



2007 Annual Report

MISSION

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

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Message from the Executive Director

Imagine a young mother being taught how to use an infant car seat for her baby; a four-year-old with seven cavities seeing a dentist for the first time; an elderly man, bewildered by the foreign tongues and foreign ways around him, but comforted by the assuring smiles of the caregivers tending to him. These are snapshots of what happens in our clinics on any given day. Everyday, our staff makes imprints upon people's health which we hope will deepen and last.

Behind these pictures, ICHS is taking bold and well-measured steps to ensure our long-term growth. 2007 proved to be a landmark year of successes. Our dental department became sustainable at a time when affordable dental insurance for low-income adults is scarce, and community dental clinics have to subsidize these services. Our medical department received an unexpected recognition in winning the Premier Blue Cross Health Care Quality Leadership Award. We were the first community health center ever to be awarded with this distinction. In addition, our Women's Health Preventive Services Program was recognized by the Centers for Medicare/Medicaid Services for outstanding outreach to Asian and Pacific Islander women.

We launched initiatives to improve our quality measurements for health issues such as diabetes and immunizations; and intensified our efforts to boost patient access and patient satisfaction. After 10 years, we have expanded our behavioral health services from one part-time psychologist to a full-time psychologist and social worker. We established a stronger presence in the Filipino, Samoan and Vietnamese communities, and began new partnerships with the Korean community. We advocated for public policies and legislation for more dental funding and fought off numerous federal attempts to cut back our patients' benefits and decrease our reimbursements.

This past year, we invested a lot of resources into developing our staff's capabilities. We trained everyone at ICHS in emergency preparedness and the national incident command system. We partnered with North Seattle Community College to assist our staff in becoming certified medical assistants and launched a scholarship program to support employees interested in pursuing a career in our key staffing shortage areas.

Despite all of these efforts, our financials remained strong. For the first time in our history, ICHS obtained malpractice coverage through the Federal Tort Claims Act, saving us at least \$100,000 in our first year of coverage. Other factors, such as receiving the highest reimbursement rates in our industry, and securing unsurpassed grant awards from the City of Seattle and the Susan G. Komen for the Cure Foundation, made this achievement possible.

Our employees and management team triumphed over the challenges of the past year because they were resilient and unafraid to stretch themselves to learn new ways to carry out our mission. Our Board members provided a strong vision for our possibilities and led us through our development. Together, the individual members of the staff and Board, will continue to serve our patients and our growing communities for many years to come.

Teresita Batayola
Executive Director





Message from the Board President

2007 was a year when ICHS challenged itself in many ways. Using our Vision Statement, “The key to a vibrant, healthy community,” as our guide, we started initiatives to improve our model of patient care and capitalized upon opportunities to expand our capacity to serve more patients.

The ICHS Board undertook the challenge of hosting the 6th Annual Asian and Pacific Islander (API) Community Health Center Leadership Conference in the Fall of 2007. Over one hundred board members and executive staff representing community health centers from Hawaii, New York, Houston, the island nation of Palau, San Francisco, and many others, assembled in Seattle to discuss how we can improve our communities’ health while meeting the ongoing fiscal challenges resulting from serving an increasing number of uninsured patients.

We heard inspiring stories from our colleagues across the country about innovative practices designed to take care of patients and educate our communities about health issues, such as diabetes, asthma, heart disease, and smoking cessation. We discussed ways that we can work collaboratively to take control of the compilation and reporting of health disparities in our communities, instead of relying on government surveys or academic research, where we are the subjects and not the investigators.

