



ASIAN HEALTH SERVICES

HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.

ANNUAL REPORT

2020



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,

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,

A handwritten signature in black ink that reads "Sherry Hirota".

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.

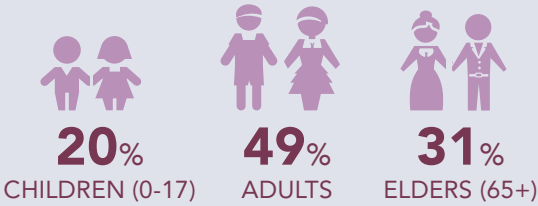


MEETING THE NEEDS OF OUR COMMUNITY

25,779

PATIENTS SERVED IN 2020

Our Patient Base is Reflective of Our Community



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

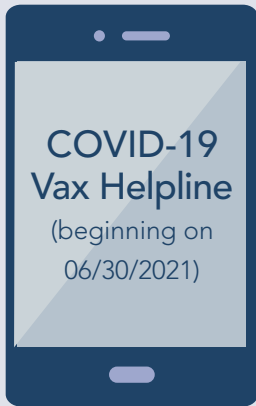


Language, Cultural Competency
and Access are key
to high quality care



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





Cantonese

4084 calls

English

1650 calls

Mandarin

442 calls

Vietnamese 188 calls

Conducted
30,000

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



Created an

Asian American and Pacific Islander

contact tracing team servicing

8 LANGUAGES

in partnership with Alameda County



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

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

AHS Case Investigation and Contact Tracing team took care of

4,167 people

(October 28, 2020 - July 31, 2021)

56,000

COVID-19 tests through three main COVID-19 community testing sites





"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

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

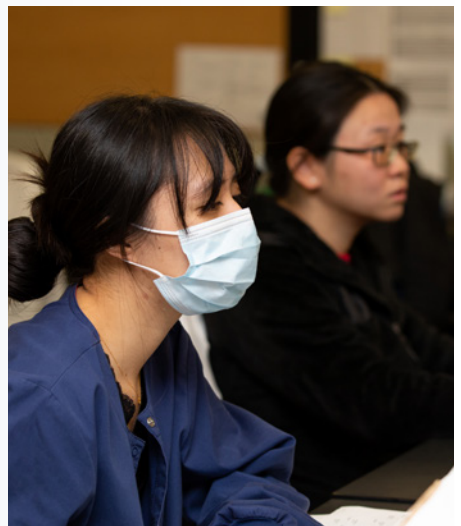
Perinatal Workshops

Teen Pregnancy Prevention/Reproductive Health

Tobacco Cessation & Prevention

Affordable Care Act Health

Care Outreach & Education



2020 SUPPORTERS

Gifts of \$250+

CORPORATIONS & FOUNDATIONS

Alameda Alliance for Health	Delta Dental Community Care Foundation
Amalgamated Foundation	Direct Relief
America's Best Local Charities	Diversity in Health Training Institute
Anonymous Donors	East Bay Asian Local Development Corporation
API for Reproductive Health	East Bay Asian Youth Center
Asian & Pacific Islander Wellness Center	East Bay Community Foundation
Asian Network Pacific Home Care	East West Bank
Asian Pacific Fund	EYEMD of Alameda & EYEMD Laser & Surgery Center, LP
Asian Women's Shelter	Family Bridges, Inc.
Association of Asian Pacific Community Health Organizations	Filipino Advocates for Justice
Athene Law, LLP	Freshwind Foundation
Bank of the Orient	Friends of Darwin Pham
Blue Shield of California	Gap Foundation
Bright Funds Foundation	Gateway Bank
Brown and Toland Physicians	Gilead Sciences, Inc.
Buddhist Church of Oakland	Hanson Bridgett LLP
California Healthcare Foundation	Hella Heart Foundation
California Primary Care Association	Heller Family Foundation
Cathay Bank	Hellman Foundation
Chevron LLC Trustee for Chevron Matching Employee Funds	Henry Schein Dental
Children's Hospital of Oakland	Highland Internal Medicine Group
Chinese American Physicians Society	Home Savings of America
Cigna	IBEW Local Union 595
CISCO	Industrial and Commercial Bank of China (U.S.A) NA
Compliatric	Integrative Medicine for the Underserved
Crankstart Foundation	John Muir Health
	Kaiser Permanente

