

# ANNUAL REPORT 2021-2022



# ASIAN HEALTH SERVICES

HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.

# OUR MISSION

Healthcare 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 healthcare services regardless of income, insurance status, language, or culture.



# CEO MESSAGE

Julia Liou, MPH, Chief Executive Officer



Dear Friends,

We, at Asian Health Services (AHS), are committed to creating a path toward collective healing, while ensuring healthcare in language and culture remains in reach and a human right for our patients and community. We have reached new levels of innovation and resilience, in response to the rise of anti-Asian hate, and the impact of the COVID-19 pandemic. We have been able to reach patients at new capacities including medical, behavioral, and dental telehealth appointments, reaching beyond our clinic walls to improve the health and well-being of our patients.

AHS has expanded its services with two mobile clinic vans that provide dental and medical care services to meet our community where they are at. We also officially launched our Special Initiatives Department in early 2021 which includes the Stop the Hate Program and the Community Healing Unit. With this new department, created to promote community safety, and healing in the AANHPI community, we are able to provide mental health support, navigation, care, and advocacy to those affected by anti-Asian Hate. In 2021 and 2022 we supported over 200 victims of racism and violence in Alameda County.

AHS has always been here for our growing community of more than 50,000 patients throughout Alameda County, ensuring in-language access in 14 different languages. The leadership, staff, and board of AHS are committed to ensuring our patients can achieve their highest health potential.

With Gratitude,

A handwritten signature in black ink that reads "Julia Liou". The signature is fluid and cursive, with the first name "Julia" being larger and more prominent than the last name "Liou".

Julia Liou, MPH  
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 healthcare 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

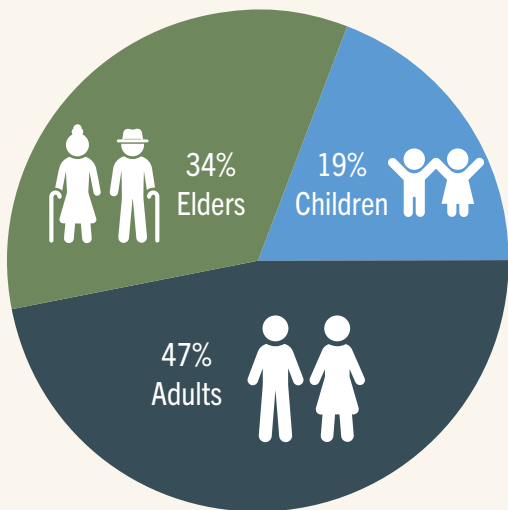
We go beyond the walls of our clinic and invest in the overall health of our community. We recognize that social, economic, and environment inequities lie at the heart of poor health. We actively address the needs of sexually exploited minors, immigrant mothers, young men of color, and nail salon workers,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



# MEET THE COMMUNITY

**27,726**  
PATIENTS SERVED  
IN 2022

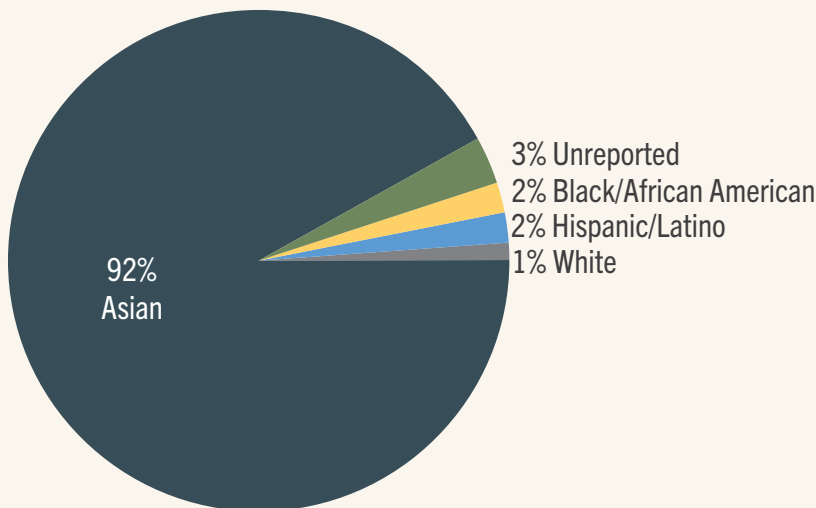
**91%** EARN LESS THAN 200% OF  
FEDERAL POVERTY LEVEL



**90%** ARE ON MEDI-CAL,  
MEDI-MEDI OR ARE  
UNINSURED

**84%** OF OUR PATIENTS  
EXPERIENCE LINGUISTIC  
ISOLATION

## PATIENTS BY RACE 2022



**14** DIFFERENT  
LANGUAGES

Language access and  
cultural competency are  
key to high quality care.

