



Compassionate Healing. Expert Care.

2019 ANNUAL REPORT

With 2018 Financial & Donor Data



WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES



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A Message from the Chief Executive Officer



Aloha my friends. Thank you for your continued support of Waikiki Health. Like the people we serve, we have had some good times and some challenging times in the last year but overall, we continue on—steady as a heartbeat—caring for everyone who comes to us for help.

We provide primary medical, behavioral health and dental care as well as optometry services at Ohua and Makahiki clinics. We are one of the largest providers of medical care for people living with AIDS. We also strive to be a comfortable place for LGBTQI patients to get their care. We provide transitional housing at the Next Step Shelter for people who have been living on the street while we help them to get medical care, find stable work, and stable housing.

For the homeless young people who come to Waikiki we offer services through Youth Outreach –YO!. We feed them and give them a place to shower and wash clothes and offer them medical care all without judgment. We seek to help them with their education, employment and housing. We also offer medical care with a gentle touch to pregnant women and new moms with substance use disorder, and their children, through our PATH clinic in Kaimuki.

There are many other things we do for the community but...we can only do this because of you. I am so grateful to you. And the beat goes on.

Phyllis Dendle
Chief Executive Officer, Waikiki Health

A Message from the President of the Board



Waikiki Health is a not-for-profit corporation that provides quality primary care, behavioral, and social services that are accessible and affordable for everyone. We do this by operating low cost medical clinics which serve everyone who comes through the door, regardless of ability to pay. This requires multiple sources of funding: the government, our patients, and critically, our generous donors.

Our employees and volunteers are dedicated to our mission and work tirelessly for our patients, many of whom are the most vulnerable in our community. As you go through this annual report, notice that we serve almost 10,000 patients of which 32% live below the poverty line and 19% are either homeless or live in shelters.

Your generous donation is critical to our work. Every dollar that we receive helps us give care to someone: medical care at our Ohua clinic, medical or dental care at our Makahiki clinic, Youth Outreach at our drop-in center, PATH clinic, our women's and pediatric clinic, or transitional housing assistance at our Next Step shelter.

On behalf of all those we serve, mahalo for your lokomaika'i.

Edward Springer
President, Waikiki Health Board of Directors

Our Mission

The mission of Waikiki Health is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Our Vision

Waikiki Health provides compassionate healing and expert care that result in improved health and quality of life for all in our island community.

Core Values

We are committed to providing the highest quality care and services to our island community.

We believe that respect is the foundation of our interpersonal relationships.

We maintain empathy and kindness, treating everyone as ohana.

We are creative and flexible in meeting community needs.

We help empower others to reach their highest potential.

We are accountable to the community we serve and to each other.

Expanding Patient Access to Health Care

Check This Out: Our New iPad Check-In Process

Waikiki Health's Ohua, Makahiki and PATH clinics introduced the Epion Check-in™ process utilizing digital iPad technology to expedite patient intake, improve care, and facilitate workflow. The Cecil Guy Marshall Fund of the Hawai'i Community Foundation awarded a \$50,000 grant to Waikiki Health to implement this system. Epion Check-in™ utilizes iPads to replace manual patient intake forms with a customizable self-check-in process. This system captures more information about our patients which will aid in their receiving comprehensive, quality care.



The Marshall Fund grant supports one year of Epion Check-in™ utilization. In future years Waikiki Health will seek grant support and/or utilize agency funds to continue using this advanced technology. The system is compatible with our Athena Electronic Medical Records (EMR) System. And, Epion systems are HIPAA compliant ensuring all patient data is secure.

Three Waikiki Health clinics Expand Hours

PATH Clinic, serving pregnant and parenting women with a history of substance use, now offers appointments Monday through Friday, 8 AM – 4:30 PM. Expanded services include OB/GYN, primary care and behavioral health. Youth Outreach (YO!) welcomes homeless youth on Monday, Tuesday, Thursday and Friday, 3 PM – 6 PM, and its onsite clinic also serves patients Monday, Tuesday & Thursday, 3 PM – 5 PM. Next Step Shelter's clinic now serves patients Monday, Wednesday and Thursday, 9 AM – 12 PM.



Mahalo to Donors

(For your donation in 2018)

By supporting Waikiki Health through your monetary and in-kind donations, you help us succeed in our mission to provide health and social services to everyone in our community, regardless of ability to pay. Thank you for your generous support.

INDIVIDUALS & FAMILIES

Over \$20,000

Mr. & Mrs. Rosanna & Peter Hsi

\$5,000 - \$19,999

Ms. Charlene I. Alipio
Ms. Sheila Beckham
Dr. & Mrs. Elliot Kalauawa
Ms. Nancy Makowski
Mr. James Odan

\$2,000 - \$4,999

Mr. G. Kent Anderson
Mr. Drake Beil
Mr. Peter Drewliner
Mr. Edward Nakagawa
Dr. & Mrs. Tom Namiki
Mr. & Mrs. David Powell
Mr. & Mrs. Herbert R. Takahashi

\$1,000 - \$1,999

Mrs. Jeanelle K. Ahuna
Ms. Paula Aurio
Ms. Donna Campbell
Dr. Ann B. Catts
Dr. & Mrs. Jonathan Cho
Ms. Phyllis J.B. Dendle
Ms. Carolyn A. Eaton
Dr. Aimee Franson
Ms. Phyllis Friedman
Mr. & Mrs. Richard F Kahle, Jr.
Mr. Keith C Marshall Jr
Ms. Linda Masuda
Mr. Todd Okamoto
Mrs. Barbara Schatz
Mrs. Elizabeth Staley
Mr. Norris Uehara
Mr. John A. White &
Mrs. Yoko Hayami-White
Mr. & Mrs. Kurt Winner
Dr. & Mrs. Calvin Y. H. Wong

\$500 - \$999

Mr. George Arakaki
Mr. Randolph Cadirao
Mr. Randy W. G. Ching

Mrs. Francine Dudoit-Tagupa

Ms. Sarah E. Fincke
Mr. Peter Hoffenberg
Ms. Darlene Kaahaaina
Ms. Maurice Kalaau
Mr. Russell Kato & Ms. Charleen Aina
Mr. Scott Kuwada
Ms. Evelyn Lam
Mr. Joseph Leahy
Ms. Didi P. Leong
Ms. Mary Beth Lohman
Mr. & Mrs. Michael Lum
Mr. Kenneth Matsuura
Dr. Conrad Moreno
Mr. & Mrs. Mark Murashige
Mr. Frank Nakamoto
Mrs. Diane Neill
Mr. Lon Polk
Dr. & Mrs. Tom Reppun
Ms. Jean E. Rolles
Mr. Francis Tavares
Mr. & Mrs. Leslie R. Usui
Mr. & Mrs. Perry White
Mr. Thomas Williams
Mr. Walter Yoshimitsu
Mr. Jason Yu

\$250 - \$499

Mr. Barry John Baker
Dr. Erlaine F. Bello
Ms. Stella Catalan
Ms. Ann M. Cuseo
Mr. Marc Diamond &
Ms. Marianne Lau
Dr. Rachel DiPasquale
Mr. Don Cherry & Mr. Richard Dulcich
Mr. Jason Espero
Mr. & Mrs. James M. Fobel
Mr. & Mrs. Kenneth Forbes
Ms. Sondra Fram
Mr. Robert & Mr. Dennis Gentry
Ms. Judith Goldman
Dr. Cyril K. Goshima
Mr. Ellis W. Goto
Mrs. Lyla Guinan
Ms. Marie M. Hatfield, Esq.

