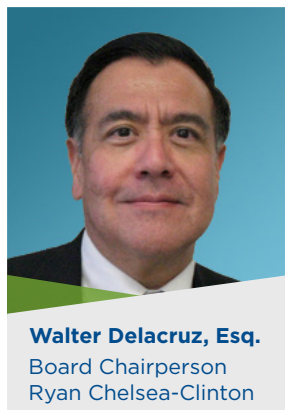
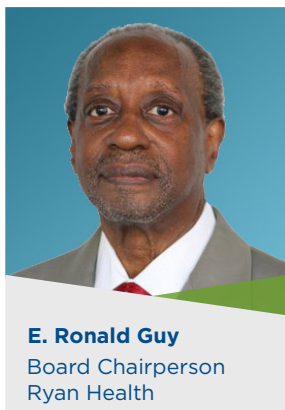
For over 54 years, Ryan Health has continued to meet the needs of vulnerable New Yorkers by providing access to health care services for tens of thousands of patients annually no matter their circumstances. Our priority is to continue to place patients at the center of everything we do, while never losing sight of our founding mission that healthcare is a right, not a privilege.

While things changed so much in our city, we continue to give access to quality healthcare in the communities we serve. In the Fall of 2020, we celebrated the opening of our Wadsworth Center in Washington Heights, our seventh main primary care site. Throughout the pandemic, COVID-19 testing has been available at our sites and at our mobile health center. And since late December 2020, Ryan Health has been designated as a COVID-19 vaccination site by the State of New York. We were one of the first community health centers chosen to receive vaccines directly from the federal agency, the Health Resources and Services Administration (HRSA). This designation increased the supply we receive weekly, with a reliable and steady source.

In the summer of 2020, Ryan Health spoke out strongly against systemic racism, and dedicated an effort to advance diversity, equity, inclusion, and belonging throughout our organization. We prioritized this initiative and ensured that our staff had a voice by creating an ERG, or Employee Resource Group, which is a voluntary, employee-led group that fosters a diverse, inclusive workplace aligned with organizational mission, values, goals, and objectives. Our goal at Ryan Health is to deepen inclusion and provide a space to enhance cultural competency.

Although Ryan Health has faced many struggles alongside the community this past year, our mission continues to stand strong. We believe that health equity is a cornerstone of our society – that's why Ryan Health ensures that access to healthcare for all is a reality in New York City.

Thank you to all of our partners, friends and supporters for your support, dedication and generosity towards Ryan Health in 2020. We look forward to ensuring that Ryan Health is always Here for You, no matter what challenges come your way. Stay healthy and safe.



Ryan Health Services

Health Care

Adolescent Health
Adult Medicine
Behavioral Health
Care Management
COVID-19 Testing
COVID-19 Vaccinations
Dental Services
Diabetes Education
Family Planning
Geriatrics
HIV Services
Laboratory Services
MAT (Medication Assisted Treatment)
Medical Specialties
Nutrition
Pediatrics
Pharmacy Plan for Under/Uninsured
Population Health
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."

"I was pleased to see the doctor wearing a mask, especially with the outbreak going on, and I was happy to see them checking people at the door. I've liked that each time I come here, my PCP spends a good amount of time with me, listening and explaining things. The longer I can stay in the (exam) room with them, the more accomplished my visit feels and the safer I feel in their hands, knowing that we've talked over everything."

— Ryan Chelsea-Clinton Patient



For over 53 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, including staying open throughout the COVID-19 pandemic. More recently, Ryan Health is one of the community health centers selected by Health Resources and Services Administration (HRSA) to receive COVID-19 vaccines and ensure underserved communities and those disproportionately affected by COVID-19 are equitably vaccinated against the novel coronavirus. Throughout good and tough times, we continue to connect patients to the services they need and serve as a trusted source of quality healthcare.

Core Values

At Ryan Health We...



