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A Message from the President of the Board

Aloha,

As I started writing this message, I realized how much has changed since my message last year. In just a few short months, the COVID-19 pandemic has dramatically impacted all of us. Far too many have lost their lives or loved ones or are suffering continuing health problems. Those of us lucky enough not to have yet experienced COVID-19 have changed our daily routines. We worry about our health. We are concerned about our economic well-being. And insidiously, the pandemic has changed the very ways in which we can safely interact with each other as individuals.

COVID-19 is of course directly impacting Waikiki Health. As a not-for-profit corporation that provides quality primary care, behavioral health, and social services that are accessible and affordable for everyone, we operate low-cost medical clinics that serve anyone who comes through the door, regardless of ability to pay. Our employees work tirelessly to provide compassionate care for all, many of whom are the most vulnerable in our community. COVID-19 is putting strains on everyone in our community, but it is impacting our patient population more than most. As you go through this Annual Report, notice that we serve almost 10,000 patients, one-third of whom live below the poverty line and one-fifth of whom are either homeless or live in shelters.

Because of COVID-19, we have adjusted how we work at each of our sites and programs to ensure we continue to safely deliver our services. For example, to keep everyone safe, we screen all people before they enter each of our sites. Our pharmacy has begun delivery of needed medications and we are doing virtual appointments when appropriate to reduce the number of times patients need to come to our clinics. In addition, we are part of Honolulu’s fight against COVID-19. So, we have begun testing for COVID-19 at our Ohua Clinic and plan to expand that testing as needed.

Waikiki Health is a bedrock of our community. Your generous donation is critical to our continued 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 services at our Keoniana Street Drop-in Center, women’s healthcare at our PATH Clinic on 22nd Avenue, or transitional housing assistance at our Next Step and Keauhou shelters.

On behalf of all those we serve, mahalo for your lokomaika’i (kindness, generosity). Together we will overcome COVID-19.

Edward Springer
President, Waikiki Health Board of Directors
Waikiki Health was founded in 1967 as the Waikiki Drug Clinic by community members concerned about the growing problem of drug use among Waikiki’s young people. Dr. Neal Winn, co-founder of the Waikiki Drug Clinic, was our first part-time physician. The clinic was incorporated in 1971 as a 501(c)(3) tax exempt organization and changed its name to the Waikiki Health Center (WHC) in 1977 to reflect the shift in emphasis from a single diagnosis clinic to a more general health and medical center. Reverend Frank Chong, who was one of Hawaii’s strongest advocates for better community health, served as Executive Director and expanded the clinic’s outreach and services.

In 1982, WHC moved from 319 Paoakalani Avenue to 277 Ohua Avenue, our flagship site. Chief Medical Officer Dr. Elliot Kalauawa joined the agency in 1986 and under his leadership WHC began offering the most comprehensive care in Hawaii for HIV patients.

WHC and partner agency Hale Kipa founded Youth Outreach (YO!) in 1989, Hawaii’s only resource offering medical and social services together with nonjudgmental support to assist runaways, homeless and other at-risk youth. In 1991, WHC earned recognition as a Federally Qualified Health Center (FQHC). In 1997, Native Hawaiian Healing was incorporated into our primary care program, implemented by Francine Dudoit-Tagupa.

WHC was awarded federal funding in 2009 to purchase Oahu’s first Mobile Medical Clinic, an “exam room on wheels.” In 2010, renovations at Ohua Clinic included the construction of three wheelchair-accessible exam rooms, for a total of 15 exam rooms. WHC also opened its first pharmacy at Ohua clinic. In 2011, we began operating two more facilities: Next Step Shelter in Kakaako and PATH Clinic in Kaimuki.

WHC re-branded to “Waikiki Health” in 2013 to create a strong brand and positive image to attract new patients, raise awareness among target audiences and highlight the quality and expert care provided. To meet the growing demand for our services, in 2014 we opened the Harry & Jeanette Weinberg Makahiki Medical & Dental Clinic in McCully-Moiliili, which offers primary medical care, behavioral health, oral health services, optometry services, and a second pharmacy.

