



## 2014 Annual Report

HEALTHY PEOPLE  
STRONGER FAMILIES  
VIBRANT COMMUNITIES



## Mission

ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community.



## Message from the CEO

# Dear Friends,

**2014 was a monumental year for ICHS. It was a year of major challenges fiercely met, and unprecedented growth boldly achieved.**

Last year, we cared for more than 21,000 patients, the most we have ever served. It's a far cry from 1973, when ICHS was founded as a small, storefront community clinic in Seattle's Chinatown/International District. Our services and programs have expanded greatly over the years, providing not just medical, dental, behavioral health, and pharmacy services, but other vital programs such as health education, children's nutrition, breast and cervical health, and improving community members' access to health insurance coverage.

Our efforts to improve the quality of our patient care have been recognized with a full, three-year accreditation by the prestigious Accreditation Association for Ambulatory Health Care (AAAHC).

The grand opening of our Bellevue Medical and Dental Clinic and the Shoreline Medical and Dental Clinic marked the biggest expansion of ICHS in four decades, and signified our transformation as a true regional provider that brings health care to our clientele of mostly underserved populations right where they live.

Our teams of in-person assisters, eligibility workers, and community advocates went out to the community to support the state's implementation of the Affordable Care Act and educated and enrolled more than 10,000 people into low-cost health care coverage.

Our Mobile Dental Clinic, which marked its full year of operation, and partnerships with Asian Counseling and Referral Service, Seattle World School, and NOVA Alternative High School allow us to reach out to even more patients in a variety of settings.

We owe our successes and accomplishments in 2014 to you, our patients, staff, board members, and friends. You gave us courage to dream big and seize the opportunities that help fulfill our mission. We anticipate the coming months and years to again be full of challenges. We already are mobilizing to protect our funding, as well as gain support for our capital projects. With your support, we will continue to grow and daringly stride forward.



**Teresita Batayola**  
Chief Executive Officer



# Mapping our Voices

In this report, we feature heartfelt stories developed by staff and patients at ICHS. ICHS uses the process of creating digital stories to engage community members in organizing for healthy changes in their communities. Stories are preserved online through our partnership with **Mapping Our Voices for Equity (MOVE)**, an interactive online map of digital stories used to advocate for health equity through storytelling.

For more information and to watch these digital stories, go to:

[www.mappingvoices.org](http://www.mappingvoices.org)

or [www.ichs.com/digitalstories](http://www.ichs.com/digitalstories)



## Maggievey Perofeta: **Patient**

Maggievey Perofeta is grateful to ICHS and its staff for receiving culturally appropriate support to help her decide to receive a mammogram.

She remembers being nervous and feeling awkward about getting a mammogram, a feeling that is shared by members of her Pacific Islander community. But she has no regrets and urges other women, especially members of the Pacific Islander community to get a mammogram.

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“(Breast cancer) is a dangerous disease,” says Maggievey. “If you want to live longer, get a mammogram.”

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# Paul Le:

## AmeriCorps Service Member

Paul Le remembers growing up in an immigrant family that struggled because of language barriers, and the gratitude he felt for the help and interpretation services that he and his family received from social service agencies.

Now an ICHS AmeriCorps Patient Navigator, Paul sees himself in the patients whom he helps connect with public and health resources.

“The journey is not over yet, for I am now an AmeriCorps patient navigator devoting my service term to helping others who were in my family’s situation in the past,” he says.



# Mohamed Ali:

## Community Advocate

As an ICHS Community Advocate, Mohamed Ali has come to realize how education empowers the community and allows community members to take charge of their health.

Growing up in a small town in Somalia, Mohamed had heard about and seen many people afflicted with a condition that makes their eyes green. The condition, known in the West as jaundice, a common symptom of hepatitis B, is called “Cagaarshow” (pronounced kuh-gar-show) in Somalia, and a common treatment for it would be the burning of the skin with a piece of metal by a traditional doctor.

