



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

2025 Annual Report



Dear friends,

In 2025 International Community Health Services (ICHS) created positive impact in the lives of more than 36,000 Washington residents, a 10% increase in the number of patients served over 2024. While growth in 2025 was both measurable and significant, the numbers tell part of the story.

The stories I love to hear are about ICHS patients regaining their health and maintaining wellness. Stories about elders who start moving again and find comradery through group care, children vaccinated before school begins, and adults who can work hard because they have their health.

ICHS provides comprehensive healthcare to anyone in need, regardless of their ability to pay. We serve those who might otherwise not be able to access care:

- 81% qualify as low income
- 76% are people of color
- 57% need interpretation
- 22% are 65 and over

Since our modest start as a one-room clinic in Seattle's Chinatown-International District 52 years ago, ICHS has held firmly to the belief that healthcare is a human right. Today, our reach extends across King County and beyond with care that integrates physical and behavioral health. We expanded behavioral health services at our Shoreline clinic, offering outpatient psychiatry. We also:

- Opened the Ron Chew Healthy Aging & Wellness Center in Seattle's North Beacon Hill area, providing care for up to 400 older adults.
- Launched a partnership with SOUND Behavioral Health to offer primary care in Auburn, improving access for South King County residents.
- Expanded access for Bellevue School District students with our mobile medical clinic, serving four additional Bellevue schools.

This past year, ICHS was recognized for quality care with gold ratings from the Health Resources & Services Administration and the National Association of Community Health Centers. These recognitions carry added significance at a time when ICHS is intentionally expanding despite threats of federal funding cuts to community healthcare. ICHS remains steadfast in protecting access to care and resilient in the face of uncertainty.

ICHS provides quality, affordable, and compassionate healthcare services thanks to the support of community partners, policymakers, and you.

In gratitude,



Kelli Nomura, MBA, MHP
Chief Executive Officer



ICHS staff and friends take part in the Seattle Pride Parade, June 29, 2025.

Ron Chew Healthy Aging & Wellness Center ribbon-cutting celebration, Nov. 10, 2025. From left: Capital Campaign Co-chair Martha Choe, ICHS President Emerita Teresita Batayola, ICHS CEO Kelli Nomura, former ICHS Foundation Executive Director Ron Chew, former King County Executive Shannon Braddock, Capital Campaign Co-chair Leeching Tran, SCIDpda Co-executive Director Jamie Lee.



2025 Highlights



State-of-the-art eldercare center opens

ICHS receives over \$19.5 million in public and private funding for the Healthy Aging & Wellness Capital Campaign to support completion of the new PACE center



Establishing a new southbound clinic

ICHS at SOUND Auburn opens, providing primary care and behavioral health services, reducing barriers to care, and allowing patients to schedule multiple care services in one visit



Northbound clinic expands services

ICHS launches new Outpatient Behavioral Health program with mental health clinicians and psychiatric providers on the third floor of our Shoreline clinic



Staff excellence

Puget Sound Business Journal names ICHS Advanced Practice Provider Rebecca Calderara, FNP-C a Healthcare Hero for her direct patient care and research on the tuberculosis epidemic



Investments in our future

Our family medicine and advanced practice provider residencies enter a successful 9th and 11th year



Increased childhood immunizations

State recognizes ICHS with the Immunize Washington gold and bronze awards for high childhood and adolescent immunization rates, and for its work in HPV cancer prevention



Improving patient access to care

ICHS patients can now schedule their own appointments through the MyChart portal, and refill prescriptions with the Rx365 app or online via computer



Successful second annual luncheon

ICHS Foundation organizes well-attended Lunar New Year luncheon, "Healthcare for All Benefit," raising \$204,000 for healthcare services to uninsured or underinsured ICHS patients who would otherwise not be able to afford it

Physical Therapist Linda McAllister (front) and Occupational Therapist Candace Ho encourage a PACE participant while another participant looks on, April 8, 2025.



