



**Keeping Our Community Healthy
with Compassionate Healing and Expert Care**



WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

2021 ANNUAL REPORT

With 2020 Financial & Donor Data

WAIKIKI HEALTH



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A Message from the Chief Executive Officer

Aloha friends,

We are happy to provide you a report of our activities for 2020-2021. It's different than any other time, which I know is not a surprise to you. Our focus was to be as available to the community as we have always been while taking all the necessary steps to protect our patients, clients, and staff. We masked up and washed up and moved away from each other, but our facilities were still open with no employees furloughed. In fact, we added employees to help us meet the challenges that the pandemic presented to us.

We added a team dedicated first to providing COVID testing and later to also giving vaccinations. This team is still doing both. We were able to create this team because of one-time grants we received from the federal government. We also hired staff to manage the entrances to our facilities and to increase our housekeeping. Those positions continue to be necessary.

To reach our patients even when we were locked down we implemented telehealth to let us interact with our patients virtually. We prefer to see our patients in person but when we couldn't, telehealth let us stay in touch. This was particularly helpful for our behavioral health patients. Honestly, who wasn't feeling anxious.

Looking forward we continue to manage the effects of the pandemic. We also are adjusting our practice to better meet the needs of our patients. An example is Pharmacy Delivery. We now have a vehicle dedicated to delivering prescriptions to our patients' doors. This became important when state government told the seniors, and everyone else, to stay safe at home.

When you look at our finances it looks like we had a bit of a windfall. Part of that is careful spending and part of it is the generous grants we received from government and individuals. We have taken the extra from the grants, particularly the PPP, and put it aside for a potential capital purchase. Waikiki Health doesn't own any property we only lease. We are beginning to look around for a place we could own. We are just looking but having a down payment in the bank makes it much more real for us.

On behalf of the whole team at Waikiki Health – Mahalo. When Waikiki Health started 54 years ago no one could have even imagined what we have become. Yet, no matter what we do, we retain the goal of improving the health and quality of life for all the people in the community. Your support of our mission and our work is the only reason we can continue to provide our services.

*Phyllis Dendle
Chief Executive Officer, Waikiki Health*



WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

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.

Responding to COVID-19 Pandemic: On-site and Outreach Initiatives

Waikiki Health's Board, Leadership, and Staff all have played key roles in directing the health center's response to COVID-19 and by instituting protocols to keep our patients, staff, and visitors safe.

Remembering the "good old days" in Pre-COVID Hawaii: In January 2020, the number of reported COVID-19 cases was: zero. But, by March 2020, COVID-19 was recognized as a direct threat. Waikiki Health (WH) Chief Medical Officer, Dr. Elliot Kalauawa, said, "this anxiety now gripping the nation is the same type I saw when I started here and HIV came on the world scene. We were then dealing with a new illness that no one fully understood." He wants all WH patients to know: "We will be here for them. No matter how bad the situation gets."

To reassure her staff that WH can combat COVID-19, Chief Executive Officer Phyllis Dendle said, "Remember, Waikiki Health was created first to fight drug overdoses and addiction as Waikiki Drug Clinic. We were one of the earliest places to treat patients with AIDS and we continue to be at the forefront of treating HIV/AIDS." No matter what health issue needs to be addressed, "We are here to take care of our whole community. We are the safety net."

Safeguarding patients and staff: WH's Director of Emergency Operations and Community Wellness, Elizabeth "Liz" Makarra, activated WH's infectious disease protocols and environmental controls. Liz facilitated the installation of Triage Tents at WH to screen for the coronavirus, managed the provision of Personal Protective Equipment (PPE) and instituted N95 sterilization and decontamination workflows. Liz recently received the Healthcare Association of Hawaii Emergency Manager Award.

Waikiki Health Opens Vaccination Clinic in January 2021

On January 15, 2021, Waikiki Health received COVID-19 vaccines at our Ohua Clinic, working with the Hawaii Primary Care Association and state Department of Health. WH partnered with our neighbor, Waikiki Community Center (WCC), and began utilizing WCC's large meeting hall as a Vaccination Clinic, providing COVID-19 testing and vaccinations. Following the state's tiered strategy, WH vaccinated our patients and WCC

clients, age 75+, and WH and WCC Essential Workers, later expanding access to additional tiers. Our Ohua and Makahiki clinics also offer COVID-19 testing and vaccinations.



Waikiki Health's COVID-19 vaccine clinic opened at the Waikiki Community Center.