“Increased knowledge and awareness is very important in order for the community to protect themselves and family members from hepatitis B,” he says. “I believe if they know that cagaarshow is caused by a virus, they would deal with it in a serious way.”

The opening of Bellevue and Shoreline medical and dental clinics is the culmination of years-long planning that started with a 2006 Community Needs Assessment and a series of feasibility studies to effectively serve the growing populations of Asian, Native Hawaiian, and Pacific Islanders in the region.



## Bellevue Medical & Dental Clinic

**ICHS Bellevue Medical and Dental Clinic** opened on May 1, 2014, marking a major chapter in the history of ICHS by expanding quality affordable primary medical, dental, and behavioral health services under one roof to underserved populations on the Eastside.

The new clinic is located at 1050 140th Ave. NE, in the busy Crossroads community. The clinic, located on a one-acre property, encompasses just under 10,000 square feet, and features 10 medical rooms and eight dental chairs, with 38 parking spaces for patients.

The Bellevue-Eastside area stood out with a dramatically high percentage of Asian and Pacific Islander residents, most of whom are immigrants. Since its opening, the clinic has been warmly received by community members and is meeting the projected number of new patients and encounters.

ICHS has received much support and enthusiasm from Bellevue City officials, officials from other Eastside cities, non-profit organizations, and members of the larger Eastside community. They see the value of having a beautiful community health center that offers comprehensive health care to the region's disadvantaged residents and the broader community.



## Shoreline Medical & Dental Clinic

**ICHS Shoreline Medical and Dental Clinic** opened on Sept. 15, 2014, bringing high-quality and affordable health care to residents of the city of Shoreline and the growing and highly diverse communities straddling King and Snohomish counties.

Located at 16549 Aurora Ave. N, the Shoreline Medical and Dental Clinic is a beautiful beacon along the busy Aurora Avenue corridor. The new clinic is on a one-acre property, encompassing 37,000 square feet, has 20 medical exam rooms and 10 dental chairs, with 47 parking spaces for patients.

The Shoreline-North King County-South Snohomish County area stood out as a community with a large number of people with ICHS' target demographic, and other underserved populations with high need for affordable health services.

Shoreline city officials have expressed support and appreciation for having a community health center in the area that fills a significant need for high-quality, affordable primary health care services for residents. The city also recognized the positive impact of Shoreline Medical and Dental Clinic in the area, seeing it as a lynchpin for economic and esthetic development for that part of the city.



# ICHS Meets High Care Quality Standards, Receives Accreditation from AAAHC

ICHS earned noteworthy accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC), which means ICHS meets or exceeds AAAHC standards for medical care, dental care, behavioral health and pharmacy.

To receive the accreditation, ICHS had to participate in a thorough and rigorous process that started in January 2013. ICHS was awarded the full three years of initial accreditation, and will renew the accreditation in 2017.

*Accredited by the*



ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.



## ICHS Team Reaches Out, Enrolls Thousands to Affordable Care Act Insurance Coverage

Key to successful implementation of the Affordable Care Act is getting people to learn and sign-up for low cost health insurance coverage.

By the end of 2014, ICHS teams had reached out to and enrolled more than 10,000 people to low-cost health insurance coverage through the Affordable Care Act.

In-person assisters, eligibility workers, and community advocates reached out to Washingtonians at ICHS clinics and in the communities to provide free help to enroll or answer questions about the law.



# 2014 Service Highlights and Milestones

## National Quality Leader

ICHS named the only community health center in Western Washington, and one of only four in Washington State to be cited by the U.S. Department of Health and Human Services as a "National Quality Leader."

## Clean bill of health from HRSA

Successfully met all Health Resources Services Administration (HRSA) requirements for governance, clinic operations, and finances during a site review.

## Mobile Dental Clinic

Celebrated a full year of operations for the Mobile Dental Clinic, serving 11 schools and testing mobile dental services at the Renton Housing Authority and Asian Counseling and Referral Service (ACRS).

