Connecting Jagether Community Jagether

WAIKIKI HEALTH

MEDICAL & DENTAL · BEHAVIORAL HEALTH · SOCIAL SERVICES

2022 ANNUAL REPORT

With 2021 Financial & Donor Data





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.



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A Message from the Chief Executive Officer

Aloha friends.

We are fortunate, here at Waikiki Health, to have many diverse and dedicated partners as we bring compassionate healing and expert care to our communities. In this year's annual report, you will see stories that will give you an idea of the array of ways Waikiki Health not only provides services but also brings individuals and organizations together to meet needs around the state.



Between the two larger clinics on Ohua Avenue and Makahiki Way, we offer primary care, behavioral health care, dental and vision care. These are the services that make up the greatest need for most of our patients. We are committed to providing the highest quality care and services to everyone.

In addition, we bring together people in and outside of Waikiki Health to provide for the needs of our most vulnerable residents throughout Hawaii. For example, people living with HIV find services at our clinics but also with our partners, Gregory House assisting with housing, and Kumukahi Health + Wellness on the Big Island. In partnership with The Salvation Army at the Waikiki Health PATH clinic in Kaimuki, pregnant women and new mothers with substance use disorders find healing and hope. Our long and ongoing relationship with Hale Kipa supports programs for homeless youth in our Youth Outreach program. We manage, with the State of Hawaii, the Keauhou Shelter that gives homeless folks a place to take shelter while we help them find housing.

We also have partners that support our work with gifts and donations. These folks give us needed financial support and beautiful friendship that allows us to take care of over 10,000 patients each year. Waikiki Health reflects the kindness we receive from these friends who are diverse and dedicated, too. Our financial statements show tangibly how generous our friends are. We seek support from government and large private grantors and are grateful for the opportunities this money provides. What we really treasure though are the gifts that come from the individuals who believe in this work, in this community and in Waikiki Health. Thank you, once again, for your unfailing support.

Phyllis Dendle Chief Executive Officer, Waikiki Health

Waikiki Health Leadership

Phyllis Dendle	Chief Executive Officer
Elliot Kalauawa, MD	Chief Medical Officer
Octavius Gonzaga	Chief Financial Officer
Jeanelle Ahuna, PA-C	Associate Chief Medical Officer
Diana Avalos	Human Resources Director
Jomhelton "Joe" Braceros	IT Director
Rachel DiPasquale, DDS	Dental Director
Francine Dudoit-Tagupa, RN	Director of Native Hawaiian
Healing & Pu	'uhonua Prison Program Director
Tammy Kai, RPh	Pharmacy Director

Mary Beth LohmanDirector of Marketing & Development
Elizabeth "Liz" Makarra ... Director of Emergency Operations
and Community Wellness
Yumiko Molden ... Director of Revenue Cycle
Conrad Moreno, PhD ... Behavioral Health Director
Jared "Jay" Tamashiro ... Director of Operations
Jacque Tellei ... Director of PATH Clinic & Youth Outreach
Alex Vidrio ... Director of HIV Programs
Kei Wee ... Clinical Operations Director
Celeste Wong ... Director of Quality and
Organizational Effectiveness

Board of Directors

Waikiki Health recently elected new board officers and committee chairs. The new officers and chairs are as follows:

Board President: Dr. Thomas Namiki

Vice President: **Alexis Charpentier**

Treasurer/Chair Finance: Scot Sterenberg

Secretary: Nola Nahulu

Chair Governance: **Leon Williams***Chair Quality Assurance: **Ed Springer***

Chair Compensation & Succession Planning: Floyd Crosby*

Chair Marketing & Development: James Nelson*

Additional board members include two new 2022 participants, **Lindsey Lau*** and **Marya Grambs***, with returning commitments from members **Ashley Noji**, **Paul Smith***, **Judith Lau***, and **Lillian Tsang***.

Waikiki Health is governed by this all-volunteer Board of Directors and consists of more than 51% consumers in accordance with HRSA regulations. The Board works closely with our CEO and Leadership Team to fulfill the agency's mission. In CY 2021 Waikiki Health provided 52,219 in-clinic visits and 4,761 telehealth visits, totaling 56,980 patient visits (18.84% increase over the 46,246 visits provided in 2020), serving 10,050 unduplicated patients. Of our 10,050 patients, 70% were covered by Medicaid and/or Medicare, 47% were living at or below poverty level, and 14% were homeless.

