Celebrating 40 years

ICHIS International Community Health Services

2012 Annual Report

Asian Community Health Clinic

Every Tuesday Night 6:30-9:30
Complete bi-lingual translation available
All services free of charge!

For transportation call 322-1663
Tuesdays 5:30-8:30 PM
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
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.
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.

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.
ICHIS 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capitation and enhancements</td>
<td>3,883,885</td>
</tr>
<tr>
<td>Public-sponsored insurance and entitlements</td>
<td>8,064,621</td>
</tr>
<tr>
<td>Patient fees and private insurance</td>
<td>4,225,290</td>
</tr>
<tr>
<td>Fees and grants from government agencies</td>
<td>2,523,409</td>
</tr>
<tr>
<td>Contributions and private grants</td>
<td>628,026</td>
</tr>
<tr>
<td>In-kind donations</td>
<td>671,545</td>
</tr>
<tr>
<td>Other</td>
<td>772,949</td>
</tr>
<tr>
<td><strong>Total Operating Support, Revenue and Gains</strong></td>
<td><strong>20,769,725</strong></td>
</tr>
<tr>
<td>Gain on disposal of equipment and improvements</td>
<td>(6,879)</td>
</tr>
<tr>
<td>Pool savings</td>
<td>2,891,554</td>
</tr>
<tr>
<td>Rental income</td>
<td>42,272</td>
</tr>
<tr>
<td>Capital campaign</td>
<td>24,000</td>
</tr>
<tr>
<td>Government grant (Construction)</td>
<td>27,923</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$23,748,595</strong></td>
</tr>
<tr>
<td>(includes unrealized gains and capital assets)</td>
<td></td>
</tr>
</tbody>
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### EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td><strong>Program Services</strong></td>
<td></td>
</tr>
<tr>
<td>Primary Medical Care</td>
<td>7,311,915</td>
</tr>
<tr>
<td>Primary Dental Care</td>
<td>3,243,121</td>
</tr>
<tr>
<td><strong>Other Health and Enabling Services</strong></td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>1,980,521</td>
</tr>
<tr>
<td>Access</td>
<td>1,200,550</td>
</tr>
<tr>
<td>Health Education and Case Management</td>
<td>1,306,509</td>
</tr>
<tr>
<td>Women, Infants and Children</td>
<td>282,749</td>
</tr>
<tr>
<td>Acupuncture</td>
<td>150,206</td>
</tr>
<tr>
<td>Mental Health</td>
<td>391,056</td>
</tr>
<tr>
<td><strong>Total Program Services</strong></td>
<td><strong>15,866,627</strong></td>
</tr>
<tr>
<td><strong>Management and General Administration</strong></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>668,931</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$20,681,767</strong></td>
</tr>
</tbody>
</table>
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.

Acknowledgements

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Asian Counseling & Referral Service
Atsuhiko and Ina Goodwin Tateuchi Foundation
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Bank of America Matching Gifts
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Inlandboatmen’s Union of the Pacific
InterIm Community Development Association
International District Improvement Association
Jae’s Asian Bistro & Sushi
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Puget Sound License Agency
Regence Employee Giving Campaign
ResCare HomeCare

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   Development Authority
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Abbie Zahler
Minmin Zhao
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ICHSHS 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