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.
Dear Friends,

Asian Health Services (AHS) has seen both great resilience and great need in 2019 through 2020. Our community was faced with challenges of COVID-19 that hit everyone on the national level, with the need for tests, protective gear to prevent transmission (Personal Protective Equipment, or PPE), and addressing the anxiety and isolation caused by the pandemic and shelter-in-place orders. Our AAPI community was and continues to be at a particular nexus of vulnerability as we are disproportionately affected by language barriers and escalating anti-Asian racism.

Throughout this time period, we have heard stories of courage, and also stark examples of vulnerable patients needing care and support. Our teams worked day and night to address clinical needs as well as the critical emotional and social service needs that are increasing by the day.

From the onset of COVID-19, our team began going at warp speed to protect our patients. As soon as AHS saw that COVID-19 testing rates were low in the AAPI community, we launched testing sites in Oakland Chinatown and in Fremont that provided free services in 12 Asian languages. The number of AAPI community members who received COVID-19 tests subsequently jumped drastically.

AHS is and has always been here for our community of more than 50,000 patients throughout Alameda County, providing health care, comfort, education, information, reassurance, problem-solving, and advocacy for all, in English and 14 different languages. Each and every one of us at Asian Health Services is committed to the future of our community’s health. Without you, we could not have played such a critical role in providing timely multilingual and multicultural COVID-19 response efforts for our most vulnerable.

Thank you,

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. We actively address the needs of sexually exploited minors, immigrant mothers, young men of color, and nail salon workers, and advocate for the undocumented and safety of our pedestrians and displaced populations.
MEETING THE NEEDS OF OUR COMMUNITY

25,779
PATIENTS SERVED IN 2020

Our Patient Base is Reflective of Our Community

- 20% CHILDREN (0-17)
- 49% ADULTS
- 31% ELDERS (65+)

63%
EARN LESS THAN 200% OF FEDERAL POVERTY LINE ($49,200 as a family of four)

97%
ARE ON MEDI-CAL, MEDI-MEDI OR ARE UNINSURED

73%
OF OUR PATIENTS EXPERIENCE LINGUISTIC ISOLATION

We serve the diversity of Alameda County’s AAPI community

95%
are AAPIs

71%
CHINESE

WE PROVIDE CARE IN 14 DIFFERENT LANGUAGES

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

PATIENTS BY ASIAN ETHNICITY

- 11% VIETNAMESE
- 11% OTHER
  - 1% Filipino
  - 1% Mongolian
  - 2% Korean
  - 3% All other Asian

14
DIFFERENT LANGUAGES

11% ASIAN

PATIENTS
BY ETHNICITY
Opened the FIRST-EVER MULTI-LINGUAL AND MULTI-CULTURAL COVID-19 TESTING SITE in Alameda County. Provided COVID-19 testing services in 10 Asian languages.


Conducted 30,000 vaccinations at our clinic sites in Chinatown as well as pop-up clinics in local parks, schools, and community centers.

Provided assistance to nearly 4,500 COVID-19 cases and their contacts, including connecting them to housing, food assistance, financial assistance, safety kits and more.

Created an Asian American and Pacific Islander contact tracing team servicing 8 LANGUAGES in partnership with Alameda County.

56,000 COVID-19 tests through three main COVID-19 community testing sites.

COVID-19 Vax Helpline (beginning on 06/30/2021) conducted vaccinations at our clinic sites in Chinatown as well as pop-up clinics in local parks, schools, and community centers.

- Cantonese: 4,084 calls
- English: 1,650 calls
- Mandarin: 442 calls
- Vietnamese: 188 calls
"Asian Health Services is not just here for my medical needs, but for my whole well-being."

- Mr. Ocampo

Upon Mr. Ocampo's arrival from the Philippines several years ago, he became a patient at Asian Health Services. He worked several jobs in order to care for his elderly parents.

As COVID-19 spread across the U.S. in 2020, Mr. Ocampo, a long-time patient who worked at a home care facility, was one of many vulnerable patients at AHS who was directly impacted by COVID-19. As soon as Mr. Ocampo began to recognize he was exhibiting symptoms of COVID-19, he immediately went to get tested at Asian Health Services’ free COVID-19 testing site in Oakland, which provided testing in 12 Asian languages. After anxiously waiting for his results, he finally received a call informing him that he indeed tested positive for COVID-19. Worried about how he would quarantine and fearing for his elderly parents, he did not know what to do. The first thing he did was call Asian Health Services.

“When I tested positive for COVID-19, AHS was the first place I called because I didn't know what to do, especially because I have two fragile seniors who live in my house – my mother and father. Asian Health Services helped me find a place where I could quarantine. The AHS social worker helped me make sure I was not worried, anxious, or in fear.”