Expanding Services & Access to Care

WH remains fully-staffed: When COVID-19 reached Hawaii, Waikiki Health retained all staff, hired additional staff, kept all doors open agency-wide, and welcomed everyone who turned to us. WH's primary focus was ensuring safety for everyone; and Youth Outreach, PATH, and other programs expanded services and/or days and hours of operation.

Telehealth and virtual care emerged as an option for patients unable or unwilling to visit WH clinics in person, due to illness, age, or location. Behavioral Health Director, Dr. Conrad Moreno, said, "Despite the many uncertainties brought by COVID-19 our quick adoption of telehealth made certain that continuity of care was never interrupted."

WH's Dental Clinic built a Zip Wall system to create isolated dental operatories; the Dental Clinic will be renovated to further protect patients. Our pharmacy also purchased a "Blue Mobile" vehicle with HRSA COVID-19 emergency funding to deliver prescriptions filled by our Ohua and Makahiki pharmacies to patients with health concerns, including risks related to COVID-19 exposure.

WH's COVID-19 Response Team provides COVID-19 vaccinations to houseless individuals who consent to being vaccinated. Jason Espero, WH's Disease Specialist Director, says his Team's target population is "the most vulnerable people we serve, our homeless community." The Response Team also provides COVID-19 testing at Ohua Clinic, homeless shelters, treatment centers, public housing, and other locations.

Pu'uhonua Prison Program Director, Francine Dudoit-Tagupa, said, "We have to be creative during this difficult time." With correctional facilities under lockdown for periods of time due to COVID-19, prison staff help offenders fill our applications to meet their needs, which are forwarded to the Pu'uhonua staff for processing. "When they are released and come through our doors at Waikiki Health we have their SNAP/financial assistance, State IDs, birth certificates and medical services available right away."



Waikiki Health staff at work outside the clinic to triage incoming patients.

***"We are here to take care of our whole community.
We are the safety net."***

– Phyllis Dendle, Waikiki Health CEO

Sites and Programs

Waikiki Health’s network of service sites includes primary care clinics, specialized clinics for women and youth, shelters for unhoused individuals, and outreach initiatives. The health center’s core service is primary care; however, social determinants of health – including economic stability, education level, social supports, environment,

and access to health care – impact a person’s overall health. For that reason, Waikiki Health (WH) offers auxiliary social services, including counseling, housing assistance, job training and educational programs targeting our houseless clients.

Ohua Clinic (277 Ohua Avenue, Waikiki) offers primary and preventive medical care fully integrated with behavioral health and Native Hawaiian Healing. Other services include obstetrics/gynecology, HIV/Hepatitis C early intervention services, substance use disorder treatment, tobacco treatment, medical nutrition therapy, chronic disease management, pharmacy, and more. **Health Education & Counseling Services**, located next to Ohua Clinic, are offered by an RN care coordinator, behavioral health care coordinator, clinical psychologist, registered dietitian, tobacco treatment specialist, and health educators.



Ohua Clinic

Harry and Jeanette Weinberg Makahiki Clinic (935 Makahiki Way, McCully-Moilili) offers medical and dental services, integrated behavioral health, optometry, tobacco treatment, and pharmacy services.

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

Youth Outreach (YO!) (415 Keoniana Street, Waikiki) offers homeless, runaway, at-risk, and other vulnerable youth and young adults medical care and social support in a youth-friendly, non-judgmental environment. YO! provides meals, shower and laundry facilities, clothing, crisis counseling, case management, housing assistance, tobacco treatment, and educational and job training programs. YO! Clinic serves youth age 14 and older. Outreach staff assist youth in their own environment, providing referrals to the YO! Drop-in Center. YO! is jointly operated by Waikiki Health and Hale Kipa, a youth social services agency.

Keauhou Shelter (1020 Isenberg Street, Moilili) accommodates 76 members, individuals and couples, in 64 private units. Keauhou provides meals, housing case management, and employs the Housing First model.

PATH Clinic (845 22nd Avenue, Kaimuki) assists pregnant, recently delivered and parenting women with a history of substance use disorders. PATH provides OB-GYN care, medication-assisted treatment, primary medical care, other health services, behavioral health counseling, tobacco treatment and social services.

Ryan White HIV/AIDS Program Part C and Early Intervention Services Program

offers free, confidential, one-minute testing; prevention and treatment; health education; medication and nutrition counseling. Our Health Equity’s Department’s HIV/AIDS Early Intervention Services (HEIS) Outreach Program provides risk-reduction counseling and testing to patients at substance use disorder treatment centers on Oahu, Maui, Kauai and the Big Island.

