



**2021
ANNUAL
REPORT**



Eliminating Barriers

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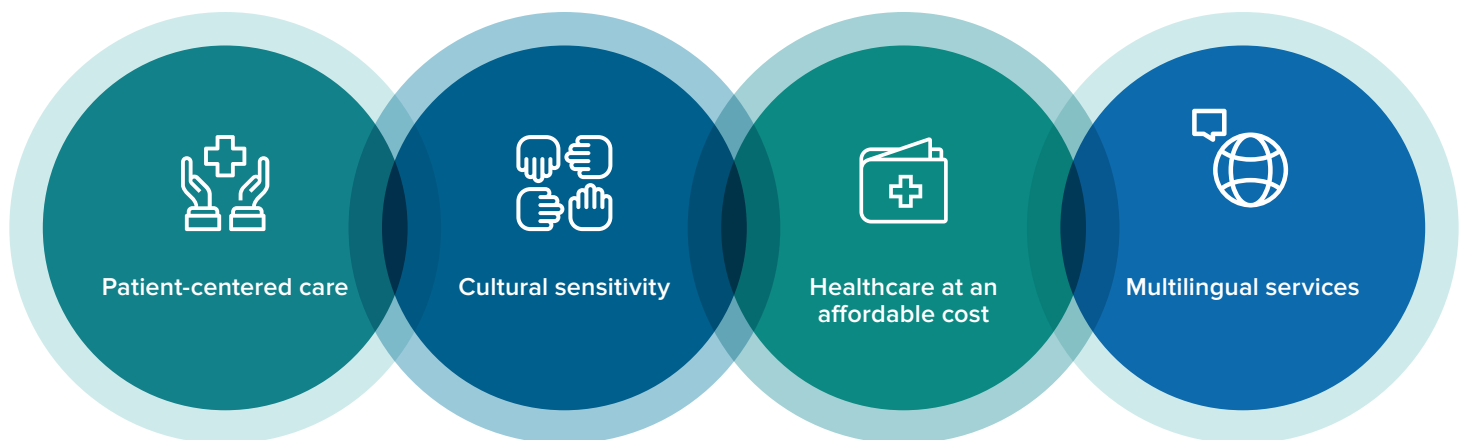
Elevating Care



Our Mission

Charles Evans Center, Inc. ■ A Federally Qualified Health Center (FQHC)

The mission of Charles Evans Center (CEC) is to provide access to high-quality and comprehensive medical, dental, and behavioral health care to improve the well-being and quality of life of individuals who have historically been medically underserved. Charles Evans Center's unique approach to healthcare includes:



Our services aim to help improve the well-being of our local communities by ensuring community members do not have to postpone or forgo medical services they need. Given our commitment to offering affordable care, members of our local communities can receive timely care for health issues, routine medical exams and tests for optimal health.

Overseen by culturally sensitive, credentialed healthcare staff, our patient-centered approach and high-quality primary and specialty services are provided regardless of a patient's background or ability to pay.



“Grateful for our patients, who entrust their healthcare to CEC, and for our employees, volunteers and benefactors.”

Message From the Chairperson of the Board of Directors

Looking back at 2021, I feel proud that the Charles Evans Center (CEC) has endured and thrived during the second year of the COVID-19 pandemic.

The pandemic has tested the limits of CEC as well as the patients and clients we serve. The teamwork, optimism and unwavering dedication of our Board of Directors, administrators, professional staff, and support staff empowered CEC to continue to focus on its priority to deliver quality medical, dental, and behavioral healthcare to those we serve.

In 2021, CEC continued to meet the health needs of the communities we serve. This was accomplished by our ability to provide:

- COVID-19 vaccinations and boosters to CEC patients as well as community members.
- Telehealth or in-person visits so that people could access healthcare in a manner that is most convenient to them.
- Additional behavioral health support through Project Hope for those who were emotionally impacted by their own or their family members' COVID-19 experiences including illness, death, or social isolation.
- In-person services for people in need of dental care.

In August 2021, CEC was able to hold its Care with Excellence & Compassion Dinner which was rescheduled from 2020 due to the pandemic. The dinner was CEC's first fundraising event, and through the generosity of those who attended we raised \$46,000. Also, as part of its professional outreach commitment, CEC held its 3rd Annual Conference on Promoting Brain Health via Zoom. The conference was well received by the 150 health professionals in attendance. The Board of Directors congratulates Dr. James R. Dolan, Jr., Executive Director, on being chosen as the 2021 recipient of the LI Business News Executive Circle Award. This award is in recognition of Dr. Dolan's leadership skills, integrity, values, vision and commitment to excellence.