- Mr. Ocampo

From finding a place to quarantine to providing needed medical care, AHS social workers also ensured Mr. Ocampo's parents received food assistance while he was in quarantine. They also provided medical and social support to his parents until Mr. Ocampo was able to safely return home.
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.
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

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, 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
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Anonymous Donors
API for Reproductive Health
Asian & Pacific Islander Wellness Center
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Asian Pacific Fund
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CISCO
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Henry Schein Dental
Oakland Medical Supply
Oakland Chinatown Chamber of Commerce
Oakland Chinatown Lions Club
Chinese American Physicians’ Society
Alameda Alliance for Health
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Bank of the Orient
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Cigna HealthCare
Graystar
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Topline Properties*
Pacific General Construction
Leon Lee
PC Retail Properties
Lynn and Peter Khu
Capital Link
VISA
KIA - Oakland KIA
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SAMHSA
Alameda County Department of Public Health
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Health Resources and Services Administration
California Department of Public Health, Office of AIDS
CPCA
CHCN/AHC
Bay Area Community Health
City of Oakland
Alameda County Complete Count Committee
Alameda County Health Care Services Agency
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California Wellness Foundation
East Bay Community Foundation
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Bay Area Census Funders Collaborative
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The California Endowment
California Colorectal Cancer Coalition (C4)
Vesper Society
Stupski Foundation
Oakland Fund for Public Innovation
Wells Fargo Foundation
Delta Dental Community Care Foundation
San Francisco Foundation
NBC
Direct Relief
Community Coalition for Equitable Development
NorCal Group Foundation
Silicon Valley Community Foundation via Community Initiatives
Hellman Foundation
Rotary Club
Emergent Fund
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The Center at Sierra Health Foundation
OCHIN
Kaiser Permanente Community Benefit Programs, East Bay Region
James Irvine Foundation
Trio Foundation
Upswing Fund
American Academy of Pediatric Dentistry
Y&H Soda Foundation
PROVIDERS

Mychi Nguyen, Chief Medical Officer

FAMILY MEDICINE
Chen, Cheng-I (Jackie) i
Dinh, Thanh Tan
Gangopadhyay, Thien
Lieu, Macy
Nguyen, Gina Thuy
Pham, Nancy T
Lee, George
Leung, Jessica R ***
Li Bland, Esther Ann **
Guh, Emily Robin ii
Kay, Kerry ii
Nguyen, Suzanne Kim ii
Chang, Kimberly S
Chen, Tammy Yue
Chen, Xiaoshuang
Fang, Susan May
Green, Trinh My
Lim, Suzy Ann
Lo, Susan S
Mei, Yuyang John
Ng, Christina P
Riley, Jenny S
Sam, Peter
Song, Helen Soo Jung
Tran, An Thi Thuy
Vu, Van T
Wang, Xingyue (Star)
Yee, Lisa
Jacolbia, Ronald Faigao
Wong-Yap, Sumi
Bui, Nhat Minh
Pai, Shan
Chen, Cheng-I (Jackie)
Dinh, Thanh Tan
Gangopadhyay, Thien
Lieu, Macy
Nguyen, Gina Thuy
Pham, Nancy T

INTERNAL MEDICINE
Nguyen, Mychi Thi
Ma, Daveena
Takeda, Alisa Chiharu
Chan, Clayton iv
Chang, Anita S *
Fong, Stewart
Ing, Dennis Kwang-Men
Loo, Evelyn May Lim
Park, Daniel C
Tran, Thuy An
Tse, Chung Hing
Co, Christopher John N
Wang, Changlin

PEDIATRICS
Araneta, Christine
Ong, Paula S
Chan, Sue S
Liang, Sai-Woon iii
Zhu, Li ii
Lam, Julia
Nguyen, Hien Thanh
Takakuwa, Natsuko F

NUTRITION
Chan, Eliza Man Yee

DERMATOLOGY
Pai, Shan

PERINATAL CARE EDUCATION
Ho, Wai Yan (Janice)
Siu, Victoria

BEHAVIORAL HEALTH PROGRAM
Wengrofsky, Katy Fiona
Keo, Zona
Sen, Sanjeshni Roshni (Sanju)
Cheng, Ryu Peiyun
Huynh, Kathy
Koo, Edward Ka Ting
Lam, Jenny W
Nguyen, Hoa My
Wei, Hui (Daniel)
Dahal, Puja
Kang, Juri
Leu, Longhao (Roger)
Leung, Havy Pak To
Dang, Dorothy Minh Thuy
Ngo, Cindy
Pamintuan, Patricia Stephanie Don
Luo, Vickie
Gocheva, Vihra Valerievea
Hoang, David H
Ngo, Jenny Mei
Zhao, Lixia
Lu, Timothy Louie

PERINATAL CARE EDUCATION
Ho, Wai Yan (Janice)
Siu, Victoria

SPECIALTY MENTAL HEALTH
Saechao, Kao C
Xie, Yuhuan
Lee, Grace J
Yun, Karen J
Chan, Naomi Chiu Yee
Chung, Yee Wan (Ingrid)
Matsuoka, Akemi Takagi
Talaee Rad, K Sorur
Yip, Amos Wing Keung
Brown, Sherita Nichole
Quoc, Yen A
Yu, Jennifer J Y
Chen, Shirley Si Min
Li, Zhilong
Nguyen, My Hien Duc
Bi, Joelaw
Jie, Hoi Ching (Justin)
Kwan, Mabel Tai
Pech, Nary
Wei, Man Tso
Yin, Yiyi (Kook)
Zhong, Kaihan (Johnny)
Yu, Helen Mei Yee
In, Rene (Suon)
Li, Isabel Man Yee
Saechao, Tseng Seang
Tse, Jonie Cho Suen
Yuen, Lai Shan (liz)
Dang, Khoa An

DENTAL
Le, Huong N
Chen, Jeremy Li-Shin
Chen, Joyce Yunling
Ko, Wynne
Kwong, Anson Hoo Yin
Liao, Philip Chung
Ly, Mai Tu
Yamanaka, Ryan Akira
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Lee, Linda Helen
Love, Thomas Edward
Tinloy, Iris Anne Deguzman
Weng, Jonathan
Wung, Guei Mei Chiang

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*** Frank Kiang Medical Center Site Director
i. Nurse Practitioner Fellowship Director
ii. Physician Department Head
iii. Pediatrics Department Head
iv. Medical Information Officer
## FINANCIALS

### REVENUE AND OTHER SUPPORT:

<table>
<thead>
<tr>
<th>Source</th>
<th>2020</th>
<th>2019</th>
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<tbody>
<tr>
<td>Program Income</td>
<td>43,026,559</td>
<td>41,086,210</td>
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<tr>
<td>Grants and Contributions</td>
<td>15,443,022</td>
<td>15,662,189</td>
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<tr>
<td>Interest &amp; Dividend Income</td>
<td>3,610,201</td>
<td>555,070</td>
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<td>Other Income</td>
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<td><strong>Total Revenue</strong></td>
<td><strong>62,912,672</strong></td>
<td><strong>61,660,008</strong></td>
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### EXPENDITURE:

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<td>Primary Care Services</td>
<td>32,253,233</td>
<td>29,523,069</td>
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<td>Denal Services</td>
<td>6,228,351</td>
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<td>Other Program Services</td>
<td>9,712,690</td>
<td>7,554,772</td>
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<tr>
<td>General and Administrative</td>
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<td>8,961,657</td>
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<tr>
<td><strong>Total Expenditure</strong></td>
<td><strong>57,655,659</strong></td>
<td><strong>52,109,103</strong></td>
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<table>
<thead>
<tr>
<th>Asset</th>
<th>2020</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td>Net Assets, beginning of year</td>
<td>76,059,132</td>
<td>66,508,227</td>
</tr>
<tr>
<td>New Assets, end of year</td>
<td>81,316,145</td>
<td>76,059,132</td>
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<tr>
<td><strong>Change in Net Assets</strong></td>
<td><strong>5,257,013</strong></td>
<td><strong>9,550,905</strong></td>
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### BALANCE SHEET DATA:

<table>
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<tr>
<th>Asset</th>
<th>2020</th>
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<tbody>
<tr>
<td>Current Assets</td>
<td>66,807,015</td>
<td>46,443,143</td>
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<tr>
<td>Non-Current Assets</td>
<td>28,278,544</td>
<td>36,457,627</td>
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<td><strong>Total Assets</strong></td>
<td><strong>95,085,559</strong></td>
<td><strong>82,900,770</strong></td>
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<tr>
<td>Current Liabilities</td>
<td>6,854,727</td>
<td>6,638,140</td>
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<tr>
<td>Long-term Obligations</td>
<td>6,914,687</td>
<td>203,498</td>
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<tr>
<td>Net Assets</td>
<td>81,316,145</td>
<td>76,059,132</td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>95,085,559</strong></td>
<td><strong>82,900,770</strong></td>
</tr>
</tbody>
</table>
ANNUAL REPORT 2020

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