



2015 Annual Report





Mission

ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community.

Vision

Healthy people, stronger families, vibrant communities.



Message from the CEO

Dear Friends,



In 2016—the 43rd anniversary for International Community Health Services (ICHS)—we began planning for the future with a renewed sense of determination, calculated risk-taking, and cautious optimism, proud of the difference we continue to make in the everyday lives of those we serve.

Our organization remains a vital health care safety net for low-income immigrants and refugees, but the tiny one-room storefront clinic that launched in Seattle's Chinatown-International District in 1973 is long gone, supplanted by a regional network of seven clinics providing a growing array of medical and dental services in Seattle, Shoreline and Bellevue. Last year, we cared for over 25,500 patients, our largest number ever, providing treatment in over 50 different languages.

But beyond our commitment to providing quality care, we began to act on the need to address the larger connection between poverty, economic

inequality and health—what the World Health Organization calls the “social determinants of health.” It is clear that when individuals live in substandard housing, lack access to educational opportunities, and are trapped in dead-end jobs, the potential to live a healthy life will remain out of reach.

To that end, we have supported recent efforts to expand civic engagement through voter registration drives, and partnered with other non-profits to advocate for economic investments and community-based improvements in the impoverished neighborhoods where we provide services. We supported community coalition efforts to bring a halt to the cycle of youth violence and illegal drug activity which last summer tragically took the life of Donnie Chin, a dear friend of ICHS who patrolled the streets of Chinatown for over four decades.

In the past two years, we've helped enroll over 25,000 individuals into low-cost health care coverage under the Affordable Care Act (ACA), providing a measure of stability for many individuals and families who now have the assurance of care in a language they can understand, offered by health care professionals they've come to trust.

Meanwhile, we also began to address the acute shortage of health care professionals by developing our own one-year advanced nurse practitioner residency program, and implementing the national Advanced Education in General Dentistry (AEGD) dental residency program as well as a University of Washington (UW) Dental School rotation program for dental students in their fourth year of studies. These programs are in their second year. This year, ICHS becomes a site for the Swedish Family Practice residency program. These initiatives allow us to “grow” the number of available medical and dental providers who will serve our communities and help sustain health centers.

Looking ahead, we plan to open later this year our first-ever vision clinic, across the plaza from the ICHS clinic in the International District Village Square.

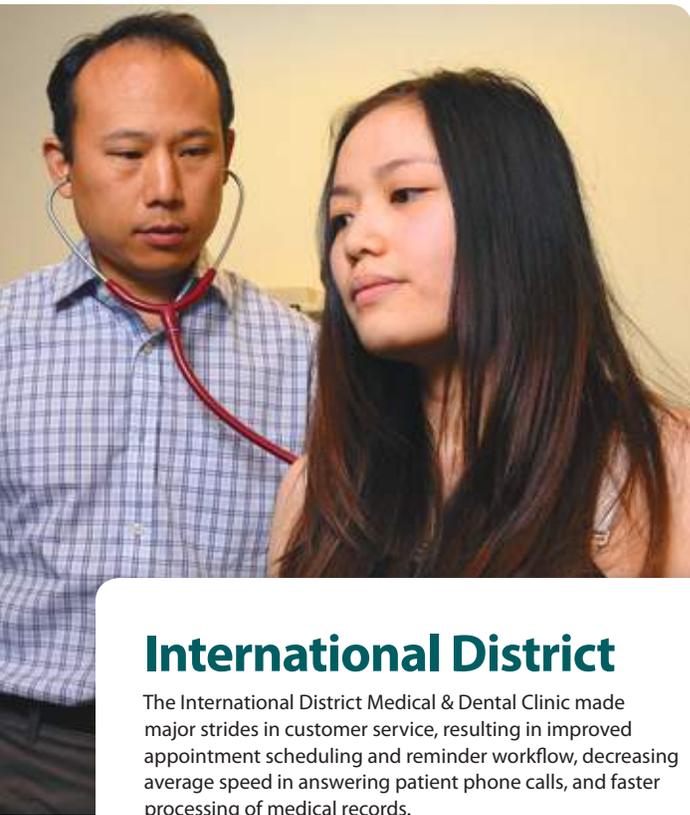
In a bold move to serve our rapidly growing numbers of elders who wish to age in place but are eligible for nursing home care, Kin On Community Health Care and ICHS jointly partnered to create a new non-profit, Aging in PACE. This year will find us going through the regulatory approval process for the Program of All-Inclusive Care of the Elderly, targeting 2017 for the opening of a new PACE center.