In January 2020, Waikiki Health opened its second shelter serving homeless adults: Keauhou ("a new beginning"), supported by a State contract, at 1020 Isenberg Street in Moiliili. Waikiki Health’s holistic approach recognizes that an individual’s house-less status, food insecurity, lack of employment, and other social determinants of health can adversely impact the person’s mental and physical health; these needs are addressed by our shelters’ programs.

Waikiki Health’s outreach initiatives have expanded our services to additional populations in need. Medical and behavioral health services are provided at Hina Mauka and Salvation Army program sites. Waikiki Health’s innovative Pu’uhonua Prison Program provides a continuum of services and support to Oahu offenders to help them successfully re-enter the community, achieve self-sufficiency and avoid recidivism. Our Emergency Department Diversion Plan reduces over-utilization of Straub Medical Center and The Queen’s Medical Center’s emergency rooms by patients who could be assisted more appropriately at FQHCs, such as Waikiki Health.

Your continued support will strengthen Waikiki Health’s ability to fulfill our mission of providing quality medical and social services to everyone regardless of ability to pay.
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 empowering services.

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) offers comprehensive primary and preventative medical care integrated with behavioral health and Native Hawaiian Healing. Other services include obstetrics/gynecology, HIV/Hepatitis C early intervention services, substance abuse treatment, tobacco cessation, medical nutrition therapy, chronic disease management and pharmacy. **Health Education & Counseling Services**, located next to Ohua Clinic, are provided by an RN care coordinator, behavioral health care coordinator, clinical psychologist, registered dietitian, tobacco treatment specialist, and health educators.

**Harry and Jeanette Weinberg Makahiki Clinic** (935 Makahiki Way in McCully-Moiliili, 808-922-4787) offers medical and dental services, integrated behavioral health, optometry, tobacco cessation and pharmacy services.

**Next Step Shelter** (200 Keawe Street in Kakaako, 808-585-8800) provides meals, housing case management, medical services, job training for individuals and couples. Next Step follows the Housing First model, placing persons in housing first, followed by wrap-around services.

**Youth Outreach (YOI)** (415 Keoniana Street in Waikiki, 808-537-8438) provides medical, social and basic needs services to runaways, homeless and at-risk youth and young adults. YOI offers meals, shower and laundry facilities, clothing, hygiene products, crisis counseling, case management, housing assistance, tobacco cessation, educational and job training programs. The YOI Clinic serves youth age 14 and older. Staff also provide community and street outreach. YOI is operated by Waikiki Health and Hale Kipa.

**Keauhou** (“a new beginning”) Shelter (1020 Isenberg Street in Moiliili, 808-537-8330) opened in January 2020. The facility accommodates 76 members (couples and individuals) in 64 private units. Keauhou also employs the Housing First model and provides food and housing case management.

**Ryan White Part C and Early Intervention Services**: Waikiki Health is committed to the early detection and treatment of HIV, which can help prevent the onset of AIDS and other opportunistic infections. Services include free, confidential, one-minute testing; prevention and treatment; health education; medication and nutrition counseling. Our HIV/AIDS Early Intervention Services (HEIS) Outreach Program provides risk-reduction counseling and testing to patients at substance abuse treatment centers on Oahu, Maui, Kauai and the Big Island. In addition, Waikiki Health is collaborating with Hawaii Island HIV/AIDS Foundation (HIHAF), to close the gap on services for People Living with HIV/AIDS by opening a clinic at the HIHAF locations in Hilo and Kona.

**PATH Clinic** (845 22nd Avenue in Kaimuki, 808-791-9390) assists pregnant and parenting women with a history of substance use disorders. Services include OB/GYN care, primary care integrated with behavioral health, and tobacco cessation.

**Pu’uhonua Prison Program** (808-537-8465) assists Oahu’s incarcerated men and women in filling out applications for medical insurance, food stamps, legal documents and other needs; offers referrals to shelters or clean and sober facilities; bus passes; Goodwill clothing vouchers; a medical home at Waikiki Health; assistance re-connecting with family members; and ongoing support to prevent recidivism.