## Major Dental Expansion

Added new dental chairs at International District, Bellevue, and Shoreline clinics, bringing to 41 the total number of dental chairs.



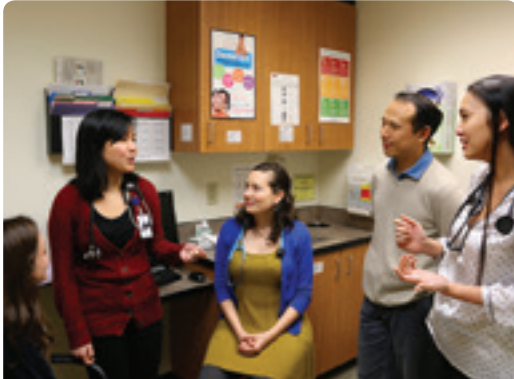
## Masonry Institute Design Award

ICHS Shoreline Medical and Dental Clinic won the Medical Merit Award in the Masonry Institute of Washington's 2014 Design Awards for its use of durable, natural, and sustainable materials.

## Shoreline Capital Campaign

Special thanks to those who made significant gifts to support construction of the Shoreline clinic, including Washington Dental Service Foundation, D.V. & Ida McEachern Charitable Trust, KeyBank Foundation, Norcliffe Foundation, ICHS and ICHS Foundation boards and staffs.

## ARNP Residency Program Launched



In fall 2014, successfully launched the Advanced Registered Nurse Practitioner (ARNP) Residency Program and began the University of Washington Dental School fourth year dental community rotation program.

## Bellevue Clinic Expanded Services

Behavioral health and the mammogram coach added at the Bellevue clinic.

## Cell Phones & Patient Communications

A hepatitis B grant helped us better understand our patients' use of cell phones and their potential use in helping us communicate more effectively with our patients.

## 13,000+ Patients

Over 13,000 patients signed up to use MyICHS to electronically request appointments, test results, and health records.



## \$50,000 Dental Clinic Expansion Grant

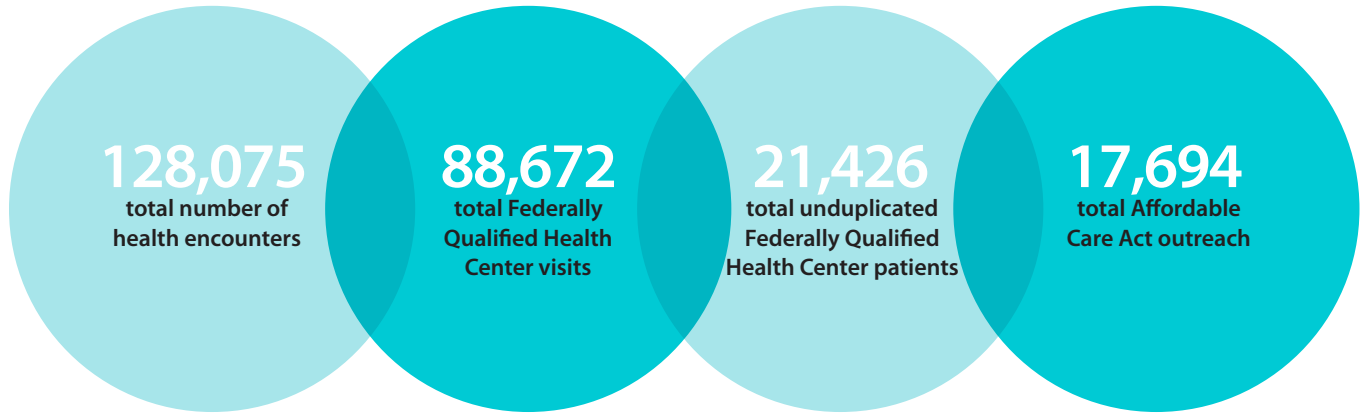
Awarded \$50,000 in funding from the Covidien NACHC Challenge Grant Program to support the 2014 ICHS International District Dental Clinic Expansion Project.