We thank you for your friendship, advocacy and support as ICHS continues to pursue opportunities to work on behalf of those we serve and to reaffirm the vision that has sustained us from the beginning: Healthy people, stronger families, and vibrant communities.

A handwritten signature in blue ink that reads "T. Batayola".

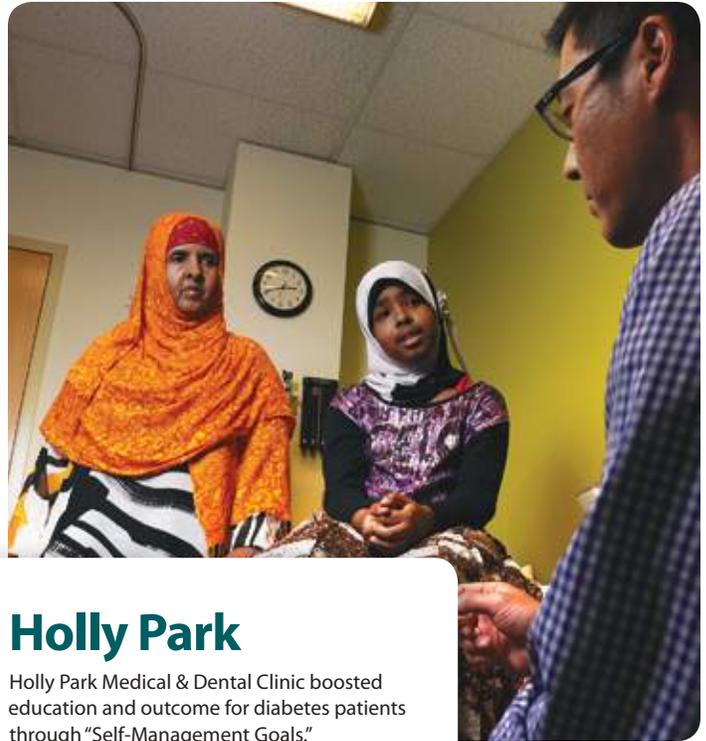
Teresita Batayola
Chief Executive Officer

Highlights from Clinics



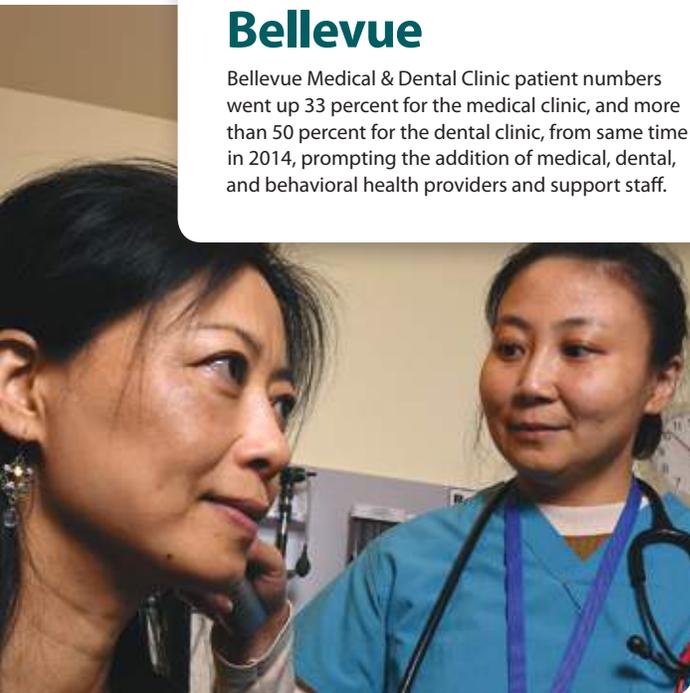
International District

The International District Medical & Dental Clinic made major strides in customer service, resulting in improved appointment scheduling and reminder workflow, decreasing average speed in answering patient phone calls, and faster processing of medical records.



Holly Park

Holly Park Medical & Dental Clinic boosted education and outcome for diabetes patients through "Self-Management Goals."



Bellevue

Bellevue Medical & Dental Clinic patient numbers went up 33 percent for the medical clinic, and more than 50 percent for the dental clinic, from same time in 2014, prompting the addition of medical, dental, and behavioral health providers and support staff.

Shoreline

Shoreline Medical & Dental Clinic started the dental residency program and hired more medical and dental providers and support staff.





Mobile Dental Clinic

The Mobile Dental Clinic began serving Shorewood and Shorecrest high schools in Shoreline and continued serving 11 Seattle School District schools, and four community partners.



Seattle World School (SWS)

Partnered with Bike Works to continue the "U Gotta Get A Bike" program to teach students about bike safety skills.