**Emergency Department Diversion Plan** helps reduce over-utilization of Straub and Queen’s EDs by patients who could be assisted more appropriately at FQHCs, such as Waikiki Health.

**Medical/Behavioral Health Outreach**: Serves clients at Hina Mauka and Salvation Army substance abuse treatment locations. Our Mobile Medical Unit (MMU), housing a private exam room, enables Waikiki Health to assist additional community partners and populations in need.

**Executive Offices** are at the Ohua Clinic (277 Ohua Avenue, Waikiki). **Administrative Offices** including Human Resources, Finance, Patient Billing, Emergency Operations and Community Wellness, Disease Specialist Director, Call Center, Marketing and Development, and IT Support, are at 2002 S. King Street, Suite 200, Honolulu. Director of Marketing and Development: Mary Beth Lohman: (808) 537-8400.
Dr. Kalauawa Named Physician of the Year by Healthcare Association of Hawaii

Elliott J. Kalauawa, MD, Waikiki Health’s Chief Medical Officer, was named “Physician of the Year” by the Healthcare Association of Hawaii (HAH), which annually recognizes top-performing healthcare professionals. Dr. Kalauawa was honored at HAH’s Awards and Scholarship Gala, held at the Ko’olau Ballrooms in Kaneohe on October 26, 2019, and he was quick to share credit with all Waikiki Health staff: “I am honored to receive the award, but the award really belongs to the entire Waikiki Health staff. No one here can do their job alone, so when someone receives an award or recognition, it is the entire agency that receives it. All awards are a reflection of what our agency does.”

Dr. Kalauawa (affectionately known as “Dr. K.”) oversees all of Waikiki Health’s medical services and has cared for Waikiki Health patients, supervised clinical staff, and offered Waikiki Health as a learning center, teaching medical residents and students, since 1986. He graduated from the University of Hawaii School of Medicine and is a certified HIV Specialist (American Academy of HIV Medicine). Teaching appointments at UH have included serving as Assistant Clinical Professor in the Department of Medicine and in the Department of Family Medicine and Community Health. Dr. K. has received numerous awards and citations for his service and inspiration to his patients and the community.

Dr. K describes his approach to providing healthcare: “You have to know your patient. When I examine a patient, part of the time spent is getting their symptoms, but it’s also to find out their interests, personal life, family. When a physician connects with a patient, they are more efficient in treating them. The goal is to treat the patient, not the disease.”

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.

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“2020 has called on all of us to serve with our strengths. It’s been an honor to be a member of the team and contribute with critical planning and response efforts so our providers can safely offer the expert care and compassionate healing that transforms lives. I feel serving the community together brings us a sense of purpose and true connectedness.” – Liz Makarra, Director of Emergency Operations & Community Wellness

Keeping Safe During COVID-19

After the COVID-19 global outbreak, Waikiki Health introduced comprehensive protective measures to safeguard the health of our patients, staff and community across all our clinics and program sites. Initially, Waikiki Health established “Triage Tents” to screen patients, referring those who were symptomatic to The Queen’s Medical Center for COVID-19 testing. To support our screening procedures, numerous community groups, faith-based organizations and individuals generously contributed tents, PPE (Personal Protective Equipment) and other needed items.

Since July 2020, Waikiki Health has offered free COVID-19 testing at our Ohua Clinic in Waikiki for those who are symptomatic per the CDC guidelines or have direct contact with COVID-19 exposure. When tourism resumes, Waikiki Health will offer COVID-19 testing to hotel guests and staff at their Waikiki locations. Jason Espero, Waikiki Health’s Disease Specialist Director, is coordinating COVID-19 testing at Ohua Clinic and is working to expand Waikiki Health’s testing services to include partner agencies.
Pacific Business News’ “40 Under 40” Honors Waikiki Health Medical and Dental Providers

The Pacific Business News named Waikiki Health providers as “40 under 40” honorees two years in a row. Selected from a strong field of nominations, these high-energy individuals are celebrated for their community services and business excellence.