Transgender Navigation Program supports comprehensive care to transgender and gender-nonconforming persons in a safe and affirming environment.

Pu’uhonua Prison Program helps incarcerated men and women re-enter the community and avoid recidivism. Participants are assisted in creating their “Going Home Plan for Success,” and filling out applications for medical insurance, food stamps, legal documents and other needs. Post-release, they are offered referrals to shelters or clean & sober facilities; transportation on TheBus; Goodwill clothing vouchers; a medical home at Waikiki Health; and additional services.

Emergency Department Diversion Plan helps reduce over-utilization of hospital EDs by patients with non-emergent concerns 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 use disorder treatment locations. Our Mobile Medical Unit (MMU) staff also serve students and their families at Jarrett Middle School twice weekly, providing physical exams, vaccinations, wound care, TB tests, and health education. WH’s Mobile Medical COVID Response Team offers vaccinations to houseless individuals; and provides COVID-19 vaccinations at public housing and other locations.

Additional Services: Appointments for COVID-19 testing & vaccinations are offered at WH’s Ohua Clinic in Waikiki and Makahiki Clinic in McCully-Moilili; and mobile medical outreach increases access to care.

Executive & Administrative Offices: The executive offices of CEO and CMO are located at the Ohua Clinic. The administrative offices (2002 S. King Street, Suite 200, McCully-Moilili), hold Human Resources, Finance, Emergency Operations and Community Wellness, Call Center and Marketing and Development

If you have any questions about our sites and programs, please contact Mary Beth Lohman, Director of Marketing and Development, at (808) 537-8400.

Dr. Kalauawa Honored for 35 Years of Service

On April 14, 2021, Waikiki Health leadership and staff paid tribute to Dr. Elliot J. Kalauawa, Waikiki Health's Chief Medical Officer, on his providing 35 years of dedicated and devoted service to the health center's patients and our community.



Dr. Elliot Kalauawa at his 35th anniversary party.

In a gathering of staff via in-person and virtual setting, Dr. Kalauawa (known as "Dr. K" to one and all) thanked all his co-workers, and let everyone know that he couldn't have accomplished what he did without the help of everyone at Waikiki Health.

Dr. Kalauawa specializes in internal medicine with a subspecialty in HIV services. He oversees Waikiki Health's core service, Primary Medical Care, provides direct patient services and trains medical residents and interns. Dr. K has been recognized many times for his compassionate and holistic approach to treating patients. He aims to know each patient as an individual, so that he can "treat the patient, not the disease." In 2019 Dr. K was named "Physician of the Year" by the Healthcare Association of Hawaii. As is his nature, Dr. K was quick to share credit. "The award really belongs to the entire Waikiki Health. All awards are a reflection of what our agency does."

Mahalo to Donors

(For your donation in 2020)

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

\$5,000 and Above

Mr. & Mrs. Rosanna & Peter Hsi
Drs. Margaret & Thomas Mahon
Ms. Nancy Makowski
Ms. Patricia Ann Lloyd Moore

\$2,000 - \$4,999

Ms. Elaine Joy Copeland
Ms. Phyllis J.B. Dendle
Mr. Peter Drewliner
Mr. Akiva S. Jesselson
Dr. & Mrs. Elliot Kalauawa
Mr. & Mrs. Kenneth Matsuura
Mr. Edward Nakagawa
Dr. & Mrs. Tom Namiki
Ms. Julie Olson
Mr. Nathan Sult & Ms. Beth Tarter
Mr. Norris Uehara
Mr. Isaiah Walter

\$1,000 - \$1,999

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Ms. Sabra Feldstein
Ms. Nancy Klaschka
Mr. Frank Lauterbur
Mr. & Mrs. Steven Lindmeier
Ms. Linda Masuda
Mr. Daniel McEntee
Mr. Howard Muramoto
Mr. Lon Polk
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Mrs. Elizabeth Staley
Mr. & Mrs. Herbert R. Takahashi
Mr. & Mrs. Michael B. Wood
Mr. & Mrs. Stanley Zisk

\$500 - \$999

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Ms. Paula Arcena
Mr. Craig Azama
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Ms. Lindsey Crandall

