

"HEALTHCARE IS A RIGHT, NOT A PRIVILEGE."

WILLIAM F. RYAN

COMMUNITY HEALTH NETWORK



2014 ANNUAL REPORT

LOCATIONS

Community Health Centers

1. William F. Ryan Community Health Center
110 West 97th Street, 10025
2. Ryan Women and Children's Center
801 Amsterdam Avenue, 10025
3. Ryan-NENA Community Health Center
279 East 3rd Street, 10009
4. Ryan/Chelsea-Clinton
Community Health Center
645 Tenth Avenue, 10036
5. Ryan/Thelma C. Davidson Adair
Community Health Center
565 Manhattan Avenue, 10027

School-Based Health Centers

6. Middle School 54, Booker T. Washington
103 West 107th Street, 10025
7. Edward A. Reynolds West Side High School
140 West 102nd Street, 10025
8. Public School 64
600 East 6th Street, 10009
9. Public School 180/Hugo Newman College Prep
370 West 120th Street, 10027
10. Public School 188/Island School
442 East Houston Street, 10002
11. Public School 11/Middle School 260
320 West 21st Street, 10011

Community Outreach Centers

12. Regent Family Residence
2720 Broadway, 10025
13. West End Intergenerational Residence
483 West End Avenue, 10024
14. Convent Avenue Living Center
22 Convent Avenue, 10027
15. The Bridge
248 West 108th Street, 10025
16. Ryan Network Mobile Medical Van



DEAR FRIENDS & SUPPORTERS

2014 was a year of opportunity and accomplishment at the William F. Ryan Community Health Network. Within a health care environment undergoing great transformation, the Ryan Network remained focused on our extraordinary commitment to patient care. It was our 47th year as a premier provider of community health services for medically underserved New Yorkers. Over 200,000 patient encounters took place across the Ryan Network, with each of our sixteen sites fully engaged in meeting the complex needs of their communities.

Our flagship site, the William F. Ryan Community Health Center, served the highest volume of patients in 2014, with the greatest health care needs. Its major activities included the integration of behavioral health services into the primary care setting using a collaborative care model. Through the provision of universal screenings, evidenced-based practices, and short-term behavioral health services, Ryan is committed to offering a higher level of patient care.

Network-wide, the majority of visits were for primary care, followed by dental, mental health, and vision care. Asthma, diabetes, and hypertension were the most persistent health conditions experienced by the populations served. The Network provided care for close to 15,000 children and adolescents in addition to over 400 new or expectant mothers. These services were provided at our state-of-the-art Women and Children's Center as well as Ryan/Chelsea-Clinton, Ryan-NENA, and at our six School-Based Health Centers.

At Ryan/Adair, Central Harlem's older residents benefitted from the services of a grant-funded geriatrician and social worker to address mental health needs. Meanwhile, the Ryan Mobile Medical Van traversed Manhattan providing vital outreach and education to thousands of New Yorkers, including young men and transgender youth at highest risk for contracting HIV/AIDS. Across the Network, over 2,500 vulnerable homeless men and women, all with critical needs, received both medical care and mental health services.

In 2014, Ryan was deeply involved in significant health care reform initiatives. We began participating in the state's Delivery System Reform Incentive Payment (DSRIP) program, joining two Preferred Provider Systems: the Mount Sinai Hospital System PPS and the NYC Health and Hospitals Corporation's OneCity Health. And as the Affordable Care Act continued to reshape health care, Ryan's staff helped thousands of uninsured patients by providing information to help determine insurance eligibility, as well as enrollment assistance.

Today, given the strength and stability of the Ryan Network, our strong leadership, and the expertise of our many skilled providers, we are poised to continue to ensure that high quality health care is a right for all New Yorkers and not a privilege for just a few. On behalf of the William F. Ryan Community Health Network, we thank you for your continuing support of our mission and look forward to completing our 48th year of service with new goals achieved and many more lives touched. ■



E. Ronald Guy
Board Chairperson
William F. Ryan CHC



Walter Delacruz, Esq.
Board Chairperson
Ryan/Chelsea-Clinton
CHC



Brian McIndoe
President & CEO
William F. Ryan Network



Patient Demographics:

Number of Patients	.46,640
Number of Patient Encounters	.203,526
Gender	
• Male	.43%
• Female	.57%
Ethnicity	
• Hispanic/Latino	.46%
• Black/African American	.25%
• White	.13%
• Asian	.3%
• Other	.1%
• Unknown	.12%

HEALTHCARE IS A RIGHT, NOT A PRIVILEGE.