2020 Honoree: Jeanelle Ahuna, PA-C, AAHIV-S, Associate Medical Director, works with Dr. Elliot Kalauawa, Waikiki Health’s Chief Medical Officer, in caring for patients, overseeing programs and training staff. She also takes the lead in Information Technology, and provides training on the use of Electronic Medical Records. Jeanelle has spearheaded many initiatives, such as introducing a digital self-check-in system, to facilitate patient intake. Jeanelle has served on numerous committees, including the Hawaii Medical Service Association Transgender Innovation Team, which over the last year focused on improving transgender health and access to health care. In March 2020 Jeanelle designed and implemented Waikiki Health’s agency-wide protocols in response to COVID-19 pandemic and helped start COVID-19 testing at the Ohua Clinic in July.

Jeanelle received her Master’s Degree in Physician Assistant Studies from Pacific University and joined Waikiki Health’s care team in 2008. She is responsible for the diagnosis, medication management, treatment and preventive care plans of multiple system, to facilitate patient intake. Jeanelle has served on numerous committees, including the Hawaii Medical Service Association Transgender Innovation Team, which over the last year focused on improving transgender health and access to health care. In March 2020 Jeanelle designed and implemented Waikiki Health’s agency-wide protocols in response to COVID-19 pandemic and helped start COVID-19 testing at the Ohua Clinic in July.

Jeanelle received her Master’s Degree in Physician Assistant Studies from Pacific University and joined Waikiki Health’s care team in 2008. She is responsible for the diagnosis, medication management, treatment and preventive care plans of multiple conditions, including HIV/AIDS, hepatitis, diabetes, hypertension, anxiety, depression and substance abuse.

2019 Honoree: Dr. Rachel DiPasquale, DDS, Dental Director, provides dental services at Waikiki Health’s Makahiki Medical and Dental Clinic in McCully-Moiliili. Dr. DiPasquale is the Site Director for the NYU Langone Advanced Education in General Dentistry residency program, which educates and mentors two dental residents each year. Dr. DiPasquale, a member of Hawaii Dental Association’s Young Dentist Group, helped to initiate an annual “Give Kids a Smile!” Hawaii event, offering free dental services in celebration of National Children’s Oral Health Month.

Dr. DiPasquale earned her Doctor of Dental Surgery (DDS) degree from University of Southern California School of Dentistry and completed her residency at the University of Washington. She was hired as a staff dentist when the Dental Clinic opened in 2014 and promoted to Dental Director in 2017.
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“Waikiki Health provides 100% support and proper care not only to our patients but also our staff members. After 6 years of being a part of this organization I witnessed a lot of changes, which helps us to provide the care that our patients deserve. Being able to help others means a lot to me which is why I am grateful and blessed to be here.”

– Ilima Kaufusi, Medical Assistant

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PATH Client: Now Cigarette-and Drug-Free

Amy, at age 35, came to Waikiki Health’s PATH Clinic for prenatal care and linkages to substance use/drug treatment programs. At her first visit, she was 17 weeks pregnant with minimal prenatal care. Her first pregnancy was 17 years ago, and she does not have custody of that child. With a 14-year history of meth and tobacco use, she turned to PATH in hopes of making lifestyle changes to improve her overall health, pregnancy health and her baby’s health. While receiving medical care at PATH, she also received behavioral health therapy and tobacco cessation services. PATH Clinic is located on Salvation Army’s Kaimuki campus.

Amy was determined to change her life so that she could not only have a healthy pregnancy, but also have a second chance at being a mom. At PATH, she participated in the Baby and Me Tobacco Free Program, which provides tobacco cessation education and treatment tailored for pregnant women. The program incentivizes quitting and sustained quits throughout the first year of life for baby by offering a gift card for each smoke-free month to purchase newborn essentials.

