



# All In. All Together.

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50th Anniversary Report to the Community



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**There is no more important work than to improve the health and well-being of our friends, family, and community.**

As we have been for 50 years and will continue to be for the next 50 and beyond, we are here every day—all in, and all together.





# Responding to a community in need

Struggling with rampant poverty, an overflowing population, and pervasive poor health, Sunset Park in 1967 was one of New York City's toughest and most disadvantaged neighborhoods. It was in desperate need of hope, help, and healing.

A new approach to caring for our community was required.

Forward-thinking residents and local healthcare leadership worked together, and, in partnership with the Federal Office of Economic Opportunity, opened Sunset Park Family Health Center, an innovation in community care. The opening of the Family Health Center was an indelible first step in Sunset Park's revival and reshaped future.

## Historic Milestones and Accomplishments

**1967:** With a \$4 million grant from the Federal Office of Economic Opportunity, the Sunset Park Family Health Center is opened to provide medical services to area residents.

**1974:** A national Dental Residency program is launched.

**Seven more primary care centers are opened:**

Family Physician **1968**

Park Ridge **1998**

Sunset Terrace **1984**

Flatbush **1998**

Park Slope **1991**

Seventh Avenue **2002**

Shore Road **1996**



# Serving Sunset Park

The Sunset Park of today is different than it was in 1967. Diverse, vibrant, and confident, the 2017 version of Sunset Park still has its struggles but is living proof of what can happen when people work together.

Today, the Family Health Centers at NYU Langone is nationally recognized for innovative, affordable, high-quality care, and is one of the largest employers within the communities we serve. What began in 1967 as a grassroots pilot program has evolved and grown into a multifaceted, comprehensive system of culturally competent healthcare and social services, delivered through a network of convenient locations throughout all of Brooklyn and other parts of NYC.

As true health and community revival innovators, we established:

- the largest national dental residency program
- the largest school health program in New York
- a community medical program serving more than 7,000 homeless New Yorkers
- Women, Infants, and Children (WIC) and Supplemental Nutrition Assistance Program (SNAP) programs
- one of the first health-focused AmeriCorps programs

## Historic Milestones and Accomplishments

**2000:** Family Health Centers network received the federal Bureau of Primary Health Care's "Cultural Competence Award" in recognition of our promise to deliver culturally competent primary care.

**2002:** Family Health Centers received the Health Resources and Services Administration (HRSA) Administrator's Award for increasing access to care and reducing health disparities.

**2010:** Acquired the Community Medicine Program for homeless persons, formerly operated by the now-closed St. Vincent Medical Centers. The program currently includes 11 sites in three boroughs offering primary care, health screenings, urgent care, crisis intervention, and counseling to more than 7,000 New Yorkers who are homeless or at risk.



Larry K. McReynolds, *Executive Director*  
Kathy Hopkins, *Vice President, Community-Based Programs*  
Astrid P. Gonzalez, *Vice President, Finance*

# We are here to provide sustainable care to the communities we serve.

Since we began in 1967, the Family Health Centers at NYU Langone has grown into one of the nation's largest federally qualified health center networks. Since then, we remain staunchly dedicated to providing high-quality primary care and social support services in the right place, at the right time, to the most vulnerable patients.

Most of our population is in need of healthcare, education, and a safe place to live. Our role is to ensure they receive that support regardless of changes in healthcare politics or funding.

As health innovators, we will work to remain the preferred choice for the best healthcare experience possible for all generations through every stage of life.

I am here and I am all in because I—along with the NYU Langone leadership—firmly believe in our unique model for healthcare, and that every individual and family in our community deserves quality care and the best chance for a healthy, productive life.

We look back over the past 50 years with gratitude and pride, and look steadily forward with optimism and confidence. We have a solid plan and a vibrant future. I firmly believe the best years for our network are yet to come.