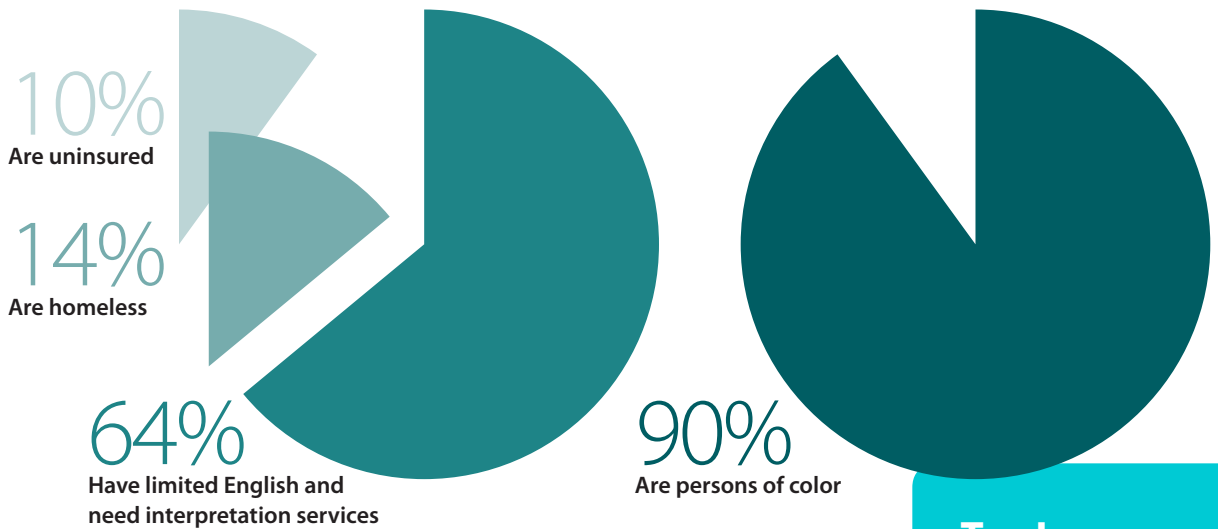
## Health Board Appointee

ICHS Board Secretary Hiroshi Nakano was appointed by Gov. Jay Inslee to the Washington Health Benefit Exchange Board, which manages the Washington Healthplanfinder, an online marketplace for affordable health care coverage under the Affordable Care Act.

# ICHS in Numbers



# Patients at a glance



## Top Languages

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

**\$934,982**  
Provided in uncompensated care

**10,213**  
Patients served at International District Clinic

**7,355**  
Patients served at Holly Park Clinic

**1,852**  
Patients served at Bellevue Clinic

**1,254**  
Patients served at Shoreline Clinic

**337**  
Patients served at Seattle World School

**177**  
Patients served at ACRS

**377**  
Patients served at Mobile Dental Coach

**137**  
babies delivered

**46**  
Number of languages served

**33,393**  
Education sessions through community advocacy, health education, and in-person assistance encounters

**4,275**  
Unduplicated patients age 65 and older



# Consolidated Fiscal Highlights

January 1, 2014 – December 31, 2014

## Support, Revenue and Gains

Capitation and Enhancements	\$ 9,747,969
Public-Sponsored Insurance and Entitlements	\$ 6,954,983
Patient Fees and Private Insurance	\$ 3,817,046
Fees and Grants from Government Agencies	\$ 2,939,332
Contributions and Private Grants	\$ 781,971
In-Kind Donations	\$ 567,488
Other	\$ 315,663

**Total Operating Support, Revenue and Gains** **\$ 25,124,452**

Gain On Disposal of Equipment and Improvements	\$ 23,684
Pool Savings	\$ 2,551,474
Medicaid Management Care Enhancement Payback	\$ (1,619,673)
Rental Income	\$ 5,062
Capital Campaign	\$ 1,147,969

