



2018

# ANNUAL REPORT

- ✦ Healthier People
- ✦ Thriving Families
- ✦ Empowered Communities
- ✦ A Just Society



**ICHS**

**International  
Community  
HEALTH SERVICES**

# “The true measure of our success is the health of our patients and our communities.”



## Message from the President and CEO

Last year, International Community Health Services (ICHS) provided health care to 32,000 patients that was cost-effective and of higher quality than most primary care centers. More of our patients obtained preventive services and screenings. More patients actively participated in the management of their chronic conditions. Fewer had unnecessary procedures. These benchmarks of success are why the Health Resources and Services Administration has named ICHS a National Quality Leader four out of the past five years.

We stood firm in our welcome to all people so they could live to their healthiest potential. Healthy people strengthen our schools and workplaces and help our cities flourish. We invested in initiatives that will allow us to adapt to the changing needs of our communities and thrive as a sustainable organization. As a result, we’re optimizing resources and improving health with

integrated care that treats the whole person. We have embarked on transforming our care to fully integrate physical and mental health while working on specific social determinants of health for individual patients and their families. We’re intensifying primary care for high-risk Medicaid patients to manage their health conditions and reduce hospital admissions. We’re tackling the opioid epidemic and the mental health crisis by expanding treatments for addiction.

Despite the clear value of our efforts, ICHS and community health centers across the nation continue to face threats to access for health care and coverage. Additional threats affect the communities we serve.

Efforts to undermine and repeal the Affordable Care Act (ACA) continue, ranging from repeal of the individual mandate and federal refusal to defend the ACA in court, to federal encouragement of restrictions on those who qualify for coverage. Federal attacks on funding and programs affecting the poor, immigrants and refugees, women, Muslims, the LGBTQ community and many others continue. These actions have created disenfranchisement, with the loss of access and participation for our patients and communities from key programs. More worrisome is the intimidation and fear that our immigrant and refugee families are experiencing in response. Advocacy and organizing are now urgent to stop these attacks.

These challenges cement our resolve to elevate the important work started 46 years ago by our founders. Our labor remains unfinished until everyone has access to affordable, quality health care and we address the social and economic conditions affecting their health.

**Teresita Batayola**  
President and CEO



## OUR MISSION

Deeply rooted in the Asian Pacific Islander community, ICHS provides culturally and linguistically appropriate health and wellness services and promotes health equity for all.

# Here's a Snapshot of 2018



## Investments in our future

Our family practice, dental and nurse practitioner residencies enter a successful 3rd, 4th and 5th year



## Increased childhood immunizations

State recognizes ICHS with the Immunize Washington gold, silver and bronze awards for high immunization rates



## Reduced adult hypertension

ICHS earns gold status from the American Heart Association and the American Medical Association for controlling blood pressure in adult patients



## Staff excellence awards

Veronica Kim, ICHS women's preventative health services coordinator for 25 years, receives Molina Healthcare's Community Champion Award; Community Advocate Angela Wan is a national finalist for AARP's Asian American and Pacific Islander Community Hero Award



## Skilled new leadership

ICHS hires Rachel Koh, senior director of pharmacy services, and Dr. Asqual Getaneh, medical director



## National grant for \$250,000

ICHS is recognized as one of the nation's highest performing health centers with an award from the U.S. Department of Health and Human Services



## Ranked #1 in Washington

Washington Health Alliance ranks ICHS as #1 health center in our state for Medicaid-insured patients



## Strong insurance enrollment

ICHS enrolls 5,577 individuals into low-cost health coverage and assists another 10,364 people with insurance



An exhibit featuring the 45-year history of ICHS opened at our Shoreline clinic during National Health Center Week, August 2018



