

The Future of

HEALTH EQUITY



2023 Report to the Community



ICHS

International
Community
HEALTH SERVICES

Dear friend of ICHS,

We are honored to serve as chair of the International Community Health Services (ICHS) board of directors and president of the ICHS Foundation board of directors, and proud of the achievements outlined in this report.

For over 50 years, ICHS has been committed to reducing health disparities across King County. To accomplish this, we have been at the forefront of delivering culturally competent and comprehensive health care to people of all ages, especially those with barriers to care, such as language and financial challenges.

Community health centers like ICHS work because as nonprofit organizations dedicated to equitable health access, we put people and their individual health needs at the center of our mission and our work.

This is an exciting and pivotal time for ICHS. Over the past year, we have embarked on an important strategic planning process to ensure that ICHS continues to be relevant into the future. This strategic plan will create a path for organizational growth and a map for ICHS to meet the evolving needs of both the organization and the communities we serve.

Our ongoing success is thanks to our dedicated board of directors, outstanding staff, great community partners, and generous and loyal donors. Working together, we will continue to grow stronger and fulfill our critical mission to improve the overall health of traditionally underserved communities and pursue health equity for all.

Sincerely,



A handwritten signature in blue ink that reads "Gildas Cheung".

Gildas Cheung
Board Chair, ICHS Board of Directors



A handwritten signature in blue ink that reads "Leeching Tran".

Leeching Tran
President, ICHS Foundation Board of Directors

IN PARTNERSHIP WITH YOU

Welcome to the ICHS 2023 annual report highlighting our 2023 accomplishments, which you, our community, helped us achieve. Since our founding in 1973, ICHS has been a leader in serving the people of this region who face multiple barriers to health care, including language, affordability, and other social determinants of health. ICHS is honored to play an essential role in our community, serving all who seek care, regardless of their ability to pay.

Our mission is achieved through our regional network of community clinics, school-based health centers, and mobile medical and dental vans. We work in collaboration with community partners to ensure that all our patients reach their highest health potential, especially in the traditionally underserved, low-income communities served by ICHS.

In 2023, 78 percent of ICHS patients were people of color, 80 percent lived below 200 percent of the Federal Poverty Level, and more than half had an English language barrier. Many of our patients, including immigrants and refugee patients, can no longer afford to live in our cities.

As I write this letter, we find ourselves in extremely challenging and difficult times. Community health centers are experiencing increased challenges to the stability of our organizations. Mental health crisis, overdoses, community safety concerns, and gun violence are occurring daily. These affect all of us directly or indirectly. It is our mission that keeps ICHS focused and committed during these uncertain times.

As we look to our future, we know that we can do more to meet the changing demographics and health care needs of communities across King County, and we look forward to expanding our behavioral health services, school-based health centers, and clinics into areas where our services are most needed. Together, in partnership with all of you, we will continue to bring whole-person care to our communities.

I invite you to learn more about our mission of health care for all, our partnerships, and our advocacy as you explore the stories featured in our annual report. I look forward to the collective efforts that ICHS and our community partners will continue to do to improve the health of our patients and communities. Thank you for everything you do to support our work to advance health care access and health equity.

Sincerely,



A handwritten signature in blue ink that reads "Kelli Nomura".

Kelli Nomura, MBA, MHP
Chief Executive Officer, ICHS

Who We Are



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.

OUR VISION

Healthier People.
Thriving Families.
Empowered Communities.
A Just Society.

OUR VALUES

Patient and community centered
Excellence
Diversity and cultural sensitivity

For over 50 years, ICHS has been committed to delivering culturally competent, comprehensive health care services to people of all ages who may face barriers to accessing health care and likely experience health disparities, including people experiencing poverty and uninsurance, people from diverse racial and ethnic groups, and those with limited English proficiency.

We promote health equity by providing essential comprehensive medical resources for all—including medical, dental, pharmaceutical, vision, and behavioral health care—regardless of ability to pay. Many of our providers are multilingual to ensure that our diverse patient community has access to high-quality, individualized, culturally responsive treatment as well as preventive care, health education, and social work.

To enhance access to health care services for underserved community members, ICHS collaborates with health care providers, community-based organizations, schools, government agencies, and others through outreach, advocacy, and partnership.

Washington Health Alliance ranked ICHS as the top performing federally qualified health center in Medicaid cost and quality, based upon quality and cost measures compared across the state's best performing health care providers.



