MESSAGE FROM THE CEO

International Community Health Services (ICHS) was founded in 1973 as a free volunteer-driven clinic. A small group of Asian American activists took it upon themselves to provide medical care to Seattle Chinatown-International District's elderly immigrant residents who had been left behind in the health care system. To put it plainly, we were born out of idealism.

Over the past 50 years, we have not detoured from the course set by our founders. When I became CEO in November 2022, it was breathtaking to realize how much we have grown while remaining rooted in our commitment to serving the Asian Pacific Islander and immigrant communities.

Today, we are a regional health care services provider and a leader in the community health center movement where all are welcome. Our dedicated team of 600+ staff deliver affordable, culturally and linguistically appropriate health and wellness services. I'm proud to say that in the past year, our staff delivered care in over 70 languages across 10 sites. Our impact reaches outside of our clinic doors, too, with our staff providing insurance enrollment, community outreach, mobile services and remote WIC services to our region's diverse communities.

2022 began in the midst of the Omicron COVID-19 variant surge, with nearly 140,000 people in Washington state contracting COVID-19 in the first seven days of January. ICHS once again pivoted to meet the needs of our communities. We distributed over 77,000 COVID-19 test kits to ICHS patients, and over 22,000 COVID-19 test kits and 21,000 masks to more than 80 community partners. We also served as a test-to-treat location, with our multilingual pharmacy team members providing monoclonal antibody therapeutics to walk-in visitors.

2022 marked the 24th and 17th anniversaries of the current location openings of our International District and Holly Park clinics, respectively. Throughout the COVID-19 pandemic, we performed essential renovations of our clinic sites to improve airflow, upgrade our equipment, and improve safety.

Also in 2022, we implemented crucial new programs to increase testing, treatment, and prescription of PrEP for patients of color as part of the nationwide effort to eliminate HIV. We expanded our behavioral health services, further integrating mental health and substance use disorder services with our comprehensive primary care delivery.

As we look ahead to the next 50 years of ICHS, we take the lessons we've learned from the COVID-19 pandemic to be adaptive and strategic about how we provide care and services into the future. Our community partnerships were strengthened and more critical than ever in identifying and meeting the needs of the community. Our work has shown that the services we provide do not have to only come from within our clinic walls. I envision ICHS continuing to grow in partnership with organizations across many communities, expanding our reach to those needing and deserving access to health care, especially those who continue to be left behind in the health care system, just as our ancestors were 50 years ago.

This year, we celebrate our 50th anniversary. And the same commitments that launched us then keep us growing and serving to this day.

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

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.



Kelli Nomura, MBA, MHP Chief Executive Officer

ICHS Looks Back on 50 Years of Crisis and Opportunity

By Ron Chew

Fifty years ago, several protests against construction of the Kingdome led to the resurrection of Seattle's dying Chinatown-International District (CID). They also led to the birth of a major social service agency that serves as the bedrock of support for needy immigrants and refugees and people of color through the region.

In 1968, King County voters approved bonds for a \$40 million multi-purpose stadium. In 1972, the County Council voted to build the massive concrete structure on South King Street, along the western edge of Chinatown.

CID champions resisted. They said the Kingdome would precipitate closure of five hotels which were home to many longtime residents: the elderly Filipino bachelors and Chinese immigrant families who formed the backbone of the community. They had been living in squalid apartments, without access to vital services like health care.

For a full year, the community fought—in the courts and in the political arena—to halt the project. They didn't succeed. But the story didn't end there.

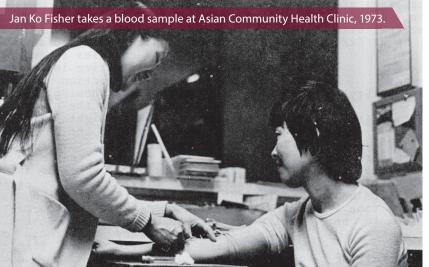
On Nov. 2, 1972, about 50 protesters—led by a canny organizer named Bob Santos—arrived at the groundbreaking ceremony for the Kingdome. They came to disrupt the festivities. The demonstrators included a small contingent of feisty Filipino seniors from the recently-established International Drop-In Center (IDIC).