Mr. Garrett Kamemoto
Ms. Norma H. Kashinoki
Mr. Robert F. Kay
Ms. Patricia Kearns
Dr. Laurence N. Kolonel
Ms. Betty Lou Larson
Mr. & Mrs. Howard Lee
Mr. & Mrs. Roger Lerud
Dr. Deborah C. Love
Drs. Kevin Lui & Elna Masuda
Mr. & Mrs. Eric D. Lund
Ms. Elizabeth MacNeill
Ms. Elizabeth Makarra
Mr. Keith Masuda
Mr. John E. McComas & Ms. Christine M. Kobayashi
Mr. Kenny Mochizuki
Mr. & Mrs. Ritchie Mudd
Mr. James Murray
Ms. Iris M. Nakama
Mr. Dennis Nakauye
Ms. Kathryn M. Omine
Mr. Dusko Pavlovic
Mr. Robert J. Porter
Mr. Redfield Proctor
Ms. Heidi Rian
Ms. Mary Ronnow
Mr. Louis Rosof
Mr. Glenn Silva
Mr. Edward Springer
Ms. Laura Staley
Ms. Cindy Stenek
Mr. Jay Tamashiro
Ms. Jacque Tellei
Mr. & Ms. Steven A. Tom
Mr. Ben Tutor
Ms. Nelly Uehara
Ms. Gloria Uslan-Milo
Mr. & Mrs. Richard Waialeale
Mr. & Mrs. John C. Walker Jr.
Ms. Galina Wong
Ms. Carol Jean Yakuma
Dr. Wing Yeung
Dr. Hiram Young
Mr. & Mrs. Richard Young

Continued on page 6



Waikiki Health Sites and Programs

Waikiki Health’s primary care clinics and program sites provide access to comprehensive, quality care in nonjudgmental, culturally competent environments. Addressing the social determinants of health, Waikiki Health also offers our patients and clients opportunities to improve their quality of life and achieve self-sufficiency through educational and job training programs, employment referrals, housing assistance and other empowerment opportunities.

Waikiki Health’s growing number of outreach initiatives has provided opportunities to develop our collaborations with numerous community partners, including prisons, hospitals, substance abuse treatment programs and others, serving more people in need of our services and support.

Ohua Clinic (277 Ohua Avenue in Waikiki, 808-922-4787) provides the widest range of Waikiki Health services at one facility. Ohua Clinic offers primary and preventive medical care, integrated behavioral health, HIV/Hepatitis C early intervention services, substance abuse treatment, tobacco cessation, medical nutrition therapy, chronic disease management, pharmacy services and integrated Native Hawaiian Healing. Special emphasis is placed on reaching underserved populations, including those who are uninsured, homeless, or living at or below poverty level. Onsite programs include: *Pharmacy* (808-791-9310); *Native Hawaiian Healing* (808-537-8465); *Early Intervention Services* (808-791-9340); *Tobacco Cessation* (808-537-8384); *Medical-Legal Services* (808-382-8624).

Health Education & Counseling Services, located adjacent to Ohua Clinic, are provided by RN care coordinators, behavioral health care coordinators, clinical psychologists, a registered dietitian, tobacco treatment specialist, health educator and others to ensure patients are receiving comprehensive and appropriate care.

Harry and Jeanette Weinberg Makahiki Clinic (935 Makahiki Way in McCully-Moilili, 808-922-4787) is Waikiki Health’s largest primary care clinic, with 19 medical exam rooms and a dental clinic with 7 dental operatories. This site also offers behavioral health services, optometry, tobacco cessation, Early Intervention Services, and an on-site pharmacy. *Makahiki Dental Clinic:* (808-739-7346); *Pharmacy* (808-739-7363).



PATH Clinic (845 22nd Avenue in Kaimuki, 808-791-9390), our women’s clinic, is situated on the campus of Salvation Army Family Treatment Services (SAFTS) in Kaimuki. PATH Clinic targets pregnant and parenting women with past or current substance use challenges. Services include Ob/Gyn care, primary care integrated with behavioral health, and tobacco cessation.

Next Step Shelter (200 Keawe Street in Kaka’ako, 808-585-8800) provides meals, housing case management, financial literacy classes, job training programs, on-site medical services and other assistance. Next Step Shelter targets chronically homeless individuals, including those with mental illness and/or substance use issues; veterans; elderly; and those with chronic conditions.

Youth Outreach (YO!) (415 Keoniana Street in Waikiki, 808-942-5858) provides medical and social services and nonjudgmental support in a welcoming environment to runaways and other unaccompanied homeless youth, age 22 years and younger. Services include nutritious meals, shelter assistance, crisis counseling, case management, tobacco cessation, job training, educational programs, laundry and hygiene facilities, and clothing and other items donated by community members. The on-site Youth Clinic (serving youth age 14 and older) offers primary medical care, health education, family planning, and STI/HIV testing and screening. YO! is jointly operated by Waikiki Health and Hale Kipa, a youth social services agency.



Pu’uhonua Prison Program serves incarcerated men and women at Oahu correctional institutions and prisons pre- and post-release, helping them achieve a successful transition back to the community. Program participants create their personal “Going Home Plan for Success,” and are assisted to receive medical insurance, food stamps, housing assistance, and other benefits. Post-release, participants are offered a continuum of support: referrals to housing, shelters, clean and sober facilities and other options to prevent their becoming homeless; legal documents they’ll need to secure employment and housing; and assistance re-connecting with family members, if possible. Pu’uhonua Prison Program was developed and is directed by our Director of Native Hawaiian Healing, Francine Dudoit-Tagupa.

