On behalf of more than 5,700 people who have received health care services from Waikiki Health Center in 2010,

Thank you for your generous support.

Together, we provided a “health care home” to each parent, keiki, kupuna, individual and family who turned to us in need… regardless of ability to pay.

In 2010, we provided 22% more medical visits than in 2009. 29% of medical visits were for patients who did not have insurance.
Waikiki Health Center is a non-profit community health center that was founded in 1967. We offer patient-centered, culturally-sensitive, integrated health care that includes:

- Preventive & Acute Medical Care
- Behavioral Health Counseling
- Medical Nutrition Therapy
- Children’s Medical Care
- Chronic Disease Management
- Pain Management
- Family Planning
- Screenings and Education
- Perinatal Care
- Traditional Hawaiian Healing
- Pharmacy
- HIV Early Intervention
- Tobacco Cessation Treatment
- Insurance Enrollment Assistance
- Shelter for the Homeless

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

We are deeply grateful for your support in 2010. We have offered quality medical and social services to help our community for over 40 years, and 2010 was no exception.

The year was transformative – we renovated our clinic, provided services to 20 or more new patients daily, responded with 22% more medical visits than the year before, and impacted lives statewide. Together, we provided a “health care home” to each parent, keiki, kupuna, and family who turned to us in need – regardless of ability to pay.

We were all the more inspired by your incredible generosity in a year when everyone felt the expansive effects of a poor economy. Yet together, we provided additional services to meet community needs. Our Board of Directors not only gave of their time, but each and every one made financial contributions. Even our hard-working staff went above and beyond their roles and donated to help their patients and clients.

We cannot thank you enough for your ongoing support as Waikiki Health Center continues to offer quality services, year after year.

About Us

Services are provided on Oahu:

1. OHUA CLINIC & PHARMACY IN WAIKIKI
   277 Ohua Avenue, Honolulu, HI 96815
   (808) 922-4787
2. PATH CLINIC IN KAIMUKI
   845 22nd Avenue, Honolulu, HI 96816
   (808) 791-9390
3. CARE-A-VAN DROP-IN CENTER IN KAIMUKI
   3020 Waialae Avenue, Honolulu, HI 96816
   (808) 922-4790
4. YOUTH OUTREACH DROP-IN CENTER IN WAIKIKI
   415 Keoniana Street, Honolulu, HI 96815
   (808) 942-5858
5. NEXT STEP PROJECT IN KAAKAAKO
   Pier One, Honolulu, HI 96813
   (808) 791-9385
6. HO'OHALA LIKE CLINIC ON THE NORTH SHORE
   Queen Lili'uokalani Church
   66-090 Kamehameha Highway, Haleiwa, HI 96712
   (808) 284-5212

...and throughout Hawaii by our outreach programs.

- Care-A-Van’s mobile teams assist individuals and families experiencing homelessness at multiple locations across Oahu.
- HIV Early Intervention Services are provided on Oahu, Kauai, Maui and the Big Island.
- Our Friendly Neighbors program coordinates volunteer-based companionship and basic assistance to seniors living independently in Waikiki.

We deeply appreciate your contributions to our mission and the community. Our vision is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Mahalo nui loa,
Sheila Beckham, RD, MPH
Chief Executive Officer

Mahalo to you for helping our clients, and to our Board of Directors for achieving 100% participation.

Board of Directors

President
Robert Gentry
Vice President, Finance & Administration/Treasurer
Howard Lee
Vice President, Marketing & Development
Phyllis Dendle
Vice President, Governance
Terrence Aratani
Secretary
Thanh Lo Sananikone

Donna Ching
Clifton Choy
Leslie Kaneta
Melanie Mito May
Janet Montgomery
J.P. Moulin
Paul Kaleolani Smith
Caroll Ann Takahashi
Guy Nathan Yatsushiro, MD

Leadership

Chief Executive Officer
Sheila Beckham, RD, MPH
Chief Medical Officer
Elliot Kalauawa, MD
Chief Operations Officer
Bryan Talisayan
Chief Administrative Officer
Marc Gannon, LSW, MBA
Chief Financial Officer
Alan Kang, MSIS
Chief Marketing & Development Officer
Adrianna O’Donnell
Chief Community Services Officer
Darlene Hein, MPH
Waikiki Health Center is a non-profit community health center that was founded in 1967. We offer patient-centered, culturally-sensitive, integrated health care that includes:

- Preventive & Acute Medical Care
- Behavioral Health Counseling
- Medical Nutrition Therapy
- Children’s Medical Care
- HIV Early Intervention
- Family Planning
- Tobacco Cessation Treatment
- Perinatal Care
- Insurance Enrollment Assistance
- Traditional Hawaiian Healing
- Shelter for the Homeless
- Screenings and Education
- Medical Nutrition Therapy

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

We are deeply grateful for your support in 2010. We have offered quality medical and social services to help our community for over 40 years, and 2010 was no exception.

