



2024 Community Report

OUR VISION

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

Dear friends,

In 2024, International Community Health Services (ICHS) continued to grow and evolve—expanding access to care, deepening partnerships, and staying rooted in our mission to provide care for all people, regardless of income or background.

We launched mobile medical services to bring care directly into neighborhoods, expanded access in South King County, and saw a 45 percent increase in after-hours visits at our Holly Park clinic. Our pharmacy there was named one of the “Top 13 Clinics in the West Coast Territory” by Outcomes for quality and cost-effective care. We introduced new pathways for psychiatric support and implemented suicide prevention programs—Sources of Strength—in Highland Middle School, Sammamish High School, and Seattle World School.

We also marked the 10-year anniversaries of our Bellevue and Shoreline clinics—milestones in our efforts to meet our growing and highly diverse communities. And with strong donor support, we are finishing the Ron Chew Healthy Aging and Wellness Center, a future hub for culturally responsive senior care.

These achievements were recognized statewide: ICHS was ranked the top-performing community health center in Washington for Medicaid cost and quality by the Washington Health Alliance.

As we step into 2025, we do so with clarity of mission and urgency of purpose. More than 18,000 of our patients rely on Medicaid—now under serious threat from federal funding cuts. In the face of this challenge, ICHS remains committed to protecting access to health care and growing services that support the health and strength of all our communities.

The stories and achievements shared in this report are not ours alone. They reflect the deep partnership and shared commitment of our supporters, funders, staff, and community members. We hope you see your impact in these pages—whether through time, advocacy, or philanthropic investment—and feel encouraged by what we’ve made possible together.

Thank you for being part of this journey. We are proud to move forward alongside you.




Kelli Npmura, MBA, MHP
Chief Executive Officer



Medical Assistant Irina Dzanserikova with patient Chongbin Zhao at the ICHS Mobile Medical Clinic, Kent YMCA, Dec. 18, 2024.



ICHS staff at the Shoreline clinic celebrate 10 years, Sept. 15, 2024.
The Bellevue clinic also passed its 10-year milestone on May 1, 2024.

2024 Highlights



Ranked #1 in Washington

Washington Health Alliance ranks ICHS as #1 health center in our state for Medicaid-insured patients



Over \$1.8 million in grants

ICHS receives major grant awards to expand behavioral health services, establish an outpatient behavioral health space at our Shoreline clinic, and increase behavioral health access to Bellevue area patients



New clinic location

ICHS launches mobile medical clinic to bring primary care to underserved South King County residents



Staff excellence awards

Puget Sound Business Journal (PSBJ) names ICHS CEO Kelli Nomura a Diversity Champion and selects her as one of 15 health care leaders in the Puget Sound region; PSBJ also selects Dr. Alan Chun, ICHS medical provider and former medical director, as one of 14 recipients of its Health Care Heroes award



Skilled new leadership

ICHS hires Dr. Jeffrey Gibbs, chief health officer, Jade East, chief operations officer, and Kate McIntyre, behavioral health services director



Investments in our future

Our family medicine and advanced practice provider residencies enter a successful 8th and 10th year



Increased childhood immunizations

State recognizes ICHS with the Immunize Washington gold, silver, and bronze awards for high immunization rates



Recognition for quality

ICHS' population health team receives American Cancer Society Hope Award for improving breast cancer screening access for patients whose first language may not be English; North Urban Human Services Alliance awards our health education team the Outstanding Human Services Program for providing linguistically and culturally appropriate HIV prevention services

Helping seniors stay healthy, independent

Anna Fan felt miserable after retirement. “All my life was work,” she said, “for 60 years.” Her health and mobility began to decline.

Personal events prompted Anna to move from Taiwan to the United States. Language barriers and being in a new country led to her feeling extremely isolated.

Anna isn’t alone. The National Poll on Healthy Aging reported that in 2024, one in three older adults age 50 to 80 feel lonely some of the time or often in the past year.

But today, Anna is thriving with help from ICHS PACE, or Program of All-Inclusive Care for the Elderly. A nationally-recognized model of care, PACE allows seniors to remain active, connected, and at home in their communities.

Anna benefits from a team of interdisciplinary eldercare experts—doctors, occupational, recreational and physical therapists, nutritionists, behavioral health specialists, and others—that provides culturally-competent health services and transportation to and from her home. More importantly, she has found a vibrant multilingual community where she feels seen, heard, and loved while remaining independent.



Anna shares a laugh with Physical Therapy Assistant Matthew Pirkle after a stretching class, April 23, 2025.

“I feel so good,” Anna exclaimed. “I feel lighter. My emotions are not down all the time.”