They carried signs which read, "Don't Let the Dome Doom Chinatown," "HUMBOWS Not HOT DOGS," "Preserve the International District," and "Chinatown Is Not Only a Place to Eat. People Live There Too." They grabbed bullhorns. They chanted, "Down with the Dome!"

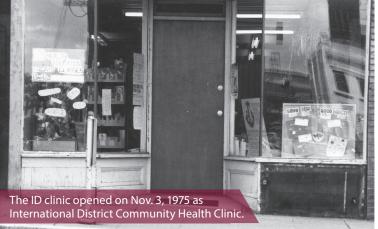
On Nov. 14, many of the same demonstrators—their numbers swelled to 140—marched from Hing Hay Park to the downtown office of the U.S. Department of Housing and Urban Development (HUD). They told officials that the ID urgently needed more units of low-income housing. They pleaded for action. The director of the Seattle office responded, "But we don't have any money right now."

















The CID protesters weren't deterred. On Feb. 3, 1975, a group representing themselves as the Committee for Corrective Action in the International District marched to King County Executive John Spellman's office to present a list of demands, including stadium construction jobs for Asians, 1,000 units of low-income housing, a stadium user tax to support community projects, a senior center, and a health clinic.

Spellman wasn't in his office that day, but he did follow up on one of the demands. He asked a staff member to conduct an epidemiology study to look at the need for health care in the International District. It soon became clear that the need was urgent.

With matching grants from both King County and the City of Seattle, the ID health clinic was born on Nov. 3, 1975, in a one-room storefront at 416 Maynard Avenue South, just across the street from Hing Hay Park. Through several name changes, it's now known as International Community Health Services (ICHS).

The clinic had first started on Aug. 28, 1973 as the Asian Community Health Clinic, a once-a-week, all-volunteer operation on Beacon Hill.

Bob Santos helped find the ID clinic site, a former Filipino gambling club. He asked Joey Ing, a local architect, to redesign the space. Bruce Miyahara became the clinic's first director. Sister Heide Parreño, a young Catholic nun, worked as its first nurse practitioner. She had been

providing health care to Filipino residents through IDIC and a Pioneer Square health care program.

"We took over the space, cleaned it up, hung blankets for exam area privacy and started the clinic," Miyahara said.

Bob Santos continued to work with neighborhood activists to improve the quality of life for residents, helping jumpstart Asian Counseling and Referral Service (ACRS), community parking, nutrition support, child care, and historic redevelopment.

Funding from HUD's Neighborhood Strategy Area Program helped restore seven historic buildings. including the Bush Hotel, which reopened in 1981 as a new community center, low-income apartments and home base for the Seattle Chinatown-International District Preservation and Development Authority (SCIDpda).

Sister Heide, Donnie Chin—founder of the International District Emergency Center, and volunteers like Jan Ko Fisher spent many hours visiting social clubs, pool halls and old hotels to cultivate the first generation of ICHS patients. The ID clinic became the lifeline for hundreds of residents who had been suffering from untreated diabetes, hypertension, arthritis, gout, and cancer.

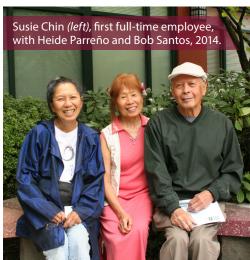
Jon Nakagawara, president of the Asian Community Health Clinic's coordinating committee, succeeded Bruce Miyahara as ID clinic director in 1977. Gail Tanaka took the helm in 1980 as the demand for services exploded.











Thousands of Southeast Asian refugees had resettled in King County following the end of the Vietnam War. The number of ICHS staff grew to 21. The agency served 800 to 900 patients per month and provided interpretation in 12 languages.

ICHS struggled as President Reagan took an ax to social service funding programs during the 1980s. ICHS' fourth director Frank Irigon, hired in 1988, fought valiantly to keep the agency afloat. Irigon had been an ardent proponent of the clinic during the Kingdome protests.