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

Health Resources & Services Administration (HRSA) requirements:

The Waikiki Health Board, elected every two years, 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.

Connecting Our Community Together

Waikiki Health's Medical Mobile Clinic

Our "Clinic on Wheels" provides medical and behavioral health services at locations across Oahu. Services are offered on-site at Jarrett Middle School and at Gregory House, which provides housing and support services to vulnerable individuals and families, with a focus on persons with HIV/AIDS. Other mobile outread

on persons with HIV/AIDS. Other mobile outreach sites include Salvation Army and Hina Mauka substance use disorder treatment programs.

Our mobile clinic features a portrait of Queen Lili'uokalani, the last sovereign monarch of the Hawaiian Kingdom, and bears the message: "Queen Lili'uokalani Onipa'a, She Lives Aloha." The vehicle also is decorated with the Queen's favorite flower, the lavender and white Crown Flower (Pua Kalaunu); and messages on the vehicle promote Waikiki Health's delivery of *Compassionate Healing and Expert Care*.

Francine Dudoit-Tagupa ("Aunty Fran"), Waikiki Health's Director of Native Hawaiian Healing, proposed that Queen Lili'uokalani be featured on the vehicle; and Usong Cho, Waikiki Health's Marketing & Graphic Design Specialist, transformed his and Aunty Fran's design concepts into reality. The mobile clinic is staffed by a medical provider, medical assistant and driver/PSR. HRSA (Health Resources and Services Administration) granted \$273,000 to Waikiki Health to purchase the service vehicle for outreach.

On-Site School Health Services

Waikiki Health's Medical Mobile Clinic is working with Jarrett Middle School in Palolo to provide on-site health services to students, family members and faculty during school hours on Wednesdays and Fridays. Outreach staff provide school physical exams, vaccinations, dental screening, sports physical exams, group health education, first aid, as well as emergency care.



Partnering with the Henry Kapono Foundation (HKF)

(808) 922-4787 • waikikihealth.org

Compassionate Healing.

Expert Care.

MEDICAL MOBILE UNIT 2

Waikiki Health's Aunty Fran, along with her long-time friend, Henry Kapono, are helping to promote HKF's mission, which is to "Support and Empower Hawaii's Music Industry to Thrive Through Programs, Education & Resources." Local musician Henry Kapono recently presented a concert featuring some of the state's most legendary musicians. "It's not only a concert – it's about getting people to come together," he said.

WAIKIKI HEALTH

During "The Home in the Islands: A Henry Kapono and Friends Concert," Aunty Fran appeared on the concert screens to provide a public service announcement about Waikiki Health, HKF's partner in helping professional musicians with their health and wellness needs. "Many musicians are uninsured and haven't been working because of COVID, so Waikiki health is helping with insurance navigation, medical and behavioral health needs, as well as assisting with referrals for rental and food assistance," Aunty Fran said. By appearing on the HKF website "we're reducing barriers for people who may not feel comfortable asking for help."



Francine Dudoit-Tagupa (right) discusses Waikiki Health's partnership with local singer/ songwriter, Henry Kapono.



Waikiki Health service sites include primary care clinics, specialized clinics for women and youth, a shelter for unhoused couples and individuals, and outreach locations. 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 also offers counseling, housing navigation, job training and educational programs targeting our houseless clients.

Sites and Programs

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.

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

PATH Clinic (845 22nd Avenue, Kaimuki) assists pregnant, recently delivered and parenting women with a history of substance use disorders. PATH provides obstetrics/ gynecology, primary medical care, pediatrics, behavioral health therapy, medication assisted treatment, tobacco treatment, and enabling services such as insurance navigation.

Youth Outreach (YO!) (415 Keoniana Street, Waikiki) provides medical and social services to unaccompanied, runaway, homeless and at-risk youth of all genders, targeting those age 22 and younger. Services are offered in an environment that's safe, welcoming, and affirming. Youth are offered nutritious meals, shower and laundry facilities, hygiene supplies, clothing, storage lockers, medical care, educational programs, tutoring, employment assistance, housing support, and more. YO! is jointly operated by Waikiki Health and Hale Kipa, a youth social services agency.

Keauhou Shelter (1020 Isenberg Street, Moiliili) accommodates 76 members (individuals and couples), in 64 private units. Keauhou provides meals, housing case management, and employs the Housing First model, providing housing followed by wrap-around services.