HEALTHY AGING AND WELLNESS

Offering care and compassion for our elders

ICHS PACE (Program of All-inclusive Care for the Elderly) provides senior care services that meet every aspect of health, from social to dietary needs. The revolutionary aging-in-place model of care enables low-income, nursing-home eligible adults to live independently at home in their community. ICHS has offered PACE as part of its Healthy Aging and Wellness Program since 2019.

Participant needs are met with respect to cultural traditions, language, and preferences. Most PACE participants are Asian immigrants with limited English proficiency who are cared for by staff and providers who speak many Asian languages and dialects.

Maxine Chan, whose mother was a PACE participant and resident at ICHS Legacy House assisted living, reflected on the care she had received. "The cultural competency, that was the most important element," Chan said. "Mom could speak to someone in her language. She had the care and compassion that she needed."

With ICHS PACE, caregivers are not alone navigating choices for their loved ones.

ICHS plans to expand its innovative senior services with the opening of a new facility to serve low income older adults in late 2025. In honor of community leader Ron Chew, ICHS will name this new state-of-the-art



senior care facility the Ron Chew Healthy Aging and Wellness Center. With the Ron Chew Healthy Aging and Wellness Center, ICHS will quadruple the number of vulnerable older adults served through the PACE program.

"It's really about allowing older adults, during their fragile years, to continue to live at home rather than having to be cloistered away inside an institution," Chew said. "The ICHS PACE program provides comprehensive services to make that possible."

ICHS is seeking community support to complete this important project. For more information and to get involved, please contact Christine Consolacion at (206) 832-0743 or cconsolacion@ichs.com.

63 

adult day participants enjoyed meals, socialization and therapy to stay independent

88 

assisted living residents received 24/7 care at Legacy House

108 

PACE participants aged in-place with wraparound services

123 

seniors improved balance with 624 hours of evidence-based fall prevention classes

318 

community elders received 20,568 culturally appropriate, nutritious meals

AFTER HOURS CLINIC

Health care when the community needs it

Bringing her sick child to the ICHS After Hours Clinic proved to be a defining moment for one young mother.

“We didn’t want to go to the ER because our previous experience involved a super long wait,” she said. “We heard about the after hours clinic at ICHS from a friend and decided to take our son there. They accepted walk-ins and new patients, the wait was short, and we got to see the provider quickly. We were very thankful and impressed by the service, so we transferred our care to ICHS afterward.”

According to the Centers for Disease Control and Prevention, one in five U.S. adults visited an emergency department for acute care in the past year. Those living below 100 percent of the federal poverty level were most likely to end up in a hospital emergency room.

ICHS has long recognized the need for less expensive acute care for people requiring non-emergency treatment. In September 2023, ICHS launched an after hours clinic at our Holly Park clinic in South Seattle. Patients of all ages and backgrounds, regardless of insurance or immigration status, can walk in to get care immediately.

“Illnesses never come at a specific time of the day that is convenient,” said ICHS Assistant Medical Director Dr. Beth Weitensteiner. “Your child gets sick, your child starts vomiting, your child has a fever, and you need to be able to get those questions asked and answered, or your child needs to be seen or you need to be seen.”



“The After Hours Clinic has already made a big difference in helping patients get the care they need.”

Tram Le
Health Center Manager, ICHS Holly Park Clinic



SCHOOL-BASED HEALTH CENTERS

A trusted presence in young people’s lives

Leilani became a patient at the Seattle World School Teen Health Center in 2020, shortly after arriving in the U.S. “It was the first time in my life that I felt like I’ve been treated like a human [in a clinic],” she said. “I know these are very strong words, but it’s true.”

ICHS’ school-based health centers embody our commitment to provide care to all people, regardless of health, income or insurance status.

Teams of health care professionals work together to meet the needs of students from diverse linguistic and cultural backgrounds. Providers offer students—most between the ages of 11 and 21—comprehensive medical, behavioral health, and dental care. Navigators help parents sign up for health insurance, assist with referrals, and more. ICHS provides these services at no cost to students or families.

Many of ICHS’ school-based health center patients are recent immigrants and refugees. The school-based care teams of trusting adults have been instrumental to these students during a time of major life adjustment.

