

HEALTHIER PEOPLE

THRIVING FAMILIES

EMPOWERED COMMUNITIES

A JUST SOCIETY



ICHS clinic, early 1980s. Executive Director Gail Tanaka at far right.

WE MUST CONTINUE TO ADVOCATE

This year, International Community Health Services celebrates its 45th anniversary and our evolution from a humble little free storefront clinic serving low-income Filipino and Chinese elders into a full-service health care organization now serving over 50 different language groups in Washington State.

Over these past four-and-a-half decades, we have faced many lean and challenging times—including threats to our very survival—but we’ve always been resourceful enough to find ways to persevere and prosper. Our commitment to serve those who need health care—regardless of ability to pay—remains unshaken. Today, we stand proud as a premier health center with more than 500 staff members, serving more than 30,000 patients at eight clinic locations.

Much of what our founders fought for and won is now under new threats. None of our gains, or the gains we’ve won for our communities—such as the increase in the number of the insured made possible by the Affordable Care Act—can be taken for granted. We must continue to advocate for our immigrant and refugee communities and for health equity for those who rely on us for quality, affordable and compassionate care.

This year, our Board of Directors voted to update our vision and mission to reflect the role that ICHS, and by extension each of us, must play in improving health in our society. This includes addressing issues that not only affect access to health care, but also our environment and how we all live, learn, work and play.

Our past reminds us where we came from. Our future lies in our ability to continue to adapt with our changing



and diverse communities, and our continued action around health care as a human right.

ICHS is well positioned for the journey ahead. Even in the midst of challenges to our federal funding, we established

a new school-based health center at Bellevue’s Highland Middle School. We are preparing to take over the adult day, congregate meal and assisted living programs previously run by the Seattle Chinatown-International District Preservation and Development Authority, and add a Program of All-Inclusive Care for the Elderly (PACE), which allows our elderly to “age in place” in their homes and stay in the community. We are partnering with Kin On to build and operate a new comprehensive care facility for PACE in North Beacon Hill.

Each decade has brought daunting new challenges. But staff, board members, volunteers and community partners have always stepped up to champion and support our services, whether it was at our inaugural free clinic on Beacon Hill run by volunteers, at the small clinic on Maynard Avenue in the 1970s and ‘80s,

at our International District Village Square home and first Holly Park clinic in the 1990s, or at one of our more recent sites in Bellevue or Shoreline.

Please join me in celebrating the many warm memories and proud moments of our past and the exciting vision we share for ICHS’s future.

Sincerely,

A handwritten signature in black ink that reads "Teresita Batayola".

Teresita Batayola
Chief Executive Officer

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.

SNAPSHOTS FROM THE PAST 45 YEARS



ICHS Founders Sister Heide Parreno and ICHS Director Bruce Miyahara share a lighthearted moment at the first ID clinic site, a one-room storefront at 416 Maynard Avenue South. It officially opened on November 3, 1975.



The Asian Community Clinic on Beacon Hill, the forerunner to ICHS, opened in the summer of 1973. It was a free clinic staffed by volunteers.



Susie Chin, the first full-time employee at ICHS in 1976, worked as front desk receptionist. She witnessed a flood of new Vietnamese and other Southeast Asian refugees streaming into ICHS after the end of the Vietnam War.



Every summer, International District residents gather at the Danny Woo Community Garden for the Pig Roast. The Garden provides free plots for low-income elderly to grow produce. Most of the gardeners have received medical care through ICHS.



In fall, 2014, ICHS finished construction of a new three-story, 40,000-sq.-ft. medical and dental clinic along the busy Aurora Avenue corridor in Shoreline. It is the first non-profit health center in the city's history.



Dorothy Wong, ICHS director from 1993 to 2005, celebrates the opening of a second major clinic at Holly Park in 1996. Under Wong's tenure, ICHS grew from a budget of \$1.9 million to \$15 million.



On May 1, 2014, ICHS made its first foray into the Eastside by opening a 6,500-sq.-ft. clinic in the Crossroads neighborhood of Bellevue.



In spring, 2011, ICHS opened a clinic at Seattle World School to serve diverse newcomer students and their families. In early 2018, ICHS opened its second clinic at Highland Middle School in Bellevue.

LOOKING BACK ON OUR ACHIEVEMENTS

Despite continuing uncertainty over federal funding for programs that support access to affordable health care, ICHS remains in a strong position for the future. Recognitions and accomplishments in 2017 include:

- Over \$220,000 in quality awards from the Health Resources and Services Administration, with ICHS being recognized as a *National Quality Leader*, a *Health Center Quality Leader* and earning other “best” performances among health centers
- *HPV Vaccine is Cancer Prevention Champion Award* from the American Cancer Institutes, American Cancer Society and the Center for Disease Control
- Gold, silver and bronze awards from Immunize Washington
- Ranked among the state’s top performers for excellence in care for Medicaid-insured patients by the Washington Health Alliance’s Community Checkup
- Opening of a new vision clinic in International District Village Square
- Opening of our first school-based health center in Bellevue at Highland Middle School
- Expansion of screening, treatment and referral efforts to address the opioid crisis
- Re-accreditation from the Accreditation Association for Ambulatory Health Care until September 2020
- Continuation of our thriving ARNP, Dental and Family Practice Residency Programs
- New leadership with the hiring of Dr. David Chen as dental director and Dr. Rayburn Lewis as chief medical officer
- Stellar fundraising efforts by the ICHS Foundation, including raising \$218,000 during the 2017 Bloom Gala and more than \$31,000 during the 2018 Lunar New Year 5K to support uncompensated care