Telehealth visits offer patients the option to meet with their provider virtually, which removes transportation or other barriers to accessing care.

COVID-19 Vaccinations & Booster Shots are offered at Waikiki Health's Ohua Clinic in Waikiki, and COVID Home Test Kits are available free of charge (while supplies last) at Waikiki Health's Ohua Clinic and Makahiki Clinic in McCully-Moiliili.

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 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.

Medical Mobile Outreach: Waikiki Health's "clinic on wheels," housing two private exam rooms, assists clients served by the Hina Mauka and Salvation Army substance use disorder treatment programs; vulnerable families and individuals, with a focus on those with HIV/ AIDS, served by Gregory House; and provides on-site services at Jarrett Middle School, offering physical exams, vaccinations, wound care, TB tests, and health education.



Pu'uhonua Prison Program assists incarcerated men and women in re-entering the community and avoiding recidivism. Pu'uhonua staff help participants create their "Going Home Plan for Success," fill out applications for medical insurance, food stamps, legal documents, and other needs. Post-release, they are provided referrals to shelters or clean & sober facilities; TheBus HOLO Cards; Goodwill clothing vouchers; a medical home at Waikiki Health; and more.

Waikiki Health's Emergency Department Diversion Plan helps reduce over-utilization of hospital emergency rooms by patients with non-emergent concerns who could be assisted more appropriately at FQHCs, including Waikiki Health.

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

Waikiki Health's Quality **Services Earn National Recognition and Awards**

Waikiki Health has received 4 Community Health Quality Recognition (CHQR) Award Badges for the past year. The Badges recognize Waikiki Health for making notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response, for the most recent Uniform Data Systems (UDS) reporting period for the Health Resources & Services Administration (HRSA).

Waikiki Health has earned the following accreditations for the year 2022: Better Business Bureau Accredited Charity, GuideStar Premium Seal of Transparency, Charity Navigator Accredited, United Way (AUW) Accredited Partner Agency, NCQA Patient-Centered Medical Home (PCMH Level 3), HRSA Federal Tort Claims Act Deemed Facility, and HRSA Federally Qualified Health Center (FQHC). Visit any of these agencies' websites to learn more about Waikiki Health's achievements, high standing in the healthcare field, and commitment to providing compassionate healing and expert care.

When donating to Waikiki Health, please know that our IRS Federal Tax ID # is 99-0159253. Our non-profit agency is recognized as tax-exempt under section 501(c)(3) of the Internal Revenue Code, and donations are tax-deductible to the full extent of the law. Donation Link: www.waikikihealth.org. For further information, or assistance with donations, phone: (808) 537-8400.









Mahalo to Donors

(For your donation in 2021)

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

INDIVIDUALS & FAMILIES

\$25,000 and Above

Mr. & Mrs. Rosanna & Peter Hsi

\$10,000 - \$24,999

Drs. Margaret & Thomas Mahon

\$2,000 - \$9,999

Dr. Richard Arakaki Ms. Elaine Joy Copeland Ms. Phyllis J.B. Dendle

Mr. Peter Drewliner Dr. & Mrs. Elliot Kalauawa

Mr. & Mrs. Steven Lindmeier

Ms. Patricia Ann Lloyd Moore

Mr. Edward Nakagawa

Dr. & Mrs. Tom Namiki

Mr. & Mrs. Herbert R. Takahashi

Mr. & Mrs. Wayne Teruya

Mr. Norris Uehara

\$1,000 - \$1,999

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Mr. Gerry K. Fuiii

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Mr. Justice Johnson

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Mr. Nathan Sult & Ms. Beth Tarter

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Ms Vivian Carlson

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Mr. Brien Hallett

Mr. Clark Hatch

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Ms. Coral King

Mr. Warren Kunimoto

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Mr. Kent Youel

Mr. Jason Yu

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Mr. Phil Acosta

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Mr. Redfield Proctor

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Mr. & Mrs. Rocky Young

Dr. Mihae Yu

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Mr. & Mrs. Roy K. Abe

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Ms. Lucinda Alvarico

Ms. Gerrlyn Asuncion

Ms. Susan Arnett

Ms. Noelani Balai

Mr. Tedalo Berhe

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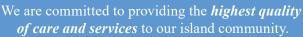
Mrs. Christina K. Kalili

