



Playtime at PATH Clinic

Lyla's Story

Eight years ago, Lyla made a decision that saved her life. She left an abusive relationship. Although she conquered a major hurdle by leaving, she had another one to get over. Lyla found herself homeless.



Lyla at the Keauhou lobby.

"I just left. I knew I had nowhere to go but I was willing to take that chance to get away from further abuse. At first, I slept on church steps. I felt safe there, like I was protected," Lyla said.

A friend told Lyla about Waikiki Health's Next Step Shelter in Kakaako. Not knowing for sure if she would get into the shelter, Lyla made her way there and waited with a few other hopeful persons. "I ended up getting in!" Lyla said, enthusiastically. After spending 11 months at Next Step Shelter, Lyla's journey was about to get better.

In January 2020, Waikiki Health opened Keauhou (*see sidebar*), its new emergency shelter for homeless couples and individuals in Moiliili. Again, Lyla wasn't sure she could secure a spot at Keauhou. "I just kept bugging my Housing Navigator to put me on the list," Lyla said. "When they told me I had secured one of the rooms at Keauhou, so many emotions came over me. The night before I moved into Keauhou, also my last night at Next Step, I barely slept. I was nervous, excited, and most importantly, I was grateful for Waikiki Health giving me the opportunity to do better for myself."

Lyla describes having her own space as a relief. She can decorate her room and spread out her belongings as she sees fit—something she could not do on the streets or even at Next Step Shelter. Having a door to lock gives residents like Lyla a sense of security.

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Keauhou – Waikiki Health's New Shelter

Waikiki Health opened Keauhou, its new emergency shelter for homeless couples and individuals, on January 13—and the demand was so overwhelming it filled immediately within the first week, according to Richard Kaai, the facility's manager. Keauhou is supported by a State contract and it is located at 1020 Isenberg Street, across from the Moiliili Neighborhood Park.

Keauhou ("a new beginning") can accommodate 76 members in its 64-unit, three-story facility (with 21 women's units, 31 men's units, and 12 units for couples or those who require ADA-compliant rooms on the ground floor). Dozens of members moved in directly from homeless encampments, including the tents lining along Isenberg Street.

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Phyllis Dendle

Letter from the CEO

Thank you, my friends.

I appreciate your dedication to Waikiki Health. Our patients and our clients appreciate your commitment to meeting their needs. Our providers and staff are grateful for your generous donations that allow us to pursue our mission. Our community is also thankful

for your devotion to helping to provide monetary and in-kind support for some of the neediest people in the state.

Our patients often have conditions that are troubling and difficult to deal with, and they have good and not-so-good days, just like you and me. It's easy to get exhausted and wonder if what we do at Waikiki Health really matters. Sometimes our finances are tight, so we make do with what we have, or we look for additional private donors to help with important

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CEO Message

(Continued from page 1)

projects or much-needed medical equipment. When we receive praise and recognition in the news for the work we do, we are appreciative. We like that the news about what Waikiki Health is doing is being shared with many in the community, and remember that we succeed because of our circle of loyal donors and community supporters.

I promise you – your support is helping us to do the most important work we can do! Every day your contributions are making the world a better place for those people who are in the greatest need. And I am so proud to be able to do the work I do as CEO, thanks to the generous support from each of you.

If you can, please remember in 2020 to spend time with your family and friends and also take a few moments to be proud of the work you do in supporting Waikiki Health. If I could, I would give each of you a pat on the back every day for the continued gifts you send our way and for the smiles that you so generously help to create.

Mahalo for all you do.

Phyllis Dendle

Chief Executive Officer, Waikiki Health

You can learn more about our CEO and other leadership team staff by visiting our website: www.waikikihealth.org/leadership-team

Lyla's Story *(Continued from page 1)*

Lyla was asked what her next step will be, now that she is in Keauhou. She replied, "I actually believe that I have a future now. I want to save money, take care of my well-being and most importantly, I want a place of my own. Thanks to Waikiki Health, I truly believe it will happen."