To alleviate the funding crisis, neighborhood clinics came together in 1992 to establish the Community Health Plan of Washington. The community-governed nonprofit health plan helped to coordinate care and advocate for people who were not being served by traditional insurance companies.

Dorothy Wong was hired as ICHS director in 1993. Under her tenure, ICHS' budget ballooned from \$1.9 million to \$15 million. Seven construction projects were undertaken. Traditional Chinese medicine and acupuncture were established in 1996. Dental services were added at ICHS' new Holly Park site in the mid-1990s and at the ID clinic, which moved to the ID Village Square in 1998.

In 2006, Teresita Batayola began a nearly 18-year stint at the helm. "We became more active in speaking out on the regional, state and national levels," Batayola recalled. "We moved beyond the CID, bringing our services to the doorsteps of other underserved populations outside Seattle."

Today, ICHS is certified as a Federally Qualified Health Center and is the largest provider of healthcare to Asians and Pacific Islanders in Washington state.

With passage of the Affordable Care Act—a huge step forward in health equity—ICHS began educating patients about available health coverage options. By the end of 2014, teams at ICHS had enrolled over 10,000 people in insurance plans. Medicaid-eligible patients began receiving high quality care under Apple Health.

Under Batayola's tenure, ICHS built clinics in Bellevue and Shoreline, established a mobile dental clinic, opened two school-based health centers, and established a vision clinic. In more recent years, immigrants and refugees from East Africa, Eastern Europe, Central America, and Central Asia brought a unique set of cultural and language needs. They were suffering trauma from the impact of civil war and displacement. In 2011, ICHS partnered with ACRS to provide on-site medical care to those experiencing mental illness.

During the height of the 2020 pandemic, ICHS faced a new set of challenges, including a shortage of protective masks, gowns and medical supplies. ICHS partnered with other community groups to provide tests and vaccines and to push back against anti-Asian attacks.

In 2019, ICHS took a big leap into the realm of senior care by taking over stewardship of Legacy House, an assisted-living facility built next door to ICHS in 1998. The facility had been run by SCIDpda. Under ICHS, comprehensive wraparound services are now provided through an aging-in-place program called PACE, which stands for Program of All Inclusive Care for the Elderly.

Several years ago, Bruce Miyahara returned to help ICHS raise money for a community kitchen in the new 25,000-square-foot senior care facility scheduled to open on North Beacon Hill in late 2025. The facility will offer PACE services. SCIDpda is developing affordable apartment units at the same site.

"We've come full circle," Miyahara said. "The nursing project that Sister Heide started targeted elderly patients with a combination of clinic and home visit services. The PACE program provides meal and nutrition services that support my generation, the baby boomers."

He's been joined by Mayumi Tsutakawa, a founding board member of ICHS. She is helping raise money to install art throughout the PACE program. The artists include Gerard Tsutakawa, Barbara Earl Thomas, Cecilia Alvarez, Dean Wong, Lawney Reyes, and Michelle Kumata. Her mother, Ayame Tsutakawa, struggled with memory decline, spending the last three years of life at Keiro, the Japanese American nursing home which closed in 2019. "The atmosphere of loving care was enriched by the artwork of Asian Pacific artists that made her feel at home," Tsutakawa said. "It is so important for seniors to be spending time in places which stimulate and nourish the senses."

Batayola's successor, Kelli Nomura, joined ICHS in November 2022. Nomura is no stranger to either ICHS or Seattle. She served on the ICHS clinic board for more than a decade. Her mother's family once managed the American Hotel and the Publix, two historic hotels in CID. Her late father, a pediatrician and regional medical director at Kaiser Permanente, grew up on Beacon Hill.

Nomura, who has an extensive background in behavioral health, is excited to see the federal, state and local funds expected in the near future to support further integration of medical services with behavioral health. "ICHS will continue to expand and grow to meet the needs of our diverse communities," Nomura said.

ICHS establishes a second school-based health center







neighborhood of Bellevue, May 1, 2014.



assisted living, 2022.