**Total Revenues** **\$ 27,232,968**

## Expenses

### PROGRAM SERVICES

Primary Medical Care	\$ 9,817,944
Primary Dental Care	\$ 5,279,254

### OTHER HEALTH AND ENABLING SERVICES

Pharmacy	\$ 2,370,593
Access	\$ 1,361,447
Health Education and Case Management	\$ 1,594,120
School-Based	\$ 513,413
Women, Infants and Children	\$ 322,887
Acupuncture	\$ 148,423
Behavioral Health	\$ 398,308

**Total Program Services** **\$ 21,806,389**

**Management and General Administration** **\$ 5,298,422**

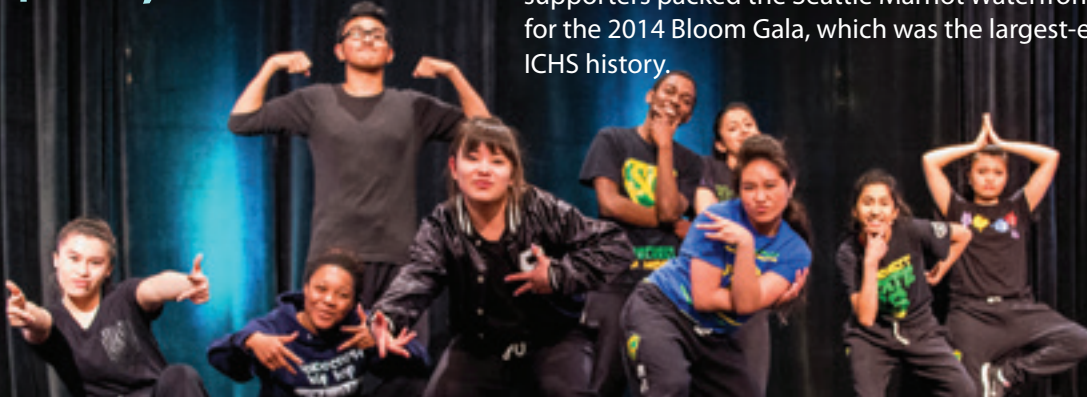
**Fundraising** **\$ 608,810**

**Total Expenses** **\$ 27,713,621**

*\*Numbers are unaudited.*

## \$205,000+ Raised

ICHS Foundation raised over \$205,000, as more than 400 ICHS supporters packed the Seattle Marriot Waterfront ballroom for the 2014 Bloom Gala, which was the largest-ever event in ICHS history.



# Acknowledgments

We would like to thank the following businesses, foundations, groups and individuals for their generous financial and in-kind contributions in 2014. If you have a correction, please contact us at 206.788.3672 or [foundation@ichs.com](mailto:foundation@ichs.com).

## Corporate & Organizational Donors

AmazonSmile Foundation	Henry Schein, Inc	Puget Sound Affiliate of Susan G. Komen for the Cure
Amerigroup	Hepatitis B Foundation	Puget Sound Energy
Asian Counseling & Referral Service	H-Mart NW Headquarters	Puget Sound License Agency
Asian Pacific Islander Coalition Advocating Together	Inlandboatmen's Union of the Pacific	Salal Credit Union
Association of Asian Pacific Community Health Organizations	InterIm Community Development Association	Seattle Children's
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Foundation for Seattle Community Colleges	National Association of Community Health Centers (NACHC)	Washington Federal Foundation
GE Foundation	NeoSpine	Washington Women's Foundation
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## Champions of Change

ICHS CEO Teresita Batayola was honored by the White House and the U.S. Department of Health and Human Services as one of 11 "Champions of Change" for her and staff's work in educating Asian Americans and Pacific Islanders about the Affordable Care Act.



# \$50,000 Breast Health Grant

Received a grant of over \$50,000 from Komen Puget Sound, the area's affiliate of the Susan G. Komen for the Cure, to help pay for community outreach, prevention, and education on breast health.



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