The Board of Directors is thankful for our dedicated staff, our patients, and our community benefactors for helping us withstand the challenges of 2021, and we look forward to a fulfilling year in 2022.

Anne Emmerson, EdD
Chairperson



“We take to heart the fact that each person served is someone’s family member or loved one.”

Message From the Executive Director

The year 2021 was another remarkable year for the Charles Evans Center (CEC).

In addition to the wealth of medical, dental and behavioral health services that are available in our Bethpage and Hauppauge locations, we are now also offering:

- **Primary Medical and Dental Care in Glen Cove** – Family Medicine and a range of dental services can now be easily accessed by the residents of the City of Glen Cove and surrounding communities.
- **Health Home Plus Care Management** – People who have fallen through the cracks of the health care system can use this service to assure that they receive timely access to the appropriate type of community-based care.
- **Crisis Counseling through our Project Hope Program** – The effects of the pandemic have dramatically increased the need for mental health care, and our Project Hope program has played a key county-wide role in the delivery of crisis counseling and referral services for ongoing support.
- **Tele-behavioral Health** – Many in need of mental health treatment cannot travel to their appointments, therefore CEC has made psychiatric and mental health counseling services available with the use of audio-visual technology.
- **Tele-medicine** – For people who are unable to see their medical provider in person, CEC has also put measures in place so that one can receive a physical exam/treatment from their home.

To further promote ease of access to care, in year 2022 we plan to provide “Open Access/Walk-In” services at our Bethpage location; we look forward to adding children and adolescents as populations served at our mental health clinic in Glen Cove; and we anticipate receiving grant funding for outreach services and in-person care delivery in the community.

James R. Dolan Jr., DSW, LCSW
Executive Director

2021 Overview

In 2021, Charles Evans Center continued to make a meaningful impact on the communities we serve.

Below are some highlights:

3,668

Patients Served at our
Health Centers

36,019

Total Visits

10,122

Medical and Dental Visits

25,897

Behavioral Health Visits

25,481

Telehealth Visits

Eliminating Barriers and Elevating Care in 2021



In 2021, Charles Evans Center (CEC) made a commitment to “eliminating barriers and elevating care” for the people in the communities we serve by making access to comprehensive healthcare easier to obtain through our initiatives.

CEC is proud to serve the people of Long Island that often are medically underserved. We recognized the needs of our patients and look forward to the new and better ways of “eliminating barriers and elevating care” in the future.

Charles Evans Center Bethpage Launches Call Center

We are proud of the excellent work of the CEC team members that comprise our call center. These staff members are often the first to interact with those we serve. A dedicated team, led by CEC’s Regional Nurse Manager, Nanda Singh, BSN, RN, plays an important role and serves as the first point of contact. The call center was launched in 2021 as a way to serve our patients in a rapid and effective manner.

Our call center responds to nearly 200 calls per day and handles approximately 30,000 calls a year. The call center schedules patient appointments, arranges transportation, and addresses medical records requests.

Charles Evans Center Glen Cove Delivers Primary Medical Care and Family Dental Services

CEC also recognized unmet medical needs in Glen Cove as it prepares to deliver Primary Medical Care and Family Dental Services in 2022. These services will be provided in a new medical suite and will complement our existing Mental Health and Addiction Treatment Services at our Glen Cove location.

CEC Awarded FEMA Grant: “Project Hope” Crisis Counseling for Individuals and Families

In 2021, CEC was awarded a Federal Emergency Management Agency (FEMA) grant by the New York State Office of Mental Health. This program was known as “Project Hope” and it provided crisis counseling and outreach for individuals and

families impacted by COVID-19. Through this initiative, “Project Hope” supported over 6,000 individuals per month by meeting with individuals in the community at schools, places of worship, libraries, community centers, fire houses, daycares, medical offices, veteran organizations, senior centers and vaccination sites. CEC Project Hope Teams offered a friendly smile, words of encouragement, coping strategies, education, quality resources, and helped our community navigate through a challenging pandemic.

CEC Attained Health Home Status and is Providing Care to Individuals with Chronic Conditions

In March of 2021 our Health Home Care Coordination Program attained Health Home Plus status. This special designation was achieved through the support of our Health Home Lead Agency, Northwell Health Home. The Health Home Care Manager provides care coordination services to clients with complex chronic conditions; conditions may include mental illness, social and medical needs. The Health Home Plus Care Manager works to promote independence by assisting clients with understanding and navigating the medical, behavioral and social services systems through the completion of assessments, crisis plans and plan of care. The Care Manager will engage the clients in a person-centered approach to link clients to necessary supports in the community, including member family support, providers and peer services. Ongoing collaboration with community partners, providers and support systems is essential to ensure best health care outcomes.