“Elders, especially from immigrant and refugee communities, have great difficulty navigating our health care system,” said Dr. Mandeep Walia, ICHS PACE medical director. “They have difficulty with making appointments, transportation to appointments, understanding what the appointment is for, managing their medications, and coordinating specialist care.”

“This is where PACE steps in,” Dr. Walia continued. “We manage all these complexities by providing wraparound services and care coordination so that our participants can focus on their health and wellbeing.”

ICHS is expanding the capacity of PACE from 100 to 400 participants in a new 24,000-square-foot senior center and clinic on Beacon Hill. The Ron Chew Healthy Aging & Wellness Center is slated to open in late 2025.

Anna and her fellow PACE participants are excited. “I tell my daughter, ‘Don’t worry. I’m in good hands.’”



Watch “Navigating isolation: The silent struggles of caring for immigrant elders in the US.” This KING 5 news story features ICHS PACE participant Ha Ly and her son Sam as they share the challenges of aging and caretaking.

2024 IMPACT: HEALTHY AGING & WELLNESS PROGRAM

56



adult day participants enjoyed meals, socialization and therapy

87



assisted living residents received 24/7 care at Legacy House

113



PACE participants aged in-place with wraparound services

119



seniors improved balance with 5,950 hours of evidence-based fall prevention classes

259



community elders received 10,544 culturally appropriate, nutritious meals

ICHS DENTAL ASSISTANT PROGRAM

Empowering tomorrow's health care leaders

Born and raised in Guatemala, Rosa was 16 when she moved to Seattle in 2019. Today, she is a valued member of the dental team at the ICHS Bellevue Medical & Dental Clinic.

A 2024 graduate of the ICHS Dental Assistant Internship Program, Rosa's story illustrates our commitment to health care access. Her journey—first as a patient and now as a dental care practitioner—showcases our community focused approach to delivering culturally and linguistically appropriate health services for future generations.

Upon relocating to Seattle, Rosa navigated the challenges of finding a place for herself in a new country. She enrolled at Seattle World School, a secondary school for newly arrived students.

The school is home to the ICHS Seattle World School Teen Health Center, which provides onsite medical care, dental care, and behavioral health services to eligible Seattle Public School students. Rosa met Dr. Tanvi Kacheria during her first ever dental visit. It would become a life-changing experience.

"I felt like I should do something like that when I graduate," Rosa said. "I wanted to be in a position to help people just like me because it's super complicated to get health care. I saw myself in Dr. Kacheria."

Inspired by her dentist's compassionate approach, Rosa developed an affinity for dentistry. After high school, she enrolled at Seattle Central College Dental Assisting

Program. With a full class load and a part-time job, she added the ICHS Dental Assistant Internship Program to her already hectic schedule.

The paid internship is funded in part by the Gail Tanaka Scholarship Fund, named in honor of ICHS' third executive director who is remembered for her profound commitment to health access for all. Upon completing her two-year internship, Rosa accepted a full-time position at ICHS.

She finds deep fulfillment in connecting with patients, ensuring they feel welcome and heard.



"What's most important is to show our patients respect, understand them once they walk through the door. Care starts from there."

So often, Rosa said, people are mistreated in the US health care system, with recent arrivals like herself falling through the cracks.

"I'm the one who's working with patients in the chair now," she asserted. "I'm the one who's sharing everything and helping them. It's great. I feel really grateful."

Fueled by the desire to serve her community, Rosa is considering dental hygiene school. Her inspiring story is a shining example of why ICHS invests in the education and training of young people from the communities we serve. We not only improve the health of our communities, but also foster the next generation of health care leaders.



At left, Dental Assistant Rosa supports Dentist Shih Wei Lin during a procedure at the ICHS Bellevue Clinic, May 21, 2025.

ICHS

2024 IMPACT

 **\$397,342**
unreimbursed patient care



391,901 health encounters

136,791 total visits
8,392 virtual visits

13 service locations in Seattle, Shoreline, Bellevue, Auburn, and South King County

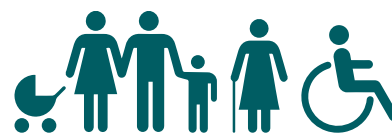
WHO WE SERVE

32,990 total unique patients



Patients by insurance status

- 41% Medicaid
- 37% Private
- 15% Medicare and Medicaid dual
- 4% Medicare
- 3% Uninsured



4 in 5 low income
7 in 9 persons of color
2 in 9 age 65 and over
1 in 270 homeless

58% need interpretation services

 **26,575** medical

 **13,433** dental

 **1,727** behavioral health

 **1,258** vision

90+ languages
most frequently spoken
other than English:

