



ASIAN HEALTH SERVICES

HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.



Annual Report

2023



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 health care services regardless of income, insurance status, language, or culture.

“

WE ARE FOSTERING
A FUTURE WHERE
ACCESS TO HIGH-
QUALITY HEALTH
CARE IS NOT JUST
A GOAL, BUT A
REALITY FOR ALL.

DEAR FRIENDS,

As I reflect on another year, I am filled with pride and gratitude to our staff, supporters, and our community for your commitment to ensuring health care – rooted in language and culture – remains accessible and a fundamental human right for our community. As we continue to recover from the impact of the global pandemic and anti-Asian violence, I have witnessed the resilience of our organization and strength of our collective efforts. I am honored to share reflections that we have accomplished together.

We were recognized as one of the top-performing health centers in the nation for quality care. We launched several groundbreaking initiatives to improve care for our patients and community. Among them, the creation of the **first AAPI Behavioral Health Training Academy** to cultivate a diverse, community-rooted workforce, and the implementation of **Remote Patient Monitoring** for more than 800 high-risk hypertensive patients. We also introduced a new **Mobile Medical & Dental Clinic Van**, announced the future **San Leandro Dental Clinic** to expand our reach to underserved populations, and provided **Trauma-Informed Care and Counseling** for survivors of anti-Asian violence and discrimination.

Through your support, the challenges in our community have become the catalyst for creativity and innovation. Collectively, we have explored new ways to meet the needs of our diverse patient population, and introduced various integrated and enhanced services that are becoming a new model of care.

We are fostering a future where access to high-quality health care is not just a goal, but a reality for all. The work we do is possible because of you. Thank you.



Julia Liou, MPH
Chief Executive Officer
Asian Health Services

Over four decades of service and counting



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.

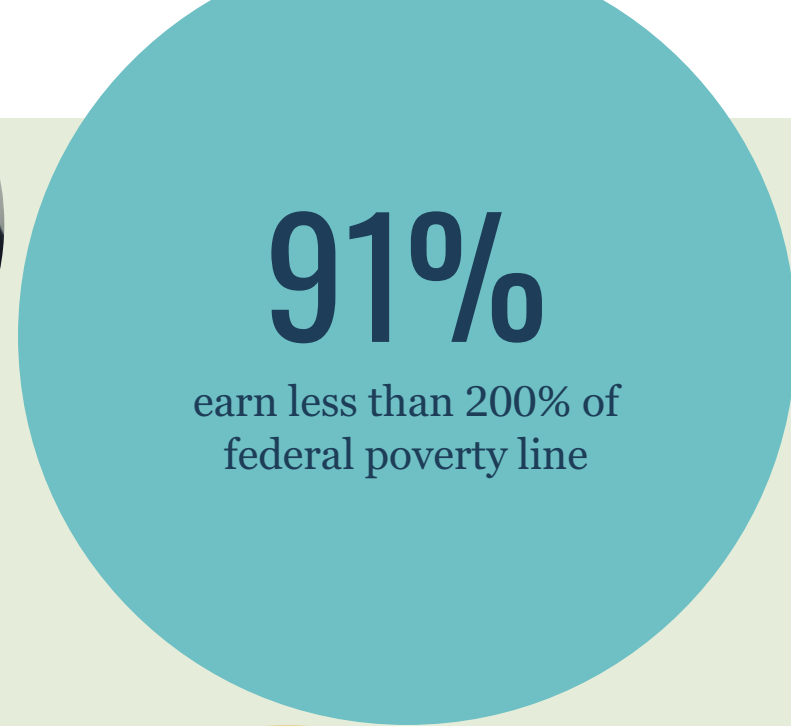


Community Impact

We go beyond our clinic and invest in our community's overall health. 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.