House Call Visits For Individuals with Developmental Disabilities

To address the unique accessibility barriers the developmental disability community faces, CEC is now able to provide House Call visits for people with intellectual and developmental disabilities that live in Group Home settings. Individuals with a severe disability, on average, have higher rates of chronic diseases compared to the general population – for example, obesity, diabetes, heart disease, and high blood pressure. Doctor house call visits have many benefits for vulnerable

populations. They allow the doctor to get to know patients better by observing them in their own environment. It gives doctors a better idea of treatment procedures that may or may not work. It allows for a better bedside manner because the doctor is focused on one person only rather than a waiting room full of people. By doing this we can provide more individualized and person-centered care.

CEC Offers “Virtual” Practice Enabling Patients to be Treated in their Preferred Location

Charles Evans Center also has a robust “virtual” practice that enables patients to be treated in their preferred location, such as their own home. Virtual visits are available in Primary Care, Neurology, Psychiatry, Addiction Treatment, and Mental Health. We were able to deliver virtual care through Zoom’s healthcare platform with secure text messaging, live chats, video calls, and provide personalized treatment plans to patients that were remotely monitored and individually supported. Our telehealth services provide continuity of care that’s easily accessible and safe.

CEC Launches “Telemedicine” - Patients Treated in their Home

CEC proudly stands at the forefront of advanced healthcare delivery, and as such we expanded our telemedicine services for the safety and convenience of our patients. With the help of new, state-of-the-art mobile tele-diagnostic equipment, CEC clinical staff can be dispatched to a patient’s home. Once there, they can utilize this equipment (mobile doc cart) and connect virtually with a provider in the office to conduct a more comprehensive and precise exam. Some of the new elements of the virtual physical exam include vital signs, cardiopulmonary testing, dermatologic assessments and electrocardiograms.

CEC’s Assertive Community Treatment Team Delivers Comprehensive Services to Individuals with Serious Mental Illness

People with Serious Mental Illness (SMI) is a population whose needs have not been met by traditional service delivery approaches. Assertive Community Treatment (ACT) is an evidence-based practice that incorporates treatment, rehabilitation, case management, and support services delivered by a mobile, multi-disciplinary mental health team. ACT supports individual recovery through an individualized approach that provides the tools to obtain and maintain housing, employment, relationships and relief from symptoms and medication side effects. The nature and intensity of ACT services are developed through a person-centered service planning process and adjusted as needed in daily ACT team meetings. The ACT team has successfully supported 68 individuals in 2021.

CEC Celebrates Six Years and Honors Community Leaders at “Care with Excellence & Compassion Dinner”

Last August, we proudly celebrated the Charles Evans Center’s 6th anniversary as a Federally Qualified Health Center (FQHC) with a dinner at the Cottage at the Milleridge Inn. The event also honored three individuals for their outstanding service to the community, including Peter R. Epp, CPA and Partner with CohnReznick; Arlene González-Sánchez, Commissioner of the New York State Office of Addiction Services and Supports; and Ann Marie T. Sullivan, M.D., Commissioner for the New York State Office of Mental Health. “For the past 20 months, Charles Evans Center, and indeed our nation, has been forced to respond to a healthcare crisis the likes of which few of us have ever seen,” said Dr. James Dolan, Executive Director of CEC. “The Charles Evans Center was able to navigate this unprecedented challenge because of the commitments we made years ago...to provide access to high-quality healthcare to underserved members of the community...and above all, provide not just healthcare, but lifecare.”

The evening’s sponsors included CohnReznick, Nixon Peabody, and Solutions 4 Community Health as Gold Sponsors; Anne and Tom Emmerson, Elaine and Robert Goldsmith, and Irwin Siegel Agency as Silver Sponsors; Alan and Ellen Spiegel as Bronze Sponsor; PilotIRB as Giveaway Sponsor; and Henry Schein as Auction Sponsor. The celebration included an auction as well as a special tribute to the CEC staff. Thanks to the generosity of the attendees, sponsors, and donors, CEC raised \$46,000 gross revenue for the organization.





2021 Quality Dashboard

Charles Evans Center is focused on providing high-quality, equitable, and evidence-based health care across the health care continuum.

Our quality targets are based on nationally recognized benchmarks and standards of care, with some close to or fully exceeding benchmarks identified by the Healthcare Effectiveness Data and Information Set (HEDIS) tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. Also, using Healthy People 2030 provides science-based, ten-year national objectives for improving the health of all Americans.