# HEALTH IS HOPE HOPE IS EVERYTHING

**\$1,092,693** uncompensated care

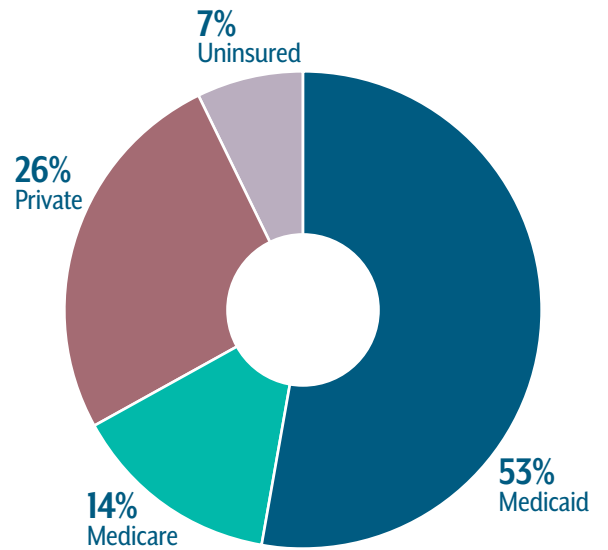
**135,996** health center visits

**426,048** health encounters

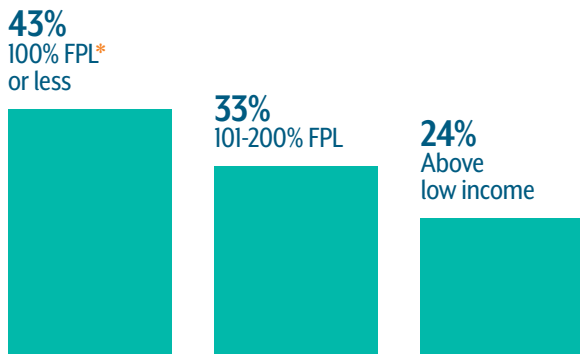
**3,323** patients who are homeless or doubling up



## Affordable Care Act reduces number of uninsured patients

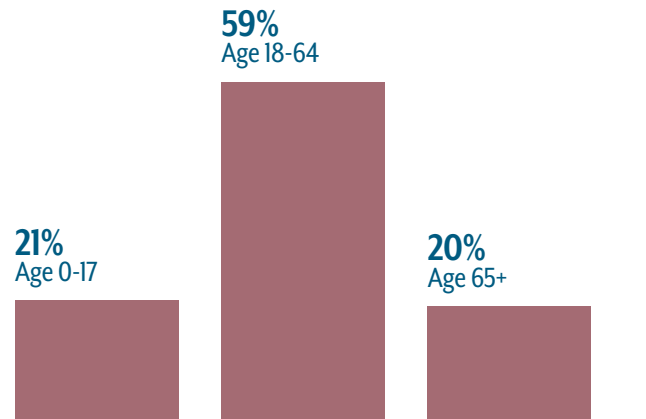


## 3 of 4 patients are low income



\*Federal Poverty Level: \$25,100 for a household of 4, effective January 2018. Source: ASPE, U.S. Dept. of Health & Human Services

## Growing number of seniors



31,841 patients

81% persons of color

53% need interpretation services

50+ languages. Most frequently spoken other than English:

1. Cantonese
2. Vietnamese
3. Mandarin
4. Korean
5. Spanish
6. Toisanese
7. Khmer
8. Tagalog
9. Farsi
10. Tigrinya
11. Somali
12. Amharic
13. Russian
14. Arabic
15. Laotian



ICHS is on an exciting journey that will redefine how people age. We have partnered with Kin On to embark on an ambitious \$20 million capital campaign to construct a 25,000-square-foot senior health care facility on North Beacon Hill. We are creating a new kind of senior care for our elders and families that will keep our neighborhoods vibrant.