# COMMUNITY HEALING UNIT



We officially launched our Community Healing Unit in 2021, a victim services program providing holistic and trauma-informed care to individuals and families impacted by hate, crime, and community violence. Victims and their family members/loved ones can access culturally and linguistically appropriate services provided by a team of healthcare professionals and advocates. Within the first two years of the program, the Community Healing Unit has provided mental health, case management, systems navigation, and holistic healing services to over 200 individuals.

“ Speaking to an AHS counselor was the first time my mom opened up about her feelings, about her pain and some of the trauma she’s gone through. Because of AHS, [my parents] felt like someone believed in them and would be there to help them, and that allowed them to open up more to allow for healing to come in. ”



# PATIENT STORY

“ Asian Health Services was so helpful after I survived a violent assault. When I was connected to their behavioral health services, they looked for many different resources to support my mental health and emotional well-being. As a result of the attack, I had to have surgery and while I was recovering, I had to stop working and AHS was able to link me to financial assistance to help support me during my recovery.

Thank you to all at Asian Health Services, through your Community Health Unit, I was able to receive my medical appoints through Medi-Cal, and I was provided with all the resources I needed to support my physical and mental health, as well as not worrying about the financial burdens while I was recovering. Thank you for all of your help, Asian Health Services, was so helpful after I survived a violent assault.

”

– Behavioral Health Patient, Asian Health Services, Oakland, CA





# AWARDS & HONORS





# CLINICAL SERVICES

Adult Care

Geriatric Care

Pediatric Care

Dental Care

Behavioral Healthcare

Selected Specialty Care

Selected In-Patient Care

Case Management &  
Community Services Referrals

Teen Clinic

Nutrition Counseling

Minor Outpatient Procedures

Specialized Mental Healthcare

School-based Medical Clinic at  
Oakland High School

School-based Dental and Medical Clinic at  
Oakland High School

School-based Dental Clinic at Franklin Elementary  
and Lincoln Elementary Schools

Campus-based Dental Care at  
College of Alameda

HIV/AIDS Testing & 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, Khmer, Tagalog, Korean, Mandarin, and Vietnamese.

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

**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 links youth to reproductive health and mental health services.

**Language & Cultural Access Program (LCAP) Interpreting & Translation Services** | Provides translations of multilingual services.



# 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, Portuguese, and Spanish

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, and Vietnamese

Social Work Services

Voter Registration and Voter Education Support

## Health Education

Access to Healthcare 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

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“You can’t imagine how comforting it is to speak in your own language about your health concerns. I don’t think I can get better care other than here.”

—Ms. W, AHS Patient

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Mychi Nguyen, Chief Medical Officer  
Lina Lee Park, Chief Development & Communications Officer  
Kao Saechao, SMH Division Director  
Sean Tran, Human Resources Director





# FINANCIALS

REVENUE AND OTHER SUPPORT:	2022	2021
Program Income	46,822,608	45,308,437
Grants and Contributions	25,501,149	23,805,475
Interest & Dividend Income	389,916	147,934
Other Income	16,510,348	6,343,706
<b>Total Revenue</b>	<b>88,444,189</b>	<b>75,605,552</b>
EXPENDITURES:	2022	2021
Primary Care Services	34,146,612	31,967,819
Dental Services	6,455,809	5,797,647
Other Program Services	20,328,321	16,430,654
General and Administrative	8,092,954	7,723,299
<b>Total Expenditure</b>	<b>69,023,696</b>	<b>61,919,419</b>
Net Assets, beginning of year	95,002,278	81,316,145
New Assets, end of year	114,422,771	95,002,278
<b>Change in Net Assets</b>	<b>19,420,493</b>	<b>13,686,133</b>
BALANCE SHEET DATA:	2022	2021
Current Assets	94,676,950	76,717,184
Non-Current Assets	29,267,954	31,865,041
<b>Total Assets</b>	<b>123,944,904</b>	<b>108,582,225</b>
Current Liabilities	9,288,950	6,445,628
Long-term Obligations	233,183	7,134,319
Net Assets	114,422,771	95,002,278
<b>Total Liabilities and Net Assets</b>	<b>123,944,904</b>	<b>108,582,225</b>

# WAYS TO GIVE

## Donate Online

Visit [www.asianhealthservices.org/donate](http://www.asianhealthservices.org/donate)



## Donate By Mail

Visit [www.asianhealthservices.org/donate](http://www.asianhealthservices.org/donate) to print, complete, and mail the Donation Form to:

Asian Health Services  
Development Department  
101 8th Street, Suite 100  
Oakland, CA 94607

## Planned & Legacy Giving

Make a legacy gift by including AHS in your will, living trust, life insurance policy, or other estate planning options.

A legacy gift may offer you significant tax benefits. We recommend you seek the advice of qualified estate planning professionals to best achieve your charitable giving goals as well as to fully realize potential tax benefits.

## Stock Gifts

Make a gift of stock or securities to AHS.

To the extent permitted by law, you will be able to deduct the current fair market value of your stock gift, regardless of your cost basis.

## Matching Gifts

Did you know that your employer may have a charitable matching gift program? Under such programs, your employer will match your gift to AHS!

Contact your employer's Human Resources department for more information.

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**Questions? Contact Lina Park, Chief Development & Communications Officer**  
[lpark@ahschc.org](mailto:lpark@ahschc.org)

Asian Health Services is a tax-exempt non-profit 501(c)(3) organization. Our federal tax identification number is 94-2235908. Your gift is tax deductible to the extent permitted by law.

Together we can create

# BRIGHTER SMILES & HEALTHIER LIVES

for thousands of families, seniors, and youth

## ASIAN HEALTH SERVICES DENTAL CLINIC CAPITAL CAMPAIGN

*San Leandro, CA*

- Serving a growing low-income AAPI community in San Leandro
- First Dental Residency Teaching Health Center
- Integrated Behavioral and Dental Health Services
- 4 Specialty Care Services: Oral Surgery, Periodontics, Endodontics and Pediatric Dentistry
- 8,000 Additional Patients Served

*To learn more, make a gift, or verify availability contact Lina Park, Chief Development & Communications Officer*  
**LPARK@AHSCHC.ORG**

### CLINIC NAMING OPPORTUNITIES

#### Legacy Gift

\$1,000,000	Dental Clinic Naming Rights
\$750,000	Dental Residency Teaching Health Center Program
\$250,000	Waiting Area

#### Visionary Gift

\$10,000	Providers' Room
\$5,000	Exam Room
\$1,000 - \$4,999	Name on Donor Wall



# ANNUAL REPORT 2021-2022



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**Chenming & Margaret Hu Medical Center**  
818 Webster Street, Oakland, CA 94607  
(510) 986-6800

**Rolland & Kathryn Lowe Medical Center**  
835 Webster Street, Oakland, CA 94607  
(510) 318-5800

**Frank Kiang Medical Center**  
250 East 18th Street, 2nd Floor, Oakland, CA 94606  
(510) 735-3888

**Asian Health Services – Pediatrics San Leandro**  
101 Callan Ave, #5, San Leandro, CA 94577  
(510) 357-7077

**Asian Resource Center – Urgent Care Clinic**  
817 Harrison Street, Oakland, CA 94607  
(510) 986-0430

**College of Alameda Dental Clinic**  
555 Ralph Appezato Memorial Parkway,  
Building A-218, Alameda, CA 94501  
(510) 986-6812

**AHS Dental Clinic**  
345 9th Street, Suite 302, Oakland, CA 94607  
(510) 986-6888

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

**Harry & Jeanette Weinberg Dental Clinic**  
190 11th Street, Oakland, CA 94607  
(510) 250-8300

## School Based Clinics

**Wildcats Medical & Dental Clinic, Oakland High School**  
1023 MacArthur Boulevard, Oakland, CA 94610  
(510) 874-7152

**Franklin Elementary School Dental**  
915 Foothill Blvd, Oakland, CA 94606  
(510) 874-3354

**Lincoln Elementary School Dental**  
225 11th Street, Oakland, CA 94607  
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