CEC Receives Accreditation by Patient Centered Medical Home

Charles Evans Center is Patient-Centered Medical Home (PCMH) Recognized. PCMH accreditation is a measured continuous quality improvement program that incorporates patient-centered practice guidelines. Patient-centered programs and value-based care are advanced by the Institute of Medicine and the nation's leading primary care physician societies. The Compliance Team's plain-language Safety-Honesty-Caring Quality standards focus on day-to-day practice operations. Special emphasis is given to health maintenance, preventative screening, multi-specialty medical services, patient experience reporting, and bench-marking.

CEC Quality is Recognized by the U.S. Department of Health and Human Services

Insured through the Federal Tort Claims Act (FTCA) – high-quality care and standards at CEC have been recognized by the U.S. Department of Health and Human Services, Health Resources and Services Administration, Bureau of Primary Health Care. CEC continues to meet the requirements to maintain FTCA status and have been granted FTCA coverage. CEC receives its medical malpractice liability protection through the Federal Tort Claims Act. Under this Act, Charles Evans Center employees are considered Federal employees and are immune from lawsuits, with the Federal government acting as their primary insurer.

CEC'S Addiction Treatment Program is Recognized by Addiction Treatment Locator, Analysis and Standards

Article 32 – Addiction Treatment Clinic is recognized for its participation in Addiction Treatment Locator, Analysis, and Standards (ATLAS) Tool, a quality measurement system for addiction treatment facilities. It signifies a commitment to quality improvement and transparency across the field, and the importance of empowering patients to make informed care decisions.

Residential Programs and Events

The residential program at Charles Evans Center (CEC) remains dedicated to providing safe, secure and affordable housing to adults with Severe Mental Illness (SMI). The program consists of various levels of housing including Supportive Housing, Forensic Supportive Housing, Transitional Housing and Crisis Respite. Residential staff work with recipients on targeted goals to ensure that they remain supported in the community. The Care Coordination program provides community support to adults with SMI. Care Coordinators partner with recipients to help connect them to the care they want to improve their health and support network. Shown below are some unique aspects of our residential program and highlights the special events that we sponsored in year 2021:

Forensic Housing Program

The CEC Forensic Housing Program is unique in Nassau County as it provides affordable stable housing to recipients who have recent legal history or are transitioning out of incarceration. Forensic staff work closely with probation and parole officers to help link recipients served to outpatient mental health, vocational and socialization supports to help sustain the recipient's stability in the community.

In 2021, we were happy to support and serve recipients within our supervised residence program and we had three recipients graduate from our community residence program.

Supportive Housing

CEC has worked hard to build relationships with community providers to ensure that all recipients are provided with safe affordable housing. Housing assistants routinely work with internal supports such as our Federally Qualified Health Centers, MRS Team and Care Coordination to ensure that recipients remain at their desired level of care.

Mobile Residential Support Team (MRS)

In 2021, MRS served residents in the community by providing services at the person's residence that promoted their mental health and wellness. MRS works collaboratively with housing, mental health providers and County resources to ensure that recipients remain safely housed in the community. In 2021, MRS worked with recipients on identifying coping skills, vocational, social and housing goals.

Glen Cove Community Residents—Special Events

The Glen Cove Community Residents (GCCR) take pride in providing fun activities and events that are engaging for the

residents, in addition to allowing them the opportunity to experience life at its best while living independently in the community. Leisure activities are important for all as a way to not only engage residents, but to enhance the rapport with staff as well.

Summer Spirit Week:

Monday: Game Day (bingo, checkers, chess, Trouble)

Tuesday: Tie Dye Tuesday (residents dyed t-shirts)

Wednesday: Bake Off (two teams went head-to-head by baking cookies and brownies)

Thursday: Sip & Paint (residents sipped sparkling water and painted a fruit tapestry)

Friday: Fun Friday (all residents independently & happily engaged in a BBQ)

Halloween: Annual Halloween Party, had visits from The King himself, Elvis; Princess Leia and other amazing characters.

Thanksgiving: Each year on the Tuesday before Thanksgiving, we have Resident Appreciation Day! All staff prepare a food dish for the residents in honor of being thankful for them!