- | | | |
|------------------|---------------|-------------------|
| 1. Cantonese | 6. Taishanese | 11. Khmer |
| 2. Vietnamese | 7. Russian | 12. Tagalog |
| 3. Mandarin | 8. Korean | 13. Persian/Farsi |
| 4. Spanish | 9. Amharic | 14. Arabic |
| 5. Other Chinese | 10. Tigrinya | 15. Dari |

Where patients live

46% Seattle
17% Other King County
13% Outside King County
11% Bellevue
11% Shoreline
2% South King County



AWARDS/RECOGNITION



Health Resources and Services Administration

- Health Center Quality Leader — ICHS is the only health center in Washington state to have achieved Gold status for outstanding performance in delivering high-quality care
- Addressing Social Risk Factors
- Advancing HIT (Health Information Technology) For Quality
- Patient-Centered Medical Home recognition

National Association of Community Health Centers

- Advocacy Center of Excellence — ICHS is one of only three community health centers in Washington to have achieved Gold ACE status; valid through July 31, 2025



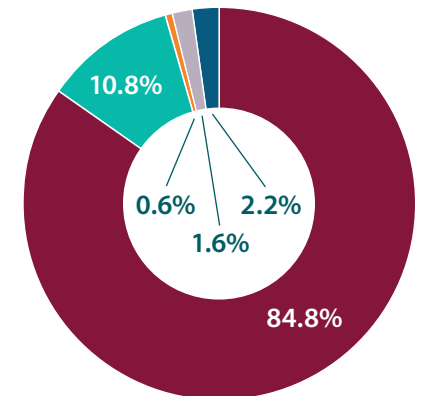
American Heart Association

- Check. Change. Control. Cholesterol — Gold level recognition
- Target: Type 2 Diabetes — Gold level recognition
- Target: BP — Silver level recognition for controlling blood pressure in adult patients



Operating Revenue \$100,210,793

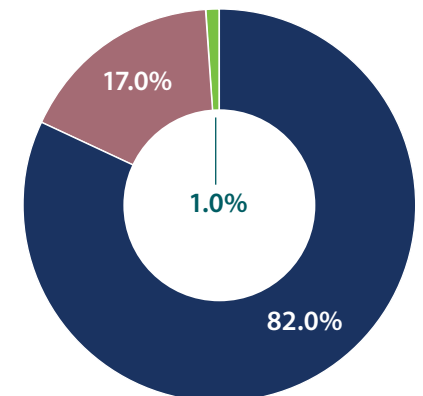
Program Revenue	\$ 85,012,198
Government Grants	\$ 10,848,084
Private Grants & Contributions	\$ 591,035
In-kind	\$ 1,582,576
Other	\$ 2,176,900



Non-operating Revenue \$1,436,346

Expenses \$93,376,610

Program Services	\$ 76,598,583
Management & General Administration	\$ 15,898,774
Fundraising	\$ 879,253



Retained Earnings \$8,270,529



**SUPPORT
OUR WORK**

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SERVICE LOCATIONS

- 1 International District Medical & Dental Clinic**
720 8th Ave S • Seattle, WA 98104
- 2 Holly Park Medical & Dental Clinic**
3815 S Othello St • Seattle, WA 98118
- 3 Shoreline Medical & Dental Clinic**
16549 Aurora Ave N • Shoreline, WA 98133
- 4 Bellevue Medical & Dental Clinic**
1050 140th Ave NE • Bellevue, WA 98005
- 5 ICHS at SOUND Auburn**
4238 Auburn Wy N • Auburn, WA 98002
- 6 ICHS Primary Care Clinic at ACRS**
3639 Martin Luther King Jr Wy S • Seattle, WA 98144
- 7 Ron Chew Healthy Aging & Wellness Center**
(opening late 2025)
939 Golf Dr S • Seattle, WA 98144
- 8 ICHS Legacy House**
803 S Lane St • Seattle, WA 98104
- 9 ICHS Meal Program at Bush Asia Center**
409 Maynard Ave S, Plaza 6 • Seattle, WA 98104
- 10 Seattle World School Teen Health Center**
1700 E Union St • Seattle, WA 98122
- 11 Highland Health Center**
15027 Bel-Red Rd • Bellevue, WA 98007
- 12 Mobile Medical Clinic**
Serving South King County
- 13 Mobile Dental Clinic**
Serving Seattle and Bellevue

Medical	Vision	After hours clinic
Dental	Acupuncture	Healthy aging services
Behavioral health	Pharmacy	School-based clinic