Korean Community Center of the East Bay

LaSalle Mortgage Services

Lu & Hong LLC

Metaswitch Networks

Metropolitan Bank

Mountain View Cemetery Association

NBC Universal Foundation

New Breath Foundation

Nonstop Wellness

NorCal Group Foundation

Northeast Medical Services

Oakland Chinatown Chamber of Commerce

Oakland Chinatown Lions Club

Oakland Funding for Public Innovation

Oakland Medical Supply, LLC.

Oriental Gardens

Patel and Cruz

Pathlab

Port of Oakland

Prudential

RBC Wealth Management

Rotary Clubs District 5170

Salesforce.com

Silicon Valley Community Foundation

Smith-Jennings, Inc.

STRADA Investment Group

Stupski Foundation

Summit Medical Center

Sunlight Giving

Sutro & Company Incorporated

Sutter Health

Sutter Health / Alta Bates Summit Medical Center

The Harry and Jeanette Weinberg Foundation, Inc.

The Morrison and Foerster Foundation

The San Francisco Foundation

TRIVAD, Inc.

UC Berkeley Asian American Association

Vengapaella

Vesper Society

Wa Sung Community Service Club

Wallace H. Coulter Foundation

Wayne & Gladys Valley Foundation

Wells Fargo Foundation

Wright Medical Services

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Grace Kim	

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Nadyne Orona	Dr. K.M. Tan and Ms. May Chen
	Wilson R. Tang

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Brady Thomas
Jennifer Ting
Hunpin Toh
Christopher Tom and Deanna Tom
Susan Tom
Ray and Evelyn Tong
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Lau Tran
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Rose Tseng
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Michael Omi
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Deborah and Arthur Yee
Gary Yee
Maymie and John Yee
Ronald and Cynthia Yee
Oon Yek
Vance Yoshida
Prof. Peter Yu and Dr. Gloria Yu
Wan Hua A. Yu
Wanching Yu
James Zhang
Li Zhu
Helen Zia and Lia Shigemura
Hoyt Zia
Humane Zia
Karen Zukor

2020 SPONSORS

Kaiser Permanente	Athene Law
Cathay Bank	Industrial and Commercial Bank of China
Sutter Health	Bank of the Orient
GILEAD	Wa Sung Community Service Club
John Muir Health	Quest Diagnostics
East Bay Community Foundation	Freshwind Foundation
Blue Shield of California	City National Bank
Bank of the West	ASAP Printing
Nonstop Wellness	Capital Link
STRADA	Ingrid Lamirault / Lamirault Consulting
Asian Network	Dr. Huong Le
California Health Care Foundation	Eddie Orton
Mountain View Cemetery	Family Bridges
East Bay Asian Local Development Corporation	Assn of Asian Pacific Community Health Organizations
RBC Wealth Management	Buddhist Church of Oakland
Wells Fargo	Sloan Sakai Yeung & Wong, LLP
East West Bank	Brown and Toland Physicians
Port of Oakland	Cigna HealthCare
TRIVAD, Inc.	Graystar
Metropolitan Bank	Mission Peak Development*
Alameda Health Consortium	Topline Properties*
Henry Schein Dental	Pacific General Construction
Oakland Medical Supply	Leon Lee
Oakland Chinatown Chamber of Commerce	PC Retail Properties
Oakland Chinatown Lions Club	Lynn and Peter Khu
Chinese American Physicians' Society	Capital Link
Alameda Alliance for Health	VISA
Gateway Bank	KIA - Oakland KIA

