



ASIAN HEALTH SERVICES

HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.

ANNUAL REPORT

2018



OUR MISSION

Health care for all.

Advocacy for the underserved.

Asian Health Services serves and advocates for the medically underserved, including the immigrant and refugee Asian community, and ensures equal access to health care services regardless of income, insurance status, language, or culture.



ASIAN HEALTH SERVICES

CEO MESSAGE

Dear Friends,

Our 44 years of health care services and advocacy for our community has been built on the belief that everyone should have access to health care. We have achieved so much over the years – only to witness challenges to this very principle. As we walk hand in hand with our community through the most trying of times, we ask that you help us continue to inspire our community with the kindness and compassion we have seen for years.

Highlighted in this report, are the achievements and triumphs that, you, our supporters, donors, patients, and the Asian Health Services team have all made possible. What you have made possible, goes beyond the bounds of our clinic, and into the community and broader nation; civic engagement and advocacy are at the heart of our work as a community clinic.

We stand proud, thriving in our mission to provide the most innovative and contemporary healthcare for our patients, and continue to be steadfast in our work to advocate and lead our most vulnerable through the most trying of time. We have just opened a brand new state of the art Pediatric & Family Care Center of Excellence and have been fervently reinventing the way we serve our patients. Up to 4,000 more children and families will be able to access care at this new innovative medical hub.

As we face the challenges ahead, we are not only committed to responding to our patients' needs, but also committed to lifting the voices of our community. We invite you to join us on our journey in building a legacy of health in our community for generations to come.



Sincerely,

A handwritten signature in black ink that reads "Sherry Hirota". The signature is fluid and cursive.

Sherry Hirota

Chief Executive Officer

QUALITY CARE

Providing team-based, patient-focused medical, dental and behavioral care, we work in partnership with our patients and families to ensure they live full, healthy lives.



DEDICATED TEAM

Our team-based care achieves a high level of trust that surpasses a typical health care setting. We understand the diverse communities that we serve and treat each patient with compassion and respect.



WHOLE PATIENT FOCUS



Our focus is beyond treating our patients' symptoms.

We take a holistic and whole person approach. Our services and programs are designed to value and address what makes each patient a unique individual with different cultural beliefs, language needs, attitudes and values.

COMMUNITY IMPACT

We go beyond the walls of our clinic and invest in the overall health of our community. We recognize that social, economic and environment inequities lie at the heart of poor health. From addressing the needs of sexually exploited minors, immigrant mothers, young men of color, and nail salon workers to advocating for the undocumented, the safety of our pedestrians and displaced populations-- we actively respond to the needs of our communities.



MEETING THE NEEDS OF OUR COMMUNITY

28,000

PATIENTS SERVED
IN 2018

Our Patient Base is Reflective of Our Community



21%
CHILDREN (0-17)



53%
ADULTS



26%
ELDERS (65+)

94%

ARE ON MEDI-CAL, MEDI-MEDI
OR ARE UNINSURED

95%

EARN LESS THAN 200% OF
FEDERAL POVERTY LINE
(\$49,200 as a family of four)



We serve the diversity of Alameda County's AAPI community.

72%
CHINESE

95%

are AAPIs



9%
VIETNAMESE

19% OTHER

- 4% Chinese/Vietnamese
- 3% Cambodian
- 2% Filipino
- 2% Korean
- 2% Mongolian
- 1% Burmese
- 1% Mien
- 4% All other Asian

Language, Cultural Competency and Access are key to high quality care.



WE PROVIDE CARE
IN 14 DIFFERENT
LANGUAGES

73%

OF OUR PATIENTS EXPERIENCE
LINGUISTIC ISOLATION



QUALITY CARE



Asian Health Services serves patients from all walks of life with the utmost competency and care. AHS addresses our patients' most pressing needs, prepares our patients for the future to ensure they live full and healthy lives.

"Asian Health Services played the most important role in saving my life."

- Ms. Jiang, AHS Patient

Many of the patients that we serve come from backgrounds filled with hardships and obstacles outside of just their health. Our holistic approach to healthcare is inclusive of making sure our patients get the help they need on all fronts of life. Ms. Jiang, a patient, who immigrated here from China under arduous circumstances experienced this whole patient approach to care and wanted to share her experience.