Welcoming a new group of family practice residents



Celebrating our new vision clinic on November 6, 2017

WHO WE SERVED IN 2017

*Culturally and linguistically appropriate health services delivered in **more than 50 languages** through **8 clinic locations***



\$1,265,435
provided in uncompensated care



420,729
health encounters



134,690
health center visits



2,858
patients who are homeless or doubling up



186 babies delivered

*3 out of 4 are **low income***

44%
Less than 100% FPL*

34%
100-200% FPL

22%
Above low income

*Federal Poverty Level



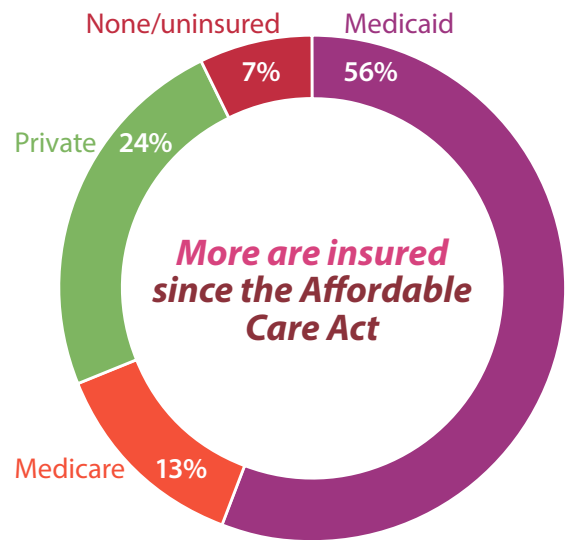
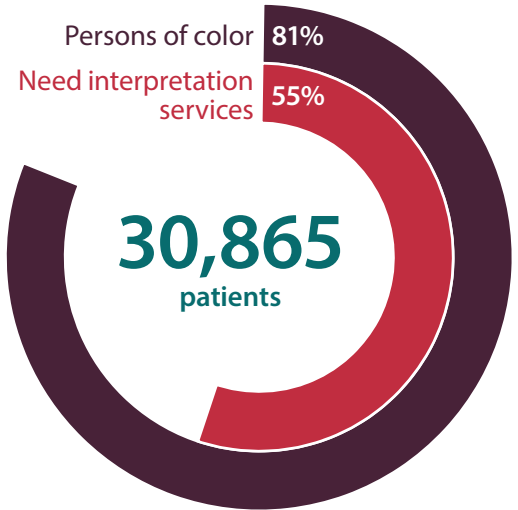
*High proportion are **elderly***



21%
Age 0-17

60%
Age 18-64

19%
Age 65+



Many are immigrants, refugees or minorities. Most frequent languages other than English:

1. Cantonese
2. Vietnamese
3. Mandarin
4. Korean
5. Spanish
6. Toisanese
7. Tagalog
8. Khmer/Cambodian
9. Somali
10. Eritrean
11. Farsi
12. Ethiopian
13. Russian
14. Arabic
15. Laotian

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2017 CONSOLIDATED FISCAL HIGHLIGHTS

Support, Revenue and Gains

Capitation and Enhancements	\$ 20,092,518
Public-Sponsored Insurance and Entitlements	\$ 13,340,950
Patient Fees and Private Insurance	\$ 5,157,737
Fees and Grants from Government Agencies	\$ 4,979,593
Contributions and Private Grants	\$ 925,983
In-Kind Donations	\$ 1,128,371
Other	\$ 367,918
Total Operating Support, Revenue and Gains	\$ 45,993,070
Gain on Disposal of Equipment and Improvements	\$ (7,292)
Investment Unrealized Gain	\$ (4)
Pool Savings	\$ 1,342,687
Medicaid Management Care Enhancement Payback	\$ (3,224,253)
Rental Income	\$ 9,873
Capital Campaign	\$ 49,316
Government Grants (Construction)	\$ (23,411)
Total Revenues	\$ 44,139,986

Expenses

PROGRAM SERVICES	
Primary Medical Care	\$ 18,255,103
Primary Dental Care	\$ 11,527,568
OTHER HEALTH AND ENABLING SERVICES	
Pharmacy	\$ 3,667,217
Access	\$ 2,245,090
Health Education and Case Management	\$ 2,022,556
School-Based	\$ 544,018
Vision	\$ 175,884
Women, Infants and Children	\$ 449,639
Acupuncture	\$ 161,649
Behavioral Health	\$ 729,407
Substance Abuse	\$ 241,688
Comprehensive Care	\$ 195,391
PACE	\$ 206,837
Total Program Services	\$ 40,422,047
Management and General Administration	\$ 8,276,755
Fundraising	\$ 384,599
Total Expenses	\$ 49,083,401

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