Mr. & Mrs. Robert M. Kamemoto

Mr. Jack Kaplan

Ms. Elaine S. Kawada

Waikiki Health's Core Value:



Ms. Dawn Luahiwa Farm-Ramsey

Dr. Lee Francis & Ms. Michelle Gittler

Ms Maria G Felix-Neal

Mr. William Feltz

Ms. Jan Fried

Ms. Amy Fuiino

Ms. Atana D. Foster

Mr. Lance Y. Fujimoto

Ms. McKenna Fujitani

Mr. & Mrs. Alvin Fuse

Ms. Lynette Gonsalves

Mr. Octavius Gonzaga

Mr. & Mrs. E.J. Greanev

Dr. Peter F. Guay

Ms. Mary Hallock

Ms. Margery Hamai

Ms. Naomi Hayakawa

Mr. & Mrs. Barney W. Gooman

Mr. & Mrs. Nolan S. Hasegawa

Mr. Richard Galang

Ms. Janice Y. Fukumoto

Mr. & Mrs. Chris Fukuoka

Irlanda Barraza Core Value Award Recipient



Ms. Susan Kelly & Mr. James Kelly Ms. Elspeth J. C. Kerr

Mr. Keoki Kerr

Mr. & Mrs. Lawrence Kimata

Ms. Maurine King

Mr. Alan Kirby Dr. & Mrs. Robert L. Kistner

Mr. Henry Kitagawa

Mr. Vernon Knight

Ms. Arlene Koegler Ms. Pualani Kondo

Mr. Edison C. Kwock

Mr. & Ms. Lance Lagapa

Mr. Chris Lai Hipp Ms. Evelyn Lance

Ms. Janice L. Langlas

Mr. Jack Law

Mr. & Mrs. Gale K. H. Lee

Mrs. Amv F. Lee Mr. Chris Lee

Waikiki Health Participates in **RIMPAC 2022**

During RIMPAC 2022, Waikiki Health, along with more than 200 healthcare facilities in the State of Hawaii, participated in an exercise in which a fictitious Category 4 Level Hurricane made a direct impact on the state and the city of Honolulu. Hurricane Response Plans were activated and participating healthcare organizations communicated to one another via the Hawaii Healthcare Emergency Management Coalition (HHEMC) Web-Based Emergency Operations Center (EOC), sharing critical information about clinic, hospital and other facility situations, including closures, damage, power outages and staffing shortages.

Jay Tamashiro, Waikiki Health's Director of Operations, and James Maruyama, our Senior Compliance Officer, along with Liz Makarra, Waikiki Health's Director of Emergency Operations and Community Wellness, participated in this RIMPAC exercise with members of the Healthcare Association of Hawaii and HHFMC

Waikiki Health is required by the Centers for Medicare and Medicaid (CMS) Emergency Preparedness Rule to participate in a Community-Based Full-Scale Exercise every two years.





Waikiki Health's Makana Ha'awi (Gift of Giving)

Waikiki Health staff elves joined with community partners to brighten the holidays for those in need: 250 residents of Next Step and Keauhou shelters, and patients and clients assisted by PATH Clinic and Youth Outreach. Assembly lines of staff members filled the Gift of Giving (Makana Ha'awi) holiday bags with tempting treats and hygiene items. Our staff and partners, filled with holiday spirit, donated more than \$3,000 plus in-kind items and prizes for staff.

This successful Gift of Giving event involved many volunteers, and was coordinated by a 10-member Committee representing each Waikiki Health site: Nicole Rodriguez; Angelie Cook; Jay Tamashiro; Marrissa Naito; Becca Chavez; Kapua Tani; Michael Nguyen; Mary Beth Lohman; Julia Davies; and Liz Makarra.

Community partners included ABC Stores, AlohaCare, American Solutions for Business, Direct Relief, Hawaiian Financial Federal Credit Union, Hawaii Public Health Institute, McDonald's, Mutual of America, Royal Hawaiian, The Brown Bottle and Zippy's.

The Gift of Giving started 2 years ago when Marrissa Naito, PATH Clinic's Community Health Navigator, had the idea to put together holiday gift bags for PATH patients; the idea grew to include other service sites, and captured the interest and participation of Waikiki Health staff and community partners.