**Larry K. McReynolds**  
*Executive Director,  
Family Health Centers at NYU Langone  
and SVP, Community Health at  
NYU Langone Health*

# Supporting each patient and family as a whole

Early on, we recognized our active involvement had to extend well beyond our neighbors' injuries or illnesses. We needed to redefine the notion of healthcare, and broaden it to combine medical services with social services that support numerous aspects of our patients' lives such as literacy, education, employment, housing, and more. For example, our Healthy Families program provides support services for the entire family. Specially trained members of the community are matched to families for home visits. Each family receives an assessment covering areas of potential health, social, and economic need, and the support provided is then tailored to address those needs.

Our approach is to care for each person, and each family, as a whole entity. That is the foundation of our work and one of the key factors to achieve long-term chances of improved health and the delivery of results that change lives.



## PATIENT CARE

# Helping new moms and babies get a healthy start

Patients who are truly involved in their own care are more likely to understand and follow their caregivers' suggestions, leading to better healthcare experiences and outcomes.

That's the main idea behind our innovative obstetrics program. It starts with a diverse medical team—well versed in pregnancy, birth, delivery, and childcare—that meets regularly with small groups of moms-to-be at shared appointments to educate them about pregnancy, labor, delivery, and parenthood, as well as the importance of dental care, pediatric care, and car-seat safety.

The shared appointments foster friendships between the moms-to-be and help them develop a commitment to take good care of themselves and their babies before and after delivery.

Our program offers incentives to women to meet important health targets, such as attending all their appointments and completing recommended testing. When they do, we arrange a group baby shower, and give them diaper bags stocked with assorted baby products.

Our goal is to help every one of our expectant moms, their babies, and their families create a healthy life by offering programs to support healthy beginnings and good health at every life stage.



### **BENEFITS OF A SHARED MEDICAL APPOINTMENT:**

- No waiting room time
- More time—90 minutes—with the doctor and healthcare team
- Comprehensive appointments include private exams, if needed
- Support from peers and health team
- More health and wellness information

Note: Participants at a shared medical appointment agree not to disclose other patients' medical information they may hear at the appointment.



At a July 2017 group baby shower, we surprised new moms with gifts of assorted baby products.

# Providing a medical home to an entire community

We provide high-quality, affordable healthcare to every patient, regardless of health condition, life circumstance, or economic position.

We are our patients' medical home, a place where they can relax, feel they belong, and know they are genuinely cared for. At all of our care sites, cohesive teams of doctors, nurses,

and specialists work together with the best interest of each patient in mind. These caregivers speak our patients' languages, and not only understand, but may also share cultural backgrounds. The patient-doctor relationships that develop here are one-on-one, proactive, and mutually respectful.

Our patients believe we can help them because they see results in their friends, neighbors, and often their own family members. In fact, we treat many generations of the same family.



# Empowering patients for better self care



Including patients as members of their healthcare team, not simply as passive recipients of care, is key, because in the end, the power to heal is in their hands. An engaged patient is one who sees the value of better results and accepts responsibility for cooperating in their care and living a healthier lifestyle. The value of the services we offer is magnified greatly when patients continue beyond the things that we can provide, adopting behaviors and habits to maintain their health and well-being.



# Delivering greater healthcare value

Our unique model of value-based community care generates better health outcomes as well as improved efficiency and financial viability for care delivery to all our populations.

Our integrated medical and social support services allow us to detect illnesses and conditions earlier; encourage preventive care; provide education and resources for managing chronic conditions; prevent problems that can come with fragmented care

such as duplication of tests, missed areas of care, or potential drug interactions; and help with other medical concerns. This adds up to fewer, shorter hospital stays and less frequent use of emergency services, which is better for individual patients and contributes to greater economy throughout the system. Smarter, more efficient care reduces the burden of illness on our patients and of healthcare costs for all of us.



# Removing barriers to health and well-being

Very often, people face barriers to getting and staying healthy. These barriers may include the inability to find or afford local healthcare providers; low literacy; unstable housing; fear; or a sense of unworthiness. We work hard every day to transform healthcare in Brooklyn and beyond, and to make certain it is within reach for everyone in the communities we serve.

