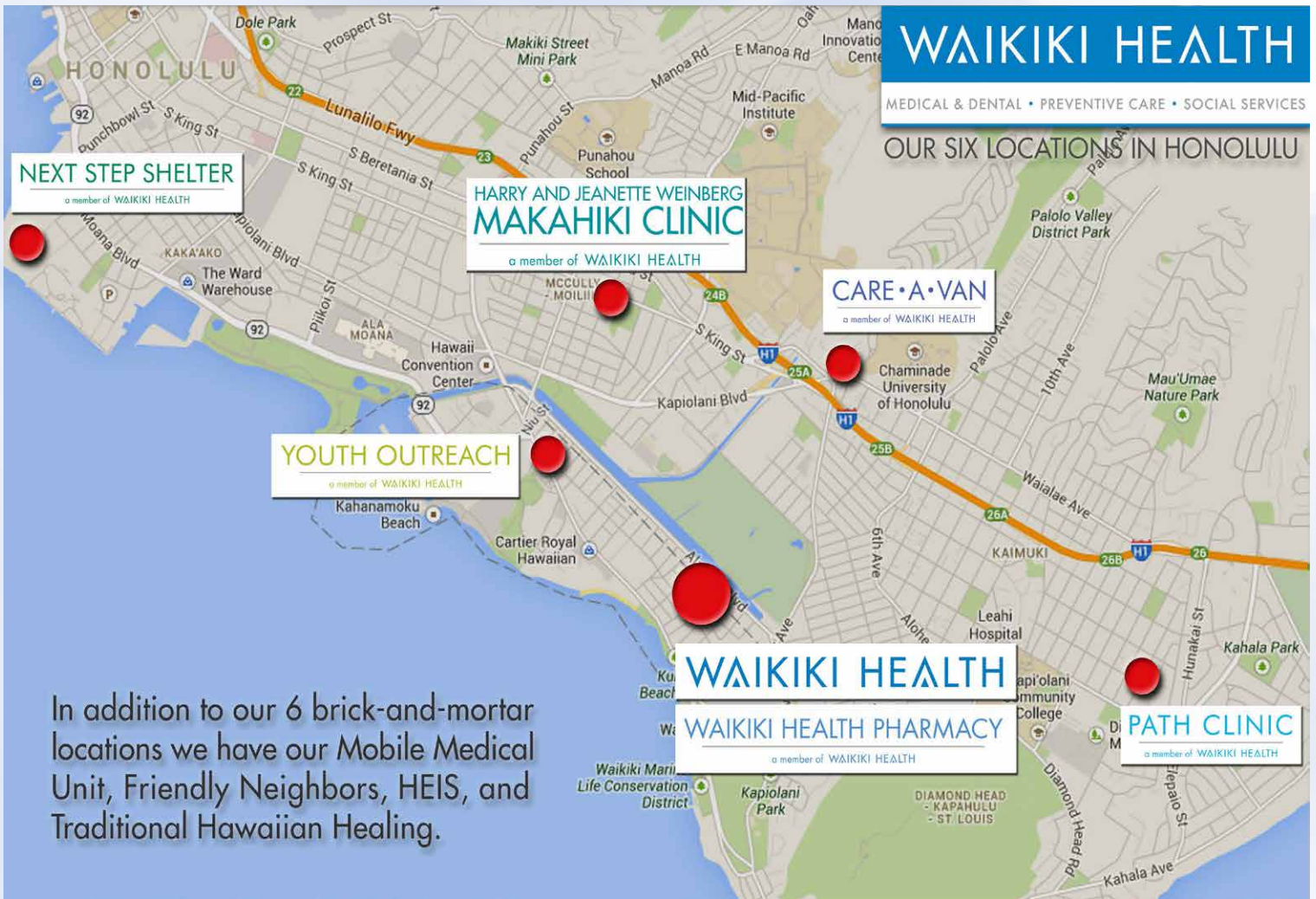


2014 ANNUAL REPORT



WAIKIKI HEALTH

MEDICAL & DENTAL • PREVENTIVE CARE • SOCIAL SERVICES



WAIKIKI HEALTH

MEDICAL & DENTAL • PREVENTIVE CARE • SOCIAL SERVICES

OUR SIX LOCATIONS IN HONOLULU

NEXT STEP SHELTER
a member of WAIKIKI HEALTH

**HARRY AND JEANETTE WEINBERG
MAKAHIKI CLINIC**
a member of WAIKIKI HEALTH

CARE-A-VAN
a member of WAIKIKI HEALTH

YOUTH OUTREACH
a member of WAIKIKI HEALTH

WAIKIKI HEALTH

WAIKIKI HEALTH PHARMACY
a member of WAIKIKI HEALTH

PATH CLINIC
a member of WAIKIKI HEALTH

In addition to our 6 brick-and-mortar locations we have our Mobile Medical Unit, Friendly Neighbors, HEIS, and Traditional Hawaiian Healing.

WAIKIKI HEALTH

Our Mission

The mission of Waikiki Health is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Our Vision

Waikiki Health provides compassionate healing and expert care that result in improved health and quality of life for all in our island community.

Core Values

- We are committed to providing the highest quality care and services to our island community.
- We believe that respect is the foundation of our interpersonal relationships.
- We maintain empathy and kindness, treating everyone as Ohana.
- We are creative and flexible in meeting community needs.
- We will help empower others to reach their highest potential.
- We are accountable to the community we serve and to each other.

Contact Details:

Main phone 808.922.4787

Development Office
808.791.9331

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Letter from our Chief Executive Officer

2013 was a year of anticipation; a year of hope. It brought the long-awaited realization of a dream... expanding our agency to include dental services. Subsequently, much of the year was spent designing our new space; planning; fund-raising; and constructing our newest service site, the Harry and Jeanette Weinberg Makahiki Clinic. The dental and medical facility, in the McCully-Mo'ili'ili area, was named in recognition of the generous donation received from the Harry and Jeanette Weinberg Foundation. We are so

