**Optometry Services at Ohua Clinic**

On February 2, Waikiki Health’s Ohua Clinic introduced an essential component to overall health care: optometry services. Optometrist, Dr. Seulyn Au, and her associates, will take patient appointments on Tuesdays and Thursdays, expanding to Saturdays soon. All insurance plans are accepted, along with our sliding fee scale for qualifying patients.

“We are excited about this new venture, and for the opportunity to continue the quest to create healthy communities. Our new optometry services will provide a much-needed part of treating the whole person in a patient-centered medical home (PCMH) environment.”

– Sheila Beckham, Waikiki Health CEO

As with all our services at Waikiki Health, optometry is available to clients with private insurance, those who have low incomes, patients with Medicaid and Medicare, those who are uninsured, and those clients who face other barriers to maintaining vision health such as homelessness.

Josie, who was the first optometry patient ever seen at the new optometry site and a current resident at our Next Step Shelter, said, “Dr. Wong was great. I was really nervous, but she took her time to explain everything, which took my worries away.”

Vision diagnostics can indicate the presence of diabetes, which is highly prevalent in Hawaii; also hypertension and other health issues. Preventive treatment and maintenance is essential for conditions like diabetes, glaucoma and macular degeneration. If the diagnosis is corrective lenses, patients can choose their frames from a selection of modern frames displayed at the clinic for a cost.

**Ward Village Foundation** (The Howard Hughes Corporation) donated $50,000 to purchase Ohua Clinic’s optometry equipment; and the **Chamber of Commerce of Hawaii Public Health Fund** granted $3,000 toward eyeglasses for Waikiki Health patients (a portion of Chamber’s total $7,800 grant made in support of Waikiki Health’s vision screening services).

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**Friendly Neighbors Offers Waikiki’s Kupuna a Sense of Belonging**

At the age of 83, Ms. Edna took a bold step to move to Hawaii all on her own. It was two years after her husband of 58 years passed away that she chose to make the leap and leave the overcast weather of the Pacific Northwest for the sunny warmth of Honolulu.

Since her first visit to the island back in 1961, Edna enjoyed the community and deep sense of place she experienced here. Despite being away from her two daughters, grandchildren and great-grandchildren, located in Seattle and Portland, she knows in her heart Honolulu is the best place for her.

Now, 95 years old, Edna is vibrant and radiates from the inside out—despite being legally blind. She says her life feels very fulfilling, especially because of her dear friendship with Lyla, a Friendly Neighbor volunteer, whom she fondly calls her “Angel from Hawaii.” (Continued on page 2)

Ms. Edna (left) with Lyla, a Friendly Neighbors volunteer.
Friendly Neighbors

(Continued from page 1)

The pair visits twice a week and Lyla helps Edna with small tasks in her tidy apartment in Waikiki, like sorting and opening the mail, getting groceries and even assists with paying monthly bills. Each week, they get out of the house, and say they have such fun going for lunch, brisk walks and shopping.

“I am so thankful for Friendly Neighbors; they seem to pick the perfect people for me.”

Their most favorite times together are when they get out on the town, especially for dim sum. They both laugh and giggle when they share what a delight it was to celebrate Edna’s last birthday at the Nice Day Chinese Restaurant, it’s their favorite place to go.

Despite Lyla’s busy schedule, being a Friendly Neighbor to Edna is a priority for her. “She’s like the grandmother I never had.” Ms. Edna has been benefiting from the volunteer-based program, dedicated to offering assistance and companionship to seniors over 60, for more than three years now. Edna tells us “Lyla is just like family—she really looks out for me.”

Letter From the CEO

In the fall of 2014, Waikiki Health was invited to participate in a two year network of homeless service providers. The intent of this collaborative network is to increase the number of homeless families that are housed. It is supported by the Hawaii Community Foundation, Aloha United Way, and various partner donors.

A capacity grant was made available to each of the eight partnering agencies with the intent of positively impacting the numbers housed. Waikiki Health chose to use the funds to develop a customized “Growing Leaders” program among 20 supervisors and managers at all Waikiki Health locations. Through strengthening leadership skills, improving and expanding the ability to communicate effectively, we believe that all clinic sites and all employees, regardless of their particular job duties, will understand the route we need to take to house our clients. We expect the improved communication will help to increase the number of families housed in the coming year.

This curriculum, designed by a team of professionals, is called THINK. Each group of ten met for one day per month, with interactive discussions, homework, and special project assignments each month. All twenty of our “Growing Leaders” participants graduated in February at a special luncheon celebrating their achievements.

We are excited by new possibilities that will strengthen our most precious resource – our people; and we are anxious to improve the quality of life among our community of clients.