Lyla stands in front of her unit at Keauhou.



Keauhou – Waikiki Health's New Shelter *(Continued from page 1)*

Keauhou residents have private rooms with shared bathrooms, a shared kitchen, communal dining room, community room, laundry facilities and are provided one main meal a day. We offer case management, job training programs, referrals for medical care and behavioral health, help obtaining legal documents, and mail services. Both Waikiki Health shelters—Keauhou and Next Step Shelter—are pet-friendly, and the Hawaiian Humane Society plans to help provide food for pets at both shelters.

Keauhou's three Housing Navigators help residents secure financial assistance, such as welfare or social security. Residents pay \$150 a month per unit; those without funds provide volunteer hours, such as cleaning.

Keauhou, like Next Step Shelter, uses the Housing First model, which places clients in housing as quickly as possible, followed by client-centered "wrap-around" services. The goal is to have half of the Keauhou residents document-ready and prepared to move into permanent housing within 90 days, making room for new members.



Blessing ceremony at Keauhou.

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

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Unwavering Support from Metro Christian Church



Next Step's Paul Samiano (left) accepts large donations from Alan Kumalae.

Metro Christian Church recently celebrated its 8th anniversary – together with its 8th year of generous support of Waikiki Health's Next Step Shelter. Church members regularly donate non-perishable food, clothing, and hygiene supplies; they also have engaged in hands-on improvement projects, such as replacing the roof over the shelter's laundry facility and realigning a fence around an area now used for job training programs.

The church holds semi-annual food drives and collects cash donations for Next Step Shelter; and also supplies the shelter with a monthly housewarming kit comprised of a rice cooker, dinnerware set, pots and pans, flatware set, and a coffee maker which is given to shelter residents moving to a permanent home. According to church member Lynette Kumalae, "We are committed to helping the 135 adults at Next Step Shelter and have expanded our services to include the 76 adults living at Keauhou." Lynette and Alan Kumalae and Shirley Maeshiro are part of a team consisting of "12 dedicated church members" who believe in helping shelter residents.

Lynette appreciates the "guidance and recommendations" of Kapua Tani, Next Step and Keauhou shelters' Community Support Coordinator. According to Kapua, "We are blessed to have loving people like Alan, Lynette, Shirley and Friends of Metro Christian Church who believe in the work we do and assist us humbly and without the need for fanfare or recognition."



Next Step's Paul Samiano (left) and Kapua Tani (center) with Lynette Kumalae.

A Treat for PATH Clinic Patients: LuLaRoe Dresses



PATH Clinic client tries on the donated LuLaRoe dresses.

Waikiki Health's PATH Clinic made Valentine's Day extra special for its patients. Oahu franchisee for the LuLaRoe clothing brand, Amy McDonald, donated a large selection of new dresses in all sizes and styles to PATH. Patients were able to choose a dress after their appointment the week of Valentine's Day, and the clinic director continues to share the stylish dresses with patients as they come in for medical (and behavioral health) visits. Mahalo to Amy for helping to create a sense of pride in our patients!

PATH places special emphasis on assisting women who are homeless, incarcerated expectant mothers, those transitioning out of correctional facilities, sex industry workers, and women and their children who are medically underserved for other reasons. Over 90% of PATH patients have a history of physical assault and/or sexual trauma, and 25% have been incarcerated.

HMSA Recognizes Pu'uhonua Program



Francine Dudoit-Tagupa

Waikiki Health's Pu'uhonua program and its team were featured in the HMSA membership publication, *Island Scene* (Fall, 2019). The Pu'uhonua program offers Oahu inmates a complete support system of information, services and encouragement. Its team includes Waikiki Health's Director of Native Hawaiian Healing Francine Dudoit-Tagupa, Program Assistant Kari Bunn, Development Specialist Julia Davies, and Eligibility Specialist/PSR Cheryl Moreno.