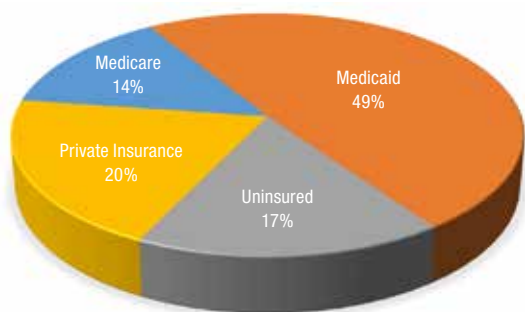
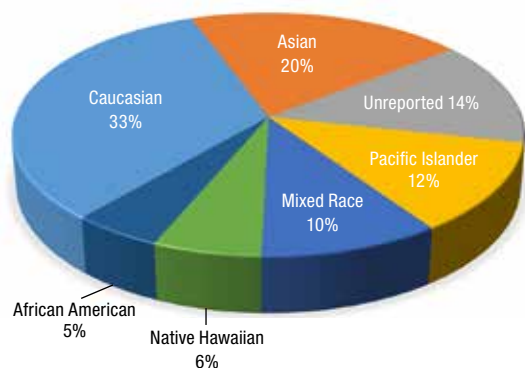
Emergency Department Diversion Plan helps reduce over-utilization of hospital Emergency Departments by patients who could be assisted more appropriately at Federally Qualified Health Centers (FQHCs), such as Waikiki Health. This Waikiki Health protocol was developed in collaboration with the Straub Medical Center and The Queen’s Medical Center.

Mobile Medical Clinic is utilized to increase access to medical care and behavioral health services for clients served at substance abuse treatment programs operated by Salvation Army and Hina Mauka.

Executive Offices are located at the Ohua Clinic (277 Ohua Avenue, Waikiki). Administrative Offices, including Human Resources, Finance, Patient Billing, Emergency Operations and Community Wellness, Call Center, Marketing & Development, and IT Support, are located at 2002 S. King Street, Suite 200, Honolulu.

Who We Helped

Total patients served in 2018: 9,948



Continued from page 4

\$100 - \$249

Ms. Florence S Abe
 Mr. Phil Acosta
 Mr. Matthew S. Adams
 Ms. Mary Adamski
 Ms. Patsy Akagi
 Mr. Aaron Alter
 Ms. Gretchen Alther
 Ms. Strella Aramaki
 Ms. Estrella Arquines
 Mr. & Mrs. Paul Asano
 Mr. & Mrs. John L. Ashby, Jr.
 Mr. & Mrs. Carl Ashizawa
 Ms. Ruby Au
 Mr. & Mrs. Vincent T. Barnwell
 Ms. Gigliola Baruffi
 Dr. & Mrs. Byron Bender
 Ms. Tracey Bennett
 Ms. Mary Bitterman
 Mr. Donald C. Blaser
 Mr. & Mrs. Philip R. Brown
 Ms. Barbara Bryan
 Ms. Eileen Bull
 Ms. Shei-yu Bunch
 Ms. Linda R. Carlson
 Mr. & Mrs. Peter Carson
 Mr. Gary Chang
 Mr. Howard Chang
 Dr. Steven L. Chaplin
 Mr. & Ms. Richard B. Chapman
 Mr. & Mrs. Philip Ching
 Dr. Yi-Chuan Ching
 Mr. & Mrs. Richard M. Chiogioji
 Ms. Mae M. Chong
 Mr. & Mrs. Eben Chun
 Dr. & Mrs. Michael Chun
 Mr. Kaiwiola Coakley
 Mr. William Comerford
 Ms. Eileen "Joy" Copeland
 Ms. Rebecca Covert
 Ms. Lindsey Crandall
 Mr. & Mrs. Richard Cundy
 Mr. David Daniels
 Ms. Catherine E. Davis
 Mr. & Mrs. Milton Diamond
 Mr. Charles David Dreher
 Ms. Patricia A. Dubois
 Mr. & Mrs. Paul Dumas
 Ms. Elizabeth A. Dunham
 Ms. Eleanor Fahrenwald
 Mr. Robert J. Faris &
 Dr. Melanie M. Lau
 Ms. Dawn A.L. Farm-Ramsey

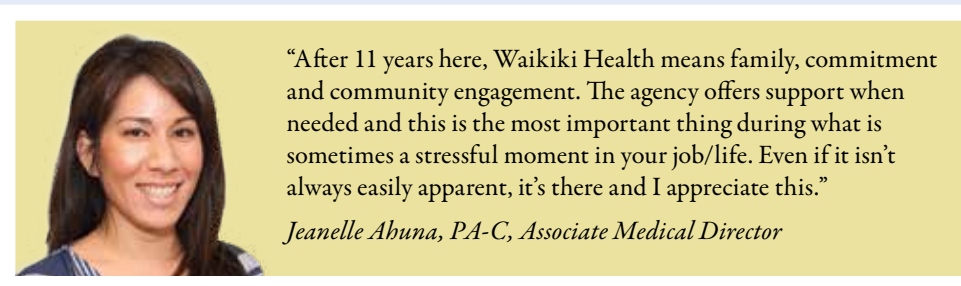
Mr. Chuck Freedman
 Mr. Fooney E. Freestone
 Mr. L. Richard Fried
 Ms. Amy Fujino
 Mr. & Mrs. Alvin Fuse
 Ms. Andrea Song Gelber
 Rev. Dr. Gerald Gifford, II
 Mr. Kaleb Glass
 Ms. Violet Anne Golden
 Ms. Lynette Gonsalves
 Mr. & Mrs. Barney W. Gooman
 Ms. Cynthia Goto
 Mr. & Mrs. James Gusukuma
 Ms. Margery Hamai
 Mr. Greg Harding
 Ms. Melvea A. Hardy
 Mr. & Mrs. Charles Hardy
 Mr. & Mrs. Breene Harimoto
 Mr. Clark Hatch
 Dr. Jerris Hedges
 Ms. Florence Y.F. Hee
 Mr. & Mrs. H. John Heide
 Mr. & Mrs. John R. Heidel
 Mr. & Mrs. Charles A. Higa
 Ms. Paula & Flora Higuchi
 Mr. Han P. Hing

Ms. Jean Kagami
 Ms. Tammy Kai
 Mr. Kurt Kajiyama
 Mr. & Mrs. Ray K. Kamikawa
 Mr. & Mrs. Henry Kanehailua
 Mr. Leong J. Kau
 Mr. & Mrs. Walter Kawamoto
 Dr. Emily Khaw
 Ms. Shirley S. Kidani
 Ms. Maurine King
 Dr. & Mrs. Robert L. Kistner
 Mr. Henry Kitagawa
 Ms. Nancy Klaschka
 Ms. Suzanne S. Kobe
 Ms. Jo Ann Kocher
 Ms. Julianne Kumashiro
 Mr. Warren Kunimoto
 Mr. Edison C. Kwock
 Mr. Timothy C. Laeger
 Mr. & Mrs. Charles Langlas
 Ms. Van Law
 Mr. & Mrs. John Ledesma
 Ms. Lydia Lee
 Ms. Amy F. Lee
 Mr & Mrs. Art Y. Lew
 Mr. David Louie