2022 Highlights



Investments in our future

Our family medicine and nurse practitioner residencies enter a successful 7th and 9th year; ICHS expands medical assistant apprenticeships



New dental assistant internship

ICHS Foundation and the Tanaka family launch the Gail Tanaka Scholarship Fund to uplift the next generation of dental providers



Officials visit ICHS

ICHS hosts officials at our clinics: Assistant HHS Secretary Admiral Rachel Levine, MD; former HHS Region 10 Director Ingrid Ulrey and HRSA Regional Administrator Sharon Turner; Congresswoman Pramila Jayapal; Congressman Adam Smith; Representative Nicole Macri



Skilled new leadership at the helm

Kelli Nomura, who brings to ICHS over 35 years of experience in the behavioral health care industry, succeeds Teresita Batayola as chief executive officer



Over \$2.5 million in grants

ICHS receives major grant awards to expand behavioral health services, address the HIV crisis in underserved communities of color, and expand oral health access to Bellevue area patients



Recognition for excellence

ICHS achieves Silver ACE (Advocacy Center of Excellenece) status from the National Association of Community Health Centers (NACHC) for our advocacy for health equity and access; NACHC also awards ICHS board member Hiroshi Nakano the Ethel Bond Memorial Consumer Award



Feb. 3 — President and CEO Teresita Batayola is sworn in to the President's Advisory Commission on Asian Americans, Native Hawaiians, and Pacific Islanders by Vice President Kamala Harris.



May 13 — (At center) Dr. Fuzhong Li, developer of Tai Ji Quan Moving for Better Balance program, visits ICHS. The 24-week course is part of ICHS' Healthy Aging and Wellness Program.



Strengthening health equity

ICHS develops new Patient Navigator Program, piloting at International District and Holly Park clinics, to address the social determinants of health needs of our patients



Increased meal deliveries to seniors

With a Group Health Foundation \$240,000 grant, ICHS and Chinatown-Internatioal District (CID) partner agencies expand deliveries to over 1,000 free hot meals a week to elderly CID residents



Engaging with the communities we serve

ICHS community health services team leads nonpartisan voter engagement with 1,700+ people and registers 88 new voters; ICHS partners with 15 community-based organizations to provide COVID-19 vaccine clinics and nutrition classes



Reinforcing our staff

ICHS hires 158 new employees and welcomes new leadership positions, including Associate Chief Medical Officer Beth Weitensteiner and four assistant health center managers



Wellness podcast launch

New ICHS health and wellness podcast, "Together We Rise," shares useful knowledge on healthy living and keeping our communities safe during COVID-19



Successful virtual and in-person fundraisers

ICHS Foundation raises \$130,000+ to fund free and low-cost health services for patients at our 3rd online fundraiser; \$40,000+ at our annual 5k with 400+ virtual runners and walkers ages 1 to 100 from 16 states; and \$80,000+ for senior services at our first in-person event since early 2020



Aug. 10 — ICHS Nutrition Services Manager Aliya Hag instructs a class for diabetics, offered in partnership with Pacific Islander Community Association of Washington (PICA-WA).



Oct. 22 — ICHS leadership, community partners, and family and friends celebrate Jan's 43-year legacy with the opening of the Janyce Ko Fisher Gallery at the ICHS Shoreline clinic.

ICHS Transitions to New CEO

After an eight-month search, the ICHS board of directors selected Kelli Nomura as CEO. She began her new role on Nov. 7, 2022.

"We are very excited to have Kelli at the helm of ICHS," said Board President Gildas Cheung. "Her strong leadership abilities and passion for patient advocacy and behavioral health care will ensure that everyone in our communities, including the most vulnerable, will continue to have access to quality, affordable health services."

Prior to joining ICHS, Nomura served as director of the King County Behavioral Health & Recovery Division, where she provided visionary leadership to achieve accessible quality behavioral health services to low-income residents. She developed strategic collaborations and alliances with the Health Care Authority, managed care organizations, providers and community members to strengthen the mental health and substance use services continuum of care to produce desired outcomes for patients, stakeholders, and the community.

