



2011
ANNUAL
REPORT



WAIKIKI HEALTH CENTER
Compassionate Healing. Expert Care.



About Us

Waikiki Health Center is a non-profit, Federally-Qualified Health Center, founded in 1967. We provide patient-centered, compassionate health care.

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.

Our Vision

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

*Quality healthcare for everyone in need—
from keiki to kupuna, families to individuals, Waikiki to Haleiwa.*

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A United Way Community Partner





From the President of the Board of Directors...

Our goals this past year were ambitious and I am proud to say that we exceeded them all. We expanded services to meet the growing needs of our clients all across Oahu and throughout the neighbor islands. We broadened our behavioral health program, raised awareness through advocacy efforts and public relations, and gave hope and assistance to more individuals than ever before.

Support from the community is crucial to our providing these vital services. The grants and gifts we received in 2011 are thought of in very specific terms; each dollar creates positive change in the lives of our neighbors. Contributions enable us to expand and provide enhanced services, improving health outcomes as cost-effectively as possible.

Together with your support, we are focusing on improving the health and future of our community. Mahalo for your continued partnership as we pursue our vision of improving the health of each neighbor in our island community.

Phyllis Dendle
President, Board of Directors



From the Chief Executive Officer...

This past year was a year of tremendous growth for Waikiki Health Center. In 2011, we provided healthcare to more than 3,900 new patients – a 26% increase over the previous year, and a trend that we expect will continue in the years ahead. We successfully reached our target clientele; over half our patients were uninsured, 72% had low incomes, with 58% living at or below poverty level.

We doubled our staff and enhanced primary care, streamlining services with providers working together to establish individualized care for each patient. Additionally, we extended hours at the Ohua Clinic, expanded our pharmacy services to make medications available for all our clinics, improved the medical clinic at our Youth Outreach site, acquired the PATH Clinic, and took over management of the Next Step Shelter an emergency homeless shelter. Revenue grew nearly 50% as a result of the year's expansion and changes.

I am delighted to thank our highly dedicated, productive staff, and our Board Members who all contribute tremendously to our forward movement and financially support our organization, as well as each individual, corporate and government supporter. Our collaborative efforts are resulting in huge strides to improve the well-being of our community. We are excited to expand upon our vision and bring hope and security to more individuals and families in the coming years.

Sheila Beckham, RD, MPH
Chief Executive Officer

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Thank you for donating to Waikiki Health Center. You help provide health care for everyone, regardless if ability to pay or insurance. Your support, whether monetary, in-kind or of time, touches the lives of thousands in our community each year.

ORGANIZATIONS, FOUNDATIONS & TRUSTS

\$50,000+

Bank of Hawaii Charitable Foundation
CVS Caremark/Longs Drugs
McInerney Foundation

\$25,000 - 49,000

Barbara Cox Anthony Foundation
The Chamber of Commerce of Hawaii
G. N. Wilcox Trust
Hawaii Affiliate of
Susan G. Komen for the Cure
Hawaii Community Foundation
Hawaii Tobacco Prevention &
Control Trust Fund
Jessie Ann Chalmers Charitable Trust
Waikiki Business Improvement
District Association

\$10,000 - 24,999

Aloha United Way
Armstrong Foundation
The Bretzlaff Foundation
Endowment
The Cecil G. Marshall Fund of the
Hawaii Community Foundation
Cooke Foundation, Ltd.
Environmental Interiors, Inc.
George Mason Fund at the
Hawaii Community Foundation
The Hart Foundation
Hawaii Community Stabilization
Initiative Fund at the
Hawaii Community Foundation
Henry and Colene Wong
Foundation
Kaneta Foundation
Movie Museum
Na Lei Aloha Foundation
Okumura Family Fund

\$5,000 - 9,999

ABC Stores
Atherton Family Foundation
First Presbyterian Church
Friends of Hawaii Charities, Inc.
NFL Charities
Outrigger Shops, Ltd.
Rev. Frank A. Chong Foundation
Rotary Club of Honolulu

\$1,000 - 4,999

Alexander & Baldwin Foundation
Broadway Cares/Equity Fights
AIDS
Central Union Church - Women's
League
Community Church of
Honolulu - Missions Committee
Excelsior Lodge No.1
Hawaii Women's Legal Foundation
Ifuku Family Foundation
Jhamandas Watumull Fund
K Properties Inc.