Age Distribution	
• 0-19	.33%
• 20-44	.33%
• 45-64	.24%
• 65 and older	.10%
Federal Poverty Level	
• < 100%	.83%
• 101-200%	.7%
• > 200%	.9%
• Unreported	.1%
Payor Source	
• Medicaid	.57%
• Uninsured	.19%
• Medicare	.12%
• Private	.11%
• Other Public	.1%

OUR MISSION

The William F. Ryan Community Health Network 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.

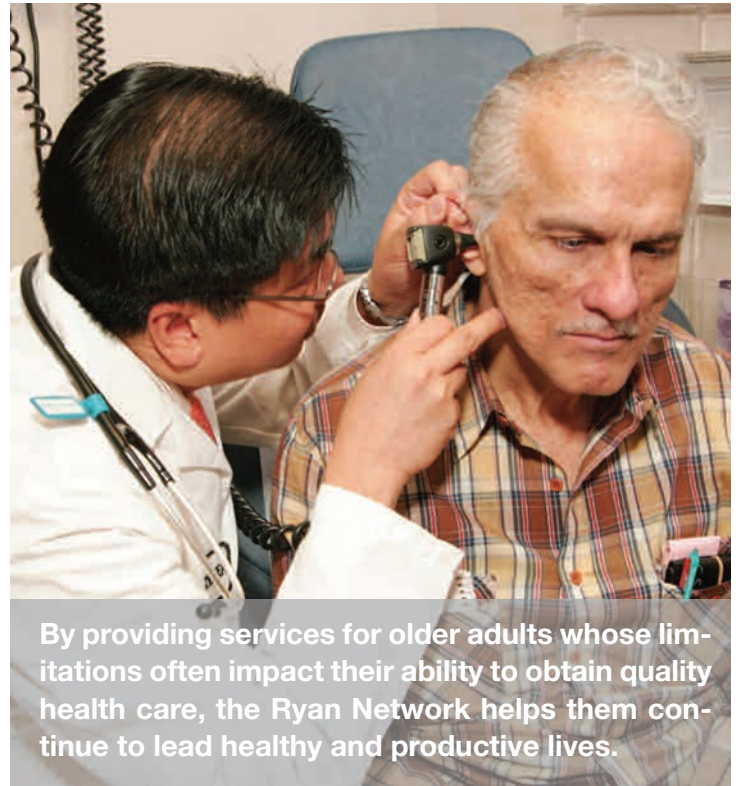
Our Vision

The health centers that comprise the Network are committed to maintaining their roles as essential community-based providers and leaders in the Community Health Center movement. As a team of dedicated individuals, the staff of the Ryan Network are responsive to the needs of the community and continually enhance and improve services in order to ensure the highest quality of care.

Who We Serve

An instrumental advocate for the Ryan Network's founding in 1967, and its namesake, the late Congressman William F. Ryan asserted that, "Healthcare is a right, not a privilege." For almost fifty years, this imperative has continued to guide the Network in its provision of high quality health care services to the most underserved and medically needy individuals and families in the community.

The Ryan Network's service areas are characterized by great ethnic, cultural, and racial diversity and include a majority of Hispanic, African American, Caribbean, and East African New Yorkers, many of whom are recent immigrants. Ryan Network services impact some of the poorest neighborhoods in Manhattan — Washington Heights, Central Harlem/Morningside Heights, the Manhattan Valley