"I had started experiencing symptoms of constant fatigue, headaches, and trouble breathing in 2018. My thyroid had grown to the size of a tennis ball. I was scared to visit the doctor because of my immigration status, and so I only took Tylenol to suppress the pain. At the tipping point of her pain, she finally decided to see a provider at AHS who treated our patient, and promptly referred her to our Membership Services department.

Our department signed her up for all the assistance programs that would allow her to undergo surgery for her illness, and walked with her hand-in-hand through the process. "I have since made a full recovery and continue to receive care from AHS for regular checkups and with their behavioral health services for counseling. My kids have benefitted greatly from AHS' services."

Ms. Jiang, immigrated to the U.S. in 1993 due to her circumstances in the Fujian Province of China where her and her family resided; the harsh one-child-policy forced her and her two daughters, one of whom she had to hide for 2 years, to separate. Instead of giving up her "unauthorized" second daughter for adoption as many families in China did, she and her husband fled to the United States, and left her two daughters with her family.

"Always believe in yourself even if the odds are against you. And always remember... Tomorrow Will Be a Better Day."

- Ms. Jiang, on advice to others.

AWARDS & HONORS



ASIAN HEALTH SERVICES

Health Resources and Services Administration
National Quality Leader

AHS was recognized by the HRSA as one of the highest performers compared with national standards and benchmarks in key clinical areas.



ASIAN HEALTH SERVICES

Health Resources and Services Administration
National Quality Leader

AHS was recognized as a National Quality Leader in Diabetes Health, an award given to health centers in the top 1-2% of all health centers in clinical quality measures.

COMPASSIONATE, HIGH-QUALITY, COST-EFFICIENT CARE MATTERS

92%

OF OUR PATIENTS
RATE US ★★★★★
FIVE STARS

FEDERALLY
RECOGNIZED
FOR HIGHEST
QUALITY OF CARE

100%

FEDERAL OSV

Federal OSV provides a score that measures the overall quality of health centers. The score measures everything from accessibility, to staffing, to quality improvement & assurance.