Kawaiaha'o Church
Manoa Valley Church
Mary and Paul Wagner
Charitable Fund
Michael & Tomoko
Malaghan Fund
Nuuanu Congregational Church
The Parish of St. Clement
The Queen's Medical Center
Showe Management Corporation
University of Hawaii - John A. Burns
School of Medicine

\$500 - 999

Chrome Divas Oahu
City Mill Company Ltd./Chung Kun Ai
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Diagnostic Laboratory Services
Foodland Super Market, Ltd.
HMSA - Marketing & Communications
Dept.
Honolulu Emblem Club #379
Kilohana United Methodist Church
N & K CPAs Inc.
Pacific Cares - Pacific Office
Properties Trust, Inc.
United Church of Christ
Woman's Board of Missions for the
Pacific Islands

\$250 - 499

Aqua Hotels & Resorts Hawaii
Chiko's Tavern
Cirrus Asset Management
Kailua Christian Church
Keith and Polly Steiner Family
Foundation
ROSES Systems Solutions

\$100 - 249

Aiea United Methodist Women
The Brown Bottle
Chevron Humankind
Construction Associates, Inc.
First Church of Christ, Scientist
First Unitarian Church
GGP Limited Partnership
Golden Key International Honour
Society
Harm Reduction Hawaii
Hawaii National Bank
Honomach, Inc.
HTH Corporation/Pacific Beach Hotel
& Pagoda Hotel
Iliima Hotel
Maile's Lei Stand
New Otani Kaimana Beach Hotel
Orchids of Olinda, Inc.
Patricia Lancaster Swim School, Inc.
Pediatric Dentistry Associates
The Pillbox Pharmacy
Realtors Networking on Oahu
(RNO)
Sarah Lawrence College
Shinnyo-En Hawaii
Waikeola Congregational Church

Under \$100

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Aloha VIP Tours, Inc.
Alpha Delta Kappa -
Eta Chapter
First Physical & Functional Rehab
at Waipahu
Hawaii Friends of Civil Rights
The Employees of Hawaiiana
Management Co. Ltd.
Jerry Hay, Inc.
Kanu Hawaii
Kotake Shokai, Ltd.
The Mountain Apple Company
Mutual Publishing, LLC
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Steve's Auto Radio Repair
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 Alpha Delta Kappa - Eta Chapter
 Alpha Delta Kappa - Zeta Chapter
 Alpha Delta Kappa - Zeta Nu
 Assistance League of Hawaii
 Cache
 Carrier Hawaii
 Central Union Church
 Hawaii State Department of Human Services - Social Services Division
 Duke's Waikiki
 Epiphany Parish - Angels of Epiphany
 Evercare (United Healthcare) QExA
 First Unitarian Church
 Full Gospel Church of Oahu
 University of Hawaii at Manoa - Golden Key International Honour Society
 Hawaii Foodservice Alliance
 Hawaii's Finest
 Honolulu Community College
 Kapiolani Medical Center - Sweetener Choice Diabetes Program
 Kilohana United Methodist Church
 Manoa Valley Church
 Punahou School Tank
 Rotary Club of Honolulu Sunrise
 St. Clement's Episcopal Church
 Trade West, Inc.
 University of Hawaii, John A. Burns School of Medicine - Department of Obstetrics, Gynecology and Women's Health
 The USS Missouri

INDIVIDUALS

Christian Adams
 Ms. Kathy Aguirre
 Ms. Ululani J. Ahina
 Ms. Grace Arakaki
 Ms. Linda Bauval
 Levan Bexlatti
 Ms. Elise Boardman
 Mr. and Ms. Raymond F. Cain
 Ms. Jane Char
 Ms. Misty Chiechi
 Robin Chronister
 Mr. Conar Cook
 Ms. Christy Cortez
 Ms. Millie J. Cuevas
 Mr. Jason De Jesus
 Ms. Dee Decasa
 Dale Deldum
 Ms. Francine Dudoit-Tagupa
 Mr. Marc E. Gannon
 Tru Gianelli
 Mr. Fred Glady
 Ms. Annie Gorozza
 Ms. Janet Grace
 Ms. Pam Gring-Fee
 Ms. Clare Hanusz
 Ms. Clare Hanusz
 Mr. and Ms. Breene Harimoto
 Mr. Pedro Haro
 Mr. Norman Hashimoto
 Ms. Margaret Ho
 Mr. Jonathan Ho
 Ms. Sharon Holaday
 Ms. May Holokai
 Mr. and Mrs. Peter H.Y. Hsi
 Ms. Diana I'i
 Ms. Jasmin Iwasaki
 Alex E. Johnson
 Ms. Marly Kaahaina
 Ms. Gladys Kao
 Terri Kamaile
 Ms. Evelyn Kelai
 Ms. Leina Keomalu
 Mr. and Ms. Blayze Kouchi
 Mr. Corbin P. Kuhns
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 Ms. Rosslyn Madera
 Leone Magallanes
 Ms. Lisa Mantooth
 Ms. Christina Meller
 Mr. Bryan Munoz
 Ms. Mary Novotny
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 Ms. Kathy Oshiro
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 Mr. Josh Schwartzendruber
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 Mr. Michael Shaw
 Mr. Michael Shaw
 Chris Sugahara