You can read the magazine article in its entirety by going to HMSA Island Scene website, www.islandscene.com. (Click on the archive link shown on bottom of the web page.)

Below are excerpts from the magazine:

"When someone leaves prison after serving time, starting over can seem impossible. Without a job, a place to live, or even clothes to wear, the chances of falling back into a life of crime can happen all too easily."

"As the director for Native Hawaiian Healing and the Pu'uhonua Prison Program at Waikiki Health, Francine Dudoit-Tagupa has made it her mission to give former inmates the opportunity to start anew. And it's been working."

Waikiki Health Offering 1-Minute HIV Testing

In January, our Health Equity Department launched its newest campaign of testing 20,000 people in 2020 for HIV. This initiative included a day at the State Capitol in February where Waikiki Health staff performed free one-minute tests on anyone working or visiting the capitol who wanted to participate.



Lieutenant Governor Josh Green and Waikiki Health's CEO Phyllis Dendle were among the first to get tested. Throughout the year, the Health Equity Department plans to

continue doing community outreach testing at various sites including university campuses, participating Walgreens on Oahu, wellness fairs across the island, plus assorted exhibitor appearances at local charity walks including the AIDS Walk and the Pride Parade. For more information, call Waikiki Health's Health Equity Department at 808-791-9340.



Lieutenant Governor Josh Green receives 1-minute HIV test.

Medical Services for Next Step Shelter Residents

Waikiki Health's Next Step Shelter now offers medical services to its clients several days a week. The residents can make appointments to see our medical provider with the help of Shelter Housing Navigators. Medical providers will be seeing new Next Step Shelter patients, and for continuity, will also be seeing any existing patients they have at the shelter as well if appropriate.

The clinic, located inside the shelter's air-conditioned trailer, has not been in use in awhile, so the exam table and wall units look like new. According to Associate Medical Director Jeanelle Ahuna, "We've been wanting to provide on-site medical services to our shelter clients for some time now. We just needed to find the right provider and work out the logistics. The addition of medical services made available to shelter clients is a welcome and needed benefit, and we're glad to have a provider on-site again."



Former Director of Homeless Services Jason Espero puts finishing touch to the clinic at Next Step Shelter.

Annual Wellness Fair in Waikiki

In honor of National Health Center Week, Waikiki Health once again hosted an annual Wellness Fair with interactive and informational booths to showcase the essential and innovative services we offer across our 5 clinic sites. With increased awareness of the importance of Community Health Centers, participants were encouraged to become their own "Health Advocates."



Wellness Fair participant receives blood pressure check.

More than 100 visitors attended the fair held on the "great lawn" at the Ohua Clinic including patients, board members and passers-by. Participants engaged in interactive and educational screening activities. Mahalo to our fabulous volunteer staff and team from: tobacco cessation; registered dietitian; optometry; Next Step; EIS; Native Hawaiian Healing; patient services representatives; insurance navigation; medical assistants; nurse care coordinators; dental; behavioral health; marketing and development; pharmacy; YO!, Pu'uhonua program and PATH.

A big shout-out also goes to the sponsors who donated \$500 or more to participate in the event. Donations came from UHA, AlohaCare, UnitedHealthcare, Ohana and HMSA. In-kind donations were provided by HDS, Jamba Juice, Aloha Laser Vision, Bikeshare Hawaii, HFFCU, Down to Earth and Blue Zones Project. This year's Wellness Fair will be held during the week of August 9th. Call our Marketing & Development Director at (808) 537-8400 to reserve your spot for this year's event.

Grant Helps PATH Enhance Services

Last June, Aloha United Way's affinity group, Women United, granted \$20,000 to Waikiki Health's PATH Clinic (Perinatal Addiction Treatment of Hawaii). PATH is Hawaii's only comprehensive obstetrics/gynecology clinic targeting pregnant and parenting women with past or present substance use disorders. The grant helped PATH carry out needed facility upgrades and expand behavioral health services from three to five days a week.