Mr. & Mrs. Roy Miyahira
 Ms. Jan Montgomery &
 Ms. Marya Grambs
 Mr. & Mrs. Arthur Mori
 Mr. & Mrs. Marc A. Munden
 Mr. & Mrs. Joseph W. Murphy
 Ms. Kelley Naba
 Mr. & Mrs. Richard S. Nagamine
 Mr. & Mrs. Wayne K. Nakai
 Mr. & Mrs. Michael Nakata
 Mr. Harry K. Nakayama
 Mr. Ryan Namaka
 Ms. Nancy Napuunoo
 Mr. & Mrs. Clayton Nascimento
 Mr. Sam Navarro
 Ms. Nielsen
 Ms. Leone K. Nihoo
 Mrs. Ashley Noji
 Mr. & Mrs. Lanny R. North
 Mr. & Mrs. Alan Okamura
 Mr. Herbert Olivera
 Dr. Carlos Omphroy
 Ms. Grace Pang
 Ms. Helen Y. Pierce
 LCDR & Mrs. William W. Posenecker, Ret.
 Mr. & Mrs. Duane Preble

How We Helped

Types of Service	Number of Visits
Medical	27,421
Dental	2,228
Behavioral Health	6,385
Optometry	1,181
Substance abuse	3,132
Native Hawaiian Healing	1,007
Case Management	4,042
Nutritionist & Other Services	3,611
Total patient visits	49,007



Mr. Robert & Hazel Hirayama
 Ms. Naomi Hirayasu
 Senator Mazie Hirono
 Mr. & Mrs. George Honjiyo
 Ms. Karen Honma
 Ms. Ellen Humphrey
 Ms. Anne E. Hyde
 Ms. Kerri Inglis
 Mr. & Mrs. Richard T. Ilsa
 Mr. Noboru Harold Izumigawa
 Mr. Lanfran Johnson
 Ms. Aileen Y. Johnson
 Mr. Royce Jones
 Mr. & Mrs. Sean C. Jones
 Col. Edward A. Jurkens

Ms. Barbara Luckner-Loveless
 Mr. & Mrs. Thomas C. H. Lum
 Mr. Eugene A. Magnier & Ms. Malia M. Mallchok
 Ms. Cathy Makishima
 Mr. & Mrs. Radovan Maricic
 Ms. Stephanie A. Marques
 Mr. & Mrs. Gregory Martin
 Mr. Roy Matsuda
 Mr. Mack Matsuura
 Mr. Bruce McEwan
 Ms. Annette Mente
 Ms. Ann C. Merrill
 Pat Meyers
 Ms. Shirley Ann Minn

Mr. John K. Puu II
 Mrs. Jody Ann Reale & Ms. Jody Reale
 Mr. & Mrs. Randy Rice
 Ms. Leslie A. Ringuette
 Mr. Donald J. Riseborough
 Ms. Carroll Robinson
 Mrs. Barbara Rodgers
 Ms. Nicole Rodriguez
 Mr. & Mrs. Alan W. Rowland
 Ms. Winona E. Rubin
 Mr. Munir Abdullah Saad
 Mr. & Mrs. Kenneth K. Sakai
 Ms. Maria Salvador
 Mr. Anthony Samalino
 Ms. Patricia Santos

Mr. Kenn Saruwatari
 Mr. Bryan Sasaki
 Mr. Michael Schmalte
 Mr. Albert J. Schutlz
 Mr. & Mrs. Justin Seguirant, Jr.
 Mr. & Mrs. Andy and Ryoko Sekine
 Mr. & Mrs. Richard Sekiya
 Mr. & Mrs. Douglas H. Shanefield
 Ms. Laura Sherrill
 Mr. & Mrs. Alton M. Shimabukuro
 Mr. Richard Shozuya
 Mr. Stephen Smith
 Mr. & Mrs. Bruce Soll
 Mr. & Mrs. Raynard Soon
 Ms. Jessica Steward
 Ms. Elisapeta Sua
 Mr. Clyde Sumida
 Mr. Robert Sumida
 Mr. James Szyper
 Mr. Talbert Takahama
 Mr. George S. Takakawa
 Mr. Roy R. Takamune
 Mr. Paul Takata
 Mr. & Mrs. Tamotsu Tanaka
 Mr. Tod Z Tanaka &
 Ms. Kathryn S. Matayoshi
 Ms. Beth Tarter & Mr. Nathan Sult
 Dr. Thomas K. Tasaki
 Ms. Doris Taylor
 Mr. Jeffrey Taylor
 Mr. & Mrs. Danny Tengan
 Mr. James H. Thompson
 Ms. Alice L. Thursten
 Mr. Ronald Todd
 Mr. & Mrs. Myron K.L. Tom
 Ms. Carol Tomioka
 Mr. & Mrs. Dennis K. Toyama
 Ms. Sharlene K. Tsuda
 Mr. & Mrs. Richard H. Tsuruda
 Ms. Lynn Uehara
 Ms. Floraine Van Orden
 Mr. George Van Orden
 Mr. & Mrs. Bruce D Voss
 Mses. Martha & Marilyn Waterhouse
 Ms. Kei Wee
 Mr. Eldon L. Wegner
 Mr. & Mrs. Billy Weir
 Mr. Lyndon Wester
 Ms. Marsha L. White
 Mr. Samuel Whyte
 Mr. & Mrs. George Wilkens
 Mr. & Mrs. Kevin Williams
 Ms. Miyoko Wilson

Mr. Nathan Wong
 Ms. Robynette Wong
 Ms. Theresa A. Wong
 Mr. William K. C. Wong
 Mr. Louis P. Xigogianis
 Ms. Kazue Yamada
 Ms. Ethel S. Yamaguchi
 Mrs. Alice Yamasaki
 Dr. Kenneth A. Yaros
 Dr. Elissa Yellin
 Judge & Mrs. Patrick K.S.L. Yim
 Mr. & Mrs. Roy K. Yogi
 Ms. Leatrice Yokoyama
 Mr. & Mrs. James H. Yoshida
 Mr. & Mrs. Henry and Emily Yoshida
 Mr. Lloyd Yoshikawa
 Ms. Grace K. Yoshioka
 Mrs. Susan H. Yoza
 Mr. & Mrs. Frederick A. Zane

