

2020 IMPACT REPORT

HEALTHIER PEOPLE. THRIVING FAMILIES. EMPOWERED COMMUNITIES. A JUST SOCIETY.

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.

A MESSAGE FROM THE CEO

ICHS' mission "to provide culturally and linguistically appropriate health and wellness services and promote health equity for all" began 48 years ago when community activists fought to ensure that our elders had access to health care.

What started as a volunteer clinic in borrowed space in Beacon Hill became a storefront clinic in Seattle's Chinatown-International District (CID), and grew into today's ICHS with 11 clinics and sites in Seattle, Bellevue and Shoreline, serving nearly 28,000 patients in 70 languages.

Health care is a human right. What was true then and is true now is that ICHS has the passion and tenacity to take care of those in need of care, regardless of status and ability to pay. We speak out and show up to increase access to care, defend against attacks to limit that access, and push back on actions against our most vulnerable populations.

The COVID-19 pandemic has disproportionately affected communities of color, especially Black, Latinx and Pacific Islander communities. This is evident in our patient population with over 85 percent people of color. ICHS remains committed to improving health outcomes, dismantling barriers that harm our communities, and fighting against xenophobia and racism.

Our dedicated staff have vaccinated thousands against COVID-19, informed people about vaccine safety, administered numerous piles of tests, and cared for those who tested positive and recovered at home.

Providing affordable, quality and culturally appropriate care is possible because of community and public support. Our sustainability and resilience are possible because of you. With you, Healthier People, Thriving Families, Empowered Communities and A Just Society are all possible.

Thank you,



Teresita Batayola
President and CEO



Thank you ICHS family!

As ICHS served on the frontline and behind the scenes throughout the pandemic, you cheered us on with in-kind donations of food, flowers, personal protective equipment, and tablets. Your thoughtfulness and acts of kindness inspired us to go the extra mile. Thank you for sustaining us.

We know we're better and stronger when we do this together! We look forward to continuing our partnership with you as we recover and rebuild beyond COVID-19.

With utmost gratitude,



Heidi Wong
Foundation Executive Director





A LOOK BACK AT 2020

On Feb. 21, a patient with respiratory conditions came to our Bellevue clinic. Suspicious of symptoms, medical staff donned personal protective equipment while treating the masked patient. A viral test confirmed COVID-19.

Then in early March, panic struck Seattle's Chinatown-International District. One positive and two suspected cases of COVID-19 were found among employees at a low income apartment building, home to over 100 seniors.

Responding to the crisis, ICHS in collaboration with the International District Emergency Center, set up a drive-through COVID-19 testing site in front of our ID clinic. Armed with 200 test kits from Public Health – Seattle &

King County, ICHS staff administered 96 tests in the first week. Results for 16 came back positive.

Efforts to contain the virus grew community-wide with nine nonprofits and Public Health addressing the potential for a COVID-19 hotspot, plus multiple needs of self-quarantining and fearful elderly residents. Our multi-pronged and coordinated approach encompassed:

- Food and basic care needs
- Employee and small business assistance
- Communication and advocacy
- Volunteer coordination
- Public safety, xenophobia and racism

COVID-19 TESTING

15,125
total COVID-19 tests administered

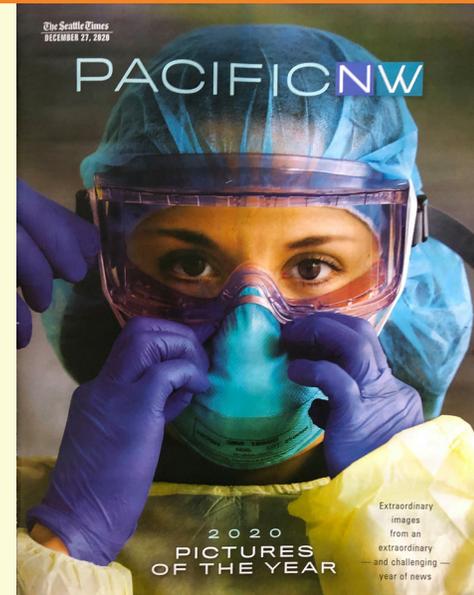
 **12,464** partner sites

 **2,222** in-clinic

 **307** drive-through

 **132** pop-up

- **March:** Drive-through and walk-up testing begins in the CID
- **April:** Drive-through testing begins at the ICHS Shoreline clinic
- **July:** Both ICHS sites are suspended due to opening of county and city mass testing sites
- **July:** Pop-up testing begins in response to cultural and language needs of underserved communities far from ICHS clinics
- **August:** ID clinic resumes testing due to rise in demand
- **December:** ICHS opens mass testing site with support from King County and City of Bellevue; average daily testing exceeds 750



ARNP Erin Olanrewaju being helped with her personal protective equipment at the ICHS Shoreline testing site, April 2, 2020. (Ken Lambert / The Seattle Times)



ICHS operates the first high-capacity COVID-19 testing site on the Eastside at Bellevue College, Dec. 18, 2020.