The Washington Association for Community Health has recognized ICHS as a leader in healthcare innovation!

The report, “Redefining Primary Care: A Geriatric-Centered Approach,” highlights the work of **Dr. Eunice Furies** in launching a comprehensive geriatric clinic at the ICHS International District location. By embedding specialized geriatric care within primary care, this program has expanded access to dementia diagnosis, treatment, and ongoing support in a setting that is both trusted and familiar to patients.



SCAN TO LEARN MORE

ICHS PACE

Improving quality of life for older adults

Yan Huang has a sparkle in her eyes that lights up a room. She brings her gung-ho attitude to occupational and physical therapy at the Ron Chew Healthy Aging & Wellness Center, which is centrally located in Seattle’s North Beacon Hill neighborhood.

Huang is enrolled in Program for All-Inclusive Care for the Elderly or PACE. PACE is an innovative program that empowers older adults to age in place. Participants can remain in their homes while they receive healthcare services, nutritionally dense communal meals, and participate in activities to strengthen cognitive and physical health.

PACE participants are picked up by the ICHS bus at their doorstep and are returned safely in the evening. ICHS’ PACE program is culturally inclusive. Meals and activities align with the cultures and languages of program participants, like Huang.

Before Huang joined the program, she was essentially homebound. These days Huang walks without assistance, no longer requiring the walker she once relied on.

“Yan Huang has transformed in front of our eyes,” says PACE Rehabilitation Supervisor and Physical Therapist Linda McAllister. “She has made amazing gains in her health and we are all very proud of her progress.”

Huang used to struggle with standing on her own. Daily tasks like bathing were difficult and time consuming. She didn’t always feel safe at home.

“My wish is to continue getting better day by day,” says Huang. “Linda gives me a lot of challenges to improve, and to overcome. That is why I am getting stronger every day.”

ICHS built the Ron Chew Healthy Aging & Wellness Center to expand the capacity of its PACE program from 100 to 400 participants.

“PACE gives peace of mind to family and caregivers,” says ICHS PACE Senior Services Director Ken Castillo. “They know their loved one is supported by an integrated team of care professionals. It is an empowering approach for the senior and their family.”

PACE at the Ron Chew Health Aging & Wellness Center is growing and welcomes more community elders.

AUDRI GIROUD, MSW

ICHS Therapist spotlight



Audri Giroud is a mental health clinician who sees patients at ICHS Shoreline. ICHS opened outpatient behavioral health services at the Shoreline clinic in November 2025.

What makes Shoreline Outpatient Behavioral Health exceptional?

Care at ICHS Shoreline is exceptional because it is practical, immediate, and rooted in relationships. Our patients receive centralized outpatient behavioral healthcare, which includes therapy, psychiatric prescribing, and care coordination.

At the Shoreline clinic patients can also access primary care, dentistry, nutrition, WIC, pharmacy, and other services. Clinical care providers benefit from care centralization too because we can connect easily to review treatment plans and refer patients for other kinds of care.

How has the outpatient behavioral health program been received?

People tell me they did not realize this kind of care could be available through Medicaid.

The outpatient behavioral healthcare space sets the tone. Behavioral health is on the third floor of the ICHS Shoreline clinic. Our therapeutic environment includes high ceilings with lots of natural light and trees outside the windows. Our surroundings help people feel at ease,

and this matters because therapy is hard work. Our patients return week after week. It tells me they find value in therapy and keep showing up for themselves.

Can you share a story that captures the essence of outpatient behavioral health?

A patient came in during a season of burnout and uncertainty. There were questions around identity, purpose, and what would come next. A big part was helping them become a more accurate witness. We paid attention to limiting stories. We examined strengths and hopes. Over time, I watched the person begin to trust their own voice again and take real steps toward a life that felt more honest and aligned.

This captures the essence of our behavioral health program. It is not one big dramatic moment. In mental healthcare, the difference is made week by week, in a consistent space where someone can begin to believe in their own capacity again.

