



Waikiki Health COVID Team provides outreach service.

Blessing Ceremony for Medical Mobile Clinic

Waikiki Health’s Director of Native Hawaiian Healing, Francine Dudoit-Tagupa (“Aunty Fran”), conducted a Blessing Ceremony mid-November outside Ohua Clinic to welcome the health center’s new Medical Mobile Unit (MMU) – a medical clinic on wheels, featuring two private exam rooms.

The MMU is adorned with 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 lavishly 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.



Aunty Fran’s blessing mentioned that “we stand on the shoulders of our kupuna,” one of them being Queen Lili‘uokalani, whose motto was E ‘onipa‘a ... i ka ‘imi na‘auao (be steadfast in the seeking of knowledge). Queen Lili‘uokalani also was the composer of more than 160 songs and chants, including “Aloha Oe,” which became a national anthem of Hawaii.

It was a proud moment for all involved in the selection and design of the MMU. Aunty Fran 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 MMU will be staffed by a medical provider, medical assistant and driver/PSR, and provide a “service site” for medical outreach. Waikiki Health’s original and aging MMU will be used for back-up.

Waikiki Health’s PATH Clinic Helps to Turn Lives Around



Nastia found herself in a predicament a few years ago. After spending a few months in jail after dealing with substance use disorders, she was released, homeless and found out she was pregnant. Nastia wasn’t always homeless. “Once you get stuck in a rut, things just become routine and I was too proud to go home and ask for help,” Nastia said.

“That all changed when I found out I was pregnant. I walked for almost 3 hours from town to my mom’s house in Palolo Valley. I needed help. I was tired of hiding out and sleeping on the streets.”

After some research and advice from family and friends, Nastia found Women’s Way and Waikiki Health’s PATH Clinic. PATH Clinic (Perinatal Addiction Treatment of Hawaii) serves pregnant and parenting women on Oahu with current or past substance use challenges. PATH provides obstetrics/gynecology, primary medical care, behavioral health counseling, tobacco treatment, and enabling services such as insurance navigation to help patients enroll in Medicaid.

PATH’s patients include clients of Women’s Way and the Salvation Army Family Treatment Services (SAFTS) outpatient program for alcohol/drug use disorders. PATH and Women’s Way are co-located on the SAFTS campus at 845 22nd Avenue in Kaimuki.

“PATH Clinic helped me in many ways. Everyone is extremely patient, compassionate, and caring and made it easy for me to

(Continued on page 2)

250 Cheered by Waikiki Health's "Gift of Giving"

Waikiki Health staff elves partnered with local businesses and others to brighten the holidays for our patients and clients in need. Thirty staff members gathered in organized assembly lines to fill the Gift of Giving (Makana Ha'awi) holiday bags with tempting treats and other items. The 250 grateful recipients of the holiday bags included adults experiencing homelessness who live at our two shelters: Next Step and Keauhou; pregnant and parenting women with substance use disorders assisted by our PATH Clinic; and homeless and at-risk youth who are served at the Youth Outreach (YO!) Drop-in Center and Youth Clinic. Waikiki Health staff and our community partners donated more than \$3,000, along with in-kind items to fill the gift bags.



"Gift of Giving" volunteers give gift bag to Next Step resident.

Our holiday-spirited community partners included ABC Stores, 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.

Waikiki Health's Gift of Giving volunteers, who utilized donated funds to purchase items for the holiday gift bags and then filled the bags, represented each Waikiki Health location: Ohua Clinic in Waikiki, Makahiki Medical and Dental Clinic in McCully-Moilili, PATH Clinic in Kaimuki, Youth Outreach (YO!) in Waikiki, Next Step Shelter in Kakaako, Keauhou Shelter in Moilili, and the health center's Administrative Offices.

Gift of Giving started last year when 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's staff and community partners.

PATH Clinic *(Continued from page 1)*

want to go to my appointments. I was determined to carry and deliver a healthy baby and that is just what PATH helped me do. I gave birth to a happy, healthy girl in May of 2021. I am grateful for the people who have helped me turn my life around and I am determined to do more in the future and especially do more for my baby girl." Nastia said.

It has been a long journey for Nastia, but she is navigating all the hurdles. She and her baby are off the streets and stay with her mom. She is currently looking for a job in hopes to provide income and stability for her and her baby. "I have such high hopes for my daughter. I used to have a love for surfing, playing an instrument and soccer. I can't wait to introduce all those things to my baby and enjoy them again, too. It's been a long road with many bumps, but I am grateful for the experience and the help of Waikiki Health's PATH Clinic," Nastia said.

The mission of PATH Clinic is to provide comprehensive perinatal clinical and social services to women with past or present substance use issues. While the clinic is not a substance abuse treatment program, we provide continuity of care in a homelike setting free of judgment, and support each woman's unique path, from pregnancy to capable parenting.