“Amy was drug-free and smoke-free when she delivered a healthy, beautiful boy in late February 2020,” Jacque Tellei, Director of PATH Clinic and Youth Outreach, said. Amy completed substance use treatment, secured employment and lives in a transitional program with her baby. Life is good with Amy, as she is working, goes to school and parents her son, living a cigarette- and drug-free life.”

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Well-being of people in our community. Investing in Waikiki Health, taking action to improve the community’s health by visiting our website (waikikihealth.org) or call 808-537-8403. As a member of our Donor Circle, you are investing in Waikiki Health, taking action to improve the well-being of people in our community.

Donor Circle ohana. Thank you for your commitment to our mission with your generosity.

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Mr. & Mrs. Herbert M. Suenishi
Ms. Ethel S. Sueyoshi
Mr. & Mrs. Merwyn Sumida
Ms. Jean Sutton
Ms. Mary Jane Suyeoka
Mr. & Mrs. Toshihide Suzuki
Mr. Glenn J. Suzuki
Ms. Doris Taitano
Mr. & Mrs. Harry M. Takane
Mr. Bernard K. Takano
Mr. & Mrs. Shiro Takata
Mr. Richard Takata
Mr. Harold Takayama
Mr. & Mrs. Frederick Takeda
Ms. Ruby Takenaka
Mr. & Mrs. Ralph K. Taketa
Mrs. Lena T. Tanaka
Mr. & Mrs. Paul T. Tanaka
Mr. & Mrs. Calvin K. S. Tang
Ms. Toshiko Tasaka
Ms. Juliette Taura
Ms. Yvonne D. Tavares
Ms. Jacquie Tellei
Mr. & Mrs. Howard H. Tenma
Mr. & Mrs. Lowell I. Terada
Ms. Cindy Terao
Mr. Gerry S. Terauchi
Mr. Alfred Teruya
Dr. Kayaw Tint & Ms. Yin Yin May
Ms. Joyce Tobar
Ms. Harriet Wong
Ms. Laureen Wong
Mr. & Mrs. Norman H. Wong
Ms. Theresa A. Wong
Mr. & Mrs. Cyril B. Wong
Ms. Darlene Y. L. Wong
Mr. Winston Wong
Dr. Tricia Wright
Mr. Lang Wu & Mrs. Jingling Zhu
Mr. Louis P. Xigogianis
Ms. Kazue Yamada
Mrs. Kimyio Yamanaka
Mr. & Mrs. Henry Y. N. Yee
Dr. Wing Yeung
Mr. & Mrs. Jorge Y. Q. Yeung
Mr. Hiromu Yogi
Ms. Ednee Yoshioka
Mr. & Mrs. Richard Young
Ms. Pauline Young

Continued from page 9 (Under $100)

G. N. Wilcox Trust
Aloha United Way
$25,000 - $49,999
AlohaCare
Hawaii Community Foundation
HMSA
Kamehameha Schools
McInerny Foundation
$50,000 - $99,999
Cecil G. Marshall Fund of Hawaii
Community Foundation
Friends of Hawaii Charities, Inc.
First Unitarian Church of Honolulu
$10,000 - $24,999
Dr. and Mrs. L.Q. Pang Foundation
Amazon Smile Foundation
Church of the Holy Nativity
City Mill Company, Ltd./Chung Kun Ai Foundation
$5,000 - $9,999
Clarence F.W. & Virginia W.L.C. Young Fund
Amazon Smile Foundation
Church of the Holy Nativity
City Mill Company, Ltd./Chung Kun Ai Foundation
$1,000 - $4,999
Clarence F.W. & Virginia W.L.C. Young Fund
Amazon Smile Foundation
Church of the Holy Nativity
City Mill Company, Ltd./Chung Kun Ai Foundation
$50,000 - $99,999
Cecil G. Marshall Fund of Hawaii
Community Foundation
Hawaii Dental Service Foundation
Hawaii Dental Service Foundation
$25,000 - $49,999
Aloha United Way
G. N. Wilcox Trust
Padosi Foundation
$10,000 - $24,999
Anonymous
Aloha United Way
Breitlauf Foundation
Hawaii Lodging & Tourism Association
ABC Stores
Sidney Stern Memorial Trust

“Working with our homeless population has allowed me to help people experiencing behavioral health issues, substance abuse and trauma. Our Next Step and Keauhou shelters provide a safe and supportive environment for anyone wanting to step out of homelessness and into a life of hope and purpose. I am truly grateful that we focus on our people’s health and wellbeing.”