Care
for patients



Commit
to the mission



Collaborate
with the team

Patient Demographics

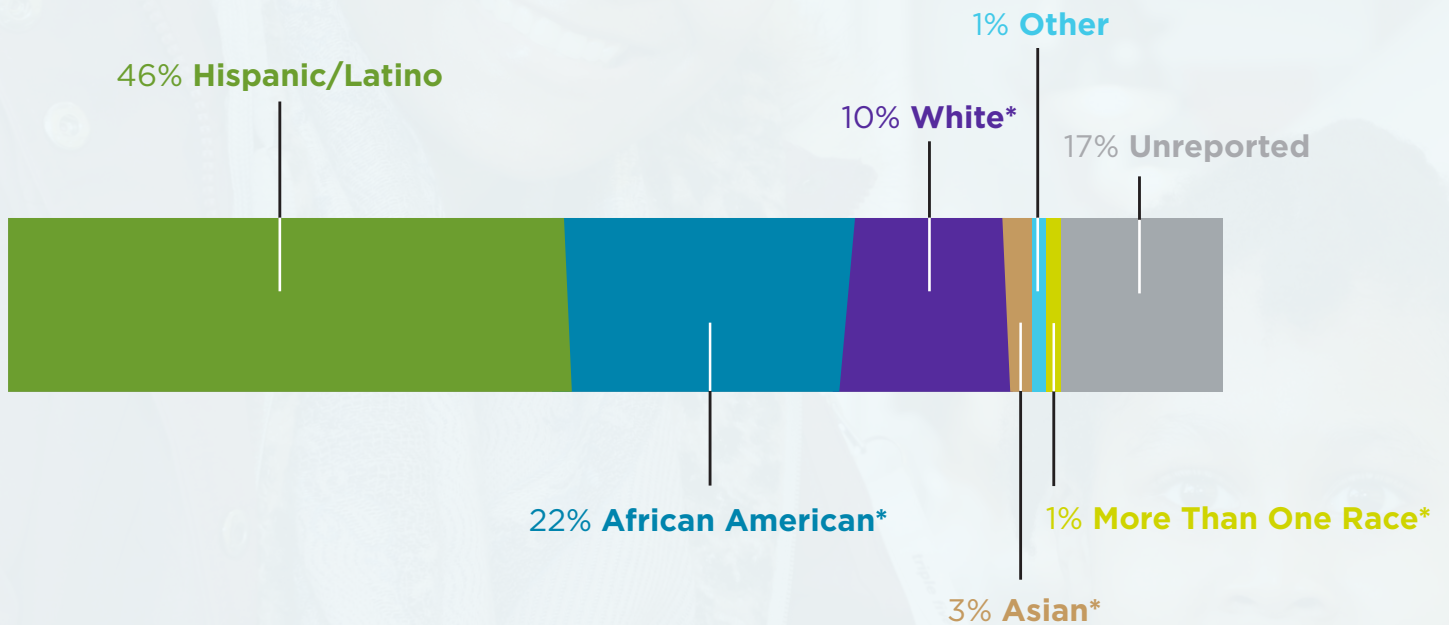
Number of
Patients

43,881

Number of
Patient Encounters

191,732

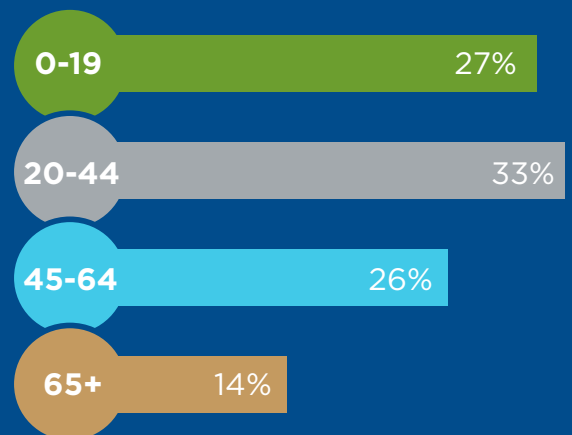
Ethnicity



Poverty Level



Age Distribution



2020 Highlights



COVID-19 Response

Since COVID-19 arrived in our communities in March of 2020, Ryan Health has been effectively responding to the pandemic with staff working tirelessly to provide quality care to patients. The health centers remained open throughout the outbreak, conducting universal screenings to check patients, visitors, and staff for COVID-19 symptoms. Leadership instituted an Emergency Preparedness COVID-19 Outbreak Plan and continuously monitored developments. Utilizing all necessary PPE and safety measures, the health centers provided COVID-19 diagnostic and antibody testing for patients at all sites. Ryan Health quickly ramped up its telehealth capacity and providers continued to deliver primary care, behavioral health, and essentially all other clinical services, remotely, to decrease patients' risk for community transmission. In April, Ryan Health|Frederick Douglass, located in Central Harlem, transitioned to a NYS Department of Health COVID-19 testing site, providing access to testing for thousands of vulnerable residents. In December, Ryan Health began administering COVID-19 vaccines and has provided over 33,000 doses to patients and community members with 92% fully vaccinated, to date.

Population Health

Ryan Health serves patients that have complex health conditions and experience social determinants of health that create barriers to care. To better serve these patients, Ryan created a new clinical department focused solely on Population Health Management. Pop Health, as it is known, promotes innovation through collaborative approaches and aims to ensure a continued focus on improving clinical quality, while reducing cost and inefficiencies. Pop Health includes care management, peer outreach, care coordination, WIC and nutrition services, and clinical quality improvement. By integrating these functions within Pop Health, Ryan Health can better monitor and track how its services impact health on a population basis and adjust service models, as necessary, to ensure that all patients receive high quality care that is tailored to their needs and improves health outcomes.