Continued from page 7 (\$100 - \$199)

Mr. Colyn Lee

Ms. Donna Y. L. Leong &

Mr. Robin Y. Uyeshiro

Ms. Lucille W. F. Lew

Dr. & Mrs. Dennis Lind

Ms. Barbara Luckner-Loveless

Mr. Christopher Ma

Mr. Hiroshi Maeda

Ms. Mary Anne Magnier

Ms. Sharon Malloy

Ms. Stephanie A. Marques

Mr. Roy Matsuda

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Ms. Marion McLaren

Ms. Joeline McLaughlin

Mr. Richard Miller

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Mr. Jonghwa Moon

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Ms. Ewa Osipowicz

Mr. Dennis Otto Pacht

Ms. Helen Y. Pierce

Mr. & Mrs. Duane Preble

Mr. John K Puu II

Mr. Thomas Reilly

Ms. Joan Rich

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Mr. Donald J. Riseborough

Mr. Arthur Roeca

Mr. Jeff Sadino

Mr. & Mrs. Max Salz

Mr. Anthony Samalino

Mr. & Mrs. David Tengan

Ms. Susan F. Thain

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Mr. Andrew Thompson

Mr. Justin Thompson

Mr. Alvin E. Toda

Ms. Yoshimi Amano

Mr. Larry Anderson

Mr. & Mrs. Edward Apo, Jr.

Mr. Victor Y. Aragaki

Ms. Christa Arrabito

Ms. Victoria Asayama

Waikiki Health's Core Value:



Rory Ruskovich
Core Value Award Recipient

Rebecca Chavez
Tore Value Award Recipient



Ms. Carol Samson

Mr. Bryan Sasaki

Ms. Cynthia Scheinert

Mr. & Mrs. Douglas H. Shanefield

Ms. Sharon Shigemasa

Ms. Helen Shigemura

Mr. & Mrs. Jay Shintaku

Mr. Gary Shiraishi

Mr. Vernon Shiroma

Ms. Charmaine Shon

Mr. Richard Shozuya

SickEmErik

Mr. & Mrs. Bruce Soll

M. I. Song

Ms. Louise South

Mr. Thomas Stanton

Mr. Brenden Monroe &

Ms. Jessica Steward

Ms. Jade Strozensky

Mr. & Mrs. Jeffrey Sue

Ms. Michele Sugihara

Mr. Robert Sumida

Mr. William Sumner

Mr. Roy R. Takamune

IVII. NOy IX. Takamana

Mr. Ken Takemoto

Ms. Ethel Taketa

Mr. Wing Tai Luke Tam

Mr. Tod Z Tanaka &

Ms. Kathryn S. Matayoshi

Mrs. Lena T. Tanaka

Mr. Doss Tannehill-Ocularist

Dr. Thomas K. Tasaki

Ms. Brianna Tausch

Ms. Doris Taylor

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Ms. Leslie Toy

Mr. & Mrs. Dennis K. Toyama

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Waikiki Health's Core Value:

We maintain empathy and kindness, treating everyone as ohana.

Lexus Terry Core Value Award Recipier



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Mr. & Mrs. Michael M. Kimura Ms. Shirley Kingrasaphone

Continued on page 10

Ryan White Program

According to Alex Campos Vidrio, Director of HIV Programs, Waikiki Health offers patients a "resilient and awesome team of medical case managers," including Julieti Nau, Kamalaniikapuuwai Aki-Vick, Malulani Orton and Kaydawn Brown. The program's main goal is to assist program participants in reaching viral suppression. "Anything we can do in relation to health care we will do to the best of our ability so patients can reach that goal," Alex said. Program services include coordinating appointments, medication refills, emergency transportation assistance, and linkages/referrals to other community services (housing, food, public assistance). "We work very diligently to assess and develop a care plan that best fits our patient's health needs." Program staff assist approximately 274 patients throughout the year.

Meet Ryan White: Ryan was a 13-year-old boy from Indiana who contracted AIDS in 1984 from a contaminated blood transfusion. Ryan became a spokesperson for people with HIV/AIDS and he helped to educate his community and fellow Americans about the disease. In 1990, shortly after Ryan died at the age of 18, Congress passed the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act, which greatly increased funding for the treatment of low-income and uninsured people with HIV/AIDS.

Waikiki Health receives Federal Ryan White grants.