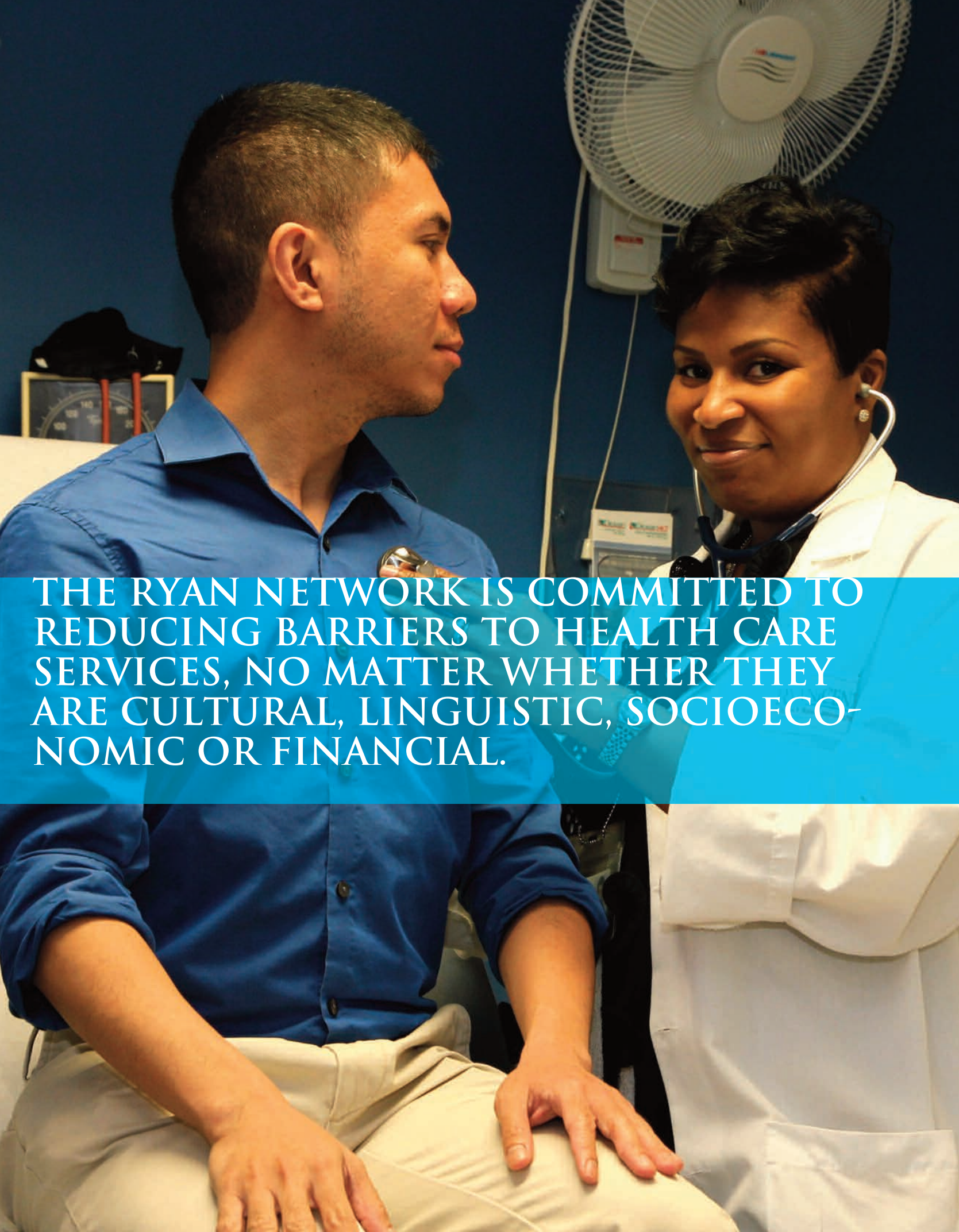


By providing services for older adults whose limitations often impact their ability to obtain quality health care, the Ryan Network helps them continue to lead healthy and productive lives.

and the Lower East Side — areas where people with the greatest health care needs live.

In 2014, 90 percent of our patients lived at or below 200 percent of the federal poverty level — 57 percent received Medicaid; 12 percent received Medicare; 11 percent had private insurance; and 19 percent were uninsured. A total of 203,526 patient encounters were provided across the Ryan Network's five main health centers, six school-based sites, four community outreach locations and via our mobile medical van. Serving close to 47,000 patients, the Ryan Network proudly provided high quality primary care and specialty services to disadvantaged men, women and children across New York City. ■

A Special Thank You: *In 2014, we said farewell to our longtime President & CEO, Barbra E. Minch, who led the William F. Ryan Community Health Network for 35 years. Barbra served as a committed and compassionate Chief Executive and steered the Ryan Network through challenging and prosperous years. Her many accomplishments included significant expansion into new neighborhoods, construction of state-of-the-art facilities, and greater access for vulnerable populations.*



THE RYAN NETWORK IS COMMITTED TO REDUCING BARRIERS TO HEALTH CARE SERVICES, NO MATTER WHETHER THEY ARE CULTURAL, LINGUISTIC, SOCIOECONOMIC OR FINANCIAL.