– Richard Kaai, Housing First Manager
Youth Outreach Helps Empower Young Mother

A young lady dropped out of high school her senior year on the mainland to take care of her mother. To escape abuse and family problems, she ran away to Hawaii, but without family support, she soon became homeless and became a young mother. While she was homeless, she often came to Waikiki Health’s Youth Outreach (YO!) for services, support and social connectedness. YO! staff assisted this young mother in getting an apartment through a Youth Rapid Re-Housing Program two days before Christmas 2019. She told YO! staff about her interest in continuing her education, and in January 2020, she began attending an alternative education program focused on environmental conservation and Native Hawaiian culture named Kupu. This youth persevered with her education despite childcare struggles, COVID-19, and the overall adjustment to distant learning.

In July 2020, she completed her education program. At her graduation, she thanked the YO! staff and spoke eloquently about what she learned and her motivation to complete the program: her two-year-old son. She has found a job at Kupu and she is looking for a second job to support her son. Her dream is to work in the social service field and help youth who have experiences like hers.

“It is essential for me as clinical support staff to provide each patient with the ability to feel welcome and become a part of Waikiki Health’s Ohana. It is a wonderful feeling that I am a part of an organization that provides affordable, high-quality care for everyone. For this, I am motivated to continue living up to the vision of Waikiki Health every time I walk into the clinic.”

– Mark Nartatez, Dental Clinic Manager

Continued on page 12
New Shelter: Keauhou

In January 2020, Waikiki Health opened Keauhou (“a new beginning”), its second homeless shelter for couples and individuals. Keauhou, supported by a State contract, is at 1020 Isenberg Street in the Moiliili neighborhood. Waikiki Health’s other shelter, Next Step, is in Kakaako.

Keauhou shelter can accommodate 76 members in its 64-unit, three-story facility (with women’s units on the 3rd floor, men’s units on the 2nd floor, and units for couples or those who require ADA-compliant rooms on the ground floor). The demand to move into Keauhou was overwhelming, and dozens of residents moved in from homeless encampments, including tents lining Isenberg Street. Keauhou residents are offered the services of Waikiki Health’s Makahiki Medical and Dental Clinic, which is located nearby, on Makahiki Way.

Like Next Step, Keauhou uses the Housing First model, which aims to place clients in housing as quickly as possible, followed by “wrap-around” services. The shelter’s Housing Navigators help residents secure financial assistance, such as welfare or social security, and legal documents. The goal is to have Keauhou residents document-ready and prepared to move into permanent housing, making room for new members.

Hawaii Financial Federal Credit Union
Holy Nativity School
Holy Nativity Thrift School
Honolulu Cookie
International Executive Housekeepers Association of Hawaii
Island Club and Spa
JC Welding
Kaimuki Dental Group
KMH LLP
Lutheran Church of Honolulu
Meadow Gold Dairies Hawaii
New Hope Metro
Pam Chambers Consulting
Rainbow Family 808
Red Lobster Waikiki
Tamura’s Kitchen
University of Hawaii Cancer Center
Vans: “Off the Wall”
Zach’s Event Catering

IN-COMPANY GIFT FROM ORGANIZATIONS
Alli’s Beach Rentals, Inc.
Big City Diner
Cheesecake Factory - Waikiki
Coffman Engineering
Consolidated Theaters
Core Power Yoga
David’s Café
Duke’s Waikiki
Egans Bootcamp
Egan’s Fit Body Bootcamp
Epiphany Episcopal Church
FedEx
Girl Scout Troop 894
Glow Putt Mini Golf
Gyotaku Japanese Restaurants
Harris United Methodist Church
Hawaii Kappa Chapter ADK