very grateful for the state, city and private funding from trusts, foundations and individuals who made our much-needed expansion possible. A list of all the capital campaign funders can be found within the pages of this 2013 Annual Report.

Across our other locations, we experienced growth and bolstered our programs. PATH Clinic broadened its services to focus on primary care for the women we serve, as well as their children. Our job training programs expanded at YO—enabling the youth to be trained as baristas, retail workers and restaurant employees. We also hired new Waikiki Health staff with expertise at “Housing First”— a national movement aimed at housing chronically homeless individuals, and we hired program directors with a wide variety of expertise. We automated our payroll and time-keeping system, performed compliance training, and updated accounting processes; plus with all the positive growth, we initiated a brand new call center. We are also particularly proud of our new Waikiki Health Sprinter, a large commercial van that added flexibility in the areas of transportation for patients, lab deliveries and clinic-to-clinic communications.

2013 was certainly productive and fulfilling. I look back at how far we've come and I'm excited for the road ahead of us. It's gratifying to know we walk this path with our extended Waikiki Health Ohana — our strong supporters — who have helped make us the health care agency we are today.

Sheila Beckham, RD, MPH
Chief Executive Officer

Letter from our Chief Medical Officer



One of our achievements for 2013 was starting the groundwork for our new dental clinic at Makahiki. Dental services have always been a big need for patients of community health centers that we have never been able to fill ourselves. This is our first dental clinic. The new building that was remodeled at Makahiki also had enough space to accommodate 8 medical exam rooms, in addition to the 7 dental operatories.

Other achievements included increasing the number of days our PATH clinic was able to provide services, increasing the number of behavioral health providers, and increasing the number of medical providers. As our patient population grows, there is a need for more medical and behavioral health providers.