The year was transformative – we renovated our clinic, provided services to 20 or more new patients daily, responded with 22% more medical visits than the year before, and impacted lives statewide. Together, we provided a “health care home” to each parent, keiki, kupuna, and family who turned to us in need – regardless of ability to pay.

We were all the more inspired by your incredible generosity in a year when everyone felt the expansive effects of a poor economy. Yet together, we provided additional services to meet community needs. Our Board of Directors not only gave of their time, but each and every one made financial contributions. Even our hard-working staff went above and beyond their roles and donated to help their patients and clients.

We cannot thank you enough for your ongoing support as Waikiki Health Center continues to offer quality services, year after year.

Mahalo nui loa,

Sheila Beckham, RD, MPH
Chief Executive Officer

...and throughout Hawaii by our outreach programs.

- Care-A-Van’s mobile teams assist individuals and families experiencing homelessness at multiple locations across Oahu.
- HIV Early Intervention Services are provided on Oahu, Kauai, Maui and the Big Island.
- Our Friendly Neighbors program coordinates volunteer-based companionship and basic assistance to seniors living independently in Waikiki.

Mahalo to you for helping our clients, and to our Board of Directors for achieving 100% participation.
2010 At A Glance

With your support, we are able to serve as a health care home for thousands in our community. Regardless of ability to pay, patients can turn to us for comprehensive medical and social services - and all within one health center.

5,733 patients were provided with
25,766 medical visits.

Of all our patients,
34% were homeless.

4,653 clients were helped with
37,046 social services (such as transportation, disease management, language interpretation, and other assistance).

Of all medical visits,
94% were for patients with low income;
79% were for patients living at or below poverty level;
86% were for underserved patients (those receiving publicly-funded or no insurance).

2010 Revenue $6,860,946

2010 Expenses $6,471,088

29.1% Federal Grant $1,999,060
22.4% State Grants $1,492,442
40.8% Patient Revenue $2,799,942
10.3% Community Support $703,589
87.5% Programs $5,662,829
6.7% Administration $433,771
5.7% Marketing and Fundraising $389,820
5.7% Other Support $119,293

In 2010, we were here...

Updating to improve services. Agency-wide technology upgrades and renovations at our Ohua Clinic helped us improve our efficiency and enhance our services. We converted and restructured the lanai to add three, wheelchair-accessible exam rooms.

77% of medical services were provided at the Ohua Clinic.

Building the Waikiki Health Center Pharmacy. With a pharmacy at the Ohua Clinic, we can now provide more comprehensive care for patients, and offer a service to the entire community.

Expanding care. Additional primary care services were offered in response to our patients’ needs, such as tobacco cessation treatment.

54% of patients were new—they had not turned to Waikiki Health Center for services before.

Helping insure those in need. For anyone facing unemployment or other life changes, we assist with insurance enrollment. By enabling patients to receive benefits, we reduced uninsured visits from 62% in 2003 to 29% in 2010.

Offering long-term solutions to clients of all ages experiencing homelessness. We continued providing an array of services to anyone experiencing or at-risk for homelessness. Nonjudgmental, compassionate support helps clients get back on their feet.

Coordinating companionship for seniors. Through our Friendly Neighbors program, we continued meeting the needs of seniors living independently in Waikiki, free of charge. We recruit, train and coordinate volunteers to provide basic assistance and offer friendly visits to seniors in need.

Clinic renovations and expansion were completed so we can offer more services and medical visits.
2010 Annual report

2010 Revenue

$6,860,946

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Grant</td>
<td>$1,999,060</td>
</tr>
<tr>
<td>State Grants</td>
<td>$849,242</td>
</tr>
<tr>
<td>Patient Revenue</td>
<td>$2,799,942</td>
</tr>
<tr>
<td>Community Support</td>
<td>$703,589</td>
</tr>
<tr>
<td>Service Agreements and Managed Care Fees</td>
<td>$389,820</td>
</tr>
<tr>
<td>Other Support</td>
<td>$119,293</td>
</tr>
</tbody>
</table>

2010 Expenses

$6,471,088

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs</td>
<td>$5,662,829</td>
</tr>
<tr>
<td>Administration</td>
<td>$433,771</td>
</tr>
<tr>
<td>Marketing and Fundraising</td>
<td>$374,488</td>
</tr>
<tr>
<td>Other Support</td>
<td>$119,293</td>
</tr>
</tbody>
</table>

With your support, we are able to serve as a health care home for thousands in our community. Regardless of ability to pay, patients can turn to us for comprehensive medical and social services - and all within one health center.