SERVING OUR COMMUNITIES

In 2014, the Ryan Network was re-accredited by The Joint Commission, a nationally-recognized evaluator, signifying that we maintain the highest standards of quality patient care. As a Level 3, NCQA Patient-Centered Medical Home, the Ryan Network is also committed to attaining and sustaining the Institute for Healthcare Improvement's "Triple Aim:" improving the health of the defined population, enhancing the patient care experience, and reducing or controlling the cost of care.

The Ryan Network maintains these high standards thanks to the dedication of its leaders, providers, and staff, as well as the mutual respect and support from the communities we are privileged to serve.

Our communities experience an ongoing need for services to address persistent barriers to health care, especially poverty and a lack of health insurance. Fortunately, with the arrival of the *Affordable Care Act*, low-income residents in our service area are now able to access medical coverage. To assist patients, the Ryan Network dedicates staff to educate and enroll the uninsured in Medicaid, CHIP or an ACA plan through the NYS Health Exchange. In 2014, we assisted over 4,000 uninsured individuals and enrolled more than half into Health Exchange insurance plans.

Patient Navigators & Care Management

Though a greater number of uninsured New Yorkers are now enrolling in insurance plans, many of them are still disconnected from the health care system. Many individuals, including Medicaid beneficiaries, have no relationship with a primary care provider. To connect more people to primary care services, the Ryan Network is committed to in-



The Ryan Network is dedicated to addressing inequalities in health care that contribute to increased risk for preventable illness and poor health outcomes in the communities we serve.

creasing access to care, improving the patient experience, and engaging patients in their own health and wellness.

One of the ways the Ryan Network is engaging patients is through its Patient Navigation Program. Patient navigators are making a significant difference by involving patients, especially those with chronic conditions, in their own health and wellness. This is especially vital since more than half of New Yorkers are either obese or overweight, putting them at higher risk for stroke, heart disease, and Type 2 diabetes – leading causes of preventable death. By providing care management support, encouraging patients to reach self-management goals, and promoting health literacy, our patient navigators are improving health outcomes.

Connecting with Our Patients

The Ryan Network continues to leverage technology to better serve our patients. In 2014, we enhanced our web-based *MyCare Portal* and smartphone mobile app, so patients can easily schedule appointments, request medication refills, view lab results or message their physicians 24 hours a day, 7 days a week. We also launched our Patient Support Center, employing bilingual patient service representatives and a dedicated triage nurse to provide quick answers to our patients' questions. Patient Service Representatives also respond to e-messages via the *MyCare Portal* and *eClinical Works*, further streamlining communications throughout the Ryan Network. ■

Our Executive Directors:



William Murphy
Ryan/Chelsea-
Clinton CHC



Charles Shorter
Ryan/Thelma C.
Davidson Adair CHC



Leslie Pargament
Ryan-NENA CHC

RYAN NETWORK SERVICES



Health Care Services:

Adolescent Health
Adult Medicine
Behavioral Health
Care Management
Dental
Geriatrics
HIV Services
Insurance Eligibility Assistance
Laboratory Services
Medical Specialties
Nutrition
Pediatrics
Radiology & Sonograms
Special Pharmacy Plan for Under/Uninsured
Transportation when Medically Indicated
Vision Services
WIC Program (Women, Infants & Children)
Women's Health

Community Outreach Services:

Homeless Health
Prevention, Education & Outreach
Reach Out and Read
School-Based Health
Speakers Bureau

QUALITY CARE FOR VULNERABLE NEW YORKERS

Primary Care Services

As Federally Qualified Health Centers, Ryan Network sites are committed to offering affordable, high quality, primary care services and programs that are at the heart of the Community Health Center movement. We strive to meet the needs of some of the city's poorest neighborhoods that bear a disproportionate burden of illness and premature mortality. As a leading provider of primary care in New York City, the Ryan Network seeks to eliminate social, economic, and racial disparities in health and develop efficient, effective systems to meet the needs of patients.