ADJUSTING OUR OPERATIONS

19,001 virtual medical appointments (1 in 3 of all medical appointments)

3,153 virtual behavioral health visits (1 in 2 of all behavioral health visits)



A young mother brings her baby to the ID Clinic for immunizations, Aug. 28, 2020.

596

total home visits made during the pandemic

 **510** non-COVID related home visits

 **84** school-based health center visits

 **2** PACE home visits

1,749

prescription home deliveries



Delivery of meals prepared by ICHS Legacy House staff for elderly CID residents, June 9, 2020.

23,803

meals and medication parcels delivered to seniors

SCHOOL-BASED HEALTH CENTERS

ICHS school-based health center staff reimagined and repositioned their services to provide COVID-19 tests, support students and their families, ensure health with basics like food, and more during months of shutdown. They continue to innovate as the pandemic prevails, including flu shot clinics in community settings.

- **March:** Outreach to students via phone and telehealth due to shutting of schools
- **March-August:** Begin home delivery of essential items in partnership with another nonprofit
- **May:** Home visits begin, Seattle World School Teen Health Center resumes in-person visits while schools remain closed
- **June:** First community-based vaccine clinic opens, 16 total mobile/pop-up sites
- **November:** Highland Middle School Health Center reopens while schools partially open



ICHS school-based health center team members run a community flu shot clinic outside of Highland Middle School, Aug. 26, 2020.

 **650** flu vaccines administered at mobile and pop-up sites

 **32** summer in-person visits at Seattle World School Teen Health Center

2020 BY THE NUMBERS

\$687,939¹
uncompensated care

11
service locations in
Seattle, Bellevue
and Shoreline

385,720² health encounters
95,490³ health center visits

WHO WE SERVE

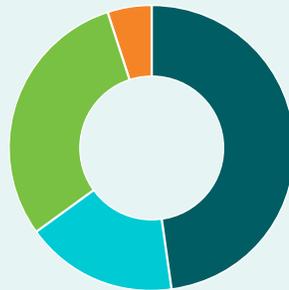
27,831⁴ total patients

21,879 medical

8,154 dental

1,812 behavioral health

553 vision



Patients by insurance status

- 48% Medicaid
- 17% Medicare
- 30% Private
- 5% Uninsured



6 in 7 low income

6 in 7 persons of color

1 in 5 age 65 and over

1 in 36 homeless

60% need interpretation services

70+ languages. Most frequently spoken other than English:

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



Where patients live

- 49% Seattle
- 14% South King County
- 11% Shoreline
- 10% Bellevue
- 9% Outside King County
- 7% Other King County

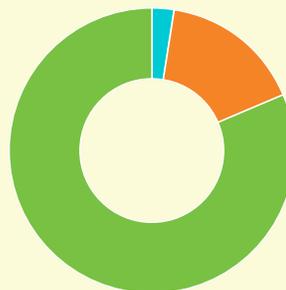
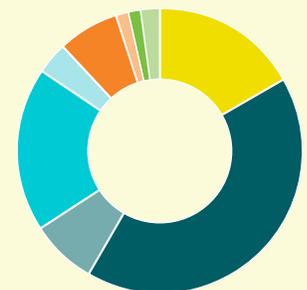


2020 FINANCIALS

Support, Revenue & Gains

16.9% Capitation & Enhancements	\$ 10,421,499
41.6% Public-Sponsored Insurance & Entitlements	\$ 25,713,814
7.5% Patient Fees & Private Insurance	\$ 4,600,975
18.5% Fees & Grants from Government Agencies	\$ 11,413,638
3.7% Contributions & Private Grants	\$ 2,287,159
6.8% PACE	\$ 4,216,398
1.4% Senior Services	\$ 876,092
1.6% In-Kind Donations	\$ 958,524
2.0% Other	\$ 1,251,737

\$61,739,836



Expenses

\$58,010,777

81.6% Program Services	\$ 47,326,398
15.9% Administration	\$ 9,246,477
2.5% Fundraising	\$ 1,437,902

The environment of fear fomented by the past presidential administration discouraged immigrants, women, LGBTQ+ people, the elderly, and communities of color from accessing health care. This, coupled with the devastating effects of the COVID-19 pandemic, has resulted in a significant decrease in our 2020 numbers.

1. Uncompensated care (\$687,939) is 38% less than in 2019 (\$1,104,032).
2. Health encounters (385,720) is 16% less than in 2019 (461,206).
3. Health center visits (95,490) is 32% less than in 2019 (139,637).
4. Total patients (27,831) is 15% less than in 2019 (32,811).