2020 FUNDERS

Department of Justice - Office on Violence Against Women	HealthNet
SAMHSA	The California Endowment
Alameda County Department of Public Health	California Colorectal Cancer Coalition (C4)
APPEAL	Vesper Society
Public Health Institute	Stupski Foundation
Health Resources and Services Administration	Oakland Fund for Public Innovation
California Department of Public Health, Office of AIDS	Wells Fargo Foundation
CPCA	Delta Dental Community Care Foundation
CHCN/AHC	San Francisco Foundation
Bay Area Community Health	NBC
City of Oakland	Direct Relief
Alameda County Complete Count Committee	Community Coalition for Equitable Development
Alameda County Health Care Services Agency	NorCal Group Foundation
Kaiser Permanente	Silicon Valley Community Foundation via Community Initiatives
Coulter Foundation	Hellman Foundation
Sunlight Giving	Rotary Club
Harry and Jeanette Weinberg Foundation	Emergent Fund
Center for Care Innovations	Boston Scientific Foundation
Northwestern Keep it Up!	The Center at Sierra Health Foundation
Asian Pacific Fund	OCHIN
California Wellness Foundation	Kaiser Permanente Community Benefit Programs, East Bay Region
East Bay Community Foundation	James Irvine Foundation
Crank Start Foundation	Trio Foundation
Bay Area Census Funders Collaborative	Upswing Fund
Kaiser Permanente's Community Benefit Programs, Northern CA region	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

PERINATION 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, Havery Pak To
Dang, Dorothy Minh Thuy
Ngo, Cindy
Pamintuan, Patricia Stephanie Don
Luo, Vickie
Gocheva, Vihra Valerieva
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 (Iiz)
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
Bui, Julie Hoang
Chen, Ann
Chen, Christina
Chen, Kim C
Gelle, Gerald Garric
Haley, Theodore Booth
Johnston, Tara Maria
Kong, Laura Hsieh
Lee, Benjamin S
Li, Yuan-Mu (Mike)
Liao, Christina Sue
Louie, Monica
Ma, Gloria F
Ching, Karen Taniguchi
Lee, Linda Helen
Love, Thomas Edward
Tinloy, Iris Anne Deguzman
Weng, Jonathan
Wung, Guei Mei Chiang

* 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

FINANCIALS

REVENUE AND OTHER SUPPORT:	2020	2019
Program Income	43,026,559	41,086,210
Grants and Contributions	15,443,022	15,662,189
Interest & Dividend Income	3,610,201	555,070
Other Income	11,526	3,854,254
Total Revenue	62,912,672	61,660,008
EXPENDITURE:		
Primary Care Services	32,253,233	29,523,069
Denal Services	6,228,351	6,069,605
Other Program Services	9,712,690	7,554,772
General and Administrative	9,461,385	8,961,657
Total Expenditure	57,655,659	52,109,103
Net Assets, beginning of year	76,059,132	66,508,227
New Assets, end of year	81,316,145	76,059,132
Change in Net Assets	5,257,013	9,550,905
BALANCE SHEET DATA:		
Current Assets	66,807,015	46,443,143
Non-Current Assets	28,278,544	36,457,627
Total Assets	95,085,559	82,900,770
Current Liabilities	6,854,727	6,638,140
Long-term Obligations	6,914,687	203,498
Net Assets	81,316,145	76,059,132
Total Liabilities and Net Assets	95,085,559	82,900,770

ANNUAL REPORT 2020

AHS ADMINISTRATIVE HQ

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CHENMING & MARGARET HU MEDICAL CENTER

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(510) 986-6800

ROLLAND & KATHRYN LOWE MEDICAL CENTER

835 Webster Street
Oakland, CA 94607
(510) 318-5800

AHS DENTAL CLINIC

345 9th Street, Suite 302
Oakland, CA 94607
(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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