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Dr. Cyril K. Goshima
Mrs. Lyla Guinan
Mr. Brien Hallett
Dr. & Mrs. David Huntley
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Mr. Robert Kay
Ms. Coral King
Dr. Izchak Kohen
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Ms. Betty Lou Larson
Ms. Judith Tien Lau
Dr. Stella Matsuda
C.J. Merrill & Mike Merrill
Ms. Iris M. Nakama
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Mr. Francis Tavares
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Mr. Jason Yu

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Mr. & Mrs. Roger Lerud
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Drs. Kevin Lui & Elna Masuda
Ms. Elizabeth Makarra
Mr. Keith Masuda
Ms. Elisabeth Mather
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\$100 - \$249

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 Mr. Ed Furuike
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 Ms. Rini Ghosh
 Ms. Patricia Godfrey
 Ms. Violet Anne Golden
 Ms. Lynette Gonsalves
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 Ms. Eleanor Y. Goto
 Ms. Margery Hamai
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 Dr. Jean Hankin-Jones
 Mr. Kenneth Harbottle
 Ms. Naomi Hayakawa
 Mr. & Mrs. Robert Hayes
 Mr. Robert Heath
 Dr. Jerris Hedges
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 Ms. Naomi Hirayasu
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 Ms. Susan Kamida

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 Mr. & Mrs. Robert Kim
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 Ms. Jo Ann Kocher
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 Mr. Robert Sumida
 Mr. William Sumner
 Mr. James Szyper
 Mr. Roy R. Takamune
 Mr. Harold Takayama

“When I first came to Waikiki Health, I was flat broke and needed help. The staff proved to be very competent and sincerely caring. This clinic helps many disadvantaged in our community, so you’ll see some unfortunate souls when going here. To this day I feel privileged to be a part of this incredibly healing and humanitarian facility. The medical staff are truly our community’s amazing heroes!”

– Tim O. (Waikiki Health Patient)

Ms. Amy F. Lee
 Mr. Robert LeMaire &
 Ms. Irene Emiko Igawa
 Ms. Donna Y. L. Leong &
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 Ms. Lori Y. Uyehara
 Ms. Floraine Van Orden
 Mr. George Van Orden

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Healthcare Association of Hawaii Presents Emergency Manager Award

Elizabeth “Liz” Makarra, Waikiki Health’s Director of Emergency Operations and Community Wellness, was awarded the 2021 Healthcare Association of Hawaii (HAH) Emergency Manager Award. Liz thanked Waikiki Health CEO Phyllis Dendle for nominating her, and added, “I am incredibly grateful to have the opportunity to do the work I am passionate about. Emergency response is always a team effort and I love collaborating with the remarkable leadership and staff here at Waikiki Health who are so dedicated to serving our community, along with our partners at Hawaii Healthcare Emergency Management (HHEM) and the Hawaii Primary Care Association (HPCA). It’s an honor to be acknowledged by the HAH.”



Liz Makarra

Waikiki Health CEO Phyllis Dendle said, “Liz is active in all the efforts to assure safety as well as access to health care throughout the state if there is a crisis. If a catastrophe is happening, I always want Liz Makarra at my side.” According to Kathy Suzuki-Kitagawa, HPCA Chief Operating Officer, “Liz is most deserving of the award. She has become my ‘go to’ Emergency Preparedness (EP) contact. Our community health centers have developed successful EP programs largely due to Liz’s contributions.”

Since 2013 Liz has directed Waikiki Health’s Incident Command System (ICS) Emergency Response Team. When COVID-19 impacted Hawaii, Liz activated the ICS and coordinated infectious disease protocols and environmental controls. She also initiated collaborations with Hawaii FQHCs via the HPCA to share best practices.

Makana Ha’awi (The Gift of Giving)

Marrissa Naito, PATH Clinic’s PSR/Community Health Navigator had an idea to put goodie bags together for the women at PATH during the holiday season. “The initiative came into fruition by looking inward at our own agency and seeing the need to give back to our residents and patients during this holiday season. The holidays are stressful for most, especially with the added impacts of COVID-19 in our lives. The hope was to spark joy despite all the uncertainty and stress,” Marrissa said. This wonderful idea caught on fast and next thing we knew, Liz Makarra, Director of Emergency Ops & Community Wellness was putting together a Giving Committee team to not only have gift bags for PATH, but also for Youth Outreach and our shelters, Next Step and Keauhou.

Mahalo to the Waikiki Health staff and our community partners: AlohaCare, UHA, Blue Lizard Sunscreen, Kaiser, PetVet Animal Hospital, Air Engineers, Malama Ola Health Services, Hawaiian Financial Credit Union and Direct Relief. An anonymous patient from PATH said, “I am very grateful. This could not have come at a better time.”