99th

PERCENTILE

Mammography Screening Rates
& Well-Controlled Diabetes

PREVENTED
UNNECESSARY
EMERGENCY ROOM VISITS

RESULTING IN

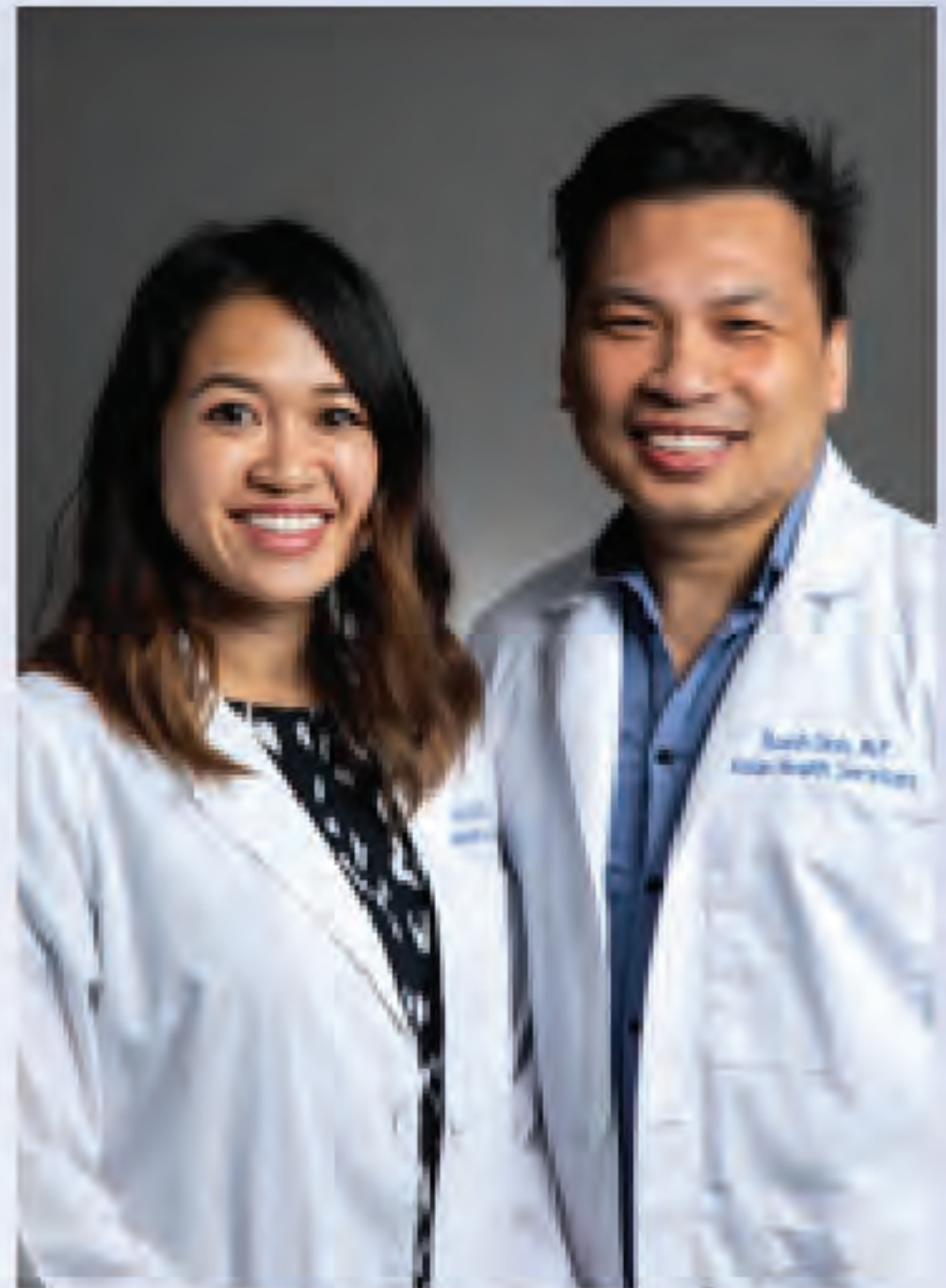
\$75 MILLION

ECONOMIC
IMPACT IN 2017

PROGRAM HIGHLIGHT

NURSE PRACTITIONER FELLOWSHIP

The Asian Health Services Nurse Practitioner Fellowship Program is a comprehensive one year training program for new graduate nurse practitioners focused on developing clinical skills and knowledge to succeed in the community health setting. This program is designed for nurse practitioners who have a commitment to working with the underserved population.



*2017-2018 NP Fellows
Nancy Pham and Thanh Dinh*

The Asian Health Services Nurse Practitioner Fellowship, led by our very own Jacqueline Chen, FNP, was founded when the demand for AHS' services was at its peak. Based on a necessity for providers who spoke the languages of AHS' diverse ethnic populations, and who came from the communities AHS serves, the fellowship has thrived with a vision to cultivate mid-level providers that expose them to the richness of AHS' many Asian patient populations.

The Nurse Practitioner Fellowship has successfully attracted applicants dedicated to the community with a curriculum tailored to Asian cultural diversity and unique health issues of these groups. It has continued to serve as a replicable model for other organizations that have the necessity to build community pipelines for providers.

CLINICAL SERVICES



Adult Care

Geriatric Care

Pediatric Care

Dental Care

Behavioral Health Care

Selected Specialty Care

Selected In-Patient Care

Case Management & Community Services Referrals

Teen Clinic

Nutrition Counseling

Minor Outpatient Procedures

Specialized Mental Health Care

School-based Medical Clinic at Oakland High School

School-based Dental Clinic at Oakland High

School, Franklin Elementary and Lincoln Elementary

Campus-based Dental Care at College of Alameda

HIV/AIDS Testing and Counseling

Digital Radiology

Perinatal Care & Counseling

Labor Coach Program

24-hour Patient Call-In Access

Health Coaches & Panel Management

BEYOND OUR CLINICS

Banteay Srei | Promotes education, community, and leadership for young Southeast Asian women to prevent and minimize the impact of commercial sexual exploitation of children and trafficking.