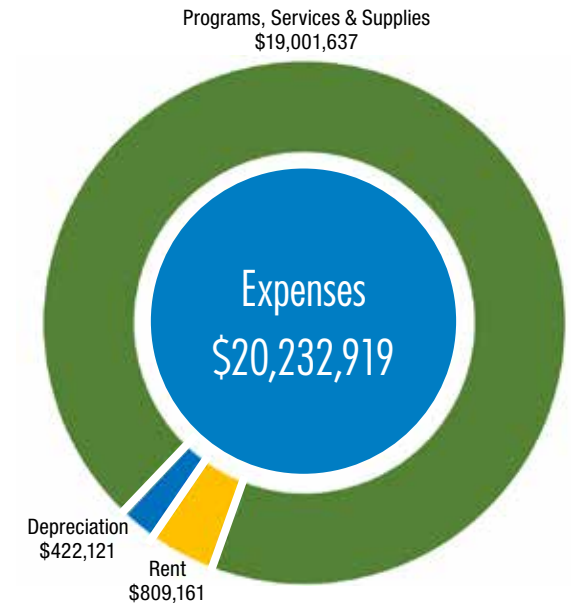
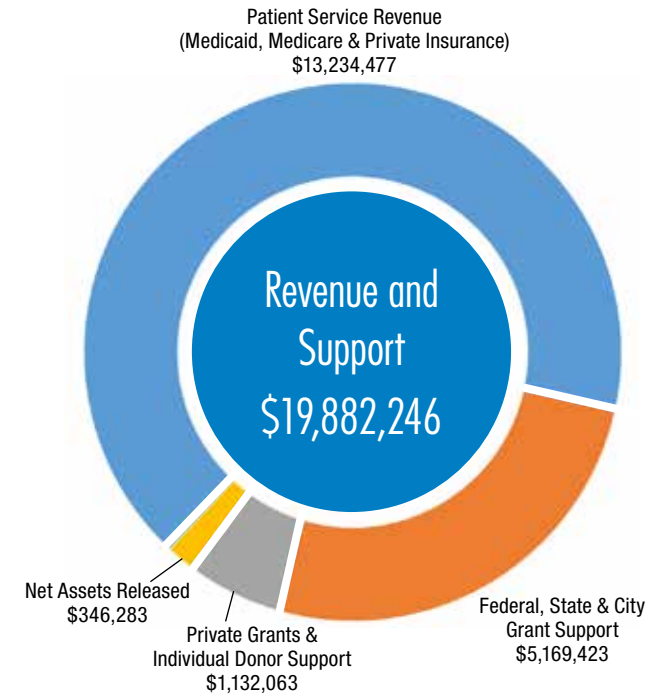
Under &100

Mr. & Mrs. Michael S. Abe
 Ms. Heather Abing
 Ms. Dorothy Abrams
 Mr. Lawrence Afuso
 Ms. Kiran Ahuja
 Ms. Sarah E. K. Akaka-Truong
 Mr. & Mrs. Gordon K. Akiona
 Ms. Evelyn Alicante
 Ms. Lucinda Alvarico
 Mr. & Mrs. Lloyd K. Amasaki
 Ms. Dana Anderson
 Mr. Larry Anderson
 Mr. Abel Anien
 Ms. Andrea Anixt
 Mr. & Mrs. Richard S. Aoki
 Mr. & Mrs. Edward Apo, Jr.
 Mr. Gary Arakaki
 Mr. Dale T. Aratani
 Mr. Norman & Ms. Blossom Asuncion
 Mr. Arthur Awaya
 Ms. Cheri L. Baba
 Ms. Linda Bauval
 Mr. & Mrs. Milton Beamer
 Mr. & Mrs. Kim Beasley
 Ms. Larina Benitez
 Mr. & Mrs. Charles D. Benn
 Ms. Margaret F. Bergman
 Ms. Arian Blair
 Mr. Henry Blakstad, Jr.
 Ms. Senitila Bloomfield
 Ms. Anna Bombita
 Mr. & Mrs. John C. Bomke, Jr.

Ms. Brittany Bonilla
 Mr. Rendell Bourq
 Ms. Mary Bowers
 Ms. Lani L. Bowman
 Mr. Joe Bracerors
 Ms. Dianne Bright-Tosie
 Ms. Linda Brodhead
 Ms. Katherine Brodhead
 Mr. Brandon Bulls
 Mr. Henry W. Calamayan
 Ms. Lorelie Caliedo
 Ms. Jean R. Camara
 Mr. & Mrs. Dante Carpenter
 Mr. Kevin Carr
 Mr. & Mrs. Richard Carvalho
 Mr. & Mrs. Paul R. Cassidyay
 Ms. Jennie L. Chadbourne
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 Ms. Yuichi Chikazawa
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 Ms. Kacie Chinen
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 Ms. Violet Choy
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 Mrs. Ariel F. Chun
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 Ms. Jane Chung
 Ms. Allison Cibulas
 Ms. Carol Cidlik
 Ms. Aileen Claveria
 Mr. & Mrs. Jeffrey H. Cochrane
 Mr. Kiani Cockett
 Ms. Dorothy
 Ms. Karen Colvin
 Ms. Sarah Combs
 Mr. & Mrs. Leslie G. Crandall
 Ms. Mary Cronin
 Ms. Songsearrae Cummings
 Ms. Barbara T. Cummins
 Ms. Maria Curley
 Ms. Nova Dacquel
 Ms. Mary Daniels
 Ms. Uilani Danielson
 Ms. Julia Davies

Mr. Ravan Dayton
 Mrs. Paula Ann De Morales
 Ms. Kris DeBourel
 Mr. & Mrs. Emmanuel C. Del Rosario
 Ms. Jenisse Diaz
 Ms. Sondra Dockham-Leong
 Ms. June H. Doolin
 Ms. Jan Doyle
 Ms. Marie Duby-Sugai
 Mr. Gordon L. Dugan
 Ms. Shannon Dwire
 Mr. & Mrs. Harold Edwards
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 Ms. Jovielyn Espinueva
 Ms. Rachel Etuale
 Ms. Sabra Feldstein
 Mr. Daniel Feliciano Jr.
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 Ms. Jane Fujii
 Mr. Lance Y. Fujimoto
 Mr. & Mrs. Gordon M. Fujimoto
 Mr. & Mrs. Ralph Fujioka
 Mr. & Mrs. Kenneth Y. Fujita
 Mr. & Mrs. Francis H. Fujitani
 Mr. Marvin Fukuchi
 Ms. Courtney Fukuda
 Ms. Rachel Fukuda
 Ms. Jean Fukuji
 Ms. Janice Y. Fukumoto
 Mr. & Mrs. Ichiro Fukumoto
 Mr. & Mrs. Francis H. Fukumoto
 Mr. Dennis K. Fukushima
 Mr. & Mrs. Jeffrey Fukushima
 Mr. Duke M. Fukushima
 Mr. Richard Galang
 Mr. & Mrs. John P. Gallagher
 Mr. & Mrs. Glenn K. Ganeku
 Ms. Micah Gay-Ya
 Ms. Rini Ghosh
 Ms. Cathy Giuli
 Mr. Kaleb Glass
 Ms. Priscilla Gonzaga
 Ms. Eleanor Y. Goto
 Mr. & Mrs. Dan Goussy
 Ms. Sarah Grabill
 Mr. Raymond Graham
 Mr. & Mrs. E.J. Greaney
 Dr. Peter F. Guay
 Mr. & Mrs. William B. Gusman
 Mr. & Mrs. Arlind Hackett
 Mr. & Mrs. Glenn S. Hamada

Financials (year ending 12/31/18)



Continued on page 8

Introducing Enhanced HIV Services

Waikiki Health successfully merged its in-clinic HIV services with the work of its HIV/Hepatitis C outreach team, forming one program: Early Intervention Services (EIS). Patricio Battani, Director of Health Equity, cross-trained his two formerly separate clinic-based and outreach teams. “This systems-change impacted the integrated team’s dynamics, producing a more highly motivated and mission-driven unit,” Patricio says.