Wadsworth Opening

Despite the pandemic, Ryan Health completed an important expansion and officially cut the ribbon on its seventh neighborhood-based primary care center in Manhattan. Ryan Health | Wadsworth brings quality, affordable health care to residents in the Washington Heights, Inwood, and other northern Manhattan neighborhoods. Opening its doors on October 15, 2020, Wadsworth provides access to a full range of health services, including primary care, pediatrics, women's health, sexual and reproductive health, and HIV/AIDS prevention and care where they are needed most. Washington Heights has the greatest unmet need for health care in Manhattan, with disproportionately high rates of diabetes, cardiovascular disease, and cancer.



“Ryan Health is committed to providing high-quality healthcare for the communities we serve and to advancing diversity, equity, inclusion, and belonging throughout our health centers.”

—Jeanne Carey, MD. Chief Medical Officer, Infection Control Officer



We Thank Our 2020 Supporters



\$1,000,000 and Over

Afia Foundation

DHHS, HRSA

Bureau of Primary Health Care
Coronavirus Aid, Relief, and Economic Security (CARES) Act

Mount Sinai Health System

NYC Department of Health and Mental Hygiene

Vaccines for Children Program

NYC Department of Health

Women, Infants, and Children (WIC) Program

\$100,000 to \$999,999

Anonymous

BNY Mellon COVID-19 Testing

Delta Dental Community Care Foundation COVID-19

DHHS, HRSA

Coronavirus Supplemental Funding for Health Centers

Expanding Capacity for Coronavirus Testing

HIV/AIDS Bureau

Ryan White HIV/AIDS Program
COVID-19 Response

Direct Relief

COVID-19 Response Fund for Community Health

Abbott Laboratories COVID-19 Community Health

Federal Communications Commission COVID-19

Telehealth Program

New York City Council

NYC COVID-19 Response and Impact Fund

NYC Department of Health

AIDS Institute

School-Based Health Program

Robin Hood Foundation

Robin Hood Relief Fund

\$20,000 to \$99,999

The George Link, Jr. Foundation

Brian and Dina McIndoe

Mother Cabrini Health
Foundation COVID-19

NYC Office of Addiction
Services and Supports
TD Charitable Foundation

\$5,000 to \$19,999

Affinity Health Plan

DentaQuest COVID-19 Dental Care Fund

The Fan Fox & Leslie R. Samuels Foundation
COVID-19

Fidelis Care New York

Gilead Sciences, Inc.