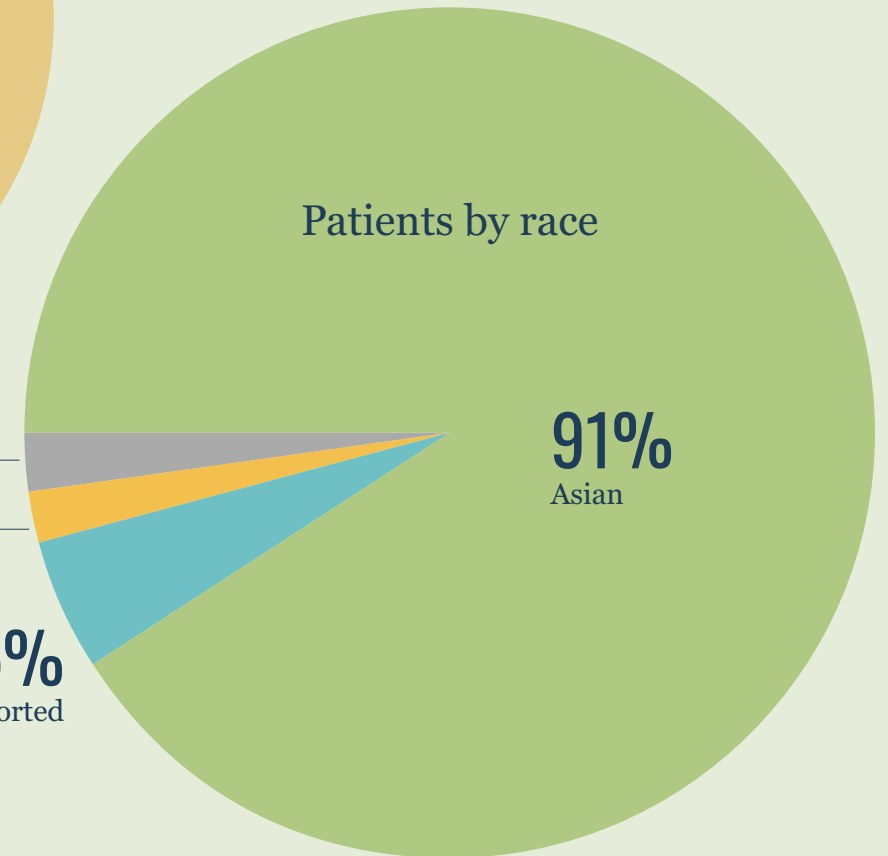
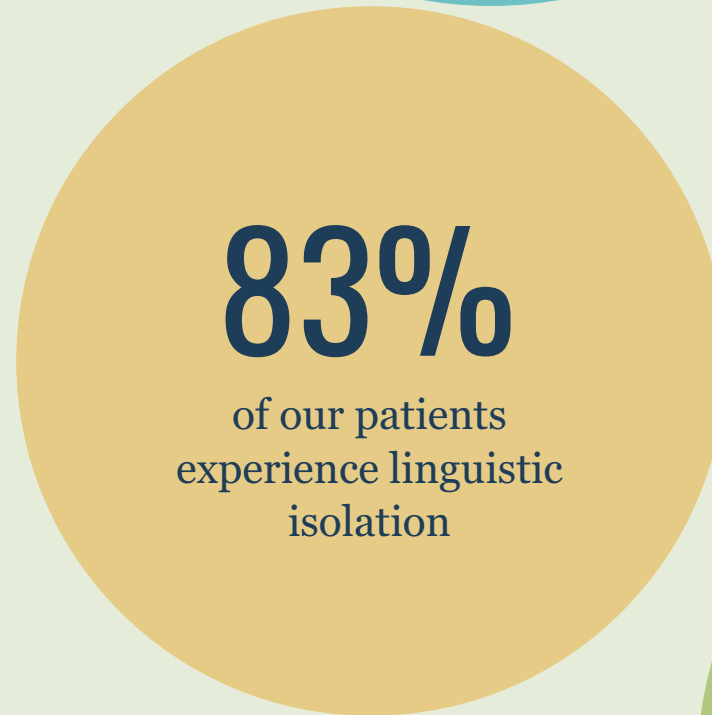
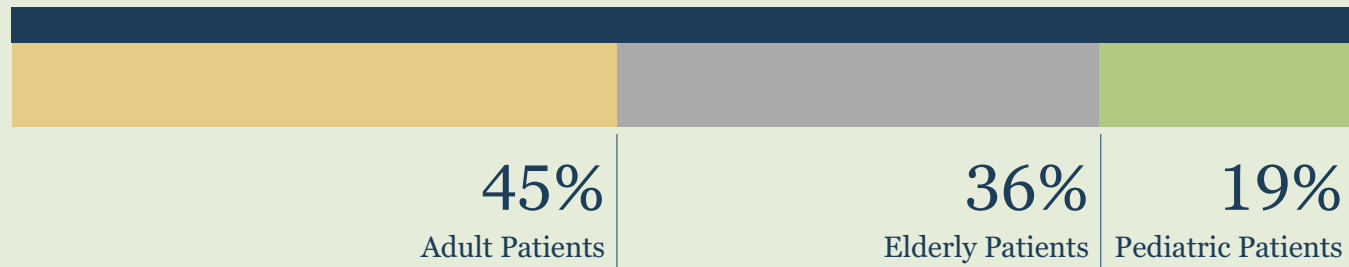
OUR PATIENTS