Continued from page 9 (Under \$100)

Ms. Shirley Kings Mr. Masuo Kino Ms. Jane Kirton Mr. & Mrs. Isao Kitagawa Mr. & Mrs. Michael Kitamura Mr. Ronald Kiyabu Mr. Bernard Knezek Mr. John Knox & Ms. Mary Alice Evans Ms. Bernice Mau Ms. Carolyn Koehler Mr. & Mrs. Edwin J. Kondo Mr. Vyacheslav Kovalev Ms. Joan Kuh Ms. Michele Kukahiwa Mr. Gary Kusuhara Ms. Janet Kuwahara Weng Si Kwan Ms. Nichole Lamaire Ms. Serina Lane Mr. Bernard LaPorte Mr. & Mrs. Lawrence Lau Mr. & Mrs. Rodney Lau Mr. Kenneth Lee Ms. Angela Lee Mr. Heen Van Lee Ms Monica Lee Mr. Jared Leite Mr. Billy Lemos Mrs. Laura L. Leong Mr. Malte Leps Mr. & Mrs. Abel Lew Mr. Michael Lieberman Mr. Jason Lin Ms. Belia Linan Ms. Breanna Lintemuth Mr. Christopher Lo Ms. Susie Loh Ms. Elaine M. Lombard Ms. Sylvia Lorenz Mr. & Mrs. Stephen R. Love Mr. & Mrs. Kendall Lui Ms. Paula Lumansoc Ms. Kelly Lumbert Mr. Chris MacLeod

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Waikiki Health's Core Value: We are *creative* and *flexible* in meeting community needs.

Micah Gay-ya

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Ms. Bridgett Zaragosa

ORGANIZATIONS FOUNDATIONS & TRUSTS

\$100,000 and Above

McInerny Foundation

\$30,000 - \$99,999

G. N. Wilcox Trust

Hawaii Community Foundation Kamehameha Schools

Padosi Foundation

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Anonymous

Aloha United Way

The Bretzlaff Foundation

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Friends of Hawaii Charities, Inc.

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Manoa Valley Church Movie Museum

Twitch Interactive

\$1,000 - \$4,999

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City Mill Company, Ltd. /

Chung Kun Ai Foundation

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Hawaii Dental Association Foundation

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\$250 - \$499

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Howard & Teale Lee Family Hui Foundation

Montessori Community School **ROSES Systems Solutions** United Church of Christ

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\$100 - \$249

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Mrs. Jeanelle K. Ahuna

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Ms. Ann Asakura

Ms. Lois Arakaki

Mr. Kevin Arakawa Ms. Paula Arcena

Continued on page 12

Waikiki Health's Core Value:

We will *help empower others* to reach their highest potential.



Core Value Award Recipien



Mr. Winston Wong

Ms. Heidi Wong Ms. Dely Wong

Ms. Darlene Y. L. Wong

Mr. Darren M. Yamabe

Ms. Kazue Yamada

Ms. Ethel S. Yamaguchi

Ms. Susan Yamane-Carpenter Mr. & Mrs. Edwin Yamashiro

Hawaii Best Loans, LLC

Hawaii Lodging & Tourism Association Kosasa Foundation

Sidney Stern Memorial Trust Ward Village Foundation

\$5,000 - \$9,999

Combined Federal Campaign Electronic Arts, Inc.

First Presbyterian Church

\$500 - \$999

AlohaCare

Community Church of Honolulu First Unitarian Church of Honolulu HCF / Aranoff Keiki Fund

HCF / Taketa Ohana Fund Ohana Health Plan

Rinell Wood Systems Saints Constantine & Helen Greek

Keauhou Kitchen Serves Meals

When Waikiki Health opened Keauhou shelter in January 2020, one of the visions was to certify and utilize the kitchen for meal services. When the planning started, Hawaii was stricken with COVID-19 and many restrictions. With the lock down in place, we needed to find meals so our folks would not search for food elsewhere. We were fortunate to have our community supporters provide 3 prepacked meals 7 days a week for Keauhou shelter.

The project experienced many setbacks due to shutdowns and cost. A grant paid for the kitchen make-over, and although it took over a year to complete, both Richard Kaai, Housing First Manager and the residents are excited to see it all done and are happy to have volunteers come in and cook meals.

After 2 years of hard work, on February 15, 2022, our first meal service at Keauhou Shelter took place when long-time dinner provider Pastor Virgil Amaroso of Ohana Family of the Living God (Hau'ula) and his team served Keauhou Shelter.

A lot of hard work was put into this project. Alone, we can do so little; together, we can do so much.