STATE
Dept. of Health: Alcohol and Drug Abuse Division (ADAD): Early Intervention Services for HIV; Health Equity Program
Dept. of Health: Alcohol and Drug Abuse Division (ADAD): Substance Abuse Provider Coordination, PATH
Dept. of Health: Community Foundation-managed, Hawaii Tobacco Prevention and Control Trust Fund
Dept. of Human Services: Med-Quest Division: Certified Eligibility Staff
Dept. of Human Services: Homeless Programs Office (HPO): Next Step Shelter
Dept. of Human Services: Homeless Programs Office (HPO): Keauhou Shelter
Dept. of Human Services: Emergency Food and Shelter Program (EFSP): Next Step Shelter
Hawaii Community Development Authority (HCDA): Next Step Shelter Job Training Program
Dept. of Health: Uninsured Primary Care Grant

Sub-Recipient of State
Catholic Charities Family Assessment Center (Sponsor: DHS HPO) Shelter Security
Alternative Structures International (Sponsor: HUD) Rapid Re-Housing Program, Youth Outreach

IN MEMORIAM
Ms. Linda Bauval
Ms. Kathy Bush
Rev. Frank Chong
Ms. Chula Clark
Mr. Kiani Cockett
Ms. Lorraine Hall
Mr. Kenn Liburd
Ms. Lenora Lorenzo
Mr. Joseph Luna
Mr. & Mrs. Calvin McLeod
Mr. Keith Miller
Mr. & Mrs. Calvin Nuries Jr.
Mr. Calvin Nuries Sr.
Dr. Thomas K. Oshiro
Dr. Irwin Schatz
Ms. Mindy Starn

IN MEMORY OF
Ms. Katie Brodhead
Mr. & Mrs. Wayne Cancryn
Mr. Tom Cullen
Ms. Laura G. Hahn
Daniel Ishii
Dr. & Mrs. Lorrin Lau
A.J. Nealy
Mr. & Mrs. Ubal Tellei
Leah
Waikiki Health Drug Clinic

“In have an overarching goal to improve quality of life. Sometimes people get trapped in a revolving door of maladaptive behaviors, or situations. I strive to work collaboratively with our patients to pause this proverbial revolving door so they can exit the negative place or pattern. I also seek to support those who feel voiceless to have the courage to make themselves heard.”

– Shannon Dwire, Behavioral Health Care Coordinator
**Who We Helped**
(Total patients served in 2019: 9,225)

**Patients by Race/Ethnicity**
- Caucasian 33%
- Asian 21%
- Pacific Islander 14%
- African American 4%
- Native Hawaiian 5%
- American Indian/Native Alaskan 1%
- Mixed Race 10%
- Unreported 12%

**Patients by Insurance Type**
- Medicaid (Med-QUEST) 48%
- Medicare 20%
- Uninsured 13%
- Private Insurance 19%

**Financials** (Year ending 12/31/19)

- **Revenue and Support $20,798,199**
  - Patient Service Revenue and Pharmacy $14,451,648
  - Programs and Services $19,334,494
    - Program Support $241,119
    - Donor Support $1,233,481
    - Government & Private Grants $4,871,951
  - Expenses $20,204,222
    - Marketing & Fundraising $389,508
    - Administration $480,220

**Who We Helped**
(Total patients served in 2019: 9,225)

- Total patients served in 2019: 9,225
- Total patient visits in 2019: 44,010
- 52% of our patients live below federal poverty level and 16% are homeless

**Programs and Services**
- $19,334,494
  - Government & Private Grants $4,871,951
  - Donor Support $1,233,481
  - Program Support $241,119

**Types of Service**
- Patient Service Revenue and Pharmacy $14,451,648
- Medical 27,228
- Dental 2,931
- Behavioral Health 5,834
- Optometry 1,306
- Substance abuse 1,259
- Native Hawaiian Healing & Dietician 2,332
- Case Management 3,120
- Total Patient Visits 44,010