Bridging Generations | Summer program that promotes intergenerational connections by reconnecting high school youth with their historical and cultural roots.

California Healthy Nail Salon Collaborative | 20 organizations that work toward improving the health, safety, and rights of nail salon workers.

Patient Leadership Councils | Leadership program that empowers patients to advocate for the health of the community with education and community service projects in Cantonese, Cambodian, Filipino, Korean, Mandarin, and Vietnamese.

Practice & Community-based Research & Evaluation | Conducts community-based research that informs patient care, advocacy efforts, and policies.

REACH Summer Internship | Provides college students an opportunity to receive in-depth learning and experience with the most underserved Asian American communities.

AHS Youth Program | Provides health education, leadership training and counseling and also links youth to reproductive health and mental health services.

Language & Cultural Access Program (LCAP) Interpreting & Translation Services | Provides translations of multilingual patient education materials and conducts staff healthcare interpretation trainings.



SUPPORT SERVICES

SUPPORT SERVICES

Clinical and Behavioral Health Screenings

General Patient Membership Meetings

Case Management

Parenting Workshops

Interpretation in Burmese, Cantonese, Karen, Karenni, Khmer, Korean, Lao, Mandarin, Mien, Mongolian, Tagalog, Toisanese, Vietnamese & ASL (American Sign Language)

Health Access/Insurance Enrollment Assistance including Medi-Cal, Health Plan for Covered California, and HealthPac

Group Visits & Workshops

Patient Navigators in Burmese, Chinese, Karen, Khmer, Korean, Mongolian, Tagalog & Vietnamese

Social Work Services

Voter Registration and Voter Education Support

HEALTH EDUCATION

Access to Health Care Workshops

Civic Engagement Voter Registration/Education

Diabetes Self-Management

Family Planning Workshops

Gay Men's Health

Geriatric Health & Depression Education

Health Care Rights for Immigrants, including Undocumented Immigrants

HIV/AIDS Prevention & Education

Nutrition Workshops

Parenting Workshops

Perinatal Workshops

Teen Pregnancy Prevention/Reproductive Health

Tobacco Cessation & Prevention

Affordable Care Act Health
Care Outreach & Education



2018 SUPPORTERS

Mark Abzug
 Maryam Aflak
 Stephen Amano
 Roy Auty
 Mukesh Bajaj
 Margaret Bang
 Donna Bryan
 Beth Capell
 Christine Carr
 Lionel Chan
 Kong Chan
 Sue Chan
 Lionel Chan
 Sue Chan
 Kong Chan
 Wesley Chee
 Arthur Chen
 Constance Chiulli
 Kit Ching Cho
 Seong Cho
 Yumi Choi
 Juicke Chop
 Pamela Couvignou
 Ted Dang
 Elsie Dep
 Juon-Kin Fong
 Sandy Fong
 Gavin Funabiki
 Donn Ginoza
 Edith Gong
 James Head
 Sherry Hirota
 Sylme Ho
 Bert Ho
 Sylme Ho
 Art Hom
 Chenming Hu
 Norman Hui
 Ken Jeong
 Victor Jin
 Kathryn Jung
 Calvin Kam
 Karen Kam
 Lynn Khuu
 Rosaline Kiang
 Ann Kim
 David Koh
 Bonnie Kong
 Leslie Kong
 Katherine Kuo
 Jefferey Lai
 William Lai
 Ingrid Lamirault
 Frederick Lass
 George Lee
 Yui Hay Lee
 George Lee
 Margaret Lee
 Ko Lee
 Justin Lee
 Yin Ling Leung
 Lucy Leung
 Sally Lewis
 Macy Lieu