To address the key barriers to health, we offer culturally adapted programs for asthma, diabetes, breast cancer, and HIV/AIDS prevention and treatment. We continue to expand our current programs and develop new ones to meet the ever evolving needs of our community:

- Proactive outreach programs remind patients about screenings, immunizations, and appointments, improving health outcomes.
- Educational services address adult and family literacy skills. Our classes facilitate communications between patients and medical providers, increase employability, and prepare children for school success.
- Nutritional training programs teach people of all ages how to shop for and prepare wholesome meals that are light on their budgets and good for their bodies.
- Professional training opportunities immerse new doctors in family medicine, obstetrics, and internal

medicine in the realities of a complex, multicultural, urban healthcare practice. Their fresh insights and ideas help us develop additional ways to reach our population.

- Integrating medical care, behavioral health, and dental programs into community schools provides families with greater access to primary and preventive care for their children, including consistent treatment for chronic conditions.
- Behavioral healthcare services address the whole person, recognizing that mental health plays a significant role in overall health and well-being.



# Margaret: A doctor's connection

I clearly remember starting my residency at the Family Health Centers. My first patient came in, sat in the chair, and when I spoke to her, she did not respond. I spoke only English, a language she did not understand. That was my first exposure to community healthcare in a diverse population.

Gradually, I began to understand the complexities of community care and the serious challenges so many of our patients faced. I got closely involved with my patients and learned that dentists—good dentists—provide so much more than oral care.

Although I was happy at the Family Health Centers, the lure of private practice in my home state won me over and when my residency ended, I moved on. But my heart had been altered. Private practice was good, but the feeling wasn't the same as it was at the Family Health Centers. I missed the patients and families I had come to know, and I missed playing a role in something much bigger. At the Family Health Centers, my

colleagues and I were part of an integrated medical and social services network that wrapped itself around our patients and helped change their lives. Dental care can be a gateway to a person's overall health and at the Family Health Centers, I could bring all the pieces together for my patients. Knowing I had found my calling—the place I could truly make a difference—I returned to the Family Health Centers and focused on amplifying our efforts and value in the community.

Our approach here is not typical of a dental office. We look at the whole person first. We take blood pressure readings, offer diabetes and oral cancer screenings, and even review things like medications and diet. I hired a manager of special populations and an outreach manager to help engage our neighbors—the whole community from children to seniors.

We are connected with our community. And isn't that what community care is all about?



Margaret Mason, DMD, Vice President of Dental Medicine, is surrounded by the team of dentists and dental residents at Sunset Park Family Health Center.

# Philip: A patient's second chance

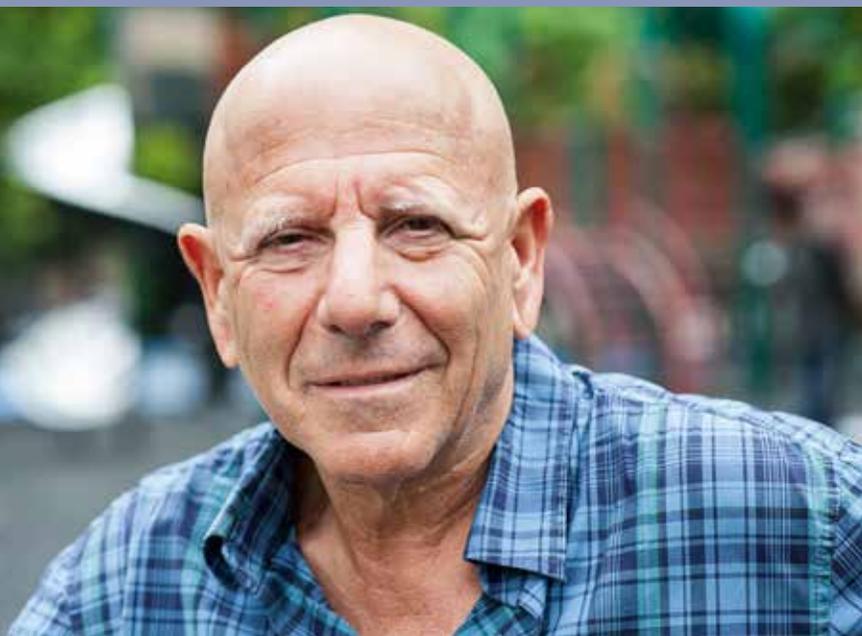
The 2011 economic downturn pummeled my sports marketing business. Add in a divorce after 30 years of marriage and I was in debt. I'd always been a social drinker with clients and friends, but given my circumstances, I began drinking heavily to fight off depression and anxiety.