ICHS

2023 IMPACT

 **\$452,817**
unreimbursed patient care



364,090 health encounters

129,122 total visits
10,196 virtual visits

11 service locations in Seattle, Bellevue, Shoreline, south King and north Pierce counties

WHO WE SERVE

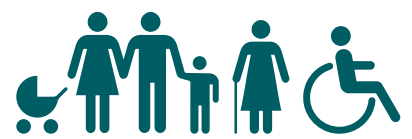
31,230 total patients

 **26,250** medical

 **13,385** dental

 **1,787** behavioral health

 **1,430** vision



4 in 5 low income

7 in 9 persons of color

1 in 5 age 65 and over

1 in 240 homeless

58% need interpretation services



Patients by insurance status

- 45% Medicaid
- 33% Private
- 15% Medicare and Medicaid dual
- 5% Medicare
- 2% Uninsured

70+ languages. Most frequently spoken other than English:

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

Where patients live

- 46% Seattle
- 17% Other King County
- 13% Outside King County
- 11% Bellevue
- 11% Shoreline
- 2% South King County



AWARDS/RECOGNITION



Health Resources and Services Administration

- Health Center Quality Leader — Silver level for best overall clinical performance among all health centers
- Addressing Social Risk Factors
- Advancing HIT (Health Information Technology) For Quality
- COVID-19 Public Health Champion
- Patient-Centered Medical Home recognition



National Association of Community Health Centers

- Advocacy Center of Excellence — ICHS is one of only three community health centers in Washington to have achieved Gold ACE status



American Heart Association

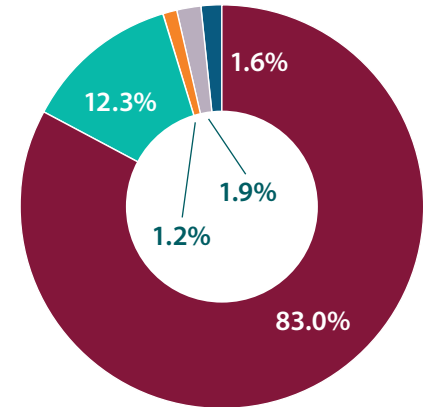
- Check. Change. Control. Cholesterol — Gold level recognition
- Target: Type 2 Diabetes — Gold level recognition
- Target: BP — Silver level recognition for controlling blood pressure in adult patients



2023 Financials

Operating Revenue \$91,489,152

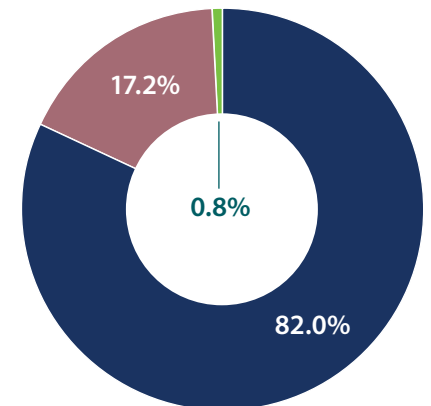
Program Revenue	\$ 75,958,535
Government Grants	\$ 11,225,816
Private Grants & Contributions	\$ 1,078,091
In-kind	\$ 1,760,891
Other	\$ 1,465,819



Non-operating Revenue \$8,637,674

Expenses \$82,999,792

Program Services	\$ 68,085,377
Management & General Administration	\$ 14,246,853
Fundraising	\$ 667,562



Retained Earnings \$17,127,034

Our thanks to our board members who donate their time and talent to ensuring that ICHS meets its mission to provide health care for all, regardless of ability to pay.



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To make a critical gift, scan this
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ICHS Foundation
PO Box 3007
Seattle, WA 98114
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foundation@ichs.com

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in

SERVICE LOCATIONS

International District Medical & Dental Clinic ● Rx
720 8th Ave S • Seattle, WA 98104

Holly Park Medical & Dental Clinic ● Rx
3815 S Othello St • Seattle, WA 98118

Shoreline Medical & Dental Clinic ● Rx
16549 Aurora Ave N • Shoreline, WA 98133

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

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

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

Highland Health Center ●
15027 Bel-Red Rd • Bellevue, WA 98007

ICHS Legacy House ●
803 S Lane St • Seattle, WA 98104

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

Mobile Medical Clinic ●
Serving south King and north Pierce counties

Mobile Dental Clinic ●
Serving Seattle, Bellevue and Shoreline