An ICHS board member for over 10 years, Nomura succeeds Teresita Batayola, who served as president and CEO for 17 years. "I am thrilled about Kelli leading ICHS



(At right) Kelli Nomura accepts an original 1970s clinic poster from Teresita Batayola at an ICHS fundraising dinner, Nov. 12, 2022. The Asian Community Health Clinic was the forerunner of ICHS.

into its next chapter," Batayola said. "She has the depth and breadth of experience to ensure ICHS gets to the next level of service and growth."

ICHS is grateful for the work of the CEO search committee and for the unanimous endorsement by the board of its recommendation to appoint Nomura as CEO. ICHS also thanks the community for its engagement in this process that included surveys and input from 34 community leaders and participation in the interview process.

AWARDS AND RECOGNITION











Health Resources and Services Administration

- Health Center Quality Leader Silver level for best overall clinical performance among all health centers
- Access Enhancer
- Health Disparities Reducer
- COVID-19 Public Health Champion
- Patient Centered Medical Home recognition

National Association of Community Health Centers

 Advocacy Center of Excellence — Silver level; ICHS is one of only 24 community health centers nationwide to achieve this 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

Responding to COVID-19



ICHS has partnered with the Seattle Betsuin Buddhist Temple, located just east of the Chinatown-International District, to host many pop-up vaccine clinics at a trusted community location.

15,441 COVID-19 vaccines administered 425 COVID-19 tests administered

ICHS organized 53 pop-up vaccine

clinics with 21 community partners,

administering 2,169 vaccines.

O percent

of ICHS employees in 2022 were fully vaccinated against COVID-19

Expanding Clinic Services

Behavioral health

By integrating behavioral health into primary care, ICHS has increased patient access and reduced the stigma in seeking these services. We have acquired funding to support and expand behavioral health services:

- Through a partnership with Public Health Seattle and King County, all ICHS full-service clinics provide behavioral health services to people at risk of developing chronic behavioral health needs, including pregnant/parenting mothers, and adults over age 50
- ICHS and the City of Bellevue have partnered to provide behavioral health services at our Bellevue clinic for Bellevue residents
- Two grants support a behavioral health care coordinator at ICHS Highland Health Center
- Funding for a wellness club at Seattle World School

Dental care

- ICHS has received grants to improve airflow in patient care areas across all dental clinic sites
- Two-year funding to increase oral health access for Bellevue residents at our Bellevue clinic

HIV prevention

With funding from a three-year HIV prevention grant, ICHS is working to increase the number of patients counseled and tested for HIV, prescribed pre-exposure prophylaxis (PrEP), and linked to HIV care within 30 days of positive diagnosis. To support these goals, ICHS hired an HIV patient educator to assist patients with PrEP navigation and case management, and help enroll them into programs that can make PrEP and sexual health services low cost or free.

ICHS then piloted an HIV PrEP program at our Shoreline clinic, which has the highest number of patients who identify as LGBTQI+. This program allows patients interested in PrEP or patients identified by clinic staff as having a potential risk factor for HIV to meet with a nurse, complete an HIV risk assessment, learn about PrEP, complete a rapid HIV test and baseline labs, and leave with a PrEP prescription if appropriate.

Following this pilot, ICHS launched PrEP programs at our International District, Holly Park, and Bellevue clinics, and began providing and administering injectable PrEP.

Tuberculosis (TB) control

ICHS is collaborating with Public Health — Seattle & King County's TB Control Program to improve TB screening and latent TB infection (LTBI) care. The 10-year, CDCfunded research focuses on TB and LTBI in high-risk patients born outside of the U.S.

ICHS aims to improve provider understanding of LTBI care and increase TB testing and LTBI treatment completion for patients. By identifying more cases, we expect to lower the burden of TB among Seattle and King County residents.