All of Us Research Program **Receives Award**



HIV Prevention Services Manager Mayla Ngirausui (left), and Quality Initiatives Coordinator Kevin Patrick (right) at the national All of Us meeting.

Waikiki Health received the 2022 Asian Engagement & Recruitment Core (ARC) Award for Excellence In Reporting at the national All of Us meeting held on June 2022 in Chicago. All of Us Research Program is a historic, longitudinal effort to gather data from one million or more people living in the United States to accelerate research and improve health. By considering individual differences in lifestyle, socioeconomics, environment, and biology, we hope that researchers will one day uncover paths toward delivering precision medicine or individualized prevention, treatment, and care - for all of us.



JOIN TODAY! • JoinAllofUs.org (844) 842-2855

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Waikiki Health's Core Value:

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

Julia Davies

Cherish Ortiz



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Ms. Mary Beth Lohman

Ms. Paula Lumansoc

Mr. Jorge Luna Ms. Jenny Ly

Mr. Richard Mackey

Ms. Andrea Lynn Maggard

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Mr. Anthony Vereen Mr. Prestin Wakida

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McDonalds Restaurants of Hawaii

Metro Christian Church Rainbow Family 808

Redemption Pictures Inc.

Safeway

UnitedHeathcare Waikiki Rotary Club

Zippy's Restaurants

FEDERAL

DHHS - Health Resources and Services Administration: 330 Community Health Fund for Homeless

DHHS - Health Resources and Services Administration: Ryan White Part C, HIV/AIDS Early

Intervention Services DHHS - Health Resources and

Services Administration: Ryan White Part C, COVID-19

Response Health Resources and Services

Administration: HRSA Stimulus Fund Health Resources and Services Administration: HRSA American

Rescue Plan

Health Resources and Services Administration: HRSA COVID-19 Supplemental Funding

Health Resources and Services Administration: HRSA COVID-19 Testing

STATE

Dept. of Health: Alcohol and Drug Abuse Division: Early Intervention Services for HIV Dept. of Human Services: Med-Quest Division: Certified Insurance Eligibility Services Dept. of Human Services: Homeless Programs Office: Next Step Shelter Dept. of Human Services: Homeless Programs Office: Keauhou Shelter Hawaii Community Development Authority: Next Step Shelter Job Training Program

Dept. of Health: Hawaii Tobacco Prevention and Control Trust Fund of the HCF

Dept. of Health: Uninsured Primary Care Grant: Medical Services Dept. of Health: Uninsured Primary Care Grant: Dental Services

State Office of Corrections: Hawaii Paroling Authority: Pu'uhonua Prison Program

State of Hawaii: COVID-19 Vaccine Administration Agreement State of Hawaii: Comprehensive **Primary Care Services**

Sub-Recipient of State

Hale Kipa: Housing and Urban Development (HUD), Youth Homelessness Demonstration Program (YHDP), Guide on the Side Grant

Residential Youth Services & Empowerment: (HUD, YHDP), Mobile Crisis Response Grant

Hawaii Primary Care Association: (DOH, Federally Qualified Health Center, Community Health Center), Sub-Recipient

CITY

City and County of Honolulu: COVID-19 Services

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Ivy family

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Waikiki Health Improves **Patients' High Blood Pressure**



Waikiki Health continues its work with the American Heart Association's (AHA) "Adopt-A-Clinic" initiative, which provides health centers with equipment and training to help their patients and staff better manage high blood pressure. A blood pressure (BP) monitor is loaned to patients to self-monitor their BP at home, which can help confirm and manage high blood pressure, in conjunction with telehealth counseling or clinical interventions. The BP monitors were paid by the Highgate Hotels who partnered with AHA to provide financial support.

Waikiki Health is also proud to have reached the Target: BP Recognition Program's Silver achievement level, which recognizes practices that submit data and complete 4 of 6 evidence-based BP activities including equipment validation and staff knowledge and skills.