For more information, please call the clinic at (808) 791-9390.

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.

People Care is published annually for our donors. If you would like to contact us, call us at 808-537-8400 or send an email or regular mail to: mlohman@waikikihealth.org; Waikiki Health, c/o Development Office, 935 Makahiki Way, Honolulu, HI 96826

Waikiki Health EIN: 99-0159253

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Life-Changing Services: Pu'uhonua Prison Program

Waikiki Health's Pu'uhonua Prison Program was conceived and implemented by Francine Dudoit-Tagupa ("Aunty Fran"), who serves as Waikiki Health's Director of Native Hawaiian Healing and Pu'uhonua Director. Pu'uhonua staff help incarcerated men and women re-enter the community, avoid homelessness, get a fresh start, and avoid recidivism. Recidivism refers to a person's relapse into criminal behavior. Since its introduction in 2016 at Oahu correctional facilities, the recidivism rate of Pu'uhonua participants has been 9-10%, and primarily for parole violations, compared to a 50% rate for the general prison population. In 2021 Pu'uhonua assisted 396 participants.



Pu'uhonua staff: (l-r) Kari Bunn; Francine Dudoit-Tagupa; Cheryl Moreno; and Julia Davies.

While Pu'uhonua is presented in a cultural framework, targeting Native Hawaiians and part Native Hawaiians who are over-represented in Oahu correctional facilities, "Pu'uhonua" (A Safe Place of Healing) is designed to benefit any incarcerated person. Since COVID-19 impacted our community, Pu'uhonua staff have assisted participants by providing services primarily post-release.

"Gratitude" is a word frequently mentioned by Pu'uhonua "graduates," for example:

"J. E." had been in prison on and off for three years due to substance use disorders. Today, he has a girlfriend, an apartment, and a job. He ran into Aunty Fran at a grocery store and proudly told her how his life had changed thanks to her and her Pu'uhonua staff.

"L. N." was released from OCCC and walked out with a mailing address, a plan to get legal documents, and a space to stay at Waikiki Health's Next Step Shelter. L. N. joined Next Step's Job Training Program and realized that he wanted to help other people. "I am now a full-time employee at Waikiki Health and I get to assist those in need. Pu'uhonua saved me and I am so grateful."

Tobacco Treatment "Dream Team" Wins Award

Waikiki Health was awarded the Outstanding Service Provider – Organizational Alaka'i Award by the Coalition for a Tobacco-Free Hawai'i. (Alaka'i is Hawaiian for leader or guide.)



Tobacco Treatment Team: (l-r) Jacquie Tellei; Anne Goss; and Saif Quadri.

Dr. Conrad Moreno, Waikiki Health's Behavioral Health

Director, supervises the Tobacco Treatment Team, which includes Muhammad "Saif" Quadri and Anne Goss, both full-time Tobacco Treatment Specialists (TTS) who rotate between the Ohua and Makahiki clinics. Jacquie Tellei, TTS, Director of PATH & Youth Outreach, is PATH's "Baby and Me Tobacco Free" Program Facilitator, providing tobacco treatment to those who are pregnant and nursing. Team member Liz Makarra, Director of Emergency Operations and Community Wellness, who serves as Tobacco Treatment Grant Program Manager, refers to her award-winning team mates as a "Dream Team."

Jaylen Murakami, Hawai'i Pacific Health Institute's Advocacy and Outreach Coordinator, commended Waikiki Health for its contributions to tobacco prevention and control: "Congratulations and thank you for your hard work in the fight against tobacco!"

Waikiki Health's Tobacco Treatment Program is funded by the Hawaii Community Foundation; 17 grantees statewide received funding for their programs. Waikiki Health's Tobacco Treatment "Dream Team," which meets monthly, provided services to 307 patients from January 1, 2021 to December 31, 2021. Waikiki Health's Tobacco Treatment Program is integrated with primary medical care and behavioral health services.

Waikiki Health Provides COVID-19 Services



Keiki receives COVID vaccine at Waikiki Health.

Early in 2021, when Waikiki Health received COVID-19 vaccines – and

at the direction of our Chief Executive Officer Phyllis Dendle and Chief Medical Officer Dr. Elliot Kalauawa – our health center immediately began providing testing and vaccinations.

By year-end 2021, Waikiki Health had administered 5,512 vaccines and 3,739 tests to help keep our patients, staff, neighbors, and community safe and healthy. Following CDC guidelines, Waikiki Health continues to offer COVID-19 tests and vaccines.

Waikiki Health helps safeguard our community's health by requiring masks, social distancing and other safety measures to access our service sites. Information about appointments for ongoing testing and vaccinations is available on Waikiki Health's website: www.waikikihealth.org.