Meet our Community



28,144

Patients served in 2023



96%

on MediCal, Medi-Medi, or are uninsured

14

different languages

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

PROGRAM HIGHLIGHT

Remote Patient Monitoring

Asian Health Services launched their Remote Patient Monitoring program in 2021 in the face of COVID-19 and rise of anti-Asian violence. Many of our patients were afraid to leave their home and we needed to find an innovative approach to managing our highest-risk hypertensive patients. Through the Smart Hypertensive Improvement Project (SHIP), we were able to monitor our patients' blood pressure and heart rate remotely from the comfort of our patients' own home. 312 patients enrolled in the SHIP RPM Program in 2023. As of 2023, 803 patients have been given a smart blood pressure device through SHIP.



PATIENT STORY

The AHS Remote Patient Monitoring program has been an integral innovation

in keeping our patients healthy. In one instance, AHS providers were notified of a patient's heart rate dropping to low rates. After reviewing medical records and medications with the patient, the AHS provider discovered that an outside specialist had recently prescribed medication that was significantly lowering the patient's heart rate.

Because of the hypertensive monitoring device and SHIP program, further complications were prevented and the patient received the rapid response care he needed.

Our Health Coaches also monitor and call participating patients on a regular basis. In another instance, an AHS Health Coach called a patient after being notified of higher-than-normal blood pressure. During the conversation, the patient expressed pain in their toes which prompted an appointment and diagnosis of a gout attack. The remote patient monitoring program allows for quick diagnosis and treatment of potentially life threatening issues for the most vulnerable of our patients.



Nationally recognized for quality care



A holistic range of patient care

- 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

Bridging Generations

Summer program that promotes inter-generational connections by reconnecting high school youth with their historical and cultural roots.

Community Healing Unit

Provides culturally and linguistically appropriate trauma-informed care to individuals and families impacted by hate, crime, and community violence.

Advocacy

Advocating for the needs of our patients at local, state, and national levels.

Remote Patient Monitoring

Launched in 2021, the Remote Patient Monitoring (RPM) program supports our highest-risk hypertensive patients by allowing providers to remotely monitor blood pressure and heart rate while patients remain safely at home.

Honeycomb Hideout 510

De-stigmatize HIV prevention and care within Alameda County and encourage people of color within Oakland and the rest of Alameda County, to practice health care by offering inclusivity in education, resources, treatment, and care.

Health Education Programs:

- LGBTQ Health
- HIV/AIDS Prevention & Education

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.

Health Education Programs:

- Commercial Sexual Exploitation of Children (CSEC) education prevention and support

Community Building

Building alliances with diverse communities to promote belonging, inclusion, and cross-cultural learning.

Monthly Food Distributions

In collaboration with Alameda County Community Food Bank, AHS provides culturally relevant fresh produce, essential goods, and important resources to community members.

REACH Summer Internship

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

Strengthening Partnerships

Uplifting patient and community voices through coalition-building and statewide convenings.

Workforce Pipeline

Mental Health Academy and Dental Residency to build community-minded health care providers and leaders.

AHS Youth Program

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

Health Education Programs:

- Family Planning Workshops
- Teen Pregnancy Prevention/Reproductive Health

Practice & Community-based Research & Evaluation

Conducts community-based research that informs patient care, advocacy efforts, and policies.