Christina Lin
 Julia Liou
 Sara Liss-Katz
 Tom Liu
 Zhen Hua Liu
 Onna Lo
 Susan Lo
 William Lock
 Wai-Bong Lok
 Rolland Lowe
 Daveena Ma
 Richard Ma
 Daveena Ma
 JoAnn Mar Tang
 Lisa McDonald
 Linda Minamoto
 Susan Muranishi
 David Nakashima
 Lawrence Ng
 Christina Ng
 Lawrence Ng
 Christina Ng
 Lawrence Ng
 Josephine Y. W. Ng
 Tung Nguyen
 Mychi Nguyen
 Richard Nusser
 Lillian Poon
 Thu Quach
 Dianne Richmond
 Kao Saechao
 Libby Schaaf
 Joseph Seto
 Ron Some
 Dong Suh
 Florence Tachibana
 K. Tan
 In-Chian Tang
 Steven Terusaki
 Ray Tong
 Jacqueline Tran
 David Tu
 Cheng Wang
 Asa Whillock
 Gloria Wilt
 Grace Wong
 Gordon Wong
 Otis Wong
 Grace Wong
 Beatrice Wong
 Otis Wong
 Garry Wong
 Beatrice Wong
 Lillian Woo
 Kenneth Wu
 Audrey Yamamoto
 Doug Yamamoto
 Maymie Yee
 Willie Yee
 Stephen Yee
 Vance Yoshida
 Michael Yoshikami
 Peter Yu

2018 SPONSORS

AAA Solutions
Alameda Alliance for Health
Alameda Health Consortium
ASAP Quality Printing
Asian Network
Asian Network
AT&T
Bank of the Orient
Bank of the West
California HealthCare Foundation
Capital Link
CAPS
Cathay Bank
Center For Elder's Independence
City National Bank
East Bay Asian Local Development Corporation
East Bay Community Foundation
East West Bank
Family Bridges
Freshwind Foundation
GILEAD
Henry Schein Dental
Henry Schein Dental
Industrial and Commercial Bank of China
Ingrid Lamirault Consultant
Kaiser Permanente
Lynn and Peter Khuu
Marsh & McLennan
Mass Mutual Pacific
Mass Mutual Pacific
Mechanics Bank
Metropolitan Bank
Milpitas Square
Mountain View Cemetery Association
National Association of Community Health Centers
New Oakland Pharmacy
New Oakland Pharmacy
NonStop Wellness
Oakland Chinatown Chamber of Commerce
Oakland Chinatown Lions Foundation
Oakland Chinatown Lions Foundation
On Lok
Pacific General Construction
PG&E
PG&E
Port of Oakland
Prudential
Prudential
Quest Diagnostics
Silver Dragon Café
The California Endowment
VISA
VOYA
Walgreens
Waste Management

2018 FUNDERS

Alameda County Dental Society
Alameda County Department of Public Health
Alameda Health Care Services Agencies
Asian Pacific Islander Legal Outreach
Bay Area Air Quality Management District
Blue Shield Foundation
California Department of Public Health
California Environmental Protection Agency
California Wellness Foundation
CDA Foundation
Center for Care Innovations
Community Health Center Network (CHCN)
Coulter Foundation
Delta Dental Foundation
Department of Justice, Office on Violence Against Women
Firedoll Foundation
First 5 Alameda County
Groundswell Catalyst Fund
Harry and Jeanette Weinberg Foundation
Health Net Foundation
Health Resources and Services Administration
HEDCO Foundation
Kaiser Permanente, Community Benefit Program, Northern California region
Kaiser Permanente's Community Benefit Programs, East Bay region
Korean American Community Foundation
Liberty Hill Foundation
Marguerite Casey Foundation
Marin Community Foundation
NorCal Group Foundation
NoVo Foundation
Packard Foundation
Public Health Institute
San Francisco Foundation
Substance Abuse and Mental Health Services Administration
Sunlight Giving
United States Environmental Protection Agency
United States Occupational Safety and Health Administration
Vesper Society
Wayne and Gladys Valley Foundation
Weingart Foundation
Wells Fargo Foundation
Womens Catalytic Fund
Women's Foundation
Zellerbach Foundation