Waikiki Health Thanks In-Kind Donors

Mahalo to one and all in-kind supporters! Waikiki Health can thrive, thanks in large part to the generosity of our supporters. Food, clothing, personal hygiene supplies and other material items can make a world of difference to the individuals and families who turn to us...it can help them believe they are not alone in this world, and motivate them to take positive steps for their future.

Community Support Coordinator Kapua Tani has been helping homeless individuals by providing meal services since 2011. "I have the privilege of building relationships with many meal providers and donors to which, today, I can say have become my friends. Every homeless person has their own unique story of why they are homeless. We need to look beyond that story and reach out with respect and aloha," Kapua said.

Since 2017, Youth Outreach (YO!) Program Manager Becca Chavez has worked closely with YO! in-kind donors. "At YO! we understand the importance of trust and consistent relationships. We emphasize and embody this not only with the young people coming for services, but with our donors. Without our donors, we would not be able to offer all the services we offer. I enjoy seeing donors learn about YO!, share information, and bring more donors for support," Becca said.

People experiencing homelessness are in a crisis. Monetary gifts, food, clothing, and nonperishable items can make a tremendous difference. Mahalo!

Advancing Gender Identity Navigation

Sexual Orientation and Gender Identity Navigation (SOGI), a program of Waikiki Health's Health Equity Department, offers comprehensive care to transgender and gender-nonconforming persons. The mission of Waikiki Health is to provide quality care that is accessible and affordable for everyone, regardless of ability to pay. As part of that mission, the SOGI Program seeks to promote and support our provision of services in an environment that is comfortable, safe, and affirming.

SOGI includes personalized support from Waikiki Health's new SOGI Navigators, and other medical and behavioral health providers, as our patients pursue their individual health and wellness goals. The program is currently comprised of four components. The first being navigation services for people seeking gender affirming care. Meeting them where they are and helping them achieve their goals. Second is our HIV & STDI testing, counseling, and prevention. Third is our Hepatitis C navigation services. These services help folks who have tested positive for Hepatitis C access care to cure the disease, removing the barriers that patients may face in traditional healthcare settings.

Finally, we are excited to take part in the *All of Us* program. The *All of Us* is a large research program from the National Institutes of Health. The goal is to help researchers understand more about why people get sick or stay healthy. We are part of the group that helps to recruit Asian, Kanaka Maoli, and Pacific Islanders for the project. These groups have been drastically underrepresented in research. Check out [JoinAllOfUS.org](https://www.allofus.org) for more information about the program or to sign up.

With your support, Waikiki Health is able to offer services that reduce barriers to care for our most vulnerable ohana. Thank you!



Safelink Lifeline Program Offers Free Phones



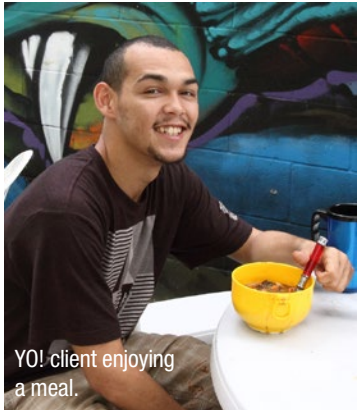
On February 4, Safelink Lifeline Program visited Ohua Clinic and issued 7 free cell phones with a year's worth of service to eligible patients at Waikiki Health, including those participating in our Pu'uhonua Prison Program, Health Equity Program and Keauhou Shelter.

Lulu Taufetee, Lifeline Field Agent for Safelink & True Connect Hawaii Branch, helped our Director of Native Hawaiian Healing, Francine Dudoit-Tagupa, coordinate the event and distribute the phones. To be eligible, patients were required to show valid identification, proof of SNAP and/or General Assistance, as well as active Hawaii Medicaid coverage.

"Outreach mostly consists of any kind of transitional facility, shelters and food banks. This is an essential item to have for folks trying to get back on their feet. It's just simply needed in today's lifestyle to achieve goals and personal needs," Lulu said.

The turnout was especially strong for participants in our Pu'uhonua Prison Program. Francine hopes to continue the partnership with Lulu and Safelink Lifeline to extend this benefit to more eligible patients at Waikiki Health in the future.

YO! Expands Services for Homeless Youth



YO! client enjoying a meal.

Waikiki Health's Youth Outreach Program (YO!) is the only youth services resource in Hawaii that offers homeless, runaway, unaccompanied, at-risk, and other vulnerable youth medical care and social services combined with culturally sensitive, nonjudgmental support. In 2021, 285 youth received assistance at the YO! Drop-in Center. Additional youth were assisted by YO! outreach teams. YO! is jointly operated by Waikiki Health and Hale Kipa.

Drop-in services include meals, shower and laundry facilities, clothing, storage lockers, housing assistance, educational and employment programs, and much more. The on-site clinic provides physical exams, TB, HIV and Hepatitis C tests, and STI (sexually transmitted infections) screening. YO! targets youth age 22 and younger. (Youth Clinic patients must be age 14 and older.) Educational and housing opportunities are open to homeless youth through age 25.