Asian Counseling and Referral Service (ACRS)

At the ICHS clinic at ACRS, patients were reporting satisfaction with on-site medical providers.

2015 Service Highlights and Milestones

2015 Bloom Gala raises over \$172,000 for charity care at ICHS

Needy patients were the big winners as the 2015 Bloom Gala raised over \$172,000 for uncompensated care provided by the ICHS medical and dental clinics. Each year, ICHS provides about \$1 million worth of uncompensated care.



Board adopts ICHS 2025: A 10-Year Strategic Plan

Recognizing the need to position ICHS to confidently seize its future, while building on its past, the Board of Directors approved ICHS 2025: A 10-Year Strategic Plan, whose challenge is for ICHS to adapt to a rapidly changing environment to meet the health and wellness needs of the communities we serve. For the next 10 years, ICHS will invest and seek excellence in the following areas, also known as ICHS-Q: Infrastructure, Customer Service, Human Investment, Sustainability, and Quality.



ICHS Team Races for the Cure

Dozens of ICHS staff and their families came together with others in the region on June 7 to join the fight against breast cancer at the 2015 Komen Puget Sound Race for the Cure. Susan G. Komen funds outreach and education to increase awareness of breast cancer in underserved immigrant populations.



ICHS takes part in dental residency program, welcomes pair of new residents



ICHS welcomed two new dentists who hope to gain valuable clinical experience in a community health care setting. The dentists were assigned to ICHS Shoreline Dental Clinic as residents of the ICHS and New York University Lutheran Medical Center Dental Medicine Advanced Education in General Dentistry Residency Program.

ICHS, Community Health Centers earn praise from Seattle Mayor

Seattle Mayor Ed Murray and the Seattle Human Services Coalition recognized ICHS and other Community Health Centers in the city for playing a major role in getting Seattle residents enrolled in Affordable Care Act health coverage through the efforts of their outreach and enrollment teams.

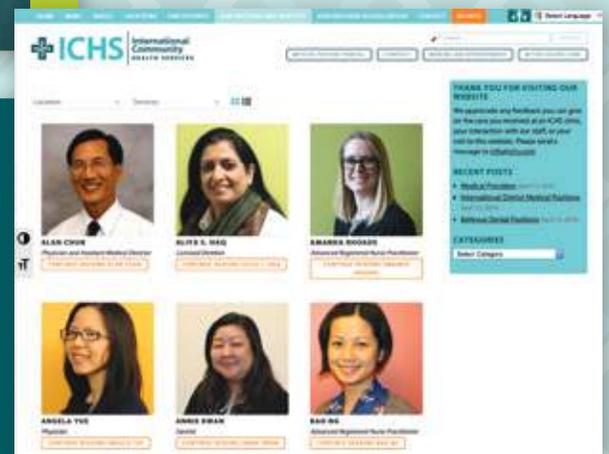
ICHS offers health education and services to diverse communities at Bellevue's Crossroads Shopping Center

ICHS community advocates offered health education and health awareness information and Affordable Care Act health insurance enrollment assistance in Spanish, Russian, Hindi, and Punjabi, as well as English.



ICHS.com relaunches with more focus on patient empowerment and patient-centric content and features

The website places emphasis on "usability," meaning easy navigation of the site and logical indexing and flow of pages; as well as more robust content that patients will find interesting, informational, and useful.



ICHS receives national and state recognition for quality



For the second year in a row, the U.S. Department of Health and Human Services named ICHS a “National Quality Leader.” In 2015, ICHS was the only community health center in Washington state to receive the honor. ICHS was also recognized as a “success story” by the Washington Health Alliance and the Washington Health Care Authority in the new Washington State Common Measure Set for Health Care Quality and Cost.

ICHS Shoreline Medical & Dental Clinic gets boost from capital construction budget

Patients and communities served by International Community Health Services Shoreline Medical and Dental Clinic benefited after the clinic received \$5 million from the 2015 state capital construction budget.

ICHS receives \$115,000 grant for Hep B community outreach efforts

ICHS received a grant of \$115,000 from the Ann Wu Liao Foundation to support a program to develop greater awareness of hepatitis B, a virus that afflicts an unusually high percentage of Asians and Pacific Islanders.