The Makana Ha’awi effort truly demonstrated the generosity and the big hearts of our Waikiki Health staff members.



Waikiki Health staff assembled gift bags to donate to our patients and shelter residents.

Continued from page 7 (\$100 - \$249)

Mr. Richard S. Vosburgh
Mses. Martha & Marilyn Waterhouse
Mr. Eldon L. Wegner
Ms. Judith Wells
Mr. Lyndon Wester
Ms. Marsha L. White
Ms. Wendy Wichman
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Mr. Walter Chong
Mr. Elliott T.K. Chong
Ms. Leslie Chow
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Ms. Virginia B. D. Choy
Ms. Violet Choy
Mr. & Mrs. Lawrence M. Chun
Mr. & Mrs. Tit Kwong Chun
Mrs. Ariel F. Chun
Mr. & Mrs. Richard K. S. Chung
Mr. Kaiwiola Coakley
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Ms. Karen Colvin
Mr. & Mrs. Leslie G. Crandall
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Ms. Julia Davies
Mr. & Mrs. Emmanuel C. Del Rosario
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Ms. Alyce Dodge
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Ms. Jan Tillotson Doyle
Ms. Marie Duby-Sugai
Mrs. Francine Dudoit-Tagupa
Mr. Gordon L. Dugan
Ms. Sierra Edwards
Mr. & Mrs. Harold Edwards
Mr. Steven Ege
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“Just wish to express my continued gratitude for the kindness and efficiency of the staff at Waikiki Health on Ohua Avenue. The outside staff, the front desk, and the medical assistants treated me with respect and professionalism. Mostly, I wish to say mahalo to my provider for saving me from myself – truly!”

– Kim N. (Waikiki Health Patient)

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Continued on page 10

CHW Apprentice Program

In May 2021, four Waikiki Health staff members graduated from the Kapiolani Community College’s Community Health Worker (CHW) apprentice program. Graduates included Jacque Tellei, Director of PATH & Youth Outreach, Chelsea Souza, CHW at Ohua, Marrissa Naito, PSR/PATH Community Health Navigator, and Alyce Dodge, PSR COVID-19 Team.

CHWs are trusted frontline public health workers, working within an integrated healthcare system, who contribute to preventing and managing chronic diseases, promoting health equity objectives, and linking people to needed social systems of care and information.

Chelsea Souza commented, “I enjoyed the program because it provided me with the tools and confidence to better serve my community. I learned the fundamentals and how to implement various techniques to provide patient centered care.” Marrissa Naito also said, “I am thankful to have had this opportunity because it reinforces what I do daily at PATH. What I learned in the classroom came alive at work. It was an ‘aha’ experience.” Jacque Tellei chimed in to say, “I am grateful to have networked with other professionals. The fundamentals, theories and concepts taught further provided validation of how services are delivered at PATH clinic and other Waikiki Health programs.”



CHW Apprentice Program graduates (L-R): Jacque Tellei, Marrissa Naito, Alyce Dodge and Chelsea Souza.



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“My experience with a Waikiki Health physician assistant convinced me this was the right place to go. Her thoughtful, caring, detailed exchange demonstrated the true Ohana spirit of Hawaii. In fact every staff member made me feel welcome and showed genuine concern for my wellbeing.”
 – Charles D. (Waikiki Health Patient)

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"Waikiki Health has amazing providers who are genuinely concerned about my wellbeing. I always feel very comfortable sharing health information with my doctor, and the support staff are very friendly. It can get busy at the Ohua Clinic, but the level of attention you get is worth it!"

—Kai C. (Waikiki Health Patient)

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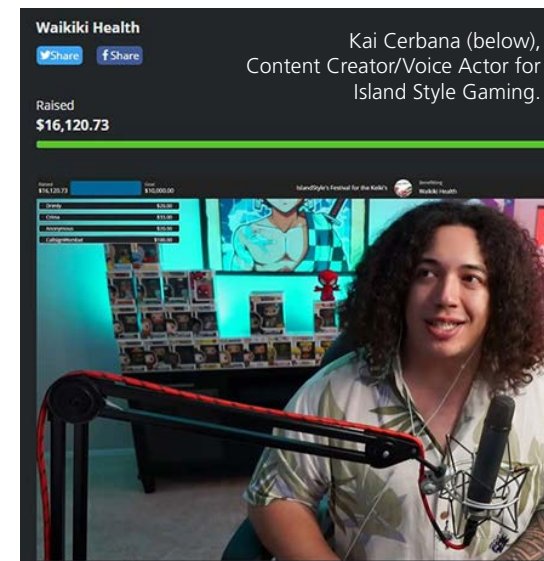
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Keiki's Fundraiser Raises Money for Youth Outreach