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, Korean, Mandarin, Tagalog, and Vietnamese.

Empowering our communities

SUPPORT SERVICES

Clinical and Behavioral Health Screenings

General Patient Membership Meetings

Case Management

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

Trauma informed care and counseling

Remote patient monitoring care and coordination

HEALTH EDUCATION

Affordable Care Act Health Care Outreach & Education

Civic Engagement Voter Registration/Education

Commercial Sexual Exploitation of Children (CSEC) education prevention and support

Diabetes Self-Management

Digital Literacy Workshops

Family Planning Workshops

Geriatric Health & Depression Education

Health Care Rights for Immigrants, including Undocumented Immigrants

HIV/AIDS Prevention & Education

LGBTQ Health

Nutrition Workshops

Parenting Workshops

Perinatal Workshops

Teen Pregnancy Prevention/Reproductive Health

Tobacco Cessation & Prevention

Your support makes it possible

INDIVIDUAL SUPPORTERS (GIFTS OF \$250+)

Agnes Liou

Alan Fung

Alex Leonida

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Alice Chen and David Bilder

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Denise S. K. L. Cheung

Dennis Chang

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Phyllis L. Lee
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Rachel Richman
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SUPPORTERS

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Robert Pon

Ron C. Some

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Shirley Hooi

Shirley Lee

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Steven Chen, MD and Emily Lin

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Susan and Ken Kawaichi

Susan Lo, MD and Alan Jung, MD

Susan Park and Dong Suh

Sylme M. Ho

Taeku Lee

Ted and Christina Kuh

Teri Lee and Fred Lass

Tervina Moy

Thomas Chang

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Yu-Jung Chen and Andrew Kluter

Yumi Choi

Yumi Chon

Yvonne Chen

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JustAnswer, LLC

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Light of Buddha Temple

Mathematica, Inc.

Pacific General Construction

Salesforce.com

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Chinese American Physicians' Society

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Community Health Center Network/Alameda Health Consortium

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East West Bank

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Family Bridges

Freshwind Foundation

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Wa Sung Community Service Club

Waste Management

FUNDERS

Alameda County Public Health Department

Alameda Health Consortium / Community Health Center Network

American Academy of Pediatric Dentistry Foundation

Asian American Foundation

Asian Pacific Fund

Asian Pacific Institute On Gender-Based Violence

Bank of America Foundation

Bella Vista Foundation

Blue Shield Foundation

California Department of Social Services

California Health Care Foundation

California Office of Community Partnerships and Strategic Communications

California Office of Emergency Services

California Pan-Ethnic Health Network

California Wellness Foundation

CDC Foundation

Comcast Foundation

Crankstart Foundation

Delta Dental Community Care Foundation

Direct Relief

East Bay Community Foundation

Health Resources and Services Administration

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Kaiser Permanente's Northern California Community Benefit Programs

Leadership Conference Education Fund

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Substance Abuse and Mental Health Services Administration