In 2021 YO! introduced its "Talk Story Clinic," offering behavioral health appointments with a psychologist. YO! also implemented "YO! Smiles," which promotes oral hygiene by offering oral health screenings twice a month. Also, YO! is collaborating with other youth service organizations in grant-supported projects. For example, YO! joined a "Mobile Crisis Response" hui to provide medical services, insurance navigation, and linkages to Waikiki Health and other resources during pop-up street outreach events. YO! also is part of a "Guide on the Side Program" hui that offers continued stabilization services and has helped remove barriers to permanent housing for youth aging out of YO!

Mahalo to all our YO! supporters who have strengthened our ability to help trauma-impacted and vulnerable youth stabilize their lives, improve their health, and become productive members of our community.

Our Amazing Housing Navigators

Waikiki Health's Next Step and Keauhou shelters have been working diligently to maintain our day-to-day operations, while simultaneously preventing an outbreak of the coronavirus within our shelters. Our teams have done an amazing job! We have had very few confirmed cases of COVID infections, and the people were taken to the appropriate quarantine shelter for medical care.

However, there is one thing we wanted to highlight about our shelters' staff and that is even with the threat of infectious disease, we have maintained a high level of housing placement. Our shelters are considered "emergency shelters." This simply means that we are just a stop on the road to stable housing. It is our goal to have no member stay longer than three months. While some do stay longer due to various reasons, our team of navigators have successfully housed people during this turbulent time.

The navigators at Keauhou and Next Step have done an impeccable job making sure that people get into stable housing. Often many of them into their own places. It is this effort by staff at both shelters that improves the quality of life for our unhoused neighbors, and we are honored to be a part of that.

Telehealth at Waikiki Health



Generous support from a donor-advised fund of the Hawai'i Community Foundation (HCF), supplemented by several donations from others, enabled Waikiki Health to implement a Doxy.me Telehealth Clinic Platform to serve as a virtual clinic to the relief and gratitude of many of our less mobile and time-challenged patients.

Due to the COVID-19 pandemic, many of our patients are fearful about leaving their homes to keep an in-clinic appointment. In addition, many face personal challenges to accessing our service sites, including lack of transportation, work schedule conflicts, childcare issues, and other barriers. The new telehealth platform has helped Waikiki Health deliver medical, behavioral health, nutrition, and tobacco treatment services to our patients through supportive virtual appointments. In 2021, Waikiki Health provided a total of 4,841 telehealth visits.

Our staff appreciate the benefits of telehealth visits. For example, Dr. Conrad Moreno, our Director of Behavioral Health, said, "Our quick adoption of telehealth made certain that continuity of care was never interrupted in the midst of the pandemic." He added, "When applied as a bridge for those who do not otherwise engage in treatment, it repeatedly proves itself as an invaluable tool in keeping the door to healthcare open." Sharon Malloy, Licensed Clinical Social Worker, said, "Telehealth has been a welcome and successful alternative for our patients in high-risk categories and for those who don't want to leave their homes for fear of exposure."

Thank you HCF, and those who provided additional financial assistance that supported our telehealth platform.

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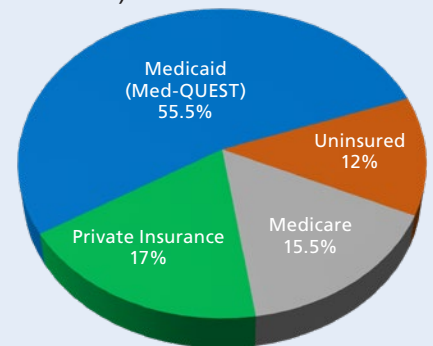
Increased Primary Care Visits to Waikiki Health

In 2021, **Waikiki Health provided a total of 63,731 patient visits** serving 10,050 unduplicated patients. The 63,731 total included 58,890 in-clinic visits and 4,841 virtual (telehealth) visits.

Patient visits year-over-year increased 27.4% (63,731 visits in 2021 compared to 46,246 visits in 2020). And, the total of unduplicated patients increased 9% (10,050 patients in 2021 compared to 9,143 patients in 2020).

Of our 10,050 patients served in 2021, **46.6% were living at or below poverty level**; 55.5% were covered by Medicaid; 15.5% by Medicare; and 14% were experiencing homelessness.

Your continued support has allowed us to continue fulfilling our mission, which is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.



Patients by Insurance Type



Legacy Giving

Waikiki Health Planned Giving

Please consider including a gift to Waikiki Health in your will or estate plan. A legacy gift allows you to continue to support our agency for future generations of patients.

For more information, please call Mary Beth Lohman, Director of Marketing and Development at (808) 537-8400 or email mlohman@waikikihealth.org. Mahalo!