On May 28, 2021, Kai Cerbana, Content Creator/Voice Actor for Island Style Gaming hosted the Inaugural Festival for the Keiki's Fundraiser. Kai, a native of Hawaii, is based out of Seattle. He wanted to choose a charity from his home island, and he told us that our Youth Outreach (YO!) is a charity near and dear to his heart.

For about two hours, Kai launched his livestream game session via Twitch, which is the world's leading live streaming platform for gamers. 20 teams of up to 4 people participated. With Kai's knowledge of the game and super fun energy, he helped raise \$21,000 for YO! People were donating by the second as we all watched the number grow on our computer screens. Electronic Arts, Inc. made a matching donation of \$5,000! Kai plans to do this fundraiser every year at the end of May and we are so grateful he chose YO!



Kai Cerbana (below), Content Creator/Voice Actor for Island Style Gaming.

Another Chance at Life!



Richard Kaai

Earlier this year, a resident at the Keauhou Shelter experienced an accidental overdose of a prescription medication. When Richard Kaai, Housing First Manager, and Housing Navigator, Carol Vailisale,

arrived on the scene to assist, they observed the member who was unconscious, had stopped breathing and his face was turning blue.

Richard responded instinctively. He instructed Carol to call 911 and to go outside and wait for EMS. With help from another resident, he was able to lay the member flat on the floor to start cardiopulmonary resuscitation (CPR). The member finally “gasped for air” taking in shallow breaths. EMS arrived and transported the individual to The Queen’s Medical Center where he was treated and released the next day in good health.

Richard said, “I was only able to help him because of Waikiki Health’s yearly CPR trainings. I never thought that the CPR trainings were going to be used to actually save someone’s life. When I saw his eyes close and his head fall back, I didn’t have time to think about *trying* to help him. I knew that if I didn’t help, he might not make it. I was not going to let him die! It left a lasting impression on my life and I truly believe that we ALL make a difference in someone’s life. Everyone’s life matters!”

This shelter resident was given another chance at life thanks to Richard’s quick thinking, and to the fact that he had taken CPR classes sponsored by Waikiki Health.

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 - Dept. of Human Services: Homeless Programs Office (HPO): Next Step Shelter
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 - 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: (Hawaii Community Foundation) Hawaii Tobacco Prevention and Control Trust Fund
 - Dept. of Health: Uninsured Primary Care Grant
 - Housing and Urban Development (HUD): Rental Assistance Program, Youth Outreach
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- Pamela

IN HONOR OF

- Mr. Eric Barsatan
- Ms. Kathy Bush
- Mr. Kiani Cockett
- Ms. Laura G. Hahn
- Mr. Peter Hoffenberg
- Dr. Henry Lorrin Lau
- Mr. Eugene Magnier
- CPT Renee Serell
- Staff of Keauhou Waikiki Health Drug Clinic
- Youth Outreach (YO!)

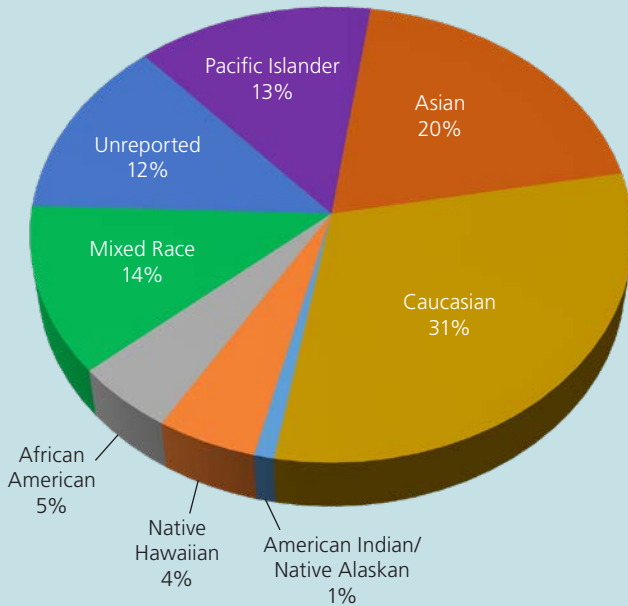
“Thank you everyone for tending to me and helping me. Mahalo from the bottom of my heart and God bless you all. Keep doing what you’re doing—you are all so wonderful and dear to my heart!”