PROVIDERS

George Lee, MD, *Chief Medical Officer*

FAMILY MEDICINE

Araneta, Christine, PA
Chang, Kimberly S, MD
Chen, Mei-Lin, MD
Chen, Tammy Yue, MD
Chen, Xiaoshuang, MD
Chung, Yukuen, MD
Fong, Stewart, MD
Gangopadhyay, Thien, NP
Green, Trinh My, MD
Guh, Emily Robin, MD
Kay, Kerry, MD *ii*
Leung, Jessica R, MD
Li Bland, Esther Ann, *ii*
Lim, Suzy Ann, MD
Lo, Susan S, MD
Ng, Christina P, MD
Nguyen, Suzanne Kim, *ii*
Ong, Paula S, PA
Riley, Jenny S, MD
Sam, Peter, MD
Song, Helen Soo Jung, DO
Tran, An Thi Thuy, MD
Vu, Van T, MD
Yee, Lisa, MD

INTERNAL MEDICINE

Chan, Clayton MD –
Chang, Anita MD **iv*
Co, Christopher, MD
Ing, Dennis, MD
Loo, Evelyn, MD
Ma, Daveena, MD **
Nguyen, Mychi, MD ***
Park, Daniel, MD
Takeda, Alisa, MD
Tse, Chung, MD
Verango, Jeremy, AGNP
Wong-Yap, Sumi ANP

PEDIATRICS

Chan, Sue, MD
Lam, Julia, MD
Liang, Sai MD *iii*
Nguyen, Hien, MD
Takakuwa, Natsuko, MD
Zhu, Li, MD *ii*

NUTRITION

Eliza Chan, MS, RD, CDE

DERMATOLOGY

Pai, Shan, MD

PERINATION CARE EDUCATION

Hang Dao, CPHW
Victoria Siu, CPHW
Janice Ho, CPHW

BEHAVIORAL HEALTH PROGRAM

Dorothy Dang, *Case Manager*
Vihra Gocheva, *BH Program Coordinator*
Donna Jung, *Medical Social Worker*
Zona Keo, LCSW, *Behavioral Health Clinician*
Edward Koo, LCSW, *Behavioral Health Clinician*
Jenny Lam, ASW, *Behavioral Health Clinician*
Sarah Lin, *Medical Social Worker*
Lai Ming Doris Tang, LCSW, *Behavioral Health Clinician*
Li Xia Zhao, *BH Care Coordinator*

* *Rolland & Kathryn Lowe Medical Center Site Director*
** *Chenming & Margaret Hu Medical Center Site Director*
*** *Frank Kiang Medical Center Site Director*

i. Nurse Practitioner Fellowship Director
ii. Physician Department Head
iii. Pediatrics Department Head
iv. Medical Information Officer

SPECIALTY MENTAL HEALTH

Bi, Joelaw, *SMH Counselor III*
Brown, Sherita Nichole, *SMH QI Manager*
Bui, Thu Anh, *SMH Psychiatrist On-Call*
Chen, Jennifer Y, *SMH Clinical Manager*
Chen, Shirley Si Min, *SMH Counselor III*
Chung, Yee Wan, *SMH Clinical Manager*
Dang, Khoa An, *SMH Counselor I*
Ha, Jacklin Thaomy, *SMH Counselor II*
Hsu, Pi-chen, *SMH Clinical Manager*
Huang, Eva, *SMH Counselor III*
In, Rene, *SMH Counselor II*
Ito, Kotomi, *SMH Clinical Manager*
Jie, Hoi Ching, *SMH Counselor III*
Kei, Pui Pui, *SMH Counselor IV*
Kwan, Mabel Tai, *SMH Counselor III*
Le, Chau K, *SMH Psychiatric Nurse
Practitioner On-Call*
Lee, Grace J, *SMH Psychiatrist On-Call*
Li, Gina, *SMH Counselor III*
Li, Zhilong, *SMH Counselor IV*
Matsuoka, Akemi Takagi, *SMH Clinical Manager*
Nguyen, My Hien Duc, *SMH Counselor III*
Nguyen, Thuy Kelly, *SMH Counselor II*
Pech, Nary, *SMH Counselor III*
Pence, Danielle Olivia, *SMH Associate Director*
Quoc, Yen A, *SMH Counselor III*
Saechao, Kao C, *SMH Division Director*
Saechao, Tseng Seang, *SMH Counselor II*
Suehiro, Phoebe, *SMH Clinic Site Supervisor*
Wei, Man Tso, *SMH Counselor III*
Xie, Yuhuan, *SMH Medical Director*
Yin, Yiyi, *SMH Postdoctoral Fellow*
Yip, Amos Wing Keung, *SMH Clinical Manager*
Yu, Jennifer J Y, *SMH Counselor IV*
Yun, Karen J, *SMH Psychiatrist On-Call*