Ms. Imelda Sutton
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 Mr. Brent Tamamoto
 Ms. Lisa Taylor
 Ms. Eileen Taylor-Yuias
 Lee Thomas
 Ervin Toliver II
 Ms. Charla Trevenen
 Rev. Pam Vessels
 Leiala Walike
 Mr. Ben Wardell
 Dr. Vernon Wong
 Ms. Dora Yamada
 Mr. and Ms. Michael and Thalia Yanazaki
 Ms. Lena Young

CELEBRATORY GIFTS

Gifts Made In Honor Of
 Alpha Delta Kappa Month
 Francine Dudoit-Tagupa
 Scott Ferguson & Joyce Miller
 Emily Fern
 Laura Hahn
 Mary Knezek
 Steve & Jan Shultz and family

Gifts Made In Memory Of

Edward Ashcroft
 John Bomke, III
 Kathy Bush
 Mr. and Mrs. John & Betty Chiang
 Rev. Frank Chong
 Margaret Angeline Davison
 Elias Freidus, MD
 M. Lou Hefley
 John and Alice Kim
 Gerald Kobayashi
 Dr. Hajime Kunimura
 Malia P. Lindsey
 Loren & Miyuki Otake
 H.Q. Pang, MD
 Brian Keith, James Robert Silva, and James Robert Silva, Jr.
 Dorothy & Mike Slaughter

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

List of donors and supporters from January 1, 2011 - December 31, 2011.

**Current or former board members*

Mindy Starn
 Joseph Daniel Villiaros
 Geraldine Wilkins
 Mr. and Mrs. Yoshio Yoneda
 Mr. and Mrs. Harry Yoshizaki
 My cat Roger

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
 Department of Health - Family Planning
 Department of Community Services - Homelessness Prevention and Rapid Rehousing Program
 Department of Human Services/Hawaii Primary Care Association - Medical Assistance Program

State of Hawaii

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

City & County of Honolulu

Department of Community Services - Elderly Affairs Division

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 2011, we assisted 52% more patients than in 2010.

Our Impact in 2011



Fulfilling more needs. Our Pharmacy celebrated its first anniversary and expanded its reach to provide medication for patients at each of our clinics. Staff doubled enabling medical teams to offer more streamlined, effective care. Primary medical care became more closely integrated with behavioral health services through case management and care coordination.

Growing the organization. The PATH Clinic in Kaimuki was acquired to provide medical services to pregnant and parenting women with addiction issue in a unique, home-like setting. Waikiki Health Center also took over management of the Next Step Shelter, an emergency homeless shelter in Kaka'ako.



Leading the community. Governor Abercrombie selected Waikiki Health Center as Oahu's point-of-contact as part of his initiative to help the homeless. Waikiki Health Center is Hawaii's sole recipient of Healthcare for the Homeless 330(h) federal funding (sub-contracting services to two other health centers in Hawaii).

Offering expert care. Two of our providers are among only nine statewide who hold specialized HIV certification. A CARF Three-Year Accreditation was awarded to our Care-A-Van Program for two behavioral health services:

- *Second consecutive* Three-Year Accreditation for Prevention/ Diversion: Integrated Alcohol and Other Drugs/Mental Health (Adults) Program
- Three-Year Accreditation for the recently-established Case Management/Services Coordination: Mental Health (Adults) Program



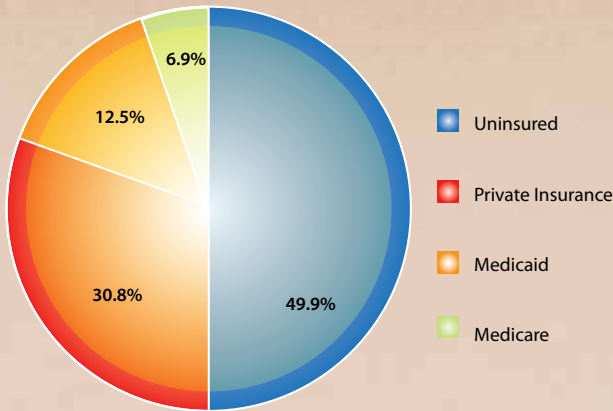
132 seniors were clients of our Friendly Neighbors program and benefited from assistance through 10,550 hours of service, provided by 104 volunteers

Bill is one of Friendly Neighbors clients, helped by our assistance and companionship provided by volunteers.