Healthfirst

The Hyde and Watson Foundation

\$1,000 to \$4,999

ahma Rx

Cigna

Walter Delacruz

Esco Drug Co, Inc.

Din Eshanov

Helen Karl Charitable Trust

Rosalie Norma Kaufman

Littler Mendelson P.C.

Loisaida Rx, Inc.

Ronnie Lowenstein

Nixon Peabody LLP

Melissa Schwartz

Thriftway Pharmacy

Westchester Community Foundation

Roger Perry Memorial Fund

Michael Wolf

Under \$1,000

Abbvie

Almaz Ahmed-Falol

Arthur J. Gallagher & Co.

Azara Healthcare

J. Barnett

Daniel J. Baxter, MD

Darice Birge

Sarah Boucher

Karen Brady

Jeanne Carey, MD

Harriet Chan King

Philip Chen

Janice Cimberg Fried

Classic Systems, Inc.

Barbara Cohen

Credit Suisse
Americas Foundation

Alberto Diaz

Lucille Dolloway

Lois Dorman

Kaitlyn Dougherty

Jessica Ecker

Edelman Sultan Knox

Wood Architects, LLP

Justina Foster

Joel Freyer

Jonathan Fried

Hal Gilenson

Merissa Goodstein

Margaret Gramins

E. Ronald Guy

Juli Harkins

Jose A. Hernandez

Polly Ryan and Jay Hoffer

Paul Horan

Gwendolyne Jack

Melissa Janae

Jaime Khemraj, MD

Jerome and Dorothy

Kretschmer

Matt Kupchin

Loisaida Rx, Inc.

Hope Mason

Barbara Masters

Elisabeth McDuffie

Meryl Mermelstein

Maureen Montegari

Scott Morgan

Stanley Newman

PAR Plumbing Inc.

Park West Village

Tenants Association

Lisa Perry

Dan Pichinson

Jack and Barbara Rennert

Carmelo Cruz Reyes

Helene Rosenhouse-Romeo

Leonardo Ruiz

Karen Schineller

Forbes Sealey

Valeria Spann

Studio Ground Up

Ana Taras

Robert Tasca

Tietjen & Venegas Consulting

Engineers, PLLC

Jennifer Vermeulen

Pat Wang

Samuel Ware

Robert Weil

Michael Wolf

Works-in-Progress Associates

Nitriha Zhang

COVID-19 Gifts In-Kind

Jesse Armstrong

Atta Inc.

Direct Relief

Fidelis Care

Front Lines & Families Fund

Healthfirst

John Lee, R.Ph.

MassMutual

NYC Council Member

Carlina Rivera

NYC Senator Brad Hoylman

Pearl River Mart

sweetgreen

Tom's of Maine

Carol and Michael Weisman

2020 Financials

Ryan Health
Consolidated Financial Information
Operating Revenue & Expenses
 Fiscal Year Ended December 31, 2020

Ryan★Health

Ryan★Chelsea-Clinton

REVENUES

▶ Patient Service Revenue	36,742,738	15,026,609
▶ Grant & Contract Services	21,072,736	4,461,115
▶ Other	9,175,067	1,279,099
TOTAL NET REVENUE	\$ 66,990,541	\$ 20,766,823