How We Helped

TOTAL PATIENT VISITS IN 2021: 56,980

Types of Service	Number of Visits
Medical	29,801
Dental	4,425
Behavioral Health	8,275
Vision	1,482
Substance abuse	235
Native Hawaiian Healing & Dietician	2,130
Enabling	10,632
Total Patient Visits	56,980

2021 Financial Accounting

In 2021, Waikiki Health's net revenue over expenditures was \$1,408,275. This surplus primarily resulted from one-time COVID-19 related funding and does not preclude the need for ongoing financial support to sustain services. Excess revenue included:

CARES Act grant: \$637,000

• American Rescue Plan grant: \$410,000

Additional Revenue & Reduced Expenses included:

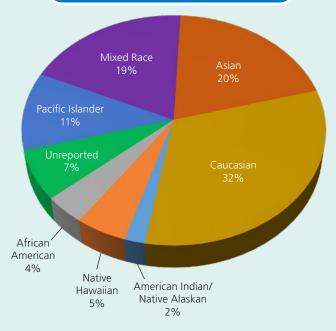
- Increased Medicaid reimbursement rate, from \$225/patient visit to \$271/patient visit.
- Reduced expenses: In response to COVID-19, Waikiki Health cancelled attendance at medical conferences, training, community events, and other usual costs.

Unexpended revenue was carried over and added to Waikiki Health's Capital Improvement Fund, and will be allocated toward upgrades at clinics and program sites to provide improved service environments.

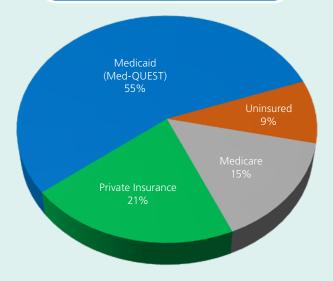
Who We Helped

(Total patients served in 2021: 10,050)

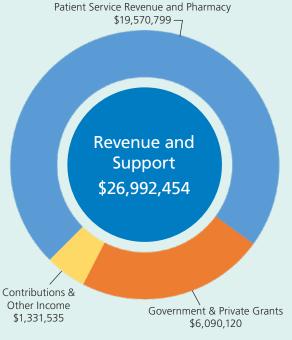
Patients by Race/Ethnicity

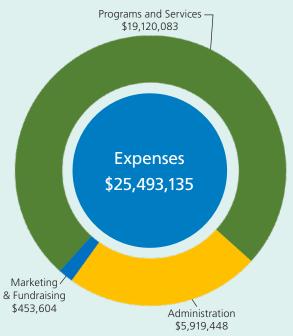


Patients by Insurance Type



Financials (Year ending 12/31/21)





Assets: Beginning assets = \$6,299,404; Ending net assets = \$7,902,670; Total liabilities = \$2,603,840; and Total assets = \$10,506,510

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 at: mlohman@waikikihealth.org.

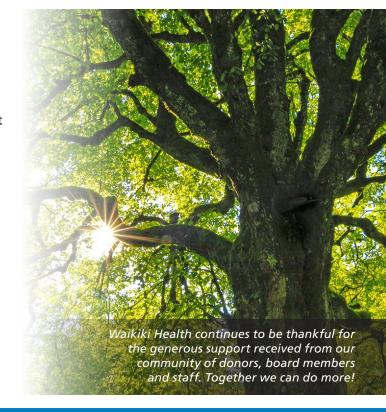
Ways to Give Please Continue Your Strong Support of Our Mission

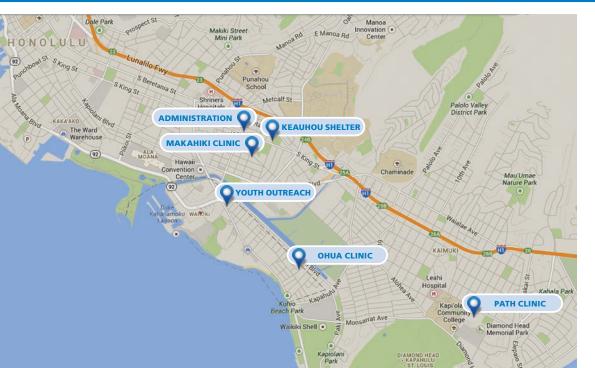
Donate On-Line: Visit our website, waikikihealth.org and click the DONATE button

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
- Required Mandatory Distribution (RMD): Direct charitable distribution from your IRA
- Match Your Gift: Ask your employer if they have a Matching Gifts Program





Waikiki Health provides primary medical care, behavioral health, and social services through five sites in Honolulu. We also operate pharmacies within the Ohua and Makahiki Clinics, and our Medical Mobile Unit provides outreach services at location across Oahu.

Ohua Clinic – 277 Ohua Avenue • 808-922-4787

Makahiki Clinic – 935 Makahiki Way • 808-922-4787

Dental Clinic – 935 Makahiki Way • 808-739-7346

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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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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