To ensure delivery of comprehensive care, Waikiki health also facilitated the full integration of the EIS Program with primary care, behavioral health, pharmacy, optometry, Native Hawaiian Healing, and many other programs. Waikiki Health’s holistic services affirm that a person’s health is not just the absence of disease, but a state of physical, mental and social well-being.



Elliot Kalauawa, MD
*Chief Medical Officer;
 HIV Specialist (AAHIVS),
 American Academy of HIV Medicine*

Dr. Elliot Kalauawa, Waikiki Health’s Chief Medical Officer, is extremely pleased with these and other advances that were recently instituted.

Waikiki Health also increased access to HIV/Hepatitis C testing and treatment, which are now offered at the health center’s Makahiki Medical & Dental Clinic, and the YO! Drop-in Center & Youth Clinic. To promote community awareness, Waikiki Health collaborated with Walgreens during the store’s recent National HIV Testing Day—the first Hawaii health

provider to do so—providing on-site HIV/Hepatitis C testing of Walgreens customers.

Waikiki Health received a grant to implement an online HIV prevention e-health intervention—named “Imua”—into its HIV prevention and testing services. “Imua” is a Hawaiian word meaning, “Go forward with strength, courage & strong spirit.”

Waikiki Health also implemented Transgender Health Navigation, a program managed by the new position of RN Navigator. This innovative program offers a continuum of services to transgender and gender-nonconforming persons in an environment that is known to be safe and affirming.

EARLY INTERVENTION SERVICES

a program of WAIKIKI HEALTH

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“My daily work may not be world changing but working at Waikiki Health gives what I do a sense of purpose. Waikiki Health provides opportunities to do something greater than ourselves. For this I am grateful. Thank you, Waikiki Health staff, for your compassionate healing and expert care.”

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“Working at Waikiki Health has allowed me the opportunity to live out my calling and passion to help others in need. As a provider, I enjoy working in collaboration with other health professionals to ensure that all clients receive the best care possible. While working at Waikiki Health, I have personally been able to witness the homeless become housed, the sick become well, and the broken become healed. It is truly an honor to work at an organization that believes in the standards of humanity, care and dignity.”

Dr. Aimee Franson, Psychologist



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“Working for Waikiki Health means that I can indirectly help those who are suffering. Even though I’m not a clinical professional, I feel that my contributions help others who are less fortunate. We don’t live in a perfect world, and there’s never going to be a perfect time to give—but there are always people out there in need of help.”

James Maruyama, Compliance Officer

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Pu'uhonua Prison Program

Over a recent 18-month period, Waikiki Health's innovative Pu'uhonua Prison Program assisted 1,512 Oahu offenders pre- and post-release, providing a continuum of services and encouragement.

"Pu'uhonua" (A Safe Place of Healing) was developed by Waikiki Health's Director of Native Hawaiian Healing, Francine Dudoit-Tagupa (aka Aunty Fran). *Ho'oponopono*, the Native Hawaiian healing practice of reconciliation and forgiveness, is an important component of the program, which is presented in a cultural framework—targeting Native Hawaiians and Pacific Islanders who are disproportionately represented in Oahu correctional facilities and prisons. At the same time, the program welcomes any offender preparing to transition back into society. Aunty Fran's pilot program was able to increase its staff and scope of services thanks to a 2-year grant from HMSA.

Pu'uhonua participants create their personal "Going Home Plan for Success," and receive assistance applying for health insurance and securing legal documents. Post-release they are offered clothing vouchers, bus passes, opportunities to reconnect with their families and/or linkages to shelters, clean and sober programs and other options to meet their needs and avert homelessness. Pu'uhonua participants also are referred to employers who have agreed to help give them a fresh start; and to Waikiki Health to have access to a medical home.

Pu'uhonua aims to reduce the common cycle of incarceration and recidivism—and has succeeded! Of the program's recent 1,512 participants, only 158 (10%) have re-entered correctional facilities, and none for a new crime, only due to parole or probation violations.



(L – R) Francine Dudoit-Tagupa, Pu'uhonua Prison Program Director; Matthew Taufetee, First L.A.P. (Life After Prison) Executive Director; Jason Espero, Waikiki Health's Director of Homeless Services.

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Sending a special Mahalo to all of our Waikiki Health employees, who went above and beyond their roles as staff and generously donated to our 2018 Get Connected Annual Giving Program.

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Ms. Renee Yu

Continued from page 11

IN-KIND GIFTS FROM ORGANIZATIONS, FOUNDATIONS & TRUSTS

Aiea Seventh-Day Adventist Church
Alliance of the ADA-Community Support
Aloha Medical Mission
American Carpet One
Angelo Pietro Inc.
Assistance League of Hawaii
Blessed Sacrament Parish
Blue Note Hawaii
C&S Wholesale Grocers Inc
Clinical Laboratories
Community Children's Council
Consolidated Theaters
Core Power Yoga
CQ Communications
Create Wonderland Inc
Doraku
Down to Earth
Down to Earth Natural Foods & Lifestyle
Duke's Waikiki
Epiphany Episcopal Church
Ernst & Young LLP
From Above Entertainment
Girl Scout Troop 715
Glow Putt Mini Golf
Go Bananas Kayaks
Hawaii Foodservice Alliance LLC
Hawaii Keepsake Collector's Club
Hawaii School for the Deaf and Blind
Hawaiian Building Maintenance
Hawaii Tel Federal Credit Union
HMSA Membership and Administration
Honolulu Zoo
HTH Asset Management
Ice Palace Hawaii
Iolani School
Kona Brewing Company
Kyoya Hotels & Resorts
La Pietra School For Girls
Laie Hawaii North State Youth
Makiki Christian Church
Mariposa
Marsh & Murakami, MDs
McDonalds Restaurants of Hawaii
Meadow Gold Dairies Hawaii
Memoirs Hawaii
Mo'opuna O Hawaii Motorcycle Club

mahalo

Moanalua Middle School
Nakeu Awai Fashion
New Hope Christian Fellowship - Metro
New Hope Metro
NOAA-NMFS Protected Resources Div.
Polynesian Cultural Center
Prince Waikiki & Golf Club
Project Hawaii, Inc.
Punahou School Tank - PFA Staff
Rainbow Family 808
Roy's Restaurant - Waikiki
Royal Hawaiian Center
Sacred Hearts Academy
Sea Life Park
St. Louis High School
St. Marks Church
Super Printer II
Tamura's Kitchen
The Carpet Shoppe Inc.
The USS Missouri
U First
UHA Health Insurance
UnitedHealthcare
University of Hawaii Cancer Center
Vans "Off the Wall" Ala Moana
Vans "Off the Wall" Pearlridge
W T & S M Teruya Charitable Remainder Trust
Waikiki Beachcomber by Outrigger
Waiokeola Church
YMCA of Honolulu, Windward Branch
Zippy's Restaurants