**Assets:** Beginning assets = $4,133,402; Ending net assets = $3,753,749; Total liabilities = $1,931,710; and Total assets = $5,685,459
Waikiki Health Board of Directors

Board Officers
Edward Springer* ................................................................. President
Ashley Noji ......................................................................... Vice President
Scot Sterenberg ................................................................. Treasurer/Chair, Finance Committee
Paul Kaleolani Smith* .................................. Secretary/Chair, Advocacy Committee
Phil Acosta ................................................................... Chair, Governance Committee
Thomas Shuichi Namiki, MD ............... Chair, Quality Assurance Committee
Barbara Bryan ......................................................... Chair, Marketing and Development Committee
Alexis Charpentier ................................................... Chair, Compensation and Succession Planning Committee

Board Members
Daniel L. Barnett*  Judith Lau*  James J. Nelson
Floyd M. Crosby, MPH*  Katherine Lobendahn*  Lillian T. Tsang*

*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
Octavius Gonzaga .............................................. Chief Financial Officer
Jeanelle Ahuna, PA-C ........................................... Associate Medical Director
Patricio Battani, MPH ....... Director of Health Equity & Homeless Shelters
Rachel DiPasquale, DDS ............................................ Dental Director
Francine Dudoit-Tagupa .......... Director of Native Hawaiian Healing & Pu’uhonua Prison Program Director
Jason Espero ..................................................... Disease Specialist Director
Tammy Kai, RPh .................................................. Pharmacy Director
Mary Beth Lohman ................ Director of Marketing & Development
Liz Makarra ......................................................... Director of Emergency Operations & Community Wellness
Conrad Moreno, PhD ......................... Behavioral Health Director
Jared “Jay” Tamashiro ......................... Director of Operations
Jacque Tellei .......................................................... Director of PATH Clinic & Youth Outreach
Kei Wee ............................................................... Clinical Operations Director

Ways to Give  Please Continue Your Strong Support of Our Mission

Donate On-Line: Visit website (www.waikikihealth.org) and click the DONATE button
Become a Donor Circle Member: Register to provide ongoing monthly support – call 808-537-8403

For assistance with any of the following ways to give, please phone 808-537-8400:
• Will/Planned Giving: Leave a Legacy of support for Waikiki Health’s patients and clients
• Gift of Stock: Help us serve more people in need
• Match Your Gift: Ask your employer if they have a Matching Gifts Program
• In-Kind Gift: Donate tax-deductible items such as non-perishable foods, unopened hygiene products and gift cards to assist homeless youth or our shelter clients

A Gift Today to Help Strengthen Our Tomorrow…

You do not need to possess great wealth to make a meaningful contribution to a cause you truly support…anyone can leave a personal legacy regardless of the size of the gift.

If Waikiki Health is one of the causes you are passionate about, please consider leaving us a gift in your will. Contributions can also be given in honor of, or in memory of, and all donations will help ensure the long-term sustainability of our mission to provide quality medical and social services that are accessible and affordable for everyone regardless of ability to pay.

If you have questions or want to share your thoughts on leaving a gift to Waikiki Health, please contact our donor relations liaison, Mary Beth Lohman. She can be reached at 808-537-8400 or mlohman@waikikihealth.org.

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!
Waikiki Health provides primary medical care, behavioral health, and social services through six sites in Honolulu. It also operates pharmacies within Ohua and Makahiki Clinics.

Ohua Clinic – 277 Ohua Avenue • 808-922-4787
Makahiki Clinic – 935 Makahiki Way • 808-922-4787
Dental Clinic – 935 Makahiki Way • 808-739-7346
Next Step Shelter – 200 Keawe Street • 808-585-8800
PATH Clinic – 845 22nd Avenue • 808-791-9390
Youth Outreach – 415 Keoniana Street • 808-537-8438
Keauhou Shelter – 1020 Isenberg Street • 808-537-8330
Waikiki Health Center Pharmacies • 808-791-9310 / 808-739-7363
Administration Office – 2002 S. King Street • 808-537-8400