Sheila Beckham, RD, MPH
Chief Executive Officer, Waikiki Health

MISSION AND VISION

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. 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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Friendly Neighbors is a free service and individually matches seniors to volunteers to foster rewarding friendships while providing general household assistance and reassurance. For more information on becoming a volunteer Friendly Neighbor, please call (808) 926-8032 today.
Renovation at Youth Outreach & Next Step Shelter provided by HomeAid Hawaii

Through the generosity of local builders, vendors, suppliers, and BIA-Hawaii trade organization, HomeAid Hawaii was able to provide much needed renovations at Waikiki Health’s Youth Outreach (YO) and Next Step Shelter—pro-bono or deeply discounted. “The building community has demonstrated a generous heart and responsibility toward giving back and helping address homelessness. We’ve seen an incredible response in the amount of materials and labor that have been committed as donations for these important projects,” said Nani Medeiros, Executive Director of HomeAid Hawaii.

The YO drop-in center is Waikiki Health’s safe haven for homeless youths, offering medical care, social services, educational and vocational training, meals, clothing and other support. YO serves approximately 500 youth every year. HomeAid Hawaii will be providing upgrades to the bathroom, kitchen, living room, clinic area and outside storage areas. Jeff Prostor, President of Brookfield Homes Hawaii, is the HomeAid Builder Captain for this project. Program manager for Waikiki Health’s Youth Outreach, Carla Houser said, “These renovations will ensure our programs continue to offer a safe, nonjudgmental environment for our youth, providing a secure alternative to the streets.”

Waikiki Health’s Next Step Shelter, our emergency and transitional shelter located in Kakaako, houses up to 297 clients in any given month, including individuals, couples, and families with children. In addition to safe shelter, Next Step provides residents with meals, job training, children’s activities, and other social services. HomeAid Hawaii will provide needed repairs to the shelter’s 30,000 square foot roof. Harry Saunders, President of Castle and Cooke Hawaii Inc., is the HomeAid Builder Captain for this project.

HomeAid Hawaii will pay $1,000 on behalf of Youth Outreach to cover the hard costs for the $15,000 project, and Next Step will pay $2,800 to cover hard costs for its $23,000 roof renovation.

Something to Smile About

Thanks to the Hawaii Dental Association’s Young Dentist Group, Waikiki Health’s Makahiki Clinic hosted another successful “Give Kids a Smile” event on Saturday, February 20.

More than 110 children attended the event and received free dental screenings and cleanings, and even more kids enjoyed fun activities like face painting and fun with balloon animals. In excess of 113 volunteers who were dentists, UH dental hygiene students, KCC dental assistant students, and some church groups lent their helping hands and made this event great.

The community truly came together to help make this event memorable for children and families. The Lion’s Club of Ewa beach supplied tents and tables, and local businesses like McDonald’s, Jamba Juice, Meadow Gold gave in-kind donations to distribute to the kids.

According to Waikiki Health’s Dental Director, Dr. Suzan Ly, “Give Kids A Smile” is a way to promote Children’s Oral Health Month to the community. “It is a good way to give back to the community, have positive PR for the organization and promote good oral health,” said Dr. Ly. Last year’s event was so wonderful it was hard to imagine it could have been even better this year… and, it was! The word got out about how much fun it is and how much good we are doing.”

Waikiki Health sends a warm mahalo to the Hawaii Dental Association’s Young Dentist Group for working together to make going to the dentist fun for families.
“Don’t Give Up, YOU MATTER”

Waikiki Health’s private donors, Rosanna and Peter Hsi, want Honolulu’s homeless to know: You Matter. The couple made a generous donation of 250 new fleece blankets to be distributed to the homeless that Care-A-Van (CAV) provides outreach medical services to on a daily basis.

When the Fort Street Mall Walmart management team heard the blankets were being purchased to provide the homeless with the comfort and warmth they needed throughout February’s chilly temperatures, they partnered with the Hsi’s by providing a 10% discount off the blanket purchase.

CAV’s outreach staff began passing out the blankets in February and Michelle Ip, our Outreach Manager said, “the blankets couldn’t have come at a better time with this cool weather.” Michelle and the other CAV staff were surprised at how many blankets the Hsi’s donated, and the amount of lives that would be touched by this kind donation. “Life is hard out there on the streets. This effort reminds the homeless that they are individually recognized and they truly do matter as human beings.”

Rosanna wanted to be sure the blankets were long enough to cover their toes while they slept and requested that this inspirational message of hope be attached to each one; “Don’t give up, You Matter.”

We are incredibly grateful for individuals like Rosanna and Peter who support our agency and care about patients we serve. In addition to generous monetary donations for WH general operations, Rosanna and Peter have also donated funds to feed our Next Step Shelter residents breakfast during the weekdays, have bought industrial fans to cool the shelter, and supplied residents with airbeds at Next Step.

“They truly show us that together, we can do more!”

“Life is hard out there on the streets. This effort reminds the homeless that they are individually recognized and they truly do matter as human beings.”

