

## 2019 IMPACT REPORT



**11**  
service  
locations  
in Seattle,  
Bellevue and  
Shoreline

**\$1,104,032** uncompensated  
care

**461,206** health  
encounters

**139,637** health center  
visits

## WHO WE SERVE

**32,811** total  
patients

**24,658** medical

**15,828** dental

**2,278** behavioral  
health

**1,434** vision



**7 in 10** low income

**4 in 5** persons of color

**1 in 5** age 65 and over

**1 in 10** homeless

**52%**  
need interpretation  
services



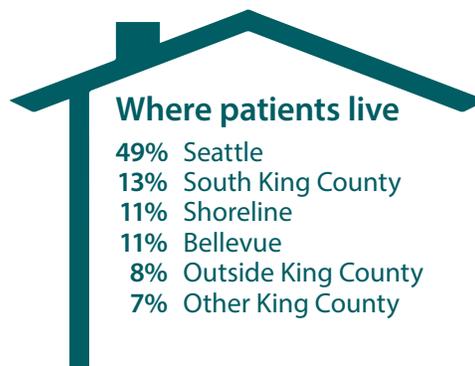
**50+** languages. Most frequently spoken  
other than English:

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



### Patients by insurance status

- 52% Medicaid
- 14% Medicare
- 27% Private
- 7% Uninsured



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

# A MESSAGE FROM THE CEO

Over this past year, we served with renewed heart and purpose in the face of continued challenges to the right of everyone to affordable healthcare, regardless of citizenship or immigration status. Thank you for joining ICHS as we made a difference—one patient, one family, one community at a time.



Teresita Batayola  
President and CEO



## COVID-19 update

Access to affordable health care is essential if our communities are to thrive. For nearly 50 years, ICHS has been committed to this vision for all people, regardless of where they are from, income or insurance status. However, nothing in our history prepared us for the devastating impact of the COVID-19 crisis. This is a painful period for all of us, but the pandemic has taken an especially steep toll on those with underlying health conditions and low incomes.

ICHS adjusted quickly. We launched drive-thru testing and implemented Telehealth. We stepped up the use of personal protective equipment to protect staff and patients. We cut back on some services to maintain safe distances and reduce the chance of transmission. With increased costs and plummeting revenue, it is clear drastic actions are needed to sustain us through this period and beyond.

The road ahead will be tough as we adjust how to best care for our patients and our community. Since our founding, ICHS has tenaciously and steadfastly fought to serve. With support from policymakers and community partners, we will ensure that our work continues.



## AiPACE campaign Reimagine aging

*"With support from public and private funders, AiPACE is revitalizing elder care for our region and beyond."*

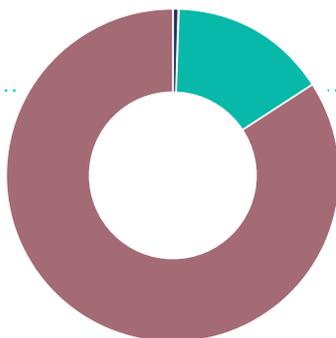
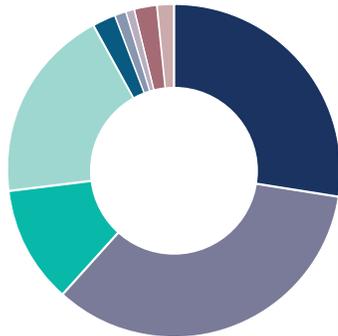
— Martha Choe, Capital Campaign Co-chair

## 2019 FINANCIALS

### Support, Revenue & Gains

**\$55,341,758**

● 27.8%	Capitation & Enhancements	\$ 15,355,620
● 34.0%	Public-Sponsored Insurance & Entitlements	\$ 18,827,580
● 11.3%	Patient Fees & Private Insurance	\$ 6,242,035
● 19.1%	Fees & Grants from Government Agencies	\$ 10,581,135
● 2.2%	Contributions & Private Grants	\$ 1,247,647
● 1.0%	PACE	\$ 528,072
● 1.0%	Senior Services	\$ 527,267
● 2.2%	In-Kind Donations	\$ 1,233,959
● 1.4%	Other	\$ 798,443



### Expenses **\$57,433,478**

● 83.9%	Program Services	\$ 48,185,242
● 15.4%	Administration	\$ 8,832,314
● 0.7%	Fundraising	\$ 415,922