HOW WE HELPED IN 2011

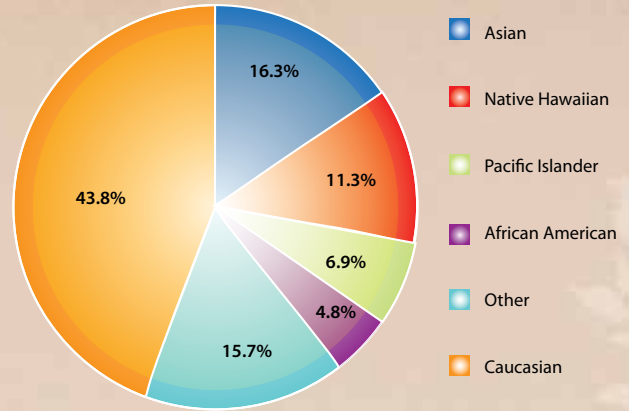
How We Helped

Medical Visits by Insurance Type



Who We Helped

Patients by Ethnicity



2011 at a Glance

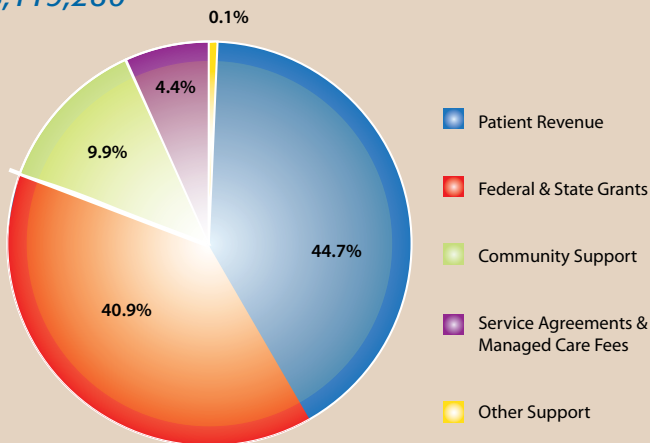
8,727 patients were provided with **27,623** medical visits

Of all our patients,
45% were homeless
6,520 clients were helped with
60,000 social service encounters
56% were from minority populations, including
 Native Hawaiians, Pacific Islanders, & others; the remaining
44% were Caucasian

Of all medical visits,
72% were for patients with low incomes
58% were for patients living at or below poverty level
69% were for underserved patients:
50% were uninsured;
19% received public assistance; the remaining
31% held private insurance

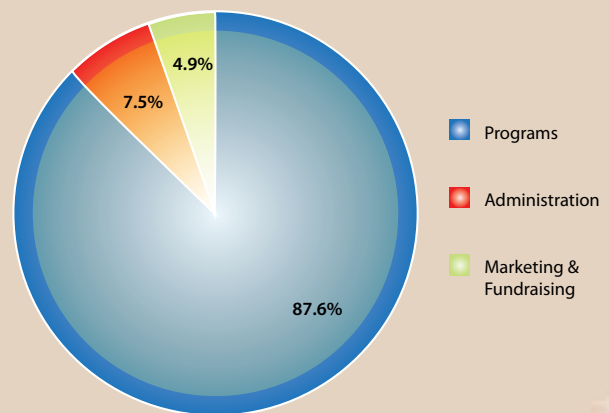
2011 Revenue

\$ 8,119,280



2011 Expenses

\$ 8,073,641



Patient Revenue	\$ 3,591,657
Federal & State Grants	\$ 3,282,600
Community Support	\$ 799,263
Service Agreements & Managed Care Fees	\$ 350,610
Other Support	\$ 95,150



WAIKIKI HEALTH CENTER

277 Ohua Avenue
Honolulu, HI 96815

www.waikikihc.org

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Quality healthcare for everyone in need

Waikiki Health Center 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.

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

Our Locations

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

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

Ho'ola Like Clinic
on the North Shore
Queen Lili'uokalani Church
66-434 Kamehameha Hwy.
Haleiwa, 96712
(808) 284-5212

Care-A-Van
Drop-in Center
in Kaimuki
3020 Waialae Avenue
Honolulu, 96818
(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