–Sharon K. (Waikiki Health Patient)

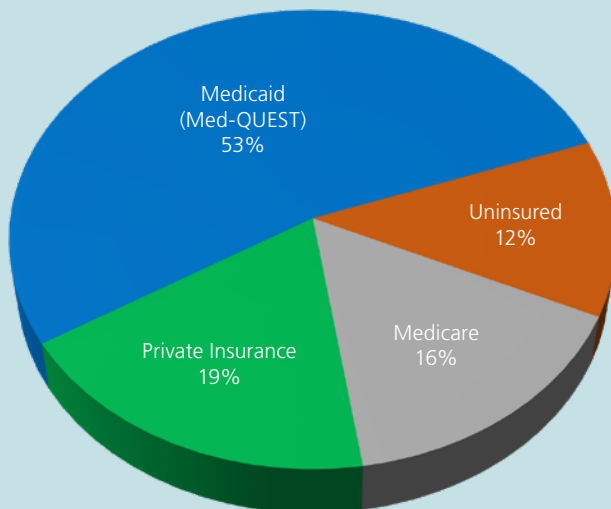
Who We Helped

(Total patients served in 2020: 9,143)

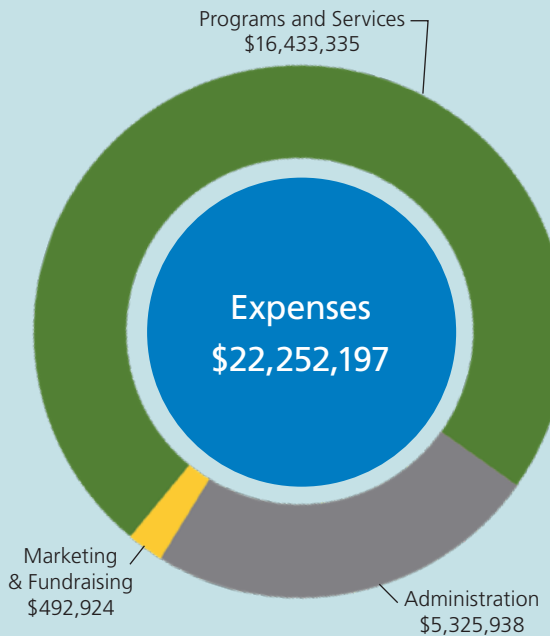
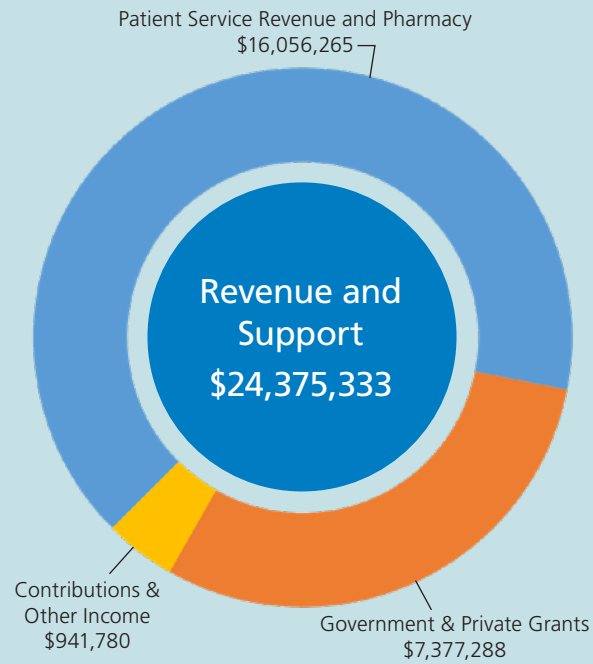
Patients by Race/Ethnicity



Patients by Insurance Type



Financials (Year ending 12/31/20)



Assets: Beginning assets = \$3,753,749; Ending net assets = \$6,023,264; Total liabilities = \$3,435,141; and Total assets = \$9,458,405

How We Helped

TOTAL PATIENT VISITS IN 2020: 46,246

Types of Service	Number of Visits
Medical	26,561
Dental	1,876
Behavioral Health	7,284
Vision	1,363
Substance abuse	209
Native Hawaiian Healing & Dietician	1,949
Enabling	7,004
Total Patient Visits	46,246

2020 Financial Accounting

In Calendar Year 2020, Waikiki Health's net revenue over expenses of more than \$2 million was a result of the federal government's concerns over COVID-19. We were awarded \$1.4 million from the Paycheck Protection Program (PPP), which we did not have to re-pay.