DENTAL

Le, Huong, DDS, MA - *Chief Dental Officer*

Bui, Julie Hoang, DDS
Chen, Ann, DDS
Chen, Christina, DDS
Chen, Jeremy Li-Shin, DDS
Chen, Joyce Yunling, DDS, MS
Chen, Kim C, DDS
Cheng, Joyce Yi-Tzy, DDS
Ching, Karen Taniguchi, DDS
Chung, Theresa Tam, DDS
Cook, Katherine Vo, DDS
Gelle, Gerald Garric, DDS
Haley, Theodore Booth, DDS
Johnston, Tara Maria, DDS
Ko, Wynne, DDS
Kong, Laura Hsieh, DMD
Kwong, Anson Hoo Yin, DDS
Lee, Benjamin S, DDS
Liao, Christina Sue, DDS
Liao, Philip Chung, DDS
Lin, Ying-Yien M, DDS
Louie, Monica, DDS
Love, Thomas Edward, DDS, OMS
Ly, Mai Tu, DDS
Ma, Gloria F, DDS
Morimoto, Singe, DDS
Tinloy, Iris Anne Deguzman, DDS
Weng, Jonathan, DDS
Wung, Guei Mei Chiang, DDS
Yamanaka, Ryan Akira, DDS

FINANCIALS

REVENUE AND OTHER SUPPORT:

	2018	2017
Program Income	44,698,252	38,168,269
Grants and Contributions	15,250,674	12,729,149
Contributions in Kind	673,833	908,850
Interest & Dividend Income	113,477	121,831
Other Income	642,337	485,168
Total Revenue	61,378,573	52,413,267

EXPENDITURE:

Primary Care Services	33,908,720	33,037,935
Dental Services	4,529,986	3,080,944
Other Program Services	2,282,193	1,829,634
General and Administrative	7,000,371	4,620,446
Total Expenditure	47,721,270	42,568,959

Net Assets, beginning of year	53,593,394	43,271,734
Net Assets, end of year	66,508,227	53,593,394
Change in Net Assets	12,914,833	10,321,660

BALANCE SHEET DATA:

Current Assets	55,378,079	51,176,968
Non-current Assets	20,553,379	16,434,671
Total Assets	75,931,458	67,611,639

Current Liabilities	6,509,997	11,065,601
Long-term Obligations	2,913,234	2,952,662
Net Assets	66,508,227	53,593,394
Total Liabilities & Net Assets	75,931,458	67,611,657

INTRODUCING OUR NEW

PEDIATRICS & FAMILY CARE CENTER OF EXCELLENCE





unite

#ONENATION

We stand united in promoting policies that strengthen America, protect immigrant families and bring us together. We must fight for ourselves, our families, our coworkers and neighbors, our students and patients, and for the values we hold dear as Americans.

Help stop the Public Charge Rule
OneNationAAPI.com



ASIAN HEALTH SERVICES

2018

ANNUAL REPORT

AHS ADMINISTRATIVE HQ

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ROLLAND & KATHRYN LOWE MEDICAL CENTER

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AHS DENTAL CLINIC

345 9th Street, Suite 302
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(510) 986 – 6888

HARRY & JEANETTE WEINBERG DENTAL & WELLNESS CLINIC

190 11th Street
Oakland, CA 94607
(510) 250-8300

FRANK KIANG MEDICAL CENTER

250 E. 18th Street, 2nd Floor
Oakland, CA 94606
(510) 735 – 3888

COLLEGE OF ALAMEDA DENTAL CLINIC

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ARC CLINIC

817 Harrison Street
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WILDCATS CLINIC, OAKLAND HIGH SCHOOL

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SPECIALTY MENTAL HEALTH

310 8th Street, Suite 210
Oakland, CA 94607
(510) 735-3900

BOARD OF DIRECTORS

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