We also developed new protocols and patient flow systems that will allow us to provide high quality care more efficiently as a patient centered medical home, which will benefit all of our patients at all of our sites

However, there are still many challenges ahead. One big challenge will be to provide medical care to our uninsured and underinsured patients. Even though the Affordable Care Act has been a positive development, there are still significant numbers of our patients who are not able to utilize the provisions under the ACA. Another challenge will be to provide psychiatric care since we do not have any psychiatrists, and many psychiatrists will not take care of our patients, for various reasons. We have a behavioral health team that is doing a great job, but we do not have any psychiatrists on our team. In the face of all those challenges, Waikiki Health has always tried to do the best we can in difficult situations, and we will continue to do our best to provide the kind of care that our patients deserve.

Dr. Elliot Kalauawa
Chief Medical Officer

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HRSA Requirements

**The Board, elected annually, consists of up to 20 members representing diverse backgrounds. More than half of the Board members “shall be active consumers” of the health center’s primary care services, according to the U.S. Department of Health and Human Services Bureau of Primary Health Care. In addition, no more than half of the non-consumer Board members can derive more than 10% of their annual income from the health care industry. Consumers are marked with an asterisk above.*

2013 Growth and Achievement

Ohua Clinic & Pharmacy The agency's primary and largest clinic – despite having 15 exam rooms – was overcrowded and not able to accommodate everyone who turned to us for care in 2013. When Makahiki Clinic opened in early 2014, we could refer patients to the new site and our flagship clinic once again was able to provide quality care in a timely manner.

Makahiki Medical and Dental Clinic Preparations to establish our newest site was a top priority in 2013. Please see page 5 for more details.

Care-A-Van Our outreach program targeting homeless families and individuals added a medical provider at its primary care clinic, and opened the clinic to the general community to increase access to affordable, quality care. The clinic now takes appointments in addition to offering drop-in health services. Core services include client assessments, case management, family and lifestyle counseling, food supplies, clothing, mail service, and other services.

Youth Outreach (YO) Homeless youth, age 21 and under, are offered medical and social services in a highly supportive environment. In 2013, YO increased its Job Training Program and GED Preparatory Program; established Kupu Community U internships for YO clients, and significantly upgraded the YO facility.



Two clients from our Youth Outreach Clinic (YO). YO offers support to homeless and at-risk youth.



“We are proud of our mission at Waikiki Health, and feel honored to work with a group of people at PATH Clinic who uphold such morale and generosity of heart.”

*Natalie Anderson & Porsha Arnold,
PATH Clinic*

PATH Clinic Our women's clinic provides a welcoming, non-judgmental environment for pregnant and parenting women with a history of addiction; also women who are homeless, or marginalized for other reasons. In 2013, the program introduced premature birth risk-reduction education and services, and a family literacy program – both launched with grant support.

Next Step Shelter In 2013, Waikiki Health's emergency/transitional shelter shortened the wait time for prospective clients to enter the shelter; created personalized housing plans for clients; and helped clients transition more quickly into housing. The program also expanded its ongoing, successful job training, counseling and placement programs.

Friendly Neighbors Community volunteers provide social support for kupuna living in Waikiki, offering friendly visits, reassurance phone calls, light meal preparation, chores around the house and other assistance. In 2013, the program began using social media to recruit additional volunteers and increased volunteer appreciation activities. The program also strengthened relationships with educational institutions to link college students with kupuna.

HEIS (HIV/HCV Early Intervention Services) Our HEIS community outreach program provides services at substance abuse treatment programs on Oahu, Hawaii, Maui and Kauai. In 2013, HEIS expanded its services to four additional substance abuse treatment programs. HEIS staff connect high-risk clients to medical care; offer free HIV/HCV testing; HIV, HCV, STD and smoking prevention education; and medical case management.

A Look Back at 2013 . . .

Expansion Initiatives and Other Advances



\$1.4 Million Capital Campaign to Start-up Makahiki Clinic

Waikiki Health's capital campaign to establish its newest service site – named the Harry and Jeanette Weinberg Makahiki Clinic – was a high priority throughout 2013. The new facility, offering medical care, integrated behavioral health, and comprehensive dental services, opened in February 2014.