In addition, Waikiki Health received increased funding toward Section 330(h) services (homeless) from Health Resources & Services Administration (HRSA); and additional Ryan White funding to offset increased expenses due to COVID-19.

Waikiki Health set aside our 2020 net revenue over expenses in "reserve" to assure we could meet the anticipated increased demand for our services in 2021, in addition to potentially using it to purchase capital in the future. (See CEO's message on page 3.)

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 send an email to mlohman@waikikihealth.org.

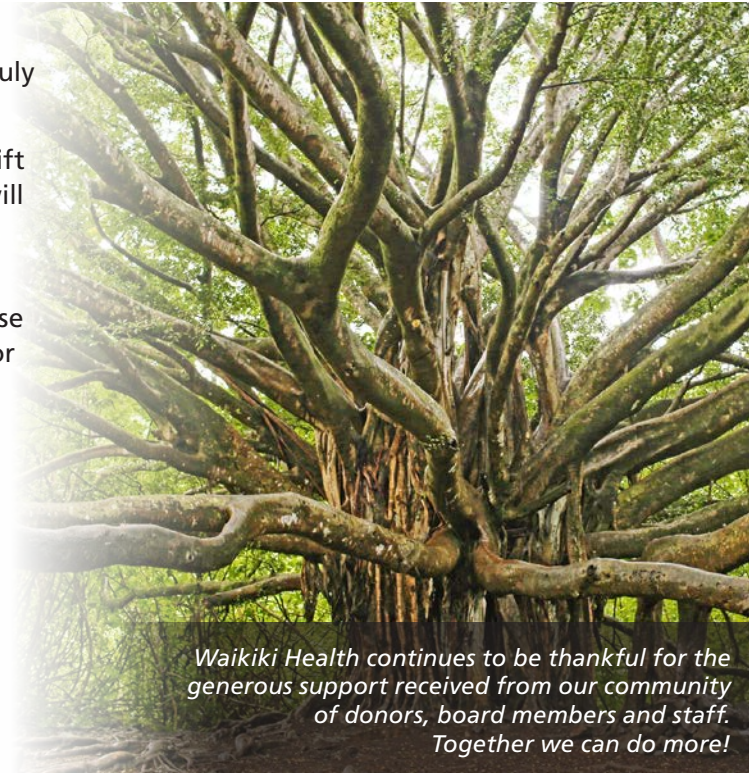
Ways to Give *Please Continue Your Strong Support of Our Mission*

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

Donor Circle Member: Call 808-537-8403 to register to provide ongoing monthly support

For assistance with any of the following ways to give, please call 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



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 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
 James J. Nelson Chair, Marketing and Development Committee
 Alexis Charpentier Chair, Compensation and Succession Planning Committee

Board Members

Daniel L. Barnett*	Nola A. Nahulu
Floyd M. Crosby, MPH*	Faith Kahale Saito*
Judith Lau*	Lillian T. Tsang*
Katherine Lobendahn*	Leon Williams*

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
 Diana Avalos Human Resources Director
 Patricio Battani, MPH Director of Health Equity & Homeless Shelters
 Jomhelton "Joe" Braceros IT Director
 Rachel DiPasquale, DDS Dental Director
 Francine Dudoit-Tagupa, RN Director of Native Hawaiian Healing & Pu'uhonua Prison Program Director

Jason Espero Disease Specialist Director
 Tammy Kai, RPh Pharmacy Director
 Belia Linan Co-Director of Revenue Cycle
 Mary Beth Lohman Director of Marketing & Development
 Elizabeth "Liz" Makarra Director of Emergency Operations & Community Wellness
 Sheri Malufau Co-Director of Revenue Cycle
 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

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.

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

Members of Waikiki Health



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

WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

277 Ohua Avenue, Honolulu, HI 96815


808.922.4787

www.waikikihealth.org

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[@waikikihealth](https://twitter.com/waikikihealth)

 Instagram
[@waikikihealth](https://instagram.com/waikikihealth)



This annual report was produced without utilizing any restricted or unrestricted contributions donated by our supporters. All private donations are directed toward fulfilling our mission, which is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

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Agency Partner #96550