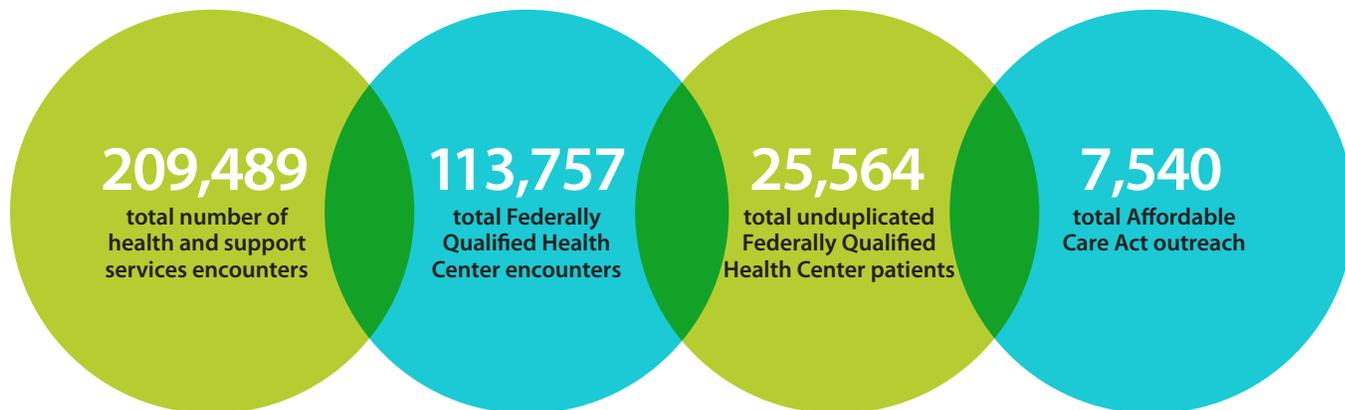


Gov. Jay Inslee names ICHS winner of the 2015 Warren Featherstone Reid Award for Excellence in Health Care

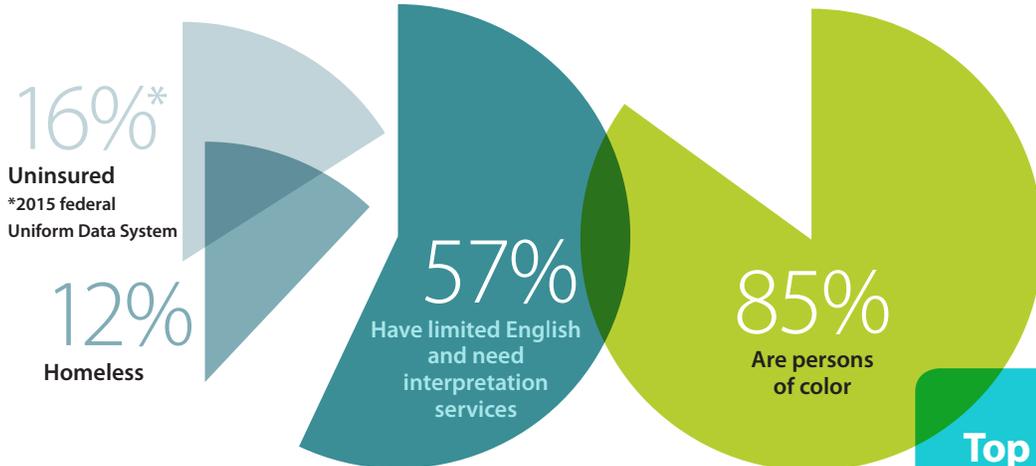
ICHS’ recognition drew from its record of going above and beyond to serve its patients and communities, highlighting successes, including receiving high rates of satisfaction ratings from its patients; implementing groundbreaking work to get more people to sign up for affordable health insurance; integrating behavioral health care with primary medical care services; and pursuing unique projects and initiatives, including setting up a Mobile Dental Clinic, and operating clinics at Seattle World School and Asian Counseling and Referral Service, to expand its reach.



ICHS in Numbers



Patients at a glance



\$1,176,574
Provided in uncompensated care

53
Number of languages served

10,081
Patients served at International District Clinic

7,242
Patients served at Holly Park Clinic

3,563
Patients served at Bellevue Clinic

3,694
Patients served at Shoreline Clinic

353
Patients served at Seattle World School

168
Patients served at ACRS

704
Patients served at Mobile Dental Clinic

20,709
Education sessions through community advocacy and health education program

180
Babies delivered

4,844
Unduplicated patients age 65 and older

5,396
Education sessions through Women, Infants and Children program

Top Languages

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



Consolidated Fiscal Highlights

January 1, 2015 – December 31, 2015

Support, Revenue and Gains

Capitation and Enhancements	\$ 13,839,916
Public-Sponsored Insurance and Entitlements	\$ 7,686,190
Patient Fees and Private Insurance	\$ 5,978,146
Fees and Grants from Government Agencies	\$ 3,172,558
Contributions and Private Grants	\$ 725,676
In-Kind Donations	\$ 637,155
Other	\$ 177,942
Total Operating Support, Revenue and Gains	\$ 32,217,583