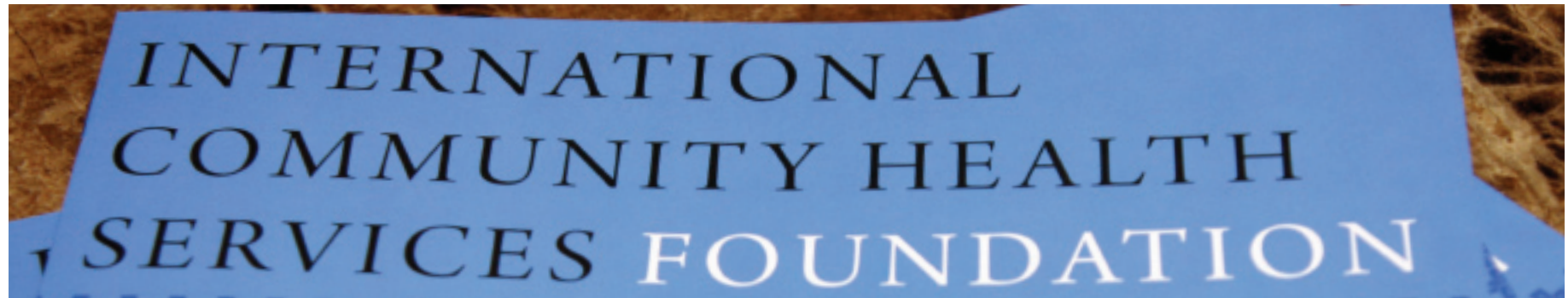
I am proud that the ICHS Board took this opportunity so that we could share with everyone our Seattle story of how we came to be and how we continue to meet the health needs of our unique, and ever-changing, API community. It is a story that spans over 35 years of community organizing history and ongoing partnerships to create a sustainable future for our network of community services. One participant noted, “I was inspired by the commitment, energy and collaboration shown by the Seattle API community activists and governmental leaders. It definitely raised the bar for all of us.”

I need to thank our Conference Committee board members; the ICHS staff led by Teresita Batayola, Executive Director; and the staff of TD Wang Advertising Group for doing what it takes to put together a successful conference. The Conference Committee board members included Charles Wu, Cris Krisologo-Elliott, and, of course, our committee chair, Mayumi Willgerodt, RN, PhD.

Thank you all for your continued support of ICHS’ mission and vision. In the future, we hope to bring you more stories about how ICHS is: “the key to a vibrant, healthy community.”

Hiroshi Nakano
Board President





ICHS Foundation

The International Community Health Services (ICHS) Foundation was established as a 501(c)(3) non-profit organization in 2007 with the aim of ensuring the financial well-being of ICHS. The ICHS Foundation will generate financial resources from individuals, corporations, foundations, and organizations who understand and support the important role ICHS plays in the community.

The ICHS Foundation will develop charitable resources to enhance ICHS' special programs and health education services, support uninsured and underserved patients, and provide aid for capital improvements.

The ICHS Foundation will also solicit gifts for the Uncle Bob Fund, named after Robert N. Santos, a well-known community advocate in the International District. This fund provides philanthropic support to the ever-increasing number of patients who have no insurance and few financial resources to pay for their health care.

The ICHS Foundation welcomes gifts throughout the year. To learn more, go to www.ichsfoundation.org.

ICHS Foundation Board of Directors

Armilito J. Pangilinan, *President*

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Fiscal Highlights

January 1, 2007 to December 31, 2007

Support Revenues and Gains

Capitation and enhancements	\$ 4,514,834
Public-sponsored insurance and entitlements	4,470,162
Patient fees and private insurance	1,956,828
Fees and grants from government agencies	1,887,512
Contributions and private grants	296,970
In-kind donations	311,475
Interest and investment income	367,682
Other	95,402
Total Operating Support and Revenue and Gains	13,900,865
Contributed stock	513,209
Loss on sale of equipment	(126,405)
Pool savings*	6,300,202
Unrealized losses	(51,329)
Contributions to acquire long-term assets	31,000
Total Revenues	\$ 20,567,542

Expenses

Program Services

Primary medical care	\$ 7,731,408
Primary dental care	2,330,241

Other Health and Enabling Services:

Pharmacy	1,692,522
Family Planning	334,396
Access (i.e. Interpretation, Eligibility Screening)	822,642
Women's Health Services	253,407
Health Education	484,464
Women, Infants and Children	228,342
Acupuncture	125,910
Behavioral Health	141,645

