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## Press Release

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## **Charles B. Wang Community Health Center to Recruit, Train, and Retain Entry-Level Workers with Support of Major Grant**

*Local Health Center Serving Asian-American Communities in Manhattan and Queens Will Expand Training and Job Opportunities*

New York, NY – The Charles B. Wang Community Health Center was awarded a \$200,000 grant as part of a major national initiative to recruit, train, and retain the entry-level employees required by community health centers to deliver high-quality health care. The grant was announced today by the center and the RCHN Community Health Foundation (RCHN CHF), the only national foundation dedicated solely to supporting community health centers. The foundation's Health Center Entry-Level Workforce Recruitment and Retention Initiative is designed to help the nation's 1,200 community health centers prepare for substantial growth in the next few years. Under the Patient Protection and Affordable Care Act, health centers will play an expanded role in delivering care, and more than thirty million additional Americans, many of whom are expected to seek services at community health centers, will obtain health insurance coverage.

With the foundation's support, the Charles B. Wang Community Health Center, which cares for thousands of Asian-American patients at locations in lower Manhattan and Flushing, Queens, will focus on retaining receptionists, medical assistants, case managers, and community health workers through an online training program. These employees will learn more about delivering customer service, interacting with the center's patients, using medical terminology, and utilizing electronic health record and management systems. Working with a community-based organization to develop a relevant curriculum, the center will offer bilingual English and Chinese training during work hours for entry-level staff and train its mid-level managers to better mentor and support entry-level employees.

“Caring for patients is growing more challenging in New York. At the same time that we are seeing an increasingly diverse patient population in our health centers, members of our staff are working more frequently with new technologies, including electronic health records and practice management systems, and dealing with the complexities of major changes in insurance coverage,” said Betty Cheng, Chief Operating Officer. “We are committed to training our staff to excel in this complex and changing environment and deliver high-quality care.”

In addition to its grant to the Charles B. Wang Community Health Center, the New York-based RCHN CHF made grants to community health centers located in four other states: Hawaii, Maine, Mississippi, and Washington. Working with local partners, including vocational programs, community colleges, and veterans groups, each of the centers will develop, implement, and test community-level approaches for ensuring that health centers have enough highly qualified entry-level staff to meet increasing demand. The foundation and the participating health centers will share their findings with health centers across the country, most of which face similar challenges in recruiting and retaining entry-level workers. These staff members, including patient service representatives and medical assistants, work with clinical teams to deliver high-quality, coordinated care focused on the needs of patients, creating comprehensive “medical homes.” Key challenges for community health centers include training entry-level workers to use new

electronic management and health record systems, implement new work-flows, and appropriately code and bill for services while serving more patients, including an increasing number with complex health problems.

“We believe that the Charles B. Wang Community Health Center will lead the way for other health centers across the country by developing and testing programs to attract and retain a strong workforce,” said Julio Bellber, President and CEO of the RCHN CHF. “This center, which cares for thousands of patients, also plays a crucial role in providing good jobs for entry-level workers, creating economic growth in lower Manhattan and Queens.”

“Community health centers are ready to build on their very strong foundations to expand the delivery of comprehensive, high-quality, community-based health care as the new health care law goes into effect,” said Thomas Van Coverden, president and CEO of the National Association of Community Health Centers. “We welcome this initiative and look forward to learning from these local efforts and sharing effective strategies with our health center colleagues from coast to coast.”

### **About the Charles B. Wang Community Health Center**

Established in 1971, the Charles B. Wang Community Health Center (CBWCHC), a federally qualified health center, has been a leader in providing affordable, accessible, and culturally competent health care services to the Asian-American community in the New York metropolitan area. In 2010, the health center provided more than 244,000 health care visits to more than 39,000 patients. CBWCHC services include internal medicine, pediatrics, women's health, dentistry, mental health, social services and health education. For more information on CBWCHC, visit [www.cbwchc.org](http://www.cbwchc.org).

### **About the RCHN Community Health Foundation**

The RCHN Community Health Foundation, founded in October 2005, is a not-for-profit operating foundation whose mission is to support community health centers through strategic investment, outreach, education, and cutting-edge health policy research. The only foundation in the country dedicated solely to community health centers, RCHN CHF builds on health centers' forty-year commitment to the

provision of accessible, high-quality, community-based health care services for underserved and medically vulnerable populations. For more information on RCHN CHF, visit [www.rchnfoundation.org](http://www.rchnfoundation.org).