Patient Services Representative Marrison Naito (right) with PATH Clinic client and her son.

PATH's services are provided in a home-like cottage on the Kaimuki campus of Salvation Army Family Treatment Services, a partner agency which refers their clients to PATH Clinic. PATH aims to help women deliver full-term healthy birth weight babies, learn parenting skills and support each patient's unique path to health and a satisfying life.

Free Event Helps "Give Kids a Smile"

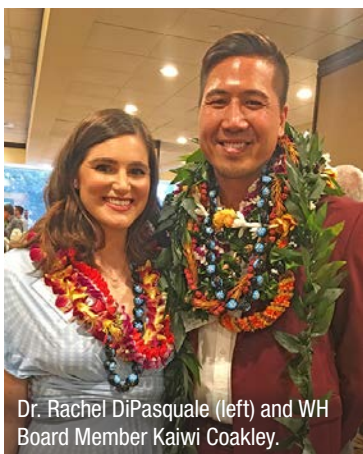
In celebration of National Children's Oral Health Month, Waikiki Health and the Hawaii Dental Association Foundation hosted their 6th annual Give Kids a Smile event on Saturday, February 29 at our Makahiki Clinic.



Keiki received dental screenings, cleaning and topical fluoride applications at no cost. There also were educational booths, games and prizes.

Keiki can't start too early to practice good oral health. According to the State Department of Health, children in Hawaii have the highest prevalence of tooth decay in the nation, and prevention is key.

Dental Director and Board Member Celebrated



Dr. Rachel DiPasquale (left) and WH Board Member Kaiwi Coakley.

Waikiki Health's Dental Director Dr. Rachel DiPasquale and Waikiki Health Board Member and Legacy of Life Family Services Coordinator Kaiwi Coakley were selected from a field of more than 200 nominees to join Pacific Business News' "40 Under 40 Class of 2019." Our honorees were nominated by the health center's top leaders—who are keenly aware of their talents.

Last year's PBN theme, "Passport," emphasizes that the Class of 2019 is "going places in their lives and careers," according to PBN Editor-in-Chief A. Kam Napier. These young business

leaders—in banking, architecture, health care, science, technology, energy, government and the nonprofit sector—and their companies are "committed to making this a better Hawaii," Napier said.

Dr. "K" – HAH Physician of the Year!

Waikiki Health Chief Medical Officer, Dr. Elliot Kalauawa, was named "Physician of the Year" by the Healthcare Association of Hawaii (HAH), which annually recognizes top-performing healthcare professionals who represent the healthcare spectrum, from service providers to admin staff.

Dr. Kalauawa (affectionately known as Dr. "K") was honored at HAH's 2019 Awards and Scholarship Gala on October 26; but he is quick to share credit with all Waikiki Health staff:

"I am honored to receive the award, but the award really belongs to the entire Waikiki Health. No one here can do their job alone, so when someone receives an award or recognition, it is the entire agency that receives it. All awards are a reflection of what our agency does."

According to Dr. K, who has served Waikiki Health patients since 1986, "You have to know your patient. When I examine a patient, part of the time is getting their symptoms, but it's also to find out their interests, personal life, family—all of that ultimately affects how you're going to approach them and what kind of treatments you recommend. When a physician connects with a patient, they are more efficient in treating them. The goal is to treat the patient, not the disease."



Waikiki Health Board President Ed Springer (left) and Dr. Elliot Kalauawa at the HAH Awards Gala.

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WHO WE SERVE

19% of our patients are either homeless or live in shelter

32% of our patients live below the poverty level*

*A family of 4 living in Hawaii with total income of less than \$29,620

62% of our patients receive Medicaid and/or Medicare

1000+ of patients are diagnosed with depression or alcohol/substance use disorders

Our 201 employees provide expert care and services across 6 sites

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 537-8400 or email mlohman@waikikihealth.org. Mahalo!