5,733 patients were provided with
25,766 medical visits.

Of all our patients,
34% were homeless.
4,653 clients were helped with
37,046 social services (such as transportation, disease management, language interpretation, and other assistance).

Of all medical visits,
94% were for patients with low income;
79% were for patients living at or below poverty level;
86% were for underserved patients (those receiving publicly-funded or no insurance).

In 2010, we were here...

Updating to improve services. Agency-wide technology upgrades and renovations at our Ohua Clinic helped us improve our efficiency and enhance our services. We converted and restructured the lanai to add three, wheelchair-accessible exam rooms.

77% of medical services were provided at the Ohua Clinic.

Building the Waikiki Health Center Pharmacy. With a pharmacy at the Ohua Clinic, we can now provide more comprehensive care for patients, and offer a service to the entire community.

Expanding care. Additional primary care services were offered in response to our patients’ needs, such as tobacco cessation treatment.

54% of patients were new—they had not turned to Waikiki Health Center for services before.

Helping insure those in need. For anyone facing unemployment or other life changes, we assist with insurance enrollment. By enabling patients to receive benefits, we reduced uninsured visits from 62% in 2003 to 29% in 2010.

Offering long-term solutions to clients of all ages experiencing homelessness. We continued providing an array of services to anyone experiencing or at-risk for homelessness. Nonjudgmental, compassionate support helps clients get back on their feet.

Coordinating companionship for seniors. Through our Friendly Neighbors program, we continued meeting the needs of seniors living independently in Waikiki, free of charge. We recruit, train and coordinate volunteers to provide basic assistance and offer friendly visits to seniors in need.

Clinic renovations and expansion were completed so we can offer more services and medical visits.
By donating to Waikiki Health Center, you support our mission of providing health care for everyone, regardless if ability to pay. Your support, whether monetary, in kind or of time, touches us the lives of our patients each year.

A special mahalo to the following employees, who went beyond their roles as staff and donated.

Marc Gannon
Francine Dudoit-Tagupa
Yvonne Braga
Alton K. Fujii, DMD
Mr. & Mrs. John A. Miles
Mr. & Mrs. Yoko Yabu-Yama
Mr. & Mrs. Edward F. Furukawa
Mr. Robert H. Wirth
Mr. & Mrs. William H. Walsh
Mr. & Mrs. John J. Walsh
Mr. & Mrs. Tom Schmidt
Dr. & Mrs. Robert F. Lessard
Dr. & Mrs. Louis O. Lander
Mr. & Mrs. Louis D. Lehman
Mr. & Mrs. Charles Lee
Mr. & Mrs. Ronald Wong
Mr. & Mrs. Thomas S. Nagata
Mr. & Mrs. Paul C. Gurnick
Mr. & Mrs. E. J. Price
Mr. & Mrs. Thomas E. Arnold
Mr. & Mrs. Robert M. Worth
Mr. & Mrs. Albert Vivas, Jr.
Ms. Rose (Dolly) Varaljai
Mr. & Mrs. Richard H. Tsuruda
Mr. & Mrs. John Stepulis
Mr. & Mrs. Sammy Young
Mr. & Mrs. Leslie R. Usui
Mr. & Mrs. Robert M. Worth
Mr. & Mrs. Charles Lee
Mr. & Mrs. Louis D. Lehman
Mr. & Mrs. Ronald Wong
Mr. & Mrs. Edward F. Furukawa

In 2010, employees contributed over $100,000.
By donating to Waikiki Health Center, you support our mission of providing health care for everyone, regardless if ability to pay. Your support, whether monetary, in kind or of time, touches the lives of our patients each community year.

By Medical Services

1. Preventive Services
2. Obstetrics-Gynecology Services
3. Adult Health Care
4. Children's Health Care
5. Substance Abuse Services
6. Chronic Disease Management
7. Oral Health Services
8. Mental Health Services
9. Social Services
10. Other Services

How We Helped

In 2010, employees contributed over $100,000.
Thank you to the caring community members who donate their time to help our Friendly Neighbors' seniors.

147 seniors were clients of our Friendly Neighbors program and benefited through 7,675 volunteer hours.
Thank you to the caring community members who donate their time to help our Friendly Neighbors' seniors.

147 seniors were clients of our Friendly Neighbors program and benefited through 7,675 volunteer hours.

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


*Current of 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 us at information@waikikihc.org or (808) 922-4788.
On behalf of more than 5,700 people who have received health care services from Waikiki Health Center in 2010,

Thank you for your generous support.

Together, we provided a “health care home” to each parent, keiki, kupuna, individual and family who turned to us in need... regardless of ability to pay.

In 2010, we provided 22% more medical visits than in 2009. 29% of medical visits were for patients who did not have insurance.