Support from every sector of the community – private foundations, service organizations, faith-based groups, individuals and government entities – enabled Waikiki Health to establish Makahiki Clinic, located at 935 Makahiki Way in McCully-Moilili. A large, prominently placed plaque recognizing our donors is located in the facility's lobby. Capping the donations was a grant of \$400,000 awarded by the Harry and Jeanette Weinberg Foundation. In gratitude for this generous grant, the facility is called: the Harry and Jeanette Weinberg Makahiki Clinic, a Member of Waikiki Health.

Introducing Comprehensive Dental Care

Dr. Suzan K. Ly, DDS, MPH, was hired as a consultant in the Fall of 2013 to help shape policies and procedures for Waikiki Health's new Dental Clinic, and she became the agency's first Dental Director. Welcoming keiki to kupuna, the Dental Clinic offers preventive, prophylactic, emergency and restorative services.

Service Enhancements Agency-wide

In 2013, Waikiki Health worked to increase productivity and cost-effectiveness, maintain its high level of care, and improve patient health outcomes. Target populations included those who were uninsured, low-income, homeless, and others whose needs are often unmet by the traditional health care system.

MAHALO TO DONORS

By supporting Waikiki Health through your monetary and in-kind donations, you help us succeed in our mission to provide health and social care to everyone in our community, regardless of ability to pay. Thank you for your generous donations.

INDIVIDUALS & FAMILIES

Over \$20,000

Anonymous

Over \$5,000

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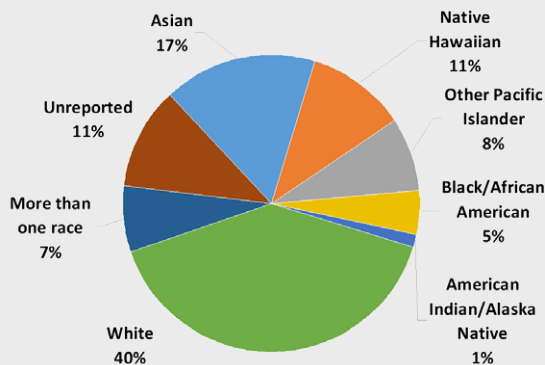
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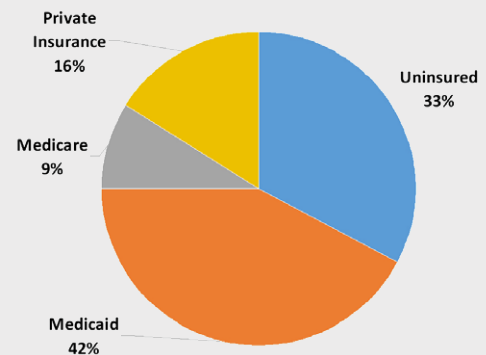
"I have the opportunity to give back to the community by keeping us financially sound so that we can continue to make a difference in our patients' lives."

Jeff Chawenson, CFO

WHO WE HELPED: Patients by Race/Ethnicity



HOW WE HELPED: Patients by Insurance





Next Step Shelter



“This organization is truly making a positive difference in our community, and in the lives of our patients.”

*Jason Espero,
Manager of Next Step Shelter*

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MAKAHIKI CLINIC

a member of WAIKIKI HEALTH

Waikiki Health sends a special mahalo to the following private foundations, service organizations, faith-based groups and individual donors who helped make the Harry and Jeanette Weinberg Makahiki Clinic a reality. Thank you for supporting us in 2013 to expand our medical services, behavioral health, and now comprehensive dental care, in Honolulu.

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Setting Realistic Goals Equates to Profound Change

Laura thought living in her car would be only temporary. From her car, she moved into a tent and shuffled from park to park – weeks turned into years. She never felt safe and she kept telling herself that living like this wouldn't last. She was a business owner, having cleaned houses for more than 20 years – until she injured her back and was unable to work. Homelessness can happen in the blink of an eye...

Thankfully, Laura came to Waikiki Health for medical treatment after hearing we offer care to everyone regardless of ability to pay. When her doctor learned she was homeless and living in a tent, she was encouraged to get help at our Next Step Shelter. Like each resident at Next Step, Laura was assigned a housing case manager and together they set realistic goals to help transition her into permanent housing. It took less than 8 months for Laura to move from our shelter into permanent housing.

Waikiki Health believes everyone, no matter their circumstances, is worthy of a safe place to live. ***Your partnership has helped Next Step Shelter to light the way for those in need.***



Next Step Shelter



“Helping and caring for others has been my passion since I was young. Waikiki Health has given me the opportunity to help our community for more than 7 years.”

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Choosing Love over Fear

When Corrine first came into Waikiki Health, she tells us she was terrified, scared to tell anyone how she really felt. She knew everything looked good on the outside; however on the inside, it was an entirely different story.

Corrine had severe anxiety. She would sink into deep depression and had difficulty making decisions. She knew she needed real help, but was unsure where to go. It was when she had the courage to walk into Waikiki Health on Ohua Avenue that Corrine received the help she really needed from providers who truly cared – and helped her to choose love over fear.

It was through her appointments with our behavioral health provider that Corrine gained the confidence to proceed on a path of healing and happiness.

Your support has helped us be there wherever and whenever we're needed.



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“I have a special connection to Waikiki Health; they saved my life on a couple of occasions. They are my health care professionals & my extended family...my Ohana.”

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Anonymous Donor-Advised Fund
Ifuku Family Foundation
Jhamandas Watumull Fund
K Properties, Inc.
Keith and Polly Steiner Family Foundation
Manoa Valley Church
Mary & Paul Wagner Charitable Fund
NFL Foundation
Pacific Rainbow Foundation
Loden & Conahan, LLC
Pohai Nani Good Samaritan Kauhale
Resurrection of the Lord Catholic Church

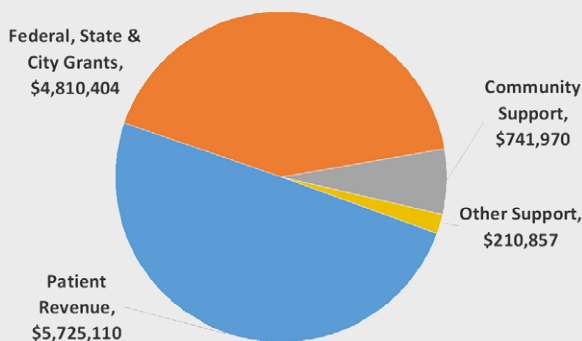
\$500 - \$999
City Mill Company Ltd./Chung Kun Ai Foundation
Excelsior Lodge No.1
The Parish of St. Clement
Pharmacare Hawaii
Sorooptimist International of Honolulu
United Church of Christ
Waikeola Congregational Church
Woman's Board of Missions for the Pacific Islands

\$250 - \$499
Foodland Super Market Ltd.
Hawaii Women's Political Caucus
Hilton Waikiki Beach
Ilima Hotel
Salt Lake Elementary School
Sorooptimist International - Founder Region
Sorooptimist International of Honolulu

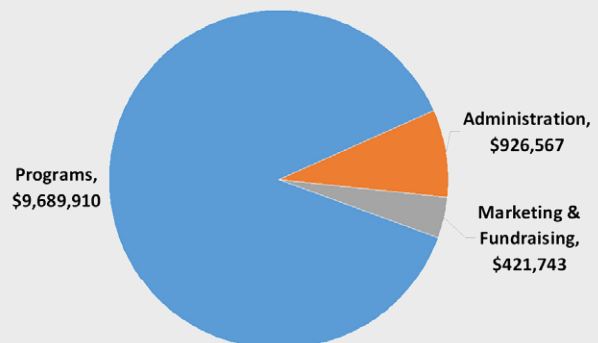
\$100 - \$249
Ala Moana Dental Group
Aloha VIP Tours, Inc.
The Brown Bottle
Chiko's Tavern
Construction Associates, Inc.
Ericsson Matching Gifts Program
First Hawaiian Bank
First Physical & Functional Rehab at Waipahu
HI Center Aesthetic & Restorative Dentistry
Hawaii District United Methodist Women
Hawaii Orthodontist
Helber Hastert & Fee Planners, Inc.
Honomach, Inc.
Orchids of Olinda Inc.
Patricia Lancaster Swim School, Inc.
Pediatric Dentistry Associates
The Pillbox Pharmacy
Punahou School Luke Center for Public Service
Rotary Club of Ala Moana
Shinnyo-En Hawaii
XTERMCO

Under \$100
Ace Auto Glass Inc.

