




Celebrating 40 years



2012 Annual Report



**asian
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**Celebrating 40 years
of affordable
and accessible
health care.**

Message from the CEO

Dear Friends,

Forty years ago, International Community Health Services (ICHS) was established with a core mission: To provide needed medical care to isolated Chinese and Filipino elders living in dilapidated buildings in Chinatown and Pioneer Square.

This core mission has grown over the last four decades, through demographic shifts in population, economic highs and lows, transitions in government administrations, and changes in the health care field. Today we provide high-quality and affordable health services to a much broader range of vulnerable and neglected Asian Pacific Islanders, immigrants and refugees who have nowhere else to go for care.

As we prepare for our fifth decade of service, the future of health care is full of exciting possibilities. In the next few years, we will see many new developments as the United States begins full implementation of the Affordable Care Act and as we move one step closer to providing health care for all. ICHS will be marching with these changes and will help lead this transformation in health care. ICHS is poised to evolve to meet the needs of the communities we serve.

On behalf of our staff, our patients, and our board, we thank you for your long-term support and invite you to continue on this journey with us. Help us write the next chapter of ICHS's history!

Teresita Batayola
Chief Executive Officer







Making 40 years of history

In 1973, a small group of medical students and community activists came together to create a free health clinic for low-income Asian and Pacific Islander elders living in Seattle's Chinatown and Pioneer Square. Out of those pioneering efforts, International Community Health Services (ICHS) was born.

From humble beginnings, ICHS has developed into one of the premier health care providers in Washington State. Today, ICHS is a federally-qualified community health center with two full-service primary care clinics in the International District and Holly Park neighborhoods, a school-based health center at Seattle World School in the Capitol Hill neighborhood, and a weekly medical clinic at Asian Counseling and Referral Service in South Seattle.

In 2012, ICHS was the first community health center in Western Washington to receive recognition as a Patient Centered Medical Home from the National Committee for Quality Assurance. Altogether, ICHS touched the lives of over 20,000 individuals, through its clinic services and community outreach efforts.

A Truly Regional Health Care Home

In the last decade, Washington state has seen a dramatic growth of its Asian Pacific Islander and immigrant populations. Seattle, which once served as the central hub for the region's new immigrants, is no longer the only place where one can find substantial immigrant populations. Many immigrant families have settled in neighborhoods to the north, east and south of Seattle. As such, our patients are far more spread out than they have been in past. This presents new challenges in meeting their needs.

In 2012, ICHS began making plans to establish new clinics in Bellevue and Shoreline. The two areas were identified as potential sites for new clinics based on the sizeable Asian and Pacific Islander and immigrant populations, and the high need for affordable and in-language health services.

The Bellevue clinic, slated to open in late 2013, will be a 6,000 square foot facility in an existing professional office building in the Crossroads

neighborhood. The new clinic will house 10 medical examination rooms and 8 dental operatories, and is expected to serve nearly 10,000 patients by the time it reaches full operational capacity.

The Shoreline clinic will be a brand-new 40,000 square foot facility on the high-traffic Aurora Avenue corridor. The facility, scheduled to open in 2014, will have 20 medical examination rooms, 2 procedure rooms, 10 dental operatories, and additional room for future programs and growth. This new clinic is expected to serve 12,000 patients when it reaches capacity.

These new clinics will build on the proud legacy of care established by ICHS's volunteer founders 40 years ago. With these new facilities, ICHS becomes a truly regional health care organization, with the ability to bring its successful blueprint for care to the region's growing Asian Pacific Islander and immigrant communities.

Growing a Legacy of Caring

In 2012, the ICHS Foundation embarked on a capital campaign to raise community support for the development of the new ICHS clinic in Shoreline. In just a few short months, the Foundation has raised over \$350,000 towards the campaign.

The new clinic marks a unique opportunity for community members to become a part of a legacy for future generations.

Consider a gift to help ICHS on its journey of expanding high-quality and affordable care to all our seniors, families, and children in the region. Learn more at: www.ichs.com/capitalcampaign.



ICHS in numbers

20,017

total number of people reached

121,197

total number of health encounters

19,335

total unduplicated Federally Qualified Health Center patients

86,389

total Federally Qualified Health Center visits

11,145

patients served at International District clinic

7,744

patients served at Holly Park clinic

355

patients served at Seattle World School

144

patients served at ACRS

5,238

education sessions through the Women, Infants and Children program

21,831

education sessions through community advocacy and health education programs

ICHS in numbers

\$1.9 million

provided in uncompensated care

Top languages

1. Cantonese
2. Vietnamese
3. English
4. Mandarin
5. Korean
6. Tagalog
7. Toisanese
8. Somali
9. Cambodian/Khmer
10. Spanish
11. Laotian
12. Mien
13. Ilokano
14. Amharric
15. Nepali