Sunlight Giving

Sutter Bay Hospitals DBA Alta Bates Summit Medical Center

The Center at Sierra Health Foundation

University of California San Francisco

Vesper Society

Walmart Foundation

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PROVIDERS

Meet our valued clinicians

Medical

Mychi Thi Nguyen, MD, Chief Medical Officer

ADULT MEDICINE

Sumi Wong-Yap, NP

Nhat Minh Bui, NP

DERMATOLOGY

Shan Pai, MD

FAMILY MEDICINE

Kimberly S. Chang, MD

Arthur M. Chen, MD

Tammy Yue Chen, MD

Xiaoshuang Chen, MD

Susan May Fang, MD

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Kerry Kay, MD

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Nhi T. Tran, MD

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Cheng-I Chen, NP

Katherine Wing Chong, NP

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Vay Hoa Hoang, NP



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Gina Thuy Nguyen, NP

Tiffany Quan, NP

Pahnia Vang, NP

Sabrina Pui Ling Wang, NP

Victoria I. Wong, NP

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Cheng Feng Yu, PA

Paula Ong, PA

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Stewart Fong, MD

Dennis Kwang-Men Ing, MD

Evelyn May Lim Loo, MD

Daveena Ma, MD

Thanh Nguyen-Dinh, MD

Daniel C. Park, MD

Alisa Chiharu Takeda, DO

Thuy-An Tran, MD

Chung Hing Tse, MD

Changlin Wang, MD

Jeannie Wai-Chi Yip, MD

INTEGRATED BEHAVIORAL HEALTH

Ryu Peiyun Cheng, LCSW

Tammie Garyun Chen-Vannortwick, LCSW

George Allan Fogle, LCSW

Kathy Huynh, LCSW

Edward Ka Ting Koo, LCSW



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- Hui Wei, LCSW
- Wenyu Zhang, LCSW
- Debieh Miguel AR Acido, ASW
- YenAn Chen, ASW
- Puja Dahal, ASW
- Roger Leu, ASW

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- Sai-Woon Liang, MD
- Hien Thanh Nguyen, MD

- Natsuko F. Takakuwa, MD
- Li Zhu, MD

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- Ingrid Chung, LPCC
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- Heung M. Lau, PMHNP
- Grace J. Lee, Psychiatrist
- Zhilong Li, LPCC
- Akemi Takagi Matsuoka, LMFT, LPCC
- Christine Thanh Hien Nguyen, PMHNP
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- Man Carina Tsang, LCSW
- Man Tso Wei, LCSW
- Yiyi Yin, PsyD
- Yuhuan Xie, Psychiatrist
- Amos Wing Keung Yip, LMFT
- Jennifer J. Y. Yu, LMFT
- Karen J. Yun, Psychiatrist

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2022–2023 in numbers

REVENUE AND OTHER SUPPORT	2023	2022
Program Income	45,412,055	46,822,608
Grants and Contributions	29,159,722	25,501,149
Interest & Dividend Income	2,167,483	389,916
Other Income	6,043,787	16,510,348
Total Revenue	82,783,047	88,444,189
EXPENDITURES	2023	2022
Primary Care Services	34,969,395	34,146,612
Dental Services	7,000,748	6,455,809
Other Program Services	24,773,319	20,328,321
General and Administrative	9,197,848	8,092,954
Total Expenditure	75,941,310	69,023,696
Net Assets, beginning of year	114,422,771	95,002,278
New Assets, end of year	121,264,508	114,422,771
Change in Net Assets	6,841,737	19,420,493

BALANCE SHEET DATA	2023	2022
Current Assets	63,347,448	94,676,950
Non-Current Assets	76,917,644	29,267,954
Total Assets	140,265,092	123,944,904
Current Liabilities	11,738,393	9,288,950
Long-term Obligations	7,262,191	233,183
Net Assets	121,264,508	114,422,771
Total Liabilities and Net Assets	140,265,092	123,944,904



OUR \$10 MILLION CAPITAL CAMPAIGN

YOUR GIFT CAN TRANSFORM THE LIVES OF 6,000 MORE UNDERSERVED PATIENTS

HELP US BUILD THE AHS SAN LEANDRO HEALTH CAMPUS
Integrated Medical, Dental, Behavioral Health Services



*All architectural renderings shown are only examples and are subject to change



Learn more at
WWW.ASIANHEALTHSERVICES.ORG/SAN-LEANDRO-CAPITAL

For more information, contact
GIVE@AHSCHC.ORG

Support our communities

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.

Donate Online

ASIANHEALTHSERVICES.ORG/DONATE



Donate By Mail

Visit
ASIANHEALTHSERVICES.ORG/DONATE
to print, complete, and mail the Donation Form to:

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

Questions?

Contact
GIVE@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.



ASIAN HEALTH SERVICES

HEALTH CARE FOR ALL. ADVOCACY FOR THE UNDERSERVED.

AHS ADMINISTRATIVE HQ

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SPECIALTY MENTAL HEALTH

310 8th Street, Suite 210, Oakland, CA 94607

LINCOLN ELEMENTARY, SCHOOL-BASED CLINIC

225 11th Street, Oakland, CA 94607

FRANKLIN ELEMENTARY, SCHOOL-BASED CLINIC

915 Foothill Blvd, Oakland, CA 94606

WILDCATS CