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

Vision Statement
Waikiki Health Center 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.

For more information about Waikiki Health Center, visit our website: www.waikikihc.org or Facebook page: www.facebook.com/waikikihc
2009 was an instrumental year for Waikiki Health Center. An unprecedented number of new patients turned to our clinics for medical and social services. We provided care to 10-12 new patients daily – much more than our typical rate of 2-3 daily – and 3,000 more visits than in 2008. We responded to the growing need for affordable medical care by increasing our medical team, reconfiguring space at our Ohua Avenue Clinic to accommodate more patients, and giving the clinic a small “face lift” to make it more welcoming for our patients.

The greatest highlight of the year was going live with a new Electronic Medical Records system after only 2 days. I am proud to say that I don’t know of any other health center that has transitioned as quickly! This technology is particularly important for our multi-site agency. Now our providers can access up-to-date patient health records at all our locations, including our medically-equipped vehicles.

I especially want to thank our staff for their commitment and loyalty. Despite the transitions, they stayed focused on our mission. Because of their dedication and flexibility, we were able to provide quality medical and social services for everyone, regardless of ability to pay, all year long.

The year would not have been such a success without your support! I am proud to present this report reflecting our 2009 impact.

Sheila Beckham RD, MPH
Executive Director

In addition to the important accomplishments noted in this letter, Waikiki Health Center also completed these great achievements in 2009:

- Care was afforded to the uninsured. With eligibility specialists helping uninsured patients enroll into health insurance and other benefit programs, uninsured visits were reduced to 28% - significantly lower than 62% in 2003.
- We enhanced our medical team. We added a family practice physician, internist, pediatrician and licensed clinical psychologist. We also administered needed pay increases to retain current medical providers.
- We made strong first impressions. A new phone system was installed so we are more easily reached. Our front-line staff began wearing new uniforms, reflecting the high quality of Waikiki Health Center’s services. Our website (waikikihc.org) was re-designed to improve navigation and content management.
- We informed the community. We carried the message “Waikiki Health Center is for Everyone” throughout a multi-media campaign that included television, radio and magazine advertisements.
Primary Care

21,138 primary care visits were provided to 5,731 patients agency-wide in 2009. Of all patients, 10-12 daily were new.

Primary Care incorporates general and preventive health care with specialty health services, traditional Hawaiian healing, behavioral health counseling, and medical nutrition therapy.

Areas of focus: chronic disease management; clinical breast cancer screening; pain management; HIV early intervention; family planning; insurance enrollment assistance.

Provided at:
- Ohua (Waikiki) Clinic
- Ho’ola Like North Shore (Haleiwa) Clinic
- Care-A-Van Program
- Youth Outreach Program
- Mobile Medical Unit & Medically-equipped Vans

Traditional Hawaiian Healing

742 clients received Traditional Hawaiian Healing services in 2009.

Traditional Hawaiian Healing combines healing practices with counseling and education.

Practices: Lomilomi (Hawaiian massage and spiritual healing); Ho’oponopono (spiritual counseling/conflict resolution); La’au Lapa’au (medicinal herbs).

Provided at:
- Ohua (Waikiki) Clinic
- Ho’ola Like North Shore (Haleiwa) Clinic
- Youth Outreach Program

Pediatric Care

472 patients agency-wide were age 18 and younger in 2009.

Pediatric Care helps keiki grow healthy by addressing their unique health needs at different ages and stages. A wide range of services are provided to infants, children and adolescents.

Services: general and preventive care; physical exams; immunizations; routine health check-ups; sick child visits.

Provided at:
- Ohua (Waikiki) Clinic
- Ho’ola Like North Shore (Haleiwa) Clinic
**HIV Early Intervention**

260 clients with HIV/AIDS received services in 2009, including 2,074 medical visits, 189 behavioral health encounters, and 272 counseling/testing encounters. 72% were living at or below poverty level.

HIV Early Intervention provides care for everyone affected by or infected with HIV. Services focus on the early detection and treatment of HIV. Since 1999, Waikiki Health Center has been Hawaii’s sole recipient of Part C Ryan White funding for HIV/AIDS Primary Care. Waikiki Health Center and our sub-contracted HIV provider serving Maui (Malama I Ke Ola Health Center) are the only agencies with HIV Specialists providing HIV primary and specialty care for HIV/AIDS patients regardless of ability to pay.

**Services:** free and anonymous testing, prevention and treatment; health education; medication counseling; nutrition counseling.

**Provided at:**
- Ohua (Waikiki) Clinic
- Ho’ola Like North Shore (Haleiwa) Clinic
- Care-A-Van Program
- Youth Outreach Program

**Family Planning**

11,008 people were reached throughout the community by our staff members speaking at 614 events in 2009.

Family Planning offers clinic-based services and community health education to promote reproductive health. Educators make presentations at schools, social service programs, treatment facilities, prisons, health fairs, organizational meetings and during street outreach.

**Services:** confidential STI (sexually transmitted infection) testing and treatment; anonymous HIV and Hepatitis C testing and treatment; screening exams; health education and counseling; prescription birth control; emergency contraception; pregnancy testing; referrals for prenatal care and birthing.

**Provided at:**
- Ohua (Waikiki) Clinic
- Ho’ola Like North Shore (Haleiwa) Clinic
- Care-A-Van Program
- Youth Outreach Program

“I love the staff at this facility. They treat me and my family with care & respect. Thank you for your high standards of service.”

Patient comments from the ’09 Client Satisfaction Survey
Care-A-Van Program: Healthcare for the Homeless

Our Care-A-Van (CAV) serves families and individuals who are experiencing or at risk for homelessness. Services are available at CAV’s drop-in center and provided across Oahu utilizing medically-equipped vans and a mobile medical clinic – Oahu’s only “Clinic on Wheels” serving the homeless. CAV also handles intake for and provides social services to residents of the Next Step Shelter.

**Services:** general and preventive care; behavioral health counseling; food, clothing and hygiene supplies; mail and message services; job and shelter assistance; substance abuse counseling; HIV early intervention services.

Youth Outreach Program: Services and Support for Homeless Teens

The Youth Outreach Program (YO)* provides homeless youths, age 21 and younger, with a safe environment at the drop-in center and medical services at its on-site YO Teen Clinic. Besides medical services, youths receive support services including counseling, shelter and job assistance, and GED preparatory classes. Youths also benefit from hot meals, laundry and shower facilities, a staff-supervised computer room, and recreational activities.

**Medical services:** physical exams; immunizations; health education; family planning; HIV early intervention services.

*YO is operated in collaboration with Hale Kipa, which provides many social service aspects of the program.

Friendly Neighbors Program: Helping Our Kupuna

Friendly Neighbors enlists community volunteers of all ages – including active Waikiki seniors and students in nursing, social work and other fields – to assist seniors who hope to remain living independently for as long as possible. The program also benefits volunteers, who meet people with shared interests and make new friends; and students gain practical experience in serving the elderly.

**Services:** friendly visits; phone calls; help with chores; transportation to the doctor; respite care for regular caregivers.
NEW AND EXPANDED CARE FOR AT-RISK POPULATIONS

Homelessness Prevention and Rapid Re-Housing

Our Homelessness Prevention and Rapid Re-housing Program (HPRP) provides assistance with housing placement, case management and referrals for additional services. HPRP is provided at the Care-A-Van drop-in center to individuals and families experiencing or at-risk for homelessness. This program was made possible through funding from the Department of Housing and Urban Development (HUD) through the American Recovery and Reinvestment Act (ARRA).

HEIS Outreach

Our HIV Early Intervention Services (HEIS) Outreach Program educates patients at substance abuse treatment centers about HIV, Hepatitis C, risk factors and prevention. HEIS services also include testing, case management, traditional Hawaiian healing, certified substance abuse counseling and resources to quit smoking. The HEIS program is available on Oahu, Maui, Kauai and the Big Island. Our HEIS Program receives funding from the Department of Health’s Alcohol and Drug Abuse Division (ADAD).

Retinal Services

Retinal Services were introduced to provide screening exams to patients with diabetes. To combat the space crunch at the Ohua Clinic, agency leadership closed off the end of a hallway, and established the Retinal Room, one of the site’s smallest service areas.

Support Groups

Establishing support groups for patients with chronic conditions (our HIV/AIDS patients, patients with diabetes, and others) helped patients make important lifestyles changes – such as incorporating healthier diets, more exercise, and stress reduction strategies into their day. We facilitated “Malama Ko Kakou Hale” cardiometabolic health support groups for patients with diabetes, heart disease, obesity and other chronic conditions – a disproportionate number of whom are Asian, Native Hawaiian or other Pacific People. Funding was provided by Ulu Network Community Fund grants from the Department of Native Hawaiian Health at the University of Hawaii School of Medicine.

A GLIMPSE AT WHO WE SERVE

79% of our patients are living at or below poverty level

- Public Assistance 51.3%
- Private Insurance 20.4%
- Uninsured 28.2%
- Asian 19.52%
- Caucasian 49.90%
- Native Hawaiian 18.92%
- Other Pacific Islander 6.15%
- Black/African American 4.51%
- American Indian/Alaska Native 1.00%
- Other 1.00%
SUCCESS RESULTING FROM COMMUNITY SUPPORT

The success of Waikiki Health Center’s mission relies on the steadfast dedication of staff, volunteers and contributors. To everyone who provides gifts of any amount, whether through programs, specialized services, or unrestricted giving to benefit the areas of greatest need... To those who volunteer their time... To those who support us with in-kind donations... Mahalo nui loa!

INDIVIDUALS & FAMILIES

$10,000 & Above
Mr. & Mrs. Stanley Stong

$5,000-$9,999
Dr. M. Lou Hefley*
Ms. Marina M. Royzman & Mr. Peter Puerzgen

$2,500-$4,999
Mr. Gary L. Caufield*
Mr. William Lambertson, III

$1,000-$2,499
Ms. Phyllis J. Baumwell-Dendle*
Mr. Peter G. Drewliner
Mr. & Mrs. Charles J. Hardy
Mr. Akiva S. Jesselson
Ms. Nancy Makowski
Mr. Dennis K. Nakauye
Mr. & Mrs. Puongpun Sananikone*
Mr. Gordon Trimble
Mr. John A. White & Mrs. Yoko Hayami-White

$500 - $999
Ms. Nina Agbayani, RN
Dr. & Mrs. Max Botticelli*
Dr. Ann B. Catts
Mr. Clifton Choy*
Ms. Krista A. Hodges
Dr. & Mrs. Ralph C. Hook, Jr.*
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Mr. Lewis Moore
Ms. Eleanor B. K. Muller
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Ms. Pamela Person
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Ms. Jean E. Rolles
Mr. & Ms. Perry White
Col. & Mrs. Wendell M. Y. Wong
Mr. & Mrs. Michael B. Wood

$250 - $499
Ms. Catherine Acena
Ms. Maureen Ballard
Dr. Erlaine F. Bello
Mr. Tim Brown
Ms. Donna Ching**

STAFF SUPPORT

The following employees went beyond their roles as staff and supported Waikiki Health Center as donors. In 2009, employees contributed over $10,000 to support the mission.

Estrella Arquines Sheila Beckham Stephanie Clark Jason De Jesus Francine Dudel-Tagupa Marc Gannon Garance Gorman Beverly Hewett

Elliot Kalauawa Beverly Kanehailua Jeff Kaplan Terri La Coursiere Zucchini Sunshine Laatz Jolene Labbe

Cristal Leslie

Sharon Macabugas

Mr. & Mrs. Dean McGill
Mr. Patrick J. McNally
Mr. Donald Munro
Ms. Kathryn M. Omne
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Dr. & Ms. Irwin Schatz
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Dr. & Mrs. Donald William Wood*
Ms. Carol Jean Yakuma
Judge & Mrs. Patrick K.S.L. Yim
Mr. See Ming Yim
Ms. Nancy S. Young
Mr. & Mrs. Stanley H. Zisk

$101 - $249
Mrs. Gladys Aanerud

Mr. & Mrs. Ross A. Anderson
Mr. Terrence Araniti*
Mr. Yoshito Asato
Ms. Gigliola Baruffi
Ms. Cheryl Batangan
Dr. & Mrs. Byron W. Bender
Mr. & Mrs. Philip R. Brown
Mr. Frederic Brussey
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Dr. & Ms. George L. Druger
Ms. Patricia A. Dubois
Mr. & Mrs. Charles Dudoit
Ms. Barbara S. Ellis
Ms. Nancy T. Endo
Ms. Eleanor Fahrenwald
Ms. Ann M. Fisher
Ms. Eunice P. Feng
Mr. L. Richard Fried, Jr.
Dr. Lynn K. Fujimoto
Mr. & Mrs. Bruce Y. Fukuchi

Sharon Malloy
Lisa Mantooth
Jeff Merrill
Taera Mulder
Kelley Naba
Debra Nakatsuka
Adrianna O’Donnell
Marianne Reiterer

Linda Ross
Bryan Talisayan
Dorothy Timario
Kalina Valenti
Vanessa Vallejos
“This organization and its people are the best thing that could happen to someone on the street in need of help and direction.”

patient comments from the ’09 Client Satisfaction Survey
patient comments from the '09 Client Satisfaction Survey
patient comments from the '09 Client Satisfaction Survey

"If not for this clinic I would probably be dead."
Ms. Carol C. Tomioka
Ms. Kimberly A. Tomlinson
Ms. Madeline L. Tompkins
Mr. & Mrs. Etsuo Tonokawa
Mrs. Isabelle A. Torres
Ms. Noa Toshi
Mr. Murray E. Towill
Mr. Richard M. Towill
Mr. & Mrs. Dennis K. Toyama
Wen-Wei Tsang
Mr. & Ms. Richard H. Tsuruda
Mr. & Mrs. William M. Tsuruma
Mr. Robert Tucker
Mr. & Ms. Darryl D. Tupinio
Col. & Mrs. Albert F. Turner
Ms. Shirley E. Tuthill
Mr. & Mrs. Alex Weinstein
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Mr. & Mrs. Marvin A. Waters
Mr. & Mrs. Robert I. Watanabe
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Ms. Phyllis W. Walker
Mrs. Norah E. Walker
Mr. Robert Wakabayashi
Mr. & Ms. George Y. Wada
Mr. Robert Wakahayashi
Mr. & Ms. John C. Walker Jr.
Mrs. Norah E. Walker
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Ms. Dawn M. Ward
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Ms. Gladys Watanabe
Mr. & Mrs. Robert I. Watanabe
Mr. & Mrs. Marvin A. Waters
Mr. & Ms. Gunther Weamire
Mr. & Mrs. Alex Weinstein
Mrs. Katherine H. Werry
Mr. & Mrs. James H. West
Mr. Lyndon Wester
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Ms. Sarah Y. Whitehead
Ms. Wilma K. Wilkie
Mr. Japheth Williams
Ms. Marian L. Williams
Ms. Beverly O. Winber
Ms. Mary Patience Wine
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Mr. & Ms. Cyril B. Wong
Ms. Deanna Wong
Mr. & Mrs. Gary Y. Wong
Mr. & Mrs. Richard J.C. Wong
Ms. Theresa A. Wong
Mr. Tony Wong
Dr. & Mr. Warren Wong
Mr. William K. Wong
Mr. Winston Wong
Mrs. June G. Wright
Mrs. Lois & Ms. Marcia Wright
Ms. Jane M. Wylie
Mr. Darren M. Yamabe
Mrs. Kay K. Yamada
Mr. & Mrs. Kingo Yamada
Mr. & Ms. Raymond Y. Yamada
Mr. Andrew E. Yamaguchi
& Ms. Cheryl S. Ernst
Ms. Barbara Yamaguchi
Mrs. Ethel S. Yamashita
Mr. Earl J. Yamamoto
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Mr. & Mrs. Seiji Yamamoto
Mr. & Mrs. Tadashi Yamamoto
Mr. Tommie T. Yamamoto
Ms. Karen Yamamoto Hackler
Mrs. Kimiyoshi Yamakawa
Mrs. Lilian A. Yamana
Mr. & Mrs. Yuzuru Yamamasa
Mr. & Mrs. Edwin M. Yamashiro
Mr. & Mrs. Tracy A. Yamashiro
Ms. Lilian Y. Yano
Mrs. Narcissus S.M. Yap
Mr. & Ms. Walter S. Yeda
Mr. Henry L.S. Yee
Ms. Mildred Y.Y. Yee
Mr. & Mrs. Jorge Y. O. Young
Mr. Lance A. Yokochi
Mr. & Mrs. Ronald M. Yokota
Ms. Leatrice Yokoyama
Mr. & Mrs. Ross K. Yokoyama
Mr. & Mrs. Kenneth S. Yoneda
Mr. Harold S. Yonemaka
Dr. Theodore York
Dr. Alan K. Yoshida
Ms. Alice M. Yoshida
Mr. & Mrs. James H. Yoshida
Ms. Stella S. Yoshida
Mr. & Ms. Thomas K. Yoshida
Mr. & Ms. Yosihide Yoshida
Mr. Lloyd Yoshikawa
Mr. & Mrs. Paul Y. Yoshikawa
Mr. & Ms. James S. Yoshimori
Ms. Marjorie Yoshioha
Mr. Nobuo Yoshioha
Mr. & Mrs. Gary T. Yoshitake
Mr. & Ms. Nathan M. Yoshizaki
Mr. & Mrs. Ernest Young
Mr. & Ms. Gerald D. J. Young
Ms. Nancy S. Young
Mr. & Mrs. Hideo Yoya
Dr. Mihae Yu
Mr. & Ms. Jiro Yukimura
Mr. Stanley Zakahi
Ms. Betty Zane
Mr. Frederick A. Zane
Ms. Laurie M. H. Zane
Rev. Lawrence W. Zdvoracek
Mrs. & Mr. Connie L. Zolner

ORGANIZATIONS, FOUNDATIONS
AND TRUSTS

$50,000+
Barbara Cox Anthony Foundation
McInerny Foundation

$25,000 - $49,999
G.N. Wilcox Trust
Harold K.L. Castle Foundation
Hawaiian Affiliate of Susan G. Komen for the Cure
Waikiki Business Improvement District Association

$10,000 - $24,999
Aloha United Way
Athenion Family Foundation
Bretzlaff Foundation Endowment
The Cecil G. Marshall Fund of the Hawaii Community Foundation
CVS/Longs Drugs
Hart Foundation, The
Henry and Colene Wong Foundation
Kanaia Foundation
MAC AIDS Fund
Movie Museum
University of Hawaii John A. Burns School of Medicine

$5,000 - $9,999
ABC Stores
Armstrong Foundation
First Presbyterian Church
Friends of Hawaii Charities, Inc.
Hawaii Hotel & Lodging Association
Hoku Scientific Charitable Fund at the Hawaii Community Foundation
Longs Drugs
NFL Charities
Novo Nordisk, Inc.

$1,000 - $4,999
Alexander & Baldwin Foundation
Bank of Hawaii Charitable Foundation
Central Union Church - Women's League
Community Church of Honolulu - Missions Committee
Cook Foundation, Ltd.
Episcopal Diocese of Hawaii, The First Hawaiian Bank Foundation
Foodland Super Market Ltd.
G.J. and Ellen Watumull Foundation
Hawaii Medical Service Association
Shamandras Watumull Fund
K Properties Inc.
Manoa Valley Church
Mary and Paul Wagner Charitable Fund
Nanuoa Congregational Church
Oahu Physicians Group
Outrigger Shops, Ltd.
Rotary Club of Ala Moana
UHA

$500 - $999
City Mill Company Ltd./C. K. Ai Foundation
Diagnostic Laboratory Services, Inc.
Harm Reduction Hawaii
University of Hawaii Mortar Board Society (Hui Po okela chapter)
Woman's Board of Missions for the Pacific Islands

$250 - $499
Chevron USA
Good Samaritan Society of Pohai Nani
Hawaiian Emblem Club #379
Kailua Christian Church
Keith and Polly Steiner Family Foundation
Kokilana United Methodist Church
PSI World, Inc.
ROSES Systems Solutions
Yosh & Muranaka MD's Inc.

$100 - $249
Akea United Methodist Women
Church of Keauhou
Construction Associates, Inc.
First Church of Christ, Scientist
GGP Limited Partnership
Hawaii National Bank
Hui Illuma of Santa Clara County
Kawalaha Church
Orchids of Olae, Inc.
Residential Choices, Inc.
Rev. Abraham Kahu Akaka Ministries Foundation
Shinnyo-En Hawaii
Sisters of the Sacred Hearts Infirmary
The Brown Bottle
The Parish of St. Clement
Waikiki Congregational Church

Under $100
Aloha VIP Tours, Inc.
Earl S. Mente Realtors
First Physical & Functional Rehab at Waiapu
KNN Radio
Maili's Lei Stand
Pacific Eye Surgery Center Inc.

We Remember Stanley Stong
A long-time champion of Waikiki Health Center, Stanley passed away in 2009. We wish to thank Stanley and his family for their generous Planned Gift and many years of strong support.
Sandwich Isle Restaurants, Inc. DBA
Kua`aina Sandwich
Solar Shading Solutions Inc.
Wailana Coffee House

IN-KIND GIFTS
Alpha Delta Kappa - Eta Chapter
Alpha Delta Kappa - Nu Chapter
Alpha Delta Kappa - Zeta Chapter
Barefoot Mission of Hawaii
Ms. Danielle Barnes
Ms. Linda Bauval
Ms. Margie Butera
Ms. Rosemarie Cerutti
Ms. Pam Chambers
Ms. Cecelia Chang
Kahea Chock
Ms. Pam Christoffel
Tram Ding
Ms. Merrielea Dolle
Ms. Joseph Duffy
Ms. Colleen Duffy
Rev. Dr. Christopher Eng
Epiphany Episcopal Church
Ms. Babette Fergusson
Ms. Aileen Fujitani
Ms. Royce Fujitani
Ms. Gloria Fukunaga
Ram Gangaram
Mr. Brice Gomez
Mr. Isaac B. Gonzalez
Ms. Caroleyn Hanoaka
Hawaii Food Alliance
Hawaii Pathologists
Hawaiian Moon
Mr. and Ms. Joe Hirata
Ms. Melanie Holt & Mr. Tim Bostock
Dr. Robert A. Hong
HTH Corporation
HTH Property Management
Ms. Diana I’i
Tekla Ing
Ms. Marly Kaahaina
Kaiser Permanente
Ms. Audrey Keller
Kilohana United Methodist Church
Ms. Carrie Ann Kubo
La Pietra Middle School
Mr. & Ms. Howard Lee
Mr. Russell Lee
Ms. Macy Luo
Manoa Valley Church
Ms. Makanani Marcussion
Ms. Dawn Marie
Ms. Jeannie McKinney
Mrs. Cindy Murray
Northwest Airlines
Ms. Mary Novonty
Mr. Chris Nowicki
Ms. Michele Oda
Ms. Kathy Oshiro
Dr. Nancy Pace
Pacific Beach Hotel
Mr. Richard Paul
Ms. Kathy Payne
Punahou School Tank
Punahou School Tankettes
Ms. Claudia Quiles
Dr. David Rodwell
Rotary Club of Honolulu
Ms. Mickey Selwyn
Sheraton Waikiki
Ms. Katie Slawinski
Mr. Chris Slowey
Ms. Angela Smerz
Ms. Lani Solomono
St. Clement’s Episcopal Church
Ms. Roxanne Stark
Mariko Sumida
Systemetrics
Mr. James Tanabe
Furling Tang
Ms. Susan Tener
Ms. Marie Thom
Ms. Melissa Tuason
Waikiki Community Center
Waiakea Congregational Church
Ms. Joanne Wood
Mitalas Xerina
Ms. Julie Yamamoto

CELEBRATORY GIFTS
The following people positively impact our community through donations made in their name that support Waikiki Health Center.
In Honor of:
Mr. Edwin “Sonny” Liu
Dr. Elliot Kalauawa
The wonderful nurse practitioners of WHC!
Friendly Neighbors
Vietnam veterans
Anita Stong
Dr. Erlaine Bello
Dr. Alan Izumi
Dr. David John
Dr. Greg Schmidt
Dr. Neal Winn
Marc Gannon
Sheila Beckham
Mary Knezek
Mickey Hummer
Samantha Tom
Mr. and Mrs. Wilfred Mita

In Memory Of:
Adrian Makana Balderama
Alice and John Kim
Ann Leialoha
Anna S. Musto
Bill Golden
Christine Estes
Dr. Oshiro
Frances D. Peoples
Frances K. Brussy
Joseph Daniel Villaros
Joseph T. Torres, Jr.
Kathy Bush
Mabel K. Lau
Marles J. Briggs
Mindy Sarn
Mr. and Mrs. Harry Yoshizaki
Mr. Bernie and Mary Knezek
Peter Cherry
Pila Joe Lee
Rev. and Mrs. Abraham K. Akaka
Rev. Frank Chong
Robert Sanders
Mitzi Beckham
Ted Kennedy
Verna K. Olson
Claudia

PUBLIC SUPPORT
Support from all levels of government – federal, state and city/county – makes many of our programs and services possible. We are grateful for this generous public support.

Federal
HIV/AIDS Bureau
Bureau of Primary Health Care
Health Resources and Services Administration
Federal Partnerships with State/City AIDS Community Care Team (ACCT)
Department of Health - Male Achievement Network

State of Hawaii
Department of Health - Family Health Services Division
Hawaii Public Housing Authority
Department of Health - Mental Health Transformation Incentive Grant
Department of Human Services

City and County of Honolulu
Department of Community Services - Elderly Affairs Division

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

*Current or Former Board Members

We appreciate our supporters and make every effort to ensure accuracy in donor and volunteer listings. If you notice an error or omission, please contact our Marketing & Development Department at information@waikikihc.org or 808-922-4788.
In 2009, Waikiki Health Center continued to serve residents across Oahu through our Waikiki clinics, satellite sites, and outreach efforts.

The gold shaded area represents the locations where our medically-equipped vans served individuals and families who were experiencing homelessness.

**2009 EXPENSES**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$4,430,494</td>
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<tr>
<td>Administrative Costs</td>
<td>$433,528</td>
</tr>
<tr>
<td>Fundraising &amp; Public Relations</td>
<td>$320,505</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$5,184,527</strong></td>
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</tbody>
</table>

*Net Revenue in Excess of Expenses* $833,603

**2009 REVENUE & OTHER SUPPORT**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal and State Grants</td>
<td>$2,490,076</td>
</tr>
<tr>
<td>Service Agreements &amp; Managed</td>
<td>$512,213</td>
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<tr>
<td>Contributions</td>
<td>$817,322</td>
</tr>
<tr>
<td>Patient Revenue &amp; Third Party Revenue</td>
<td>$1,999,701</td>
</tr>
<tr>
<td>Other Support</td>
<td>$198,818</td>
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<tr>
<td><strong>Total Revenue &amp; Other Support</strong></td>
<td><strong>$6,018,130</strong></td>
</tr>
</tbody>
</table>

**2009**

1. **Ohua (Waikiki) Clinic**
   277 Ohua Avenue
   Honolulu, HI 96815
   808-922-4787

2. **Care-A-Van Program**
   3020 Waialae Avenue
   Honolulu, HI 96816
   808-922-4790

3. **Youth Outreach Program**
   415 Keomiana Street
   Honolulu, HI 96815
   808-942-5858

4. **Ho’ola Like North Shore (Haleiwa) Clinic**
   Queen Lil’i’okuokalani Church
   66-090 Kamehameha Highway
   Haleiwa, HI 96712
   808-284-5212

*Image: U.S. Geological Survey*
Leadership

Sheila Beckham, RD, MPH
Executive Director

Elliot Kalauawa, MD
Medical Director

Bryan Talisayan
Chief Operations Officer

Marc Gannon, LSW
Chief Administrative Officer

Alan Kong
Chief Financial Officer

Adrianna O’Donnell
Chief Marketing & Development Officer

Darlene Hein, MPH
Director of Community Services

Raquel Vea, RN
Director of Nursing & Clinical Operations

Jeff Kaplan, MPH
Director of Youth & Senior Services

Francine Dudoit-Tagupa
Director of Traditional Hawaiian Healing

Lisa Mantooth
Director of Accounts Receivable & Billing
About Waikiki Health Center

Founded in 1967, Waikiki Health Center is a community health center that provides medical and social services to everyone, regardless of ability to pay. Our approach is patient-centered, culturally sensitive, and integrates care to improve overall health. We place special emphasis on reaching underserved populations and expand our services to fit community needs.

An Overview of 2009’s Impact

We provided quality care for thousands of our island’s residents.
- 21,138 primary care visits were provided
- 5,731 patients were served
- 10-12 new patients were seen daily – a considerable increase from 2-3 in prior years

We focused on reaching medically-underserved populations.
- 79% of patients were living at or below poverty level
- 50.1% of patients were from minority populations; 49.9% were Caucasian
- 28% of visits were uninsured – a significant reduction from 62% in 2003

Our Locations

Ohua (Waikiki) Clinic
277 Ohua Avenue
Honolulu, HI 96815
808-922-4787

Ho’ola Like North Shore (Haleiwa) Clinic
Queen Lili’uokalani Church
66-090 Kamehameha Highway
Haleiwa, HI 96712
808-284-5212

Care-A-Van Program
3020 Waialae Avenue
Honolulu, HI 96816
808-922-4790

Youth Outreach Program
415 Keoniana Street
Honolulu, HI 96815
808-942-5858