Christmas Spirit Week:

Monday: Decorating the Christmas Tree

Tuesday: Candy Cane Hunt

Wednesday: Decorating Gingerbread Men

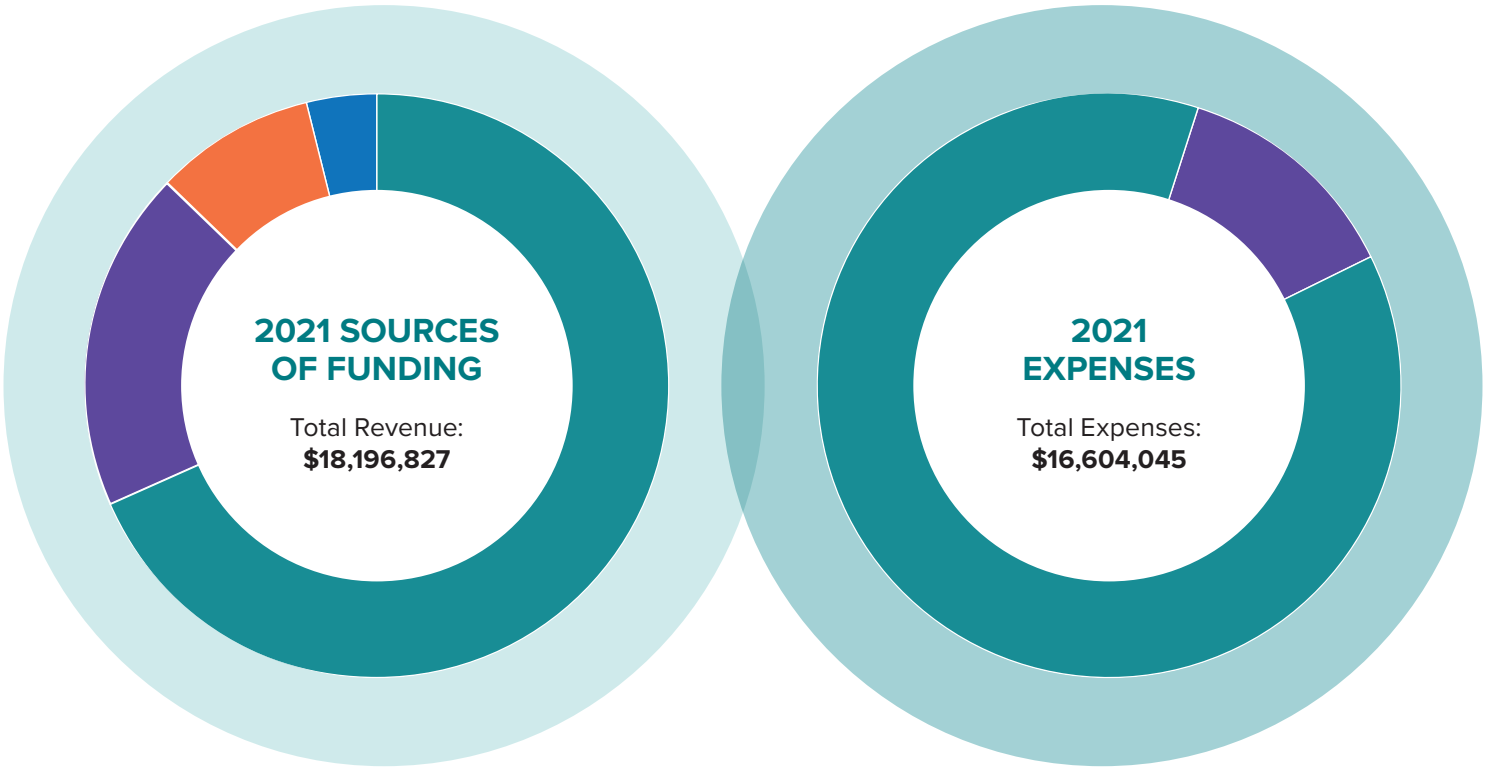
Thursday: Stocking Decorating Day

Friday: Secret Santa

We then ended our incredible 2021 with a wonderful treat and trip to see the Christmas Spectacular featuring the Rockettes.



2021 Statement of Financial Activities



<div></div> Patient Services Revenue: \$12,470,058	<div></div> Grants: \$1,627,183	<div></div> Program Services: \$14,504,850
<div></div> Contract Income: \$3,414,443	<div></div> Other Revenue: \$685,143	<div></div> General and Administrative: \$2,099,195

Ways to Give

Your impact begins with a gift. With generous donations from individuals like you, Charles Evans Center is able to serve those in need with care, excellence and compassion. Your donation furthers our mission of service. Thank you.

Charles Evans Center is a 501(c)(3) nonprofit organization. You can make a secure donation online at www.charlesevanscenter.org/donate/. You will receive an acknowledgment to confirm your tax-deductible donation.

The Board and staff of Charles Evans Center sincerely thank you for your past participation and invite you to continue with us as we diligently work towards a future with fewer disparities in care and good health for all.



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