This innovative program will provide a nursing home level of care to frail seniors aged 55 and older and allow them to live at home. A team of doctors, nurses, therapists, social workers, aides

# Thank You Thank You Thank You

*We couldn't do it without you. For 46 years, ICHS has advocated for health care as a human right with the support of volunteers, partners, neighbors and friends.*

## Corporate & Organizational Donors

- |   |  |                                       |
|---|--|---------------------------------------|
| 21 Progress                               | KeyBank  | Rotary Club of Shoreline              |
| AmazonSmile Foundation                    | KeyBank Foundation                               | Runsignup                             |
| Amerigroup                                | King County Employee Giving Program              | Salal Credit Union                    |
| Ann Wu Liao Foundation                    | KingsHill Investments LLC                        | SCIDpda                               |
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|   |  | WPI Real Estate Services Inc.         |

and drivers will provide support services, home health care and transportation. The center will be a lifesaver for families faced with providing around-the-clock care for a loved one. Elders will be able to better manage their health and remain physically, mentally and socially engaged.

This model of care is already being implemented as ICHS takes over Legacy House and its assisted living, adult day care and congregate meal program from the Seattle Chinatown-International District Preservation and Development Authority.



## Individual Donors

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# 2018 CONSOLIDATED FISCAL HIGHLIGHTS

## Support, Revenue and Gains

|   |                     |
|---|---------------------|
| Capitation and Enhancements                       | \$ 18,017,536       |
| Public-Sponsored Insurance and Entitlements       | \$ 18,138,928       |
| Patient Fees and Private Insurance                | \$ 5,498,394        |
| Fees and Grants from Government Agencies          | \$ 5,130,316        |
| Contributions and Private Grants                  | \$ 1,070,722        |
| In-Kind Donations                                 | \$ 1,141,150        |
| Other   | \$ 1,499,279        |
| <b>Total Operating Support, Revenue and Gains</b> | <b>\$50,496,325</b> |

## Expenses

|   |                      |
|---|----------------------|
| <b>PROGRAM SERVICES</b>                   |                      |
| Primary Medical Care                      | \$ 19,325,198        |
| Primary Dental Care                       | \$ 11,502,714        |
| <b>OTHER HEALTH AND ENABLING SERVICES</b> |                      |
| Pharmacy                                  | \$ 3,772,383         |
| Access                                    | \$ 2,406,655         |
| Health Education and Case Management      | \$ 1,888,815         |
| School-Based                              | \$ 1,032,203         |
| Vision                                    | \$ 414,499           |
| Women, Infants and Children               | \$ 461,687           |
| Acupuncture                               | \$ 168,572           |
| Behavioral Health                         | \$ 736,737           |
| Substance Abuse                           | \$ 77,963            |
| Comprehensive Care                        | \$ 352,918           |
| PACE                                      | \$ 378,512           |
| <b>Total Program Services</b>             | <b>\$42,518,856</b>  |
| Management and General Administration     | \$ 8,894,318         |
| Fundraising                               | \$ 402,313           |
| <b>Total Expenses</b>                     | <b>\$ 51,815,487</b> |



**International District  
Medical & Dental Clinic**  
720 8th Ave S  
Seattle, WA 98104

**ICHS Vision Clinic**  
718 8th Ave S  
Seattle, WA 98104

**ICHS Legacy House**  
803 S Lane St  
Seattle, WA 98104

**Holly Park Medical & Dental Clinic**  
3815 S Othello St  
Seattle, WA 98118

**Bellevue Medical & Dental Clinic**  
1050 140th Ave NE  
Bellevue, WA 98005

**Shoreline Medical & Dental Clinic**  
16549 Aurora Ave N  
Shoreline, WA 98133

**Seattle World School  
Teen Health Center**  
1700 E Union St  
Seattle, WA 98122

**Highland Middle School  
Health Center**  
Bellevue, WA

**ICHS Meal Program at  
Bush Asia Center**  
409 Maynard Ave S, Plaza 6  
Seattle, WA 98104

**ICHS Primary Care Clinic at ACRS**  
3639 Martin Luther King Jr Way S  
Seattle, WA 98144

**Mobile Dental Clinic**  
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Seattle, Bellevue and Shoreline*

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