Feelings of failure were closing in. Even my resourcefulness and wherewithal abandoned me. I felt stripped of worth. Alone. Desperate to end it all, I slit my throat.

Two days later, when my landlord came to evict me, he found me unconscious, soaked in my own blood.

I spent the next three blurry months in a psychiatric ward followed by a month in a rehabilitation program in Yonkers before I landed in Bowery Residents' Committee homeless shelter on West 25th Street in Manhattan. That's where I ran into Dr. Marc Rabiner from the Family Health Centers at NYU Langone, and experienced a jolt of long-lost hope.

Immediately drawn to him, I was blown away that he remembered me from our first meeting two months earlier. When I say remembered, I mean not just my name, but he remembered and truly "got" everything about me—my story, background, struggles, journey, and even my goals. He brushed past my present-day situation and saw me as a person with a heart, dreams, and capabilities.



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“Dr. Rabiner was my first real anchor.”

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With sincere compassion and without passing judgment on me, he quickly connected me to other professionals and services at the Family Health Centers, and that's when all the pieces came together. Working as a team, they carried and supported me step-by-step from one service to the next without a gap—psychiatry, behavioral health, medical management, dental, employment assistance—whatever I needed. They transformed my journey from one of recovery to one of total restoration.

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“I always felt everyone's deep compassion and caring.”

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Everyone from the receptionist to the counselors and medical staff knew and cared about me and became my champion. They were kind, professional, and honest, and helped me reach down deep into my well of strength, do the hard work, and raise myself up.

To this day, Dr. Rabiner continues to be my primary care physician and friend, and the Family Health Centers is my medical home. I can go anywhere for care, but I choose them. They continually provide me with all the medical services I need—even preventive care that has helped me avoid larger potential health issues. I trust them to do what's best for me. And I truly like them as people.

This is just a small sliver of my story. I doubt I would be where I am today if Dr. Rabiner hadn't seen into my heart and taken me into his care—or without the diligent care and support from every single person at the Family Health Centers.

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Today, Philip is sober, healthy, happy, and very proud to be actively engaged in helping other people restore their lives. He splits his time between his patient advocacy work, relaxing with his two adult children, growing his consulting business, and creating positive change by serving on several boards in Brooklyn and other parts of NYC.

# Standing ready for the next 50 years and beyond



We are setting a course for our next chapter to continually redefine possibility and advance how we serve and support our diverse community.

Our knowledge of patient-centered community healthcare and expertise in population health management, combined with the

sophisticated tools and technology of NYU Langone Health facilitates tremendous growth in the services we can offer.

We are working with NYU Langone Health to identify which community interventions and programs deliver the most impact

to transform and improve health. The challenges we face, both social and medical, will always be changing. However, our model for patient involvement, attention to the whole person, and caring for our community will keep us on the right track to meet those challenges.

# Bringing the future to today's medicine

Summer 2016 marked the successful culmination of a massive undertaking at the Family Health Centers at NYU Langone and the entire Brooklyn campus—the implementation of the Epic electronic health record platform. Epic improves safety and efficiency, and offers patients greater access to their own health information, and, working in tandem with other advances in technology, it allows the Family Health Centers to implement exciting new programs that not long ago would have sounded like fiction. Here are two examples:

## Telepsychiatry

The Family Health Centers at NYU Langone will pilot a new telepsychiatry program at two of its 22 Brooklyn school sites. Children in grades K through 12 will use computer terminals for video-linked psychiatric appointments. Aided by the school's behavioral health social worker during the video session, a child will meet with a psychiatrist who can assess the child's behavioral health needs, as well as conduct ongoing or follow-up treatment. The psychiatrist's notes post automatically to the child's medical records, making them available to his or her other healthcare providers, greatly enhancing the ability to treat the whole child.