Patients at a glance

65%
have limited
English proficiency
and need
interpretation
services

29%
are uninsured

95%
are persons of
color

19%
are homeless



Consolidated Fiscal Highlights

January 1, 2012 - December 31, 2012

SUPPORT, REVENUE, AND GAINS

Capitation and enhancements	3,883,885
Public-sponsored insurance and entitlements	8,064,621
Patient fees and private insurance	4,225,290
Fees and grants from government agencies	2,523,409
Contributions and private grants	628,026
In-kind donations	671,545
Other	772,949
Total Operating Support, Revenue and Gains	20,769,725
Gain on disposal of equipment and improvements	(6,879)
Pool savings	2,891,554
Rental income	42,272
Capital campaign	24,000
Government grant (Construction)	27,923

TOTAL REVENUES **\$23,748,595**
(includes unrealized gains and capital assets)

EXPENSES

Program Services	
Primary Medical Care	7,311,915
Primary Dental Care	3,243,121
Other Health and Enabling Services	
Pharmacy	1,980,521
Access	1,200,550
Health Education and Case Management	1,306,509
Women, Infants and Children	282,749
Acupuncture	150,206
Mental Health	391,056
Total Program Services	15,866,627
Management and General Administration	4,146,209
Fundraising	668,931
TOTAL EXPENSES	\$20,681,767

Acknowledgements

We would like to thank the following businesses, foundations, groups and individuals for their generous financial and in-kind contributions in 2012. If you have a correction, please contact us at 206.788.4477 or foundation@ichs.com.

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Asian Counseling & Referral Service
Atsuhiko and Ina Goodwin Tateuchi Foundation
Avanade
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Inlandboatmen's Union of the Pacific
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International District Improvement Association
Jae's Asian Bistro & Sushi
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Morgan Stanley Smith Barney
Muckleshoot Indian Tribe
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National Asian Pacific Center on Aging
OCA Greater Seattle Chapter
Office of Secretary of State - Combined Fund Drive
Pacific Continental Bank
Pacific Medical Centers
Public Health - Seattle & King County
Puget Sound License Agency
Regence Employee Giving Campaign
ResCare HomeCare

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Seattle Children's
Seattle Chinatown International District Preservation and
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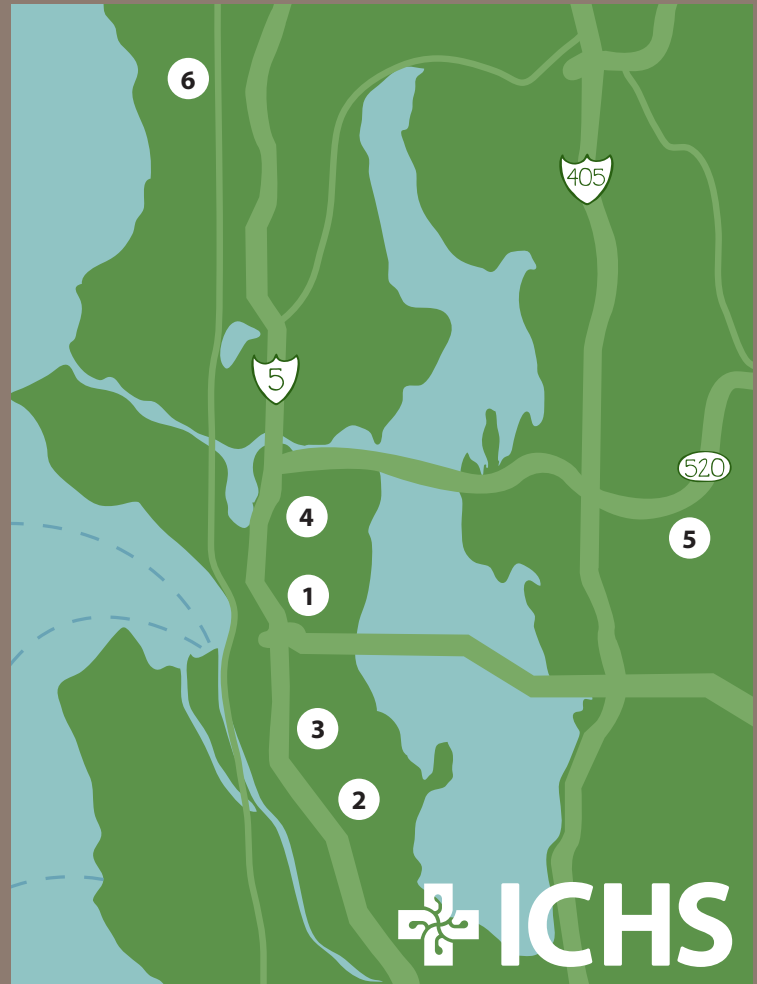
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ICHS Locations

- 1.** International District
Medical & Dental Clinic
720 8th Ave S
Seattle, WA 98104
206.788.3700
- 2.** Holly Park
Medical & Dental Clinic
3815 S Othello St
Seattle, WA 98118
206.788.3500
- 3.** ACRS Primary Care Clinic
3639 Martin Luther King Jr. Way S
Seattle, WA 98144
- 4.** Seattle World School/Nova High School
Health Center
301 21st Ave E
Seattle, WA 98112
- 5. *Opening in 2013***
Bellevue
Medical & Dental Clinic
1050 140th Ave NE
Bellevue, WA 98005
- 6. *Opening in 2014***
Shoreline
Medical & Dental Clinic
16549 Aurora Ave N
Shoreline, WA 98133

TTY: 206.788.3774



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