\$725,521

unreimbursed patient care





386,913 health encounters

127,327 total visits

19,038 virtual visits

service locations in Seattle, **Bellevue and Shoreline**

WHO WE SERVE

30,612 total patients

3,542 medical

13,472 dental

1,843 behavioral health

1,258 vision **O**

#Trific

5 in 6 low income

7 in 9 persons of color

2 in 9 age 65 and over

1 in 40 homeless

57% need interpretation services



Patients by insurance status

47% Medicaid

19% Medicare

31% Private

3% Uninsured

languages. **Most frequently** spoken other than English:

- Cantonese
- Vietnamese
- Mandarin
- 4. Spanish
- 5. Toisanese
- 6. Korean
- Khmer
- **Tagalog**
- 9. Amharic
- 10. Russian
- 11. Tigrinya
- 12. Farsi
- 13. Arabic
- 14. Somali
- 15. Mien

Where patients live

47% Seattle

15% South King County

11% Shoreline

11% Bellevue

9% Outside King County

7% Other King County



HEALTHY AGING & WELLNESS



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

83 😜

assisted living residents received **24/7** care at **Legacy House** 105 A

PACE participants aged in-place with wraparound services

145 3

seniors improved balance with 7,480 hours of evidence-based fall prevention classes

273



community elders received 40,059 culturally appropriate, nutritious meals





Providing Health Care at School

ICHS has launched efforts to expand medical services to Bellevue-area schools beyond Highland Middle School, home to our Eastside school-based health center. During the 2021-2022 academic year, we began partnering with Sammamish and Interlake high schools to provide childhood immunizations in our mobile clinic.

Highland Health Center staff hosted three sports physical events, two COVID-19 vaccination events, and two summer camps. They also organized three childhood immunization events offsite at nearby Bellevue schools throughout the 2021-2022 school year.

Thirty immigrant and refugee students participated in a one-day workshop of wellness and nutrition at ICHS' first behavioral health youth summit in partnership with Kandelia and Seattle World School.

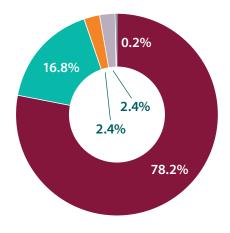
ICHS, Seattle First Hill Lions Club, and Warby Parker partnered together to provide free eye exams and glasses to 20 Seattle World School students.

Above: Sixteen Seattle World School students explored the University of Washington's nurse training program during Healthcare Careers Week, July 18-22, 2022. The program introduces immigrant youth of color to health care professionals and hands-on learning.

3,650 visits including medical, dental and behavioral health

2 patients for the 2021-2022 school year

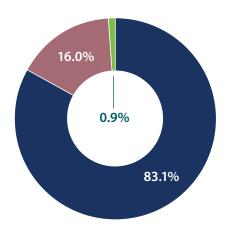
2022 FINANCIALS



Operating Revenue	\$79	,593,108
Program Revenue	\$	62,273,919
Government Grants	\$	13,367,341
Private Grants & Contributions	\$	1,944,004
In-kind	\$	1,886,808
Other	\$	121,036

Non-operating Revenue \$630,446

Expenses	\$75,082,458
Program Services	\$62,380,533
Management & General Administration	\$ 11,986,950
Fundraising	\$ 714,975
Retained Earnings	\$5,141,096



Join us for 50 more years

ICHS provides free or low-cost care to patients in need because, like you, we believe that everyone has a right to quality, accessible health care. It doesn't matter who they are, if they have insurance, or how much they can pay. Our doors are open to all.

Since 1973, our mission has been about providing medical services, but more importantly, interrupting the systemic racism that denied health care to communities of color. Through the years, ICHS has grown to embrace and serve all marginalized peoples. As we honor our past, we remain committed to providing culturally and linguistically appropriate health and wellness services and health equity for all.

As a health safety net for our most vulnerable, ICHS supports patients with every dollar our foundation receives. *Consider honoring our 50th anniversary with a meaningful gift today*.



Scan me to donate now. **Thank you!**

ICHS Foundation

PO Box 3007 Seattle, WA 98114

206.709.5987 foundation@ichs.com

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in

SERVICE LOCATIONS

Holly Park Medical & Dental Clinic

↑

3815 S Othello St • Seattle, WA 98118

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

Mobile Dental Clinic V Serving locations in Seattle, Bellevue and Shoreline

ICHS Legacy House $\stackrel{\frown}{\sim}$ 803 S Lane St • Seattle, WA 98104

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