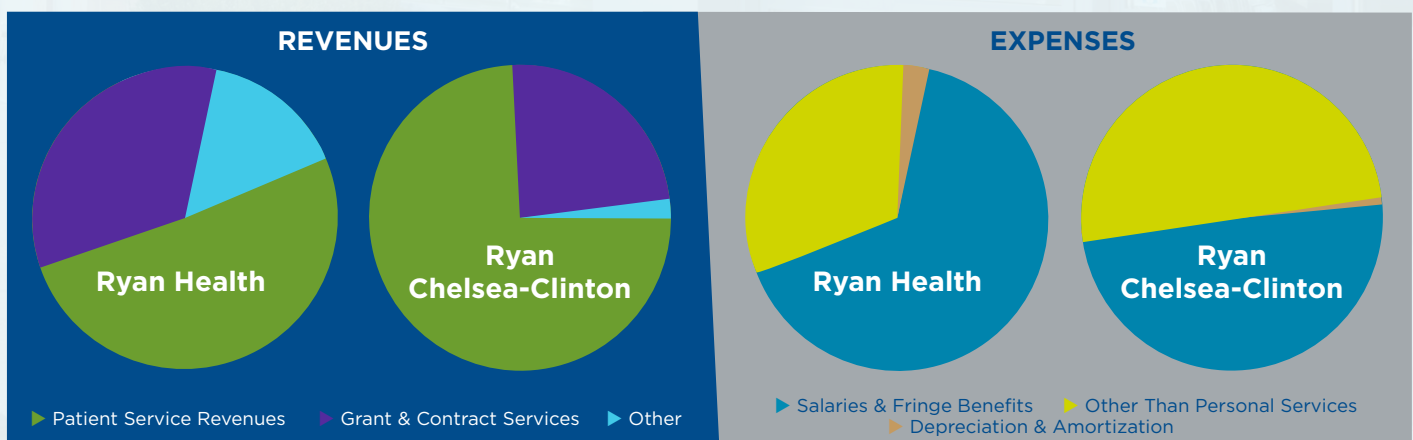
EXPENSES

▶ Salaries & Fringe Benefits	43,697,264	8,624,492
▶ Other Than Personnel Services	19,559,692	7,775,412
▶ Depreciation & Amortization	3,196,884	394,174
TOTAL EXPENSES	\$ 66,453,840	\$ 16,794,078
Change in Unrestricted Net Assets	\$ 536,701	\$ 3,972,745

TOTAL NET ASSETS as of December 31, 2020

\$ 29,630,927

\$7,675,508



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

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Hope L. Mason, MPA
Arnaldo Barron, Honorary Member
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Ryan Health

Senior Leadership

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Jeanne Carey, MD, Chief Medical Officer
Joel Freyer, MPA, Director of Facilities
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

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Fay Barrett, MPH, Senior Director of Support Services
Karen Brady, Director of Planning & Development
Isabel Danvers, Director of Medical Records
Jessica Ecker, Director of Major Gifts
Michael Fagan, MPP, Senior Director of External Relations
Jemima Fernandez, Director of Human Resources
Adam Fleming, Senior Director of Information Technology
Meredith Gentes, FNP-BC, CDE,
Senior Director of Population Health
Constance Jones, MBA, Director of Billing
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Director of Nutrition & WIC
Dorothy Saunders, Director of Patient Services
Robert Tasca, DDS, Director of Dental Services & Radiology
Darrick Whitley, Director of Prevention & Support Services
Lydia Yeager, DNP, MSM, RN, CPNP-PC,
Director of Care Management and
Director of School-Based Health
Nitriisha Zhang, MBA, Controller

Ryan Health | West 97th Street

Samuel Bartels, Executive Director
Rashanna Lynch, MD, FAAFP, Medical Director
Denise Fontanez-Rodriguez, Deputy Director

Ryan Health | Women & Children's

Valentine Hernandez, MHA, Executive Director
Brooke A. Trenton, MD, Medical Director
Fernando Soto, Deputy Director

Ryan Health | NENA

Leslie Pargament, MBA, Executive 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

Ryan Health | Wadsworth

Samuel Bartels, Executive Director
Kesia Rodriguez, MBA, Practice Administrator

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



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