



**Healthy people,
strong 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,

As International Community Health Services (ICHS) moves into its fifth decade of service, we continue to adapt to the changing times and provide services where they are needed — whether these services are in our current Seattle clinics, new clinics in Bellevue and Shoreline, in the schools or in a mobile setting such as our dental coach.

Partnerships and collaboration are keys to ICHS's success in providing needed high quality and affordable health care. We are providing medical care at the Asian Counseling and Referral Service facility in Southeast Seattle. The Seattle World School and NOVA Alternative High School benefit from on-site medical, behavioral health and dental health in their school setting. The Mobile Dental Coach serves 10 Seattle middle and high schools.

Along with many advocates, ICHS pushed for, then celebrated the expansion of Medicaid health insurance coverage and insurance options through the Washington State Health Benefits Exchange. Both were made possible under the Affordable Care Act. However, the availability of increased insurance options was not enough. ICHS quickly understood the need to create awareness of this unique opportunity and to assist our patients and community members. They face significant language and cultural barriers in grasping the concept of health insurance and struggled through a maze of plan choices, weighing benefits and costs, and how tax credits might lower the costs for income-qualified individuals and families. Partnerships were key once again.

From October 2013 to April 2014, ICHS reached more than 14,000 people, assisted over 10,000 individuals with the State website, or at times, paper applications. We succeeded in getting over 7,600 people enrolled. Even though it sometimes took over 2 hours to complete a single application, our staff patiently helped explain and translate the questions, insurance options and costs to each applicant. Now, we face the good challenge of providing care for all who come to ICHS seeking care.

Our board of directors and staff continue to be deeply committed to providing culturally competent and multilingual care and assistance to improve the health of our ever-growing communities. All this, we can only do with your embrace and support.



Teresita Batayola
Chief Executive Officer

Affordable Care Act

ICHS optimistically looks forward to a decrease in the numbers of the uninsured because of Medicaid expansion and the Washington State Health Benefits Exchange. However, reality tells us that ICHS will continue to see many uninsured patients. Legal immigrants who have been in the US for less than five years and those who are in this country without documents are excluded from coverage under the Affordable Care Act. There will be many others who will not be able to afford premiums and co-pays for ongoing coverage, choosing to gamble with not having coverage. Others will simply have difficulty navigating the application process and their options. ICHS will continue to provide ongoing outreach and assistance for insurance coverage. Once people have coverage, ICHS stands ready to provide the full range of primary and preventive medical and dental care.







Service Milestones



2011

ICHS received recognition as a **Patient Centered Medical Home** at the highest level by the National Committee for Quality Assurance.

After a successful trial of the use of ultrasound at Holly Park, ICHS expanded its use to the International District site. The integration of behavioral health into primary care continues. Portable dental services were added to the Seattle World School to meet severe dental needs. Holly Park was fully renovated, including a redesign of pharmacy to improve access and privacy, and the addition of two more dental chairs. We officially began offering mobile dental service to 10 Seattle schools in November 2013. The Bellevue Medical and Dental Clinic opened on May 1, 2014, giving people another option for high quality yet affordable health care. The clinic was busy from the very first day and anticipates serving 10,000 patients each year. A new Shoreline clinic is expected to open August 2014.

Toothaches and oral pains are one of the most cited reasons why students miss school. This fully equipped mobile dental clinic will provide students in 10 middle and high schools with access to restorative and preventative care, including cleanings, exams, X-rays, fillings, extractions, sealants, fluoride treatments, emergency examination and palliative treatment right on the school grounds. The mobile clinic is federally funded and operates as a partnership with Seattle-King County Public Health, Group Health, and Seattle Public Schools. Low-income students and underserved children and teens with limited access to dental services now receive convenient services at their schools.



ICHS in Numbers

20,128

total number
of people reached

19,446

total unduplicated
Federally Qualified
Health Center patients

81,750

total Federally Qualified
Health Center visits

117,070

total number
of health encounters



Patients at a glance

64.5%

have limited English proficiency
and need interpretation services

27.5%

are uninsured

91%

are persons of color

15%

are homeless

10,877

patients served at
International District
clinic

8,029

patients served at
Holly Park clinic

349

patients served at
Seattle World School

171

patients served at
ACRS

20

patients served at
Mobile Dental Coach
for one month



16,552

education sessions through
community advocacy and health
education program

207

babies delivered

1,202

unduplicated patients
age 65 and older

\$1,858,859

provided in uncompensated care

Top Languages

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



5,057

education sessions through Women,
Infants and Children program



Consolidated Fiscal Highlights

January 1, 2013 – December 31, 2013

Support, Revenue and Gains

Capitation and Enhancements	\$ 3,521,004
Public-Sponsored Insurance and Entitlements	\$ 7,535,833
Patient Fees and Private Insurance	\$ 4,727,282
Fees and Grants from Government Agencies	\$ 2,739,447
Contributions and Private Grants	\$ 751,840
In-Kind Donations	\$ 673,713
Other	\$ 327,211
Total Operating Support, Revenue and Gains	\$ 20,276,330
Gain on Disposal of Equipment and Improvements	\$ (5,144)
Pool Savings	\$ 2,184,132
Rental Income	\$ 48,700
Capital Campaign	\$ 509,895
Government Grant (Construction)	\$ 966,097
Total Revenues	\$ 23,980,010

Expenses

PROGRAM SERVICES

Primary Medical Care	\$ 7,689,006
Primary Dental Care	\$ 3,634,860

OTHER HEALTH AND ENABLING SERVICES

Pharmacy	\$ 1,915,644
Access	\$ 1,319,147
Health Education and Case Management	\$ 1,746,617
Women, Infants and Children	\$ 297,261
Acupuncture	\$ 146,087
Behavioral Health	\$ 364,645

Total Program Services \$ 17,113,267

Management and General Administration \$ 4,642,291

Fundraising \$ 335,785

Total Expenses \$ 22,091,343

Acknowledgments

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720 8th Ave S, 2nd Floor
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TEL 206.788.3650
FAX 206.490.4011
TTY 206.788.3774

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