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.

2019 IMPACT REPORT

$1,104,032 uncompensated care
461,206 health encounters
139,637 health center visits

11 service locations in Seattle, Bellevue and Shoreline

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
2. Vietnamese 7. Khmer
3. Mandarin 8. Farsi
5. Spanish 10. Tigrinya
11. Amharic
12. Russian
13. Somali
14. Arabic
15. Mien

Patients by insurance status
- 52% Medicaid
- 14% Medicare
- 27% Private
- 7% Uninsured

Where patients live
- 49% Seattle
- 13% South King County
- 11% Shoreline
- 11% Bellevue
- 8% Outside King County
- 7% Other King County

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.