FEDERAL

DHHS - Health Resources and Services Administration: 330 Health Care for the Homeless and Medically Underserved Populations
DHHS - Health Resources and Services Administration: Ryan White Part B, HIV/AIDS Early Intervention Services
DHHS - Health Resources and Services Administration: Ryan White Part C, HIV/AIDS Early Intervention Services

Sub-Recipient of Federal

Texas A&M (Sponsor: DHHS-PHS-Office of Adolescent Health- iTP3)
Prevention of Adolescent Pregnancy

STATE

Dept. of Health: (Hawaii Community Foundation-managed) Hawaii Tobacco Prevention and Control Trust Fund
Dept. of Health: Uninsured Grant
Dept. of Health: Alcohol and Drug Abuse Division (ADAD): Early Intervention Services for HIV
Dept. of Health: Eligibility Worker
Dept. of Human Services(DHS): Homeless Programs Office (HPO) Care-A-Van
Dept. of Human Services(DHS): Homeless Programs Office (HPO) Next Step Shelter
Hawaii Community Development Authority (HCDA): Next Step Shelter Job Training Program

Sub-Recipient of State

Catholic Charities Family Assessment Center - Security

IN MEMORY OF

Ms. Kathy Bush
Rev. Frank Chong
Mr. Ralph Earle
Dr. Elias Fridus
Mr. Joseph Luna
Mr. Jamie McClurken
Ms. Margaret McLeod
Yasuo & Toshilo Mente
Dr. Thomas A. Oshiro
Mrs. Gloria "Abuelita" B. Salvador
Dr. Irwin Schatz
Ms. Mindy Starn
Mr. Charles James Widdoes

IN HONOR OF

Mr. John Bickel
Ms. Pam Chambers
Mr. Evan Fram & Family
Dr. Aimee Franson
Ms. Dorothy Gardner
Ms. Laura G. Hahn
Health & Human Services Div., AG's
Dr. Elliot Kalauawa
Dr. Henry Lorrin Lau
Mr. Steven O'Connor
Ms. Alexandra Roberts
Mr. Rodrigo Salvador

Giving Beyond Your Years

Planned gifts help ensure the long-term sustainability of our non-profit's mission, which is to provide quality medical and social services that are accessible and affordable for everyone regardless of ability to pay. By making your intentions known through a planned gift today, you will support our success and be long remembered for your thoughtfulness.

Planned Gifts

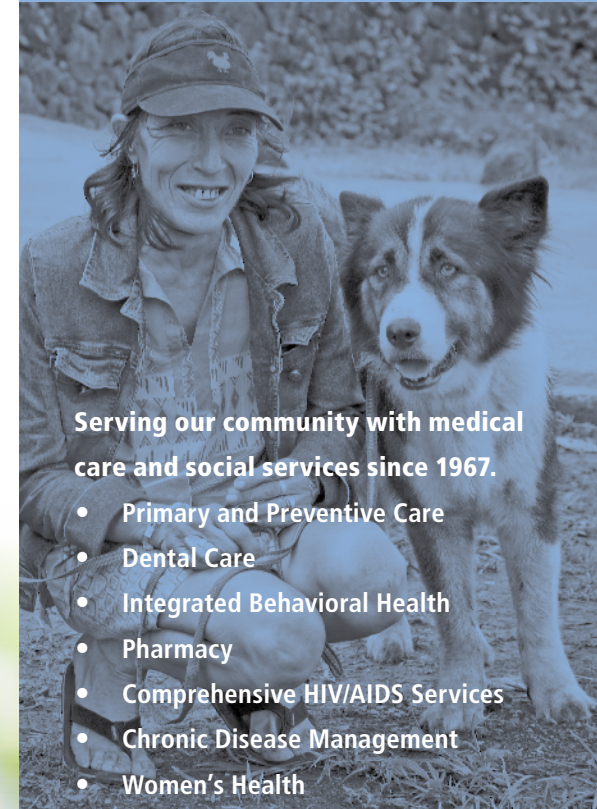
You may choose to support our mission through cash donations today, and/or contribute to the sustainability of Waikiki Health in the long-term. There are many options available and we encourage you to consult your financial advisor to discuss the tax implications (and needed paperwork) to execute giving opportunities including: bequests; gifts of stock; life income gifts; and life insurance policy/retirement assets.

Leave a Legacy

Whatever you choose, please know that your philanthropic generosity will long be remembered in honor of your name, or in honor of a loved one. A legacy gift allows you to continue supporting our agency for future generations to come. Please consider including a gift to Waikiki Health in your will or estate plan.

For more information about planned giving, or to request planned gift documents, contact Mary Beth Lohman, Director of Marketing & Development at 808-537-8400 or mlohman@waikikihealth.org.

WAIKIKI HEALTH MATTERS



Serving our community with medical care and social services since 1967.

- Primary and Preventive Care
- Dental Care
- Integrated Behavioral Health
- Pharmacy
- Comprehensive HIV/AIDS Services
- Chronic Disease Management
- Women's Health

- Substance Abuse Treatment
- Tobacco Cessation
- Native Hawaiian Healing
- Optometry
- Care Coordination
- Medical Nutrition Therapy
- Emergency Shelter
- Homeless Youth Services
- Outreach Medical Services
- Transgender Navigation

Waikiki Health Board of Directors

Board Officers

Edward Springer*President
Ashley Noji Vice President
Scot SterenbergTreasurer/Chair, Finance Committee
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Phil AcostaChair, Governance Committee
Thomas Shuichi Namiki, MD Chair, Quality Assurance Committee
Kaiwi Coakley* Chair, Compensation and Succession Planning Committee
Barbara Bryan Chair, Marketing and Development Committee

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Floyd M. Crosby, MPH*	Howard Lee	Wing Yeung, MD*
Charles David Dreher*	James J. Nelson	

*Active consumers of Waikiki Health's primary care services.

Health Resources & Services Administration (HRSA) requirements:

The Waikiki Health Board, elected annually, consists of up to 20 members representing diverse backgrounds. No more than half of the non-consumer Board members can derive more than 10% of their annual income from the health care industry.