– Michelle Ip, CAV Outreach Manager
Cheryl talks with the President!

How many of us get told we are doing a great job...by the President of the United States?

For Cheryl Moreno, Eligibility and Patient Services Representative, that’s exactly what happened on November 4 when she got on the phone with the President himself.

Although she didn’t know quite what to expect when she was notified by The White House Office of Public Engagement that she’d been invited to attend a phone call with President Barack Obama, she was honored and was anticipating the call for days beforehand. Even though President Obama was actually speaking to 5,000 eligibility navigators across the nation, it felt like it was just the two of them on the phone, “It was very exciting to hear his voice! He was very personable.” During the call, President Obama re-enforced what a terrific job the eligibility specialists, nation-wide, were doing. Cheryl said it meant a lot to hear from the President himself and to learn that he understands what we go through to sign people up. “He said, I am very proud of you.”

Cheryl helps Waikiki Health patients obtain the coverage they need, Cheryl said 95% of the patients she works with are insured through Medicaid, that other 5% is through the Affordable Care Act. While Medicaid patients take about 30 minutes to register, those signing up through the Federal Marketplace can take significantly longer to set up. But, the time doesn’t deter Cheryl, she’s very passionate about her work. “I’m motivated! I want to help people get insured, and I am just so happy to help. It’s very rewarding work.”

Thank you Cheryl, our patients are lucky to have you!

Thomas Gilliam, Mutual of America Foundation Chairman & CEO, wrote to Sheila Beckham, WH’s Chief Executive Officer; Dr. Tricia Wright, PATH Clinic physician; Jacque Tellei, PATH Clinic Manager; Kent Anderson, WH’s Director of Preventive Health; Erika Warner, SAFTS Clinical Residential Supervisor and SAFTS Executive Director Melanie Boehm. More than 100 guests attended the luncheon, including three PATH Clinic patients who were highlighted in a special documentary created by Mutual of America about the award-winning partnership. (Visit waikikihealth.org to view the video.)

PATH Clinic and SAFTS collaborate seamlessly to ensure pregnant and parenting women receive access to medical care that also addresses their addictions and social service needs. Our programs target women with a history of substance abuse, including women who are homeless, or experiencing socioeconomic, language, cultural or other barriers to accessing care, to promote addiction cessation, reduce perinatal substance exposure, and promote healthy birth outcomes. SAFTS provides substance abuse treatment in a residential setting specifically designed for women with children.

In addition to the Hometown Awards Luncheon, a formal awards banquet was held in New York in November at the foundation’s corporate headquarters to celebrate Waikiki Health’s national top award.

T

his past November, Waikiki Health was named the Gov. Hugh L. Carey National Award Winner of Mutual of America Foundation’s 2015 Community Partnership Award Competition for the work achieved by our PATH Clinic and its community partner: Salvation Army Family Treatment Services (SAFTS). PATH and SAFTS work collaboratively to help pregnant and parenting women with a history of substance abuse receive vital medical, behavioral health and social services.

Selected the national 1st place winner from a field of more than 400 other national applicants, Waikiki Health was awarded a $50,000 check, which is being used to upgrade the PATH Clinic located on the SAFTS campus in Kaimuki.

In January, Mutual of America Foundation sponsored a “Hometown Awards Luncheon” at the Royal Hawaiian Hotel to celebrate the achievement. Awards were presented to Sheila Beckham, WH’s Chief Executive Officer; Dr. Tricia Wright, PATH Clinic physician; Jacque Tellei, PATH Clinic Manager; Kent Anderson, WH’s Director of Preventive Health; Erika Warner, SAFTS Clinical Residential Supervisor and SAFTS Executive Director Melanie Boehm. More than 100 guests attended the luncheon, including three PATH Clinic patients who were highlighted in a special documentary created by Mutual of America about the award-winning partnership. (Visit waikikihealth.org to view the video.)

PATH Clinic’s PATH Clinic Wins National Award

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Thank you Cheryl, our patients are lucky to have you!

Thomas Gilliam, Mutual of America Foundation Chairman & CEO, wrote to Sheila Beckham, Waikiki Health CEO “we could not have selected a better example of the spirit of the award. The PATH Clinic is an inspiring example of what can be done to establish a working partnership and what such collaboration can accomplish.”
Waikiki Health’s CEO, Sheila Beckham, was named “Friend of Social Work” by the National Association of Social Workers (NASW) Hawaii Chapter. The annual award recognizes a person (not a social worker) who has continuously supported the profession of social worker or social work issues. According to Marc Gannon, VP of Community Impact at AUW, “Sheila is an exemplary ‘Friend of Social Work’ deserving recognition for her many years of selfless service to our community and our community’s most vulnerable populations.” The prestigious award was presented at the NASW’s annual Social Work Awards Dinner on March 11 at the Hale Koa.