2013 Revenue: \$11,488,341



2013 Expenses: \$11,038,220



GET CONNECTED

a member of WAIKIKI HEALTH

Waikiki Health is proud to share that 100% of our staff participated in the annual 2013 Get Connected giving program, and went above and beyond their roles as employees and generously made a donation back to our community. Mahalo Waikiki Health staff!

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Mr. Chad Clark	Ms. Josalyn Inocencio	Mr. Thomas McDonald	Ms. Christina Samoson	Mr. Dallas Walker
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Ms. Kaiwiola Coakley	Ms. Kristin Jablonski	Ms. Keaolani Mento	Ms. Michelle Scott	Ms. Andrea Young-Santos
Mr. David Crivello	Mr. Jason Johnston	Ms. Sheena Molale	Mr. Peter Sentner	

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Dr. Denis Mee-Lee
Hawaiian Legacy Hardwoods, LLC
Jerry Hay Inc.
Kotake Shokai, Ltd.
Maile's Lei Stand
Miyashiro and Associates, Inc.
Mutual Publishing, LLC
New Hope Lodge No. 3
Rev. Akaka Ministries Foundation
Royce Maintenance Service, Inc.
Saint Philomena Church
Sisters of the Sacred Hearts
Infirmery
Source It
Steve's Auto Radio Repair
Surf Motors
Ms. Wendy Yoshimoto

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Ala Moana Dental Group
Aloha United Way
Aloha VIP Tours, Inc.
AlohaCare
American Diabetes Association
Army Public Health Nurses
Assistance League of Hawaii
BAMP Project/Events International



Makahiki Dental Team

Bank of Hawaii Charitable Gift Fund
 Bravo Restaurant & Bar
 The Bretzlaff Foundation, Inc.
 The Brown Bottle
 The Catering Connection
 Central Middle School Band
 Central Union Church
 Central Union Church Women's League
 The Chamber of Commerce of Hawaii
 The CHOW Project
 City and County of Honolulu (CDBG)
 City Mill Company Ltd./Chung Kun Ai Foundation
 Colliers Monroe Friedlander
 Community Church of Honolulu
 Construction Associates, Inc.
 Coptic Orthodox Diocese
 Dr. Denis Mee-Lee
 Design Asylum, Inc.
 Down to Earth Natural Foods and Lifestyle
 Epiphany Episcopal Church
 Ericsson Matching Gifts Program
 Excelsior Lodge No. 1, I.O.O.F
 First Interstate Bank
 First Physical & Functional Rehab at Waipahu
 First Presbyterian Church
 Foodland Super Market, Ltd.
 Friends of Hawaii
 Friends of the Library of Hawaii
 Grace Fellowship
 Grace Fellowship Church
 Hanahau'oli School
 Hanayagi Dancing Academy
 Hawaii Alpha Delta Kappa Theta
 Hawaii Best Loans, LLC
 Hawaii Community Foundation
 Hawaii H.O.M.E. Project
 Hawaii Homeownership Center
 Hawaii Medical Service Association Foundation
 Hawaii Orthodontist
 Hawaii Prince Hotel Waikiki and Golf Club
 Hawaii Women's Political Caucus
 Hawaiian Brians
 Hawaiian Legacy Hardwoods

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 Maui Sporting Goods
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 Mutual Publishing, LLC
 Na Lei Aloha Foundation
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 Royal Hawaiian Band
 Royce Maintenance Service Inc
 S&G Construction
 Saint Philomena Church
 Salt Lake Elementary School