From adult medicine, women's health and geriatrics to pediatrics and adolescent health, and from behavioral health and supportive services to vision services and dentistry, the Ryan Network provides access to the full range of primary health care services designed to increase the health and well-being of New Yorkers.

Prevention, Education, And Outreach

As a leading provider of comprehensive, community-based HIV prevention, care, and treatment services, the Ryan Network is committed to ensuring greater access to HIV and Hepatitis C testing, linkage to care, and PrEP and PEP

prevention strategies. We also conduct extensive outreach and education for lesbian, gay, bisexual, and transgender individuals with a special focus on homeless youth.

Behavioral Health Services

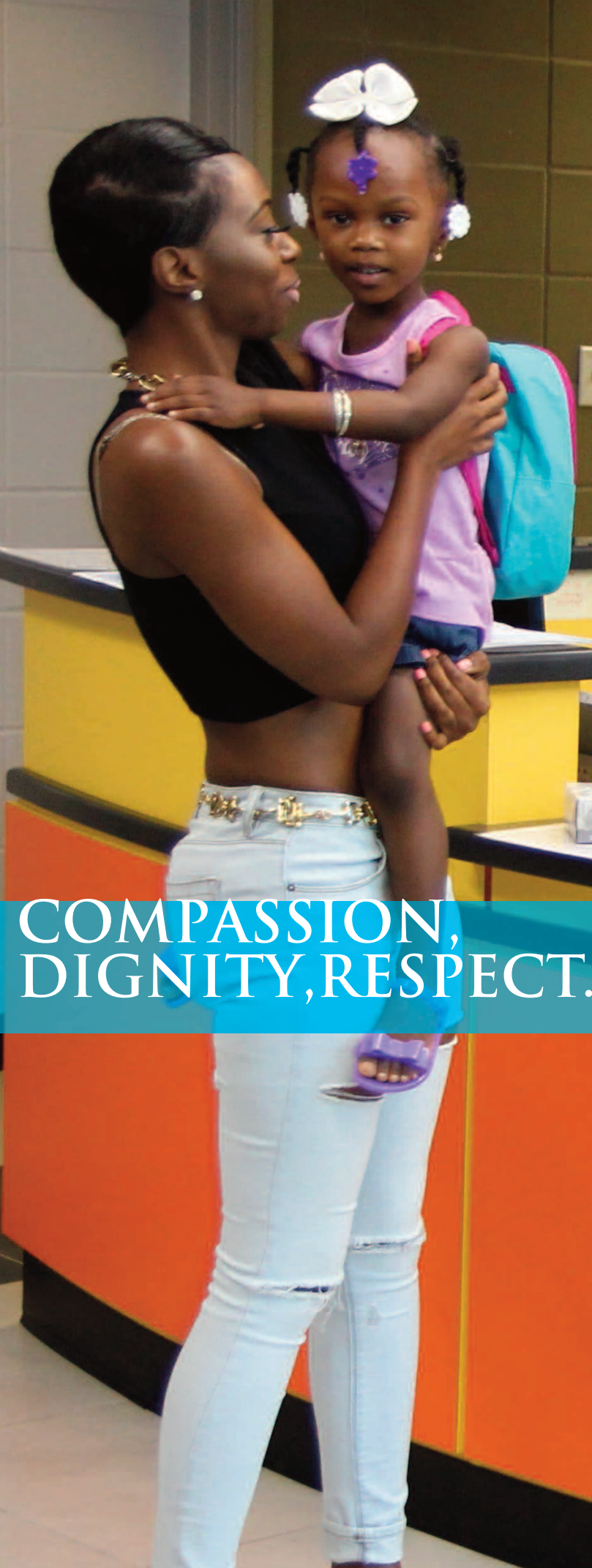
The Ryan Network provides comprehensive behavioral health services including psychosocial and psychiatric assessment; individual, group, and family treatment; psychopharmacology; verbal therapies; and crisis intervention. We collaborate in behavioral health partnerships that benefit our patients including our Psychiatry Residency Program, which provides psychiatric consultation within the primary care setting and serves as a resource for our Behavioral Health Integration team.