Total Program Services 14,144,977

Management and General Administration 4,286,243

Fundraising** 212,991

Total Expenses **\$ 18,644,211**

* ICHS is in the process of establishing operating and capital reserves

**These costs include operational expenses for the ICHS Foundation, established in July 2007

Service Statistics & Patient Demographics

Sex

Female	9621	60.2%
Male	6365	39.8%

Patients by Age

0-14	3335	20.9%
15-19	879	5.5%
20-29	1906	11.9%
30-44	3109	19.4%
45-64	4174	26.1%
65-79	2126	13.3%
80 and older	457	2.9%

Patients by Ethnicity

Chinese	6602	41.3%
Vietnamese	3678	23.0%
Filipino	1016	6.4%
Korean	775	4.8%
White	673	4.2%
Black/African American	589	3.7%
African	423	2.6%
Other Asian	337	2.1%
Laotian	248	1.6%
Hispanic/Latino	235	1.5%
Cambodian/Khmer	226	1.4%
Mien	183	1.1%
Other Pacific Islander	180	1.1%
Native American/Alaskan Native	121	0.8%
Other/Unreported	700	4.4%

Language Barrier

Limited English Proficiency	10180	63.7%
Fluent in English	5806	36.3%

Preferred Language

Cantonese	5155	32.2%
English	3595	22.5%
Vietnamese	3446	21.6%
Mandarin	951	5.9%
Korean	715	4.5%
Tagalog	390	2.4%
Somali	219	1.4%
Spanish	213	1.3%
Toisanese	194	1.2%
Laotian	177	1.1%
Ilocano	173	1.1%
Cambodian/Khmer	165	1.0%
Mien	39	0.9%
Samoan	71	0.4%

Primary Source of Payment

Basic Health	3216	20.0%
Medicaid	4862	30.4%
Medicare	1587	10.0%
Other Public Insurance programs	90	0.6%
Private Insurance	2777	17.4%
Uninsured	3454	21.6%

Income by Federal Poverty Guidelines

Above 200%	1184	7.4%
Between 151% and 200%	1667	10.4%
Between 101% and 150%	2664	16.7%
100% or Below	7263	45.4%
Unknown	3208	20.1%



ICHS would like to thank the following for their generous contributions. We have made every effort to be thorough and represent each name accurately. If an error or omission has occurred, please accept our apologies and contact us at 206.788.3694 so that we can correct our records.

Organization Donors

Aetna

Association of Asian Pacific Community Health Organizations

Asian Counseling & Referral Service

Best Impressions

Children's Hospital

Children's Medical Center

Chinese Baptist Church

Chinese Information and Service Center

City of Seattle

Clark Nuber

Combined Federal Campaign

Community Health Plan of Washington

Cross Cultural Health Care Program

Delta Dental

Denise Louie Education Center

DKA

Eli Lilly

Employee Community Fund

First Choice Health / Washington Health Information Collaborative

Flex Plan Services, Inc.

Fred Hutchinson Cancer Research Center

Inter*Im Community Development Association

International Examiner

Korean Women's Association

KPMG

Lovsted-Worthington LLC

Microsoft Employee Engagement Programs

Mutual of America

Public Health—Seattle & King County

Puget Sound License Agency

Seattle Chinatown International District Preservation and Development Authority

Seattle Chinese Post

Seattle Foundation

Seattle Vietnamese Times

Spectra Communications, Inc.

State Farm

Susan G. Komen for the Cure, Puget Sound Affiliate

U.S. Dept. of Health and Human Services – Bureau of Primary Health Care /
Health Resources and Services Administration

Vulcan Inc.

WA Sang Associates

Washington Breast and Cervical Health Program

Washington Mutual
 Washington State Department of
 Health / Health Care Authority
 Wells Fargo
 Women, Infants & Children Nutrition
 Program

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in honor of Kenneth & Joan Israel
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