Samujrai, Inc.
 Shinnyo-En Hawaii
 Sisters of the Sacred Hearts Infirmary
 Solid Rock Ministries
 Source It
 St. Mark's Episcopal Church
 St. Philomena Church
 Star of the Sea Church

U.S. Charitable Gift Trust
 United Church of Christ
 United HealthCare Svcs, Inc
 Waikeola Congregational Church
 Woman's Board of Missions for Pacific Islands
 Wyndham Royal Garden at Waikiki
 XTERMCO

A Sense of Self Worth Instilled

For the first time ever, a young man named Christian felt valued, like he was truly achieving something great because of Waikiki Health's Youth Outreach (YO) program. Christian created a clear vision for his future because YO encouraged him to continue his education. "The resources at your fingertips are endless. Everyone here at YO wants you to have a successful future and lifestyle. They value you for who you are."



Youth Outreach

It hadn't always been this way for Christian; he knew what it felt like to be hopeless and alone... "YO has kept me alive when I had no one... when you have no family, it's nice to be somewhere you feel totally welcome. They took care of me."

Christian was hired as a full-time staff member at Kupu and is in awe of everything that has happened to him. ***Without your support, Youth Outreach couldn't provide these opportunities for homeless young people like Christian. Lives are being transformed. Thank you for helping to make this happen.***

Steve's Auto Radio Repair
 Surf Motors
 Komen For The Cure - Hawaii Affiliate
 The Church of Jesus Christ of Latter-Day Saints - Kaimuki Ward
 Trade West Inc.
 Trinity United Methodist Church

FEDERAL
 Department of Health and Human Services - Health Resources and Services Administration: Ryan White HIV/AIDS Early Intervention Services



One of our youngest clients in the PATH Clinic garden.

Department of Health and Human Services
 - Health Resources and Services
 Administration: Health Care for the
 Homeless and Medically Underserved
 Populations
 U.S. Charitable Gift Trust

STATE

Department of Health: Family Planning
 Clinical Services
 Department of Health: Family Planning
 Health Educator
 Department of Health: Uninsured Grant
 Department of Health: Early Intervention
 Services for HIV
 Department of Health: Eligibility Worker
 Department of Health: Perinatal Support
 Services and Triage
 Department of Human Services: Homeless
 Outreach Program
 Department of Human Services: Homeless
 Shelter Program

CITY

City and County of Honolulu (CDBG)
 City and County of Honolulu (GIA)
 Department of Community Services: Male

Achievement Network
 Department of Community Services:
 Waikiki Friendly Neighbors
 Department of Community Services:
 Grants-In-Aid
 Department of Community Services:
 Community Development Block Grant

PRIVATE SUPPORT

AIDS Community Care Team: Essential HIV
 Health & Human Services
 AUW Impact Funding
 Hawaii Primary Care Association: Outreach
 & Education Workers
 HCF: Family Literacy
 HCF: Hawaii Tobacco Prevention and
 Control Trust Fund
 Papa Ola Lokahi
 University of Hawaii: HIPRAISE
 US Vets
 Youth Outreach - Job Training

IN MEMORY OF

Terresa Rue Blaylock
 Kathy Bush
 Elias Freidus, MD
 Oscar, June, Kenny & Belinda Hawley

Harue Kojima
 Stephen and Haruyo Kotake
 In loving memory of Emanuel Joseph
 Leavitt, MD.
 Mr. & Mrs. Robert M.S.Lee
 Ann Leialoha
 Hale K. Makua
 Mr. & Mrs. Satosh Matsushige
 Dr. K.A. Merendino
 John H. and Lois T. Norris
 Dr. Thomas K. Oshiro
 Sandy Sands
 Mindy Starn
 Julie-Ann Won

IN HONOR OF

Peter Sentner
 Colton F.

2013 at a GLANCE
 8,649 patients were provided 34,653
 primary care visits
About our Patients
 • 76% were living at or below 200% of
 Federal poverty level
 • 25% were homeless

Waikiki Health also wants to recognize countless other donors who wish to remain anonymous.