Helping The Homeless

The Ryan Network's Community Health Outreach Program provides coordinated, comprehensive, and case managed primary care services for vulnerable hard-to-reach homeless populations. Working closely with the NYC Department of Homeless Services and other organizations, Ryan Network staff provides essential clinical care and services to vulnerable men, women and children. ■



Vision services are an essential component of good health. The Ryan Network promotes regular eye exams for all its patients — especially for older adults — to maintain eye health and for the early detection of conditions that may impair vision.



COMPASSION,
DIGNITY, RESPECT.

Ryan Network 2014 Supporters

\$1,000,000 AND OVER

DHHS, HRSA
- Bureau of Primary Health Care
- HIV/AIDS Bureau
Public Health Solutions
NYC Department of Health & Mental Hygiene
- Vaccines for Children Program
NYS Department of Health
- AIDS Institute
- School-Based Health Program
- Women, Infants, and Children Program

\$100,000 TO \$999,999

Afia Foundation
ConEdison
DHHS, SAMHSA
Health Research, Inc.
Hispanic Federation
Mount Sinai Health System

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St. Luke's Roosevelt Hospital Center

\$5,000 TO \$9,999

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Community Eye Care Associates
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Fund for Public Health in New York
HealthPlus Amerigroup
Lutheran Medical Center
Metropolitan Jewish Health System
New York City Health and Hospitals Corporation (HHC)
Quest Diagnostics
TD Bank
West Side Radiology Associates

Special thanks to our many friends, too numerous to list here, that supported the Ryan Network with contributions under \$5,000.

Boards of Directors

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Leadership

Brian McIndoe, *President & CEO*,
William F. Ryan Community Health Network
William Murphy, *Executive Director*,
Ryan/Chelsea-Clinton Community Health Center

FINANCIALS

Consolidated Financial Information Operating Revenue & Expenses Fiscal Year Ended December 31, 2014

William F. Ryan Community Health Center

Ryan/Chelsea-Clinton Community Health Center

REVENUES

DHHS Grants & Contract Services	17,059,224	1,747,431
Patient Service Revenue	26,219,107	7,582,161
Fundraising	102,592	11,273
Other	1,265,746	104,577
Total Net Revenue	\$44,646,669	\$9,445,442

EXPENSES

Program Expenses:

Salaries & Fringe Benefits	22,721,076	4,024,152
Other Than Personnel Services	9,715,124	2,055,297
Depreciation & Amortization	2,302,048	369,834
Sub-Total Program Expenses	\$34,738,248	\$6,449,283

General & Administrative Expenses:

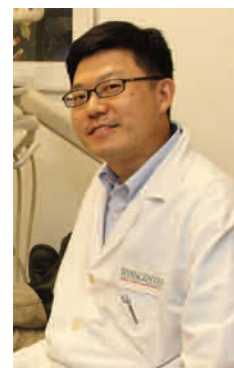
Salaries & Fringe Benefits	5,866,714	745,920
Other Than Personnel Services	2,467,092	1,164,986
Depreciation & Amortization	406,244	92,458
Sub-Total G&A Expenses	\$8,740,050	\$2,003,364

Total Expenses	\$43,478,298	\$8,452,647
Change in Unrestricted Net Assets	\$1,168,371	\$992,795

Total Net Assets as of December 31, 2014	\$40,008,177	\$(1,040,146)
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The Ryan Network is committed to the fiscal viability and credibility of its operations. The audited financial statement has been prepared by an independent firm in accordance with generally accepted auditing standards and based on the financial statements of the William F. Ryan Community Health Center and the Ryan/Chelsea-Clinton Community Health Center. With guidance from its Boards of Directors, the Ryan Network continually makes investments in programs, initiatives, and capital projects to fulfill its mission and meet the needs of the communities it serves. Based on sound financial management practices and prudent investments, the Ryan Network is able to maintain quality programs, develop new approaches to primary care delivery, and provide an environment that is consistent with federal and state regulations.

WWW.RYANCENTER.ORG



William F. Ryan Community Health Network
110 W. 97th Street, New York, NY 10025

Call 212-316-7944 for more information
on specific projects or programs.