Looking ahead, what excites you most about outpatient behavioral health at ICHS?

What excites me most is the opportunity to reduce the barriers and help more people experience behavioral healthcare as a normal, worthy part of caring for the whole person.

These days, people take their mental health seriously. They recognize they deserve support, they can ask for help, and that therapy works. It does not have to be hidden or shameful. I am excited to be part of this shift, especially in communities where stigma and access barriers are still very real.



ICHS behavioral health staff retreat at Ron Chew Healthy Aging & Wellness Center.

ICHS

2025 IMPACT

 **\$982,125**
unreimbursed patient care



171,515 total health center visits

8,338 virtual visits

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

WHO WE SERVE

36,283 total unique patients



Patients by insurance status

- 39% Medicaid
- 39% Private
- 15% Medicare and Medicaid dual
- 4% Medicare
- 3% Uninsured



81% low income

76% persons of color

22% age 65 and over

0.33% homeless

57% need interpretation services

 **29,354** medical

 **14,824** dental

 **2,147** behavioral health

 **1,351** vision

90+ languages
most frequently spoken
other than English:

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

Where patients live

45% Seattle
12% Bellevue
11% Shoreline
2% South King County
17% Other King County
13% Outside King County



AWARDS/RECOGNITION



Health Resources and Services Administration

- Health Center Quality Leader — ICHS is the only health center in Washington state 2 YEARS IN A ROW to have achieved Gold status for outstanding performance in delivering high-quality care
- Improving Healthcare Access
- Advancing HIT (Health Information Technology) For Quality
- Patient-Centered Medical Home recognition

National Association of Community Health Centers

- Advocacy Center of Excellence — ICHS is 1 of only 4 community health centers in Washington to have achieved Gold ACE status; valid through Aug. 31, 2027



American Heart Association

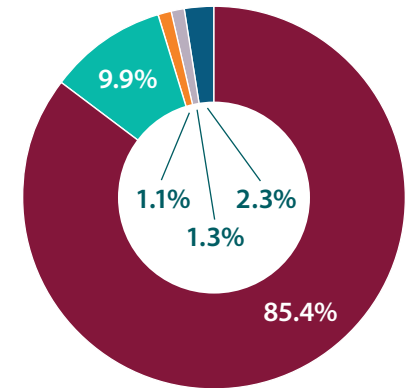
- Check. Change. Control. Cholesterol — Gold level recognition
- Target: Type 2 Diabetes — Gold level recognition
- Target: BP — Silver+ level recognition for controlling blood pressure in adult patients



2025 Financials

Operating Revenue \$105,465,840

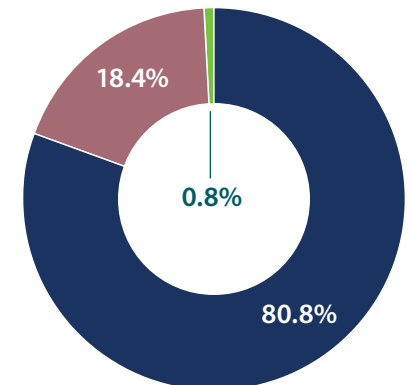
Program Revenue	\$ 90,039,022
Government Grants	\$ 10,394,511
Private Grants & Contributions	\$ 1,183,625
In-kind	\$ 1,434,184
Other	\$ 2,414,498



Non-operating Revenue \$3,601,199

Expenses \$100,323,348

Healthcare Services	\$ 81,052,578
Management & General Administration	\$ 18,438,842
Fundraising	\$ 831,928





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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** 🦿
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 school and community sites in King County
- 13 **Mobile Dental Clinic** 🦷
Serving school and community sites in King County

+ Medical	👁 Vision	🌙 After hours clinic
🦷 Dental	🧘 Acupuncture	🦿 Eldercare services
👁 Behavioral health	🩺 Pharmacy	🍏 School-based clinic