List of donors and supporters from January 1, 2013 – December 31, 2013.

We appreciate our supporters and make every effort to ensure accuracy in donor listings. If you notice an error or omission, please contact our Marketing & Development Department at information@waikikihealth.org or (808) 791-9331.

Ways to Give Please Continue Your Strong Support of Our Efforts

Donate On-Line

Click for the **DONATE NOW** button on our website.....Visit www.waikikihealth.org

Become a Wiki Wiki Gift Club Member

Make your impact easily through monthly gifts.....Contact our Development Manager at 791-9334

Remember Waikiki Health in Your Will/Planned Giving

Leave a legacy of support for Waikiki Health.....Contact our Director of Development at 791-9331

Give a Gift of Stock

Help Waikiki Health serve more people in need.....Contact our Director of Development at 791-9331

Match Your Gift

Double your gift. Ask your employer if they have a matching gift program.....Contact our Development Manager at 791-9334

Volunteer Your Time

Friendly Neighbors (Companionship, support for Waikiki seniors).....Contact our Elder Services Coordinator at 926-8032
 Office Assistance (stuffing envelopes, etc.).....Contact Human Resources at 738-9356
 Next Step ShelterContact the Volunteer Coordinator at 738-9362

Make an In-Kind Gift

Donate tax-deductible items; plan a pizza party for our homeless clients; bring holiday gifts to our shelter or other homeless outreach programs. We welcome gently-used clothing, computers, books, kitchen supplies, furniture, vehicles... and more.
 Next Step Shelter, providing shelter, job training and other services to families and individuals.....Contact 738-9362
 Youth Outreach (YO) serving unaccompanied homeless youth.....Contact 791-9366
 Care-A-Van, offering medical & behavioral health services to our community and social services to the homeless.....Contact 791-9359
 PATH Clinic, assisting pregnant and parenting women, many struggling with addiction issues.....Contact 791-9390

935

WAIKIKI HEALTH

MEDICAL & DENTAL • PREVENTIVE CARE • SOCIAL SERVICES



In addition to our 6 brick-and-mortar locations we have our Mobile Medical Unit; also our Friendly Neighbors, HHS, and Traditional Hawaiian Healing Programs.

WAIKIKI HEALTH WAIKIKI HEALTH PHARMACY

a member of WAIKIKI HEALTH

CARE • A • VAN

a member of WAIKIKI HEALTH

NEXT STEP SHELTER

a member of WAIKIKI HEALTH

PATH CLINIC

a member of WAIKIKI HEALTH

YOUTH OUTREACH

a member of WAIKIKI HEALTH

HARRY AND JEANETTE WEINBERG MAKAHIKI CLINIC

a member of WAIKIKI HEALTH

Quality healthcare for everyone in need

Waikiki Health is a community health center that provides medical and social services to everyone, regardless of ability to pay. Our approach is to provide care that is patient-centered, culturally sensitive, and integrated to improve overall health. We place special emphasis on reaching underserved populations and expand our services to fit the community's needs.

Ohua Clinic and Pharmacy in Waikiki
277 Ohua Avenue
Honolulu, 96815
(808) 922-4787

Harry and Jeanette Weinberg Makahiki Medical and Dental Clinic
935 Makahiki Way
Honolulu, 96826
(808) 922-4787

PATH Clinic in Kaimuki
845 22nd Avenue
Honolulu, 96816
(808) 791-9390

Care-A-Van Drop-in Center in Kaimuki
3020 Waialae Avenue
Honolulu, 96816
(808) 922-4790

Youth Outreach Drop-in Center in Waikiki
415 Keoniana Street
Honolulu, 96815
(808) 942-5858

Next Step Shelter in Kaka'ako Pier One
Honolulu, 96813
(808) 791-9385



Aloha United Way

A United Way Community Partner

Services are provided on Oahu and throughout Hawaii by our outreach programs.

WAIKIKI HEALTH

MEDICAL & DENTAL • PREVENTIVE CARE • SOCIAL SERVICES

www.waikikihealth.org