Waikiki Health Leadership

Phyllis Dendle Chief Executive Officer
Elliot Kalauawa, MD.....Chief Medical Officer
Jeanelle Ahuna, PA-C.....Associate Clinical Director
Conrad Moreno, PhD..... Behavioral Health Director
Rachel DiPasquale, DDS Dental Director
Francine Dudoit-Tagupa Director of Native Hawaiian Healing
Tammy Kai, RPh Pharmacy Director
Mary Beth Lohman Director of Marketing & Development
Jason Espero, MPA Director of Homeless Services
Liz MakarraDirector of Emergency Operations & Community Wellness
Patricio Battani, MPH Director of Health Equity
Jared "Jay" Tamashiro Director of Operations
Kei WeeClinical Operations Director
Jacque TelleiPATH Clinic Director
Rebecca Chavez, MSW Youth Outreach (YO!) Program Manager
Brittany BonillaHuman Resources Manager

Ways to Give *Please Continue Your Strong Support of Our Mission*

Donate On-Line: Visit our website and click the DONATE button:
www.waikikihealth.org

Become a Donor Circle Member: Make your impact easily through monthly gifts – call 808.537.8403

Will/Planned Giving: Leave a legacy of support for Waikiki Health – call 808.537.8400

Gift of Stock: Help Waikiki Health serve more people in need – call 808.537.8400

Match Your Gift: Ask your employer if they have a matching gift program – call 808.537.8400

Volunteer Your Time: For general office assistance or volunteer at a specific facility – call 808.537.8417

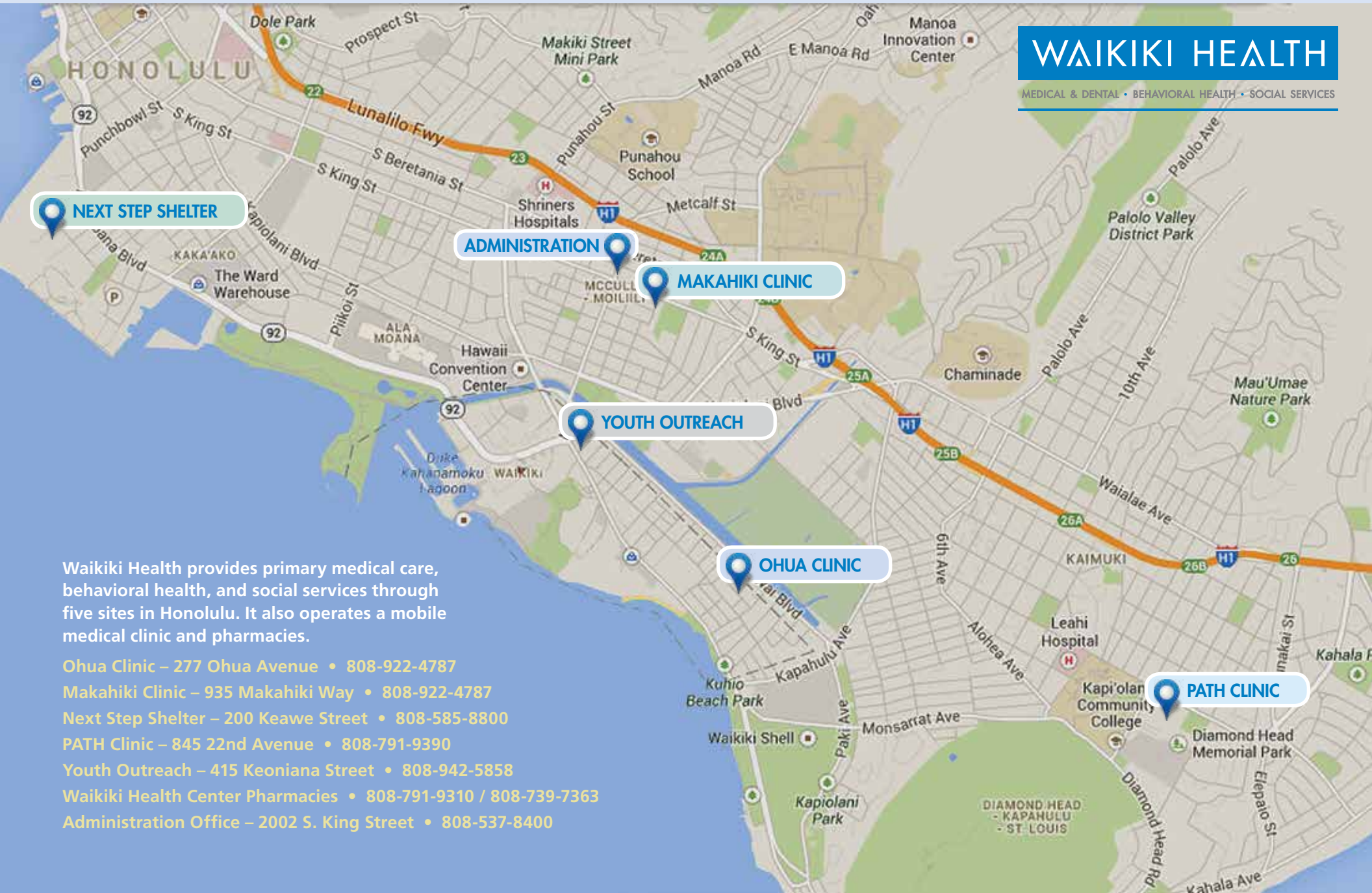
In-Kind Gift: Donate tax-deductible items such as gently used clothing, non-perishable, non-expired foods, un-opened hygiene products, recycled cans/bottles, gift cards, or plan a meal for our homeless youth or for our shelter clients. Your support helps those in need progress out of homelessness and into long-term stability. Call 808.537.8400 to help.

Waikiki Health continues to be thankful for the generous support received from our community of donors, board members and staff. Together we can do more!



Donated backpacks for YO!—Filled with encouragement and supplies.

Members of Waikiki Health



WAIKIKI HEALTH
MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

Waikiki Health provides primary medical care, behavioral health, and social services through five sites in Honolulu. It also operates a mobile medical clinic and pharmacies.

- Ohua Clinic – 277 Ohua Avenue • 808-922-4787
- Makahiki Clinic – 935 Makahiki Way • 808-922-4787
- Next Step Shelter – 200 Keawe Street • 808-585-8800
- PATH Clinic – 845 22nd Avenue • 808-791-9390
- Youth Outreach – 415 Keoniana Street • 808-942-5858
- Waikiki Health Center Pharmacies • 808-791-9310 / 808-739-7363
- Administration Office – 2002 S. King Street • 808-537-8400

WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

277 Ohua Avenue, Honolulu, HI 96815

808.922.4787

www.waikikihealth.org

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Aloha United Way

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