From left: Eric Doescher, *assistant vice president for administration and network integration*, Larry McReynolds, and Isaac Dapkins, MD, *chief medical officer*

## Teleretinal scanning

In partnership with NYU Langone's Department of Ophthalmology, this innovative program will help the Family Health Centers ensure that core quality standards are met for their patients. Retinal images will be quickly and painlessly taken by confocal laser scanners located at the three centers with the largest diabetic populations. These images will be conveyed electronically to an ophthalmologist who can determine if the patient requires treatment.

These and other initiatives showcase the commitment that the Family Health Centers and NYU Langone Health have to delivering care to its patients.

# Network sites and programs

## Primary Care Sites

**Sunset Park Family Health Center at NYU Langone**  
Adult Medicine, Dental and Specialty  
150 55th Street  
Brooklyn, NY 11220  
718-630-7095

**Sunset Park Family Health Center at NYU Langone**  
Women's Health, Pediatrics, and Pediatric Rehabilitation  
5610 Second Avenue  
Brooklyn, NY 11220  
718-630-7942

**Seventh Avenue Family Health Center at NYU Langone**  
5008 Seventh Avenue  
Brooklyn, NY 11220  
718-210-1030

**Flatbush Family Health Center at NYU Langone**  
3414 Church Avenue  
Brooklyn, NY 11203  
718-630-2197

**Family Physician Family Health Center at NYU Langone**  
5616 Sixth Avenue  
Brooklyn, NY 11220  
718-439-5440

**Park Ridge Family Health Center at NYU Langone**  
6317 Fourth Avenue  
Brooklyn, NY 11220  
718-907-8100

**Park Slope Family Health Center at NYU Langone**  
220 13th Street  
Brooklyn, NY 11215  
718-832-5980

**Shore Road Family Health Center at NYU Langone**  
9000 Shore Road  
Brooklyn, NY 11209  
718-630-8870

**Sunset Terrace Family Health Center at NYU Langone**  
514 49th Street  
Brooklyn, NY 11220  
718-431-2600

## School Health

PS 1, PS 10, PS 15, PS 18, PS 24, PS 28, PS 31, PS 38, PS 50, PS 59, PS 90, PS 94, PS 96, PS 124, PS 153, PS 164, PS 169, PS 172, PS 179, PS 188, PS 196/ MS 582, PS 217, PS 257, PS / MS 282, PS 288, PS 307 / 313, PS 329, PS 352 / 375, PS 368, PS 503 / PS 506, PS 971, IS 88, Dewey MS 136 / Sunset Park Prep, Pershing JHS 220, Erasmus Academies High School, Sunset Park High School, Boys & Girls High School, George W. Wingate Campus High School, Abraham Lincoln High School, Juan Morel Campos Secondary School, South Shore Educational Campus, and Sheepshead Bay High School

## Community Medicine

**Barbara S. Kleiman Shelter for Men**  
300 Skillman Avenue, 1st Floor  
Brooklyn, NY 11211

**Atlantic House Men's Shelter**  
2402 Atlantic Avenue, 1st Floor  
Brooklyn, NY 11233

**Bowery Residents' Committee**  
317 Bowery, 1st Floor  
New York, NY 10003

**Bowery Residents' Committee Chemical Dependency Crisis Center**  
127 W. 25th Street, 3rd Floor  
New York, NY 10001

**Volunteers of America Charles H. Gay Shelter for Men**  
64 Sunken Garden Loop, 1st Floor  
Wards Island, NY 10035

**Grand Central Neighborhood Social Services Corp**  
120 East 32nd Street, 2nd Floor  
New York, NY 10016

**The Kelly Transitional Housing Program**  
Center for Urban Community Services (CUCS)  
312 West 127th Street  
New York, NY 10027