Gain On Disposal of Equipment and Improvements	\$ (2,958)
Pool Savings	\$ 1,775,667
Medicaid Management Care Enhancement Payback	\$ (2,259,520)
Rental Income	\$ 27,768
Capital Campaign	\$ 4,974,852
Total Revenues	\$ 36,733,392

Expenses

PROGRAM SERVICES

Primary Medical Care	\$ 13,680,136
Primary Dental Care	\$ 7,743,940

OTHER HEALTH AND ENABLING SERVICES

Pharmacy	\$ 3,054,323
Access	\$ 1,490,383
Health Education and Case Management	\$ 1,694,743
School-Based	\$ 490,969
Women, Infants and Children	\$ 355,578
Acupuncture	\$ 153,366
Behavioral Health	\$ 376,072
PACE	\$ 108,814

Total Program Services \$ 29,148,324

Management and General Administration \$ 6,206,623

Fundraising \$ 314,502

Total Expenses \$ 35,669,449

ICHS ARNP Residency Program welcomes three new family nurse practitioners

Three family nurse practitioners are taking part in the 2015-16 ICHS Advanced Registered Nurse Practitioner (ARNP) Residency Program.



Acknowledgments

We would like to thank the following businesses, foundations, groups and individuals for their generous financial and in-kind contributions in 2015. If you have a correction, please contact us at 206.788.3672 or foundation@ichs.com.

Corporate & Organizational Donors

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Ann Wu Liao Foundation	King County	Seattle Foundation
Asian Counseling & Referral Service	King County Employee Giving Program	Seattle Goodwill
Association of Asian Pacific Community Health Organizations	Koh-Lee Foundation	Sheng-Yen Lu Foundation
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GoodSearch	National Association of Community Health Centers	Vulcan Inc.
Health Resources and Services Administration – US Department of Health and Human Services	Network for Good	Washington Asian Pacific Islander Families Against Substance Abuse/Asian Pacific Islander Coalition Advancing Together
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Association website showcases ICHS Pharmacy team

Northwest Regional Primary Care Association showcased ICHS pharmacy staff on its website, recognizing the team's vital role in providing whole-person care for patients.



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ICHS staff help create colorful mural now gracing ID

ICHS volunteers helped create the beautiful mural now installed behind the American Hotel, on 6th and Weller, in the heart of the International District, as part of the 2015 Chinatown-International District Spring Clean-Up. The mural celebrates the history, color, vibrance, and diversity of our community.



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Tosh Okamoto, Seattle World School are winners of the 2015 Bamboo Award for Health

The ICHS Foundation presented the 2015 Bamboo Award for Health to Tosh Okamoto, co-founder of Nikkei Concerns, and Seattle World School, a public school that helps immigrant children integrate. The award is given to an individual and an organization whose works improve the lives of ICHS' target populations of disadvantaged and underserved residents.



ICHS receives 2015 Immunize WA Gold status for high vaccination rates

ICHS was awarded the 2015 Immunize Washington Gold status by the Washington Health Plan Partnership for vaccinating more than 83 percent of its toddler patients with recommended vaccines. In addition, ICHS received the Silver status for vaccinating over 70 percent of adolescent patients.



Credits

EDITOR: Herbert Atienza

DESIGNER: David Owen Hastings

PHOTOGRAPHY: Steve Shelton

CONTRIBUTORS: Luong An, Teresita Batayola, Ron Chew, Aliya Haq, Chieko Hironaga, Charles Lee, Sherman Lohn, Christine Loreda, Michael McKee, Chris Yee, Abbie Zahler

Remembering Donnie Chin

In the early morning hours of July 23, 2015, ICHS and the entire Chinatown-International District community lost a very dear friend.

Donald "Donnie" Chin, founder and director of the International District Emergency Center, was fatally shot by assailants while in his car, steps from the doors of ICHS International District Clinic. The crime remains unsolved and his assailants unidentified.

ICHS mourns the senseless murder of Donnie Chin, who faithfully protected our neighborhood for decades. We will never forget his volunteer efforts. From the early years of ICHS, to the night he died, Donnie was the first responder to emergencies at any time of day or night. We join his family and our community in grief for this great loss. Justice for Donnie!





MAILING ADDRESS

PO Box 3007
Seattle, WA 98114-3007

ADMINISTRATION

720 8th Ave S, 2nd Floor
Seattle, WA 98104

TEL 206.788.3650
TTY 206.788.3774

**INTERNATIONAL DISTRICT
MEDICAL & DENTAL CLINIC**

720 8th Ave S
Seattle, WA 98104

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