**Magnolia House**  
1424 Herkimer Street, 1st Floor  
Brooklyn, NY 11233

**Park Slope Women's Shelter**  
1402 Eighth Avenue  
Brooklyn, NY 11215

**Project Hospitality**  
25 Central Avenue, 1st Floor  
Staten Island, NY 10301

**Project Find Woodstock**  
127 West 43rd Street  
New York, NY 10036

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## NETWORK SITES AND PROGRAMS

### Family Strengthening Services

#### The Family Support Center

6025 6th Avenue  
Brooklyn, NY 11220

Community Services Main Office  
718-630-7186

Family Support Services  
718-630-7186

Healthy Families  
347-377-5092

Community Empowerment Program  
718-630-7150

AmeriCorps (Sunset Park Community  
HealthCorps / Opportunities Corps)  
718-630-7164

Healthy Connections  
718-630-7186

Her Justice Legal Services  
718-630-7186

Reach Out and Read  
718-630-7175

#### WIC (Women, Infants and Children)

WIC at the Family Support Center  
Room 114  
6025 6th Avenue  
Brooklyn, NY 11220  
718-630-7161

#### WIC at the Park Slope Family Health Center

220 13th Street  
Brooklyn, NY 11215  
718-832-5980

### Early Childhood Services

#### Magical Years Early Childhood Center

*Children 6 months to 3 years*  
230 60th Street  
Brooklyn, NY 11220  
718-439-0450

#### St. Andrew's Community Day Care

*Children 3 years to 5 years*  
4917 4th Avenue  
Brooklyn, NY 11220  
718-492-9678

#### Warren Street Center for Children and Families

*Children 6 months to 12 years*  
343 Warren Street  
Brooklyn, NY 11201  
718-237-9578

#### 14th Street Preschool

*Children 2 to 5 years*  
199 14th Street  
Brooklyn, NY 11215  
718-788-2668

#### Seventh Avenue Preschool

*6 months to 3 years*  
4419 7th Avenue  
Brooklyn NY 11220  
718-435-6540

#### Healthy Steps

Main Office: Family Support Center  
6025 6th Avenue  
Brooklyn, NY  
718-630-7171

#### Sunset Park Promise Neighborhood/ Early Learning Network

718-630-7171

#### Sunset Park Parent-Child Home Program

Main Office: Family Support Center  
6025 6th Avenue  
Brooklyn, NY 11220  
718-630-7186

### Youth and Adolescent Services

#### The Project Reach Youth Center

At the Park Slope Neighborhood  
Family Health Center  
199 14th Street  
3rd Floor  
Brooklyn, NY 11215  
718-768-0778

- Project SAFE Teen Health Initiative
- Next Steps College Access Program
- Youth Connections HSE Program

#### Project TRACK at the John Jay Campus of High Schools

237 7th Avenue - Room 151  
Brooklyn, NY 11215  
718-832-4281

#### School Age Program at Warren Street Center for Children and Families

343 Warren Street  
Brooklyn, NY 11201  
718-237-9578

### Services for Older Adults

#### Sunset Park Community Center for Older Adults

4520 4th Avenue  
Brooklyn, NY 11220  
718-210-1050

#### Shore Hill - Neighborhood Center

9000 Shore Road  
Brooklyn, NY  
718-745-4730

- Seniors in Touch Social Day Program
- Bay Ridge On the Move Transportation Program
- Caregivers Resource Center

# Leading for a Bright Future

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FACTS & FIGURES

# Family Health Centers at NYU Langone By the Numbers\*



\*2016 Uniform Data System (UDS) Report





Family Health Centers at NYU Langone  
5800 3rd Avenue  
Brooklyn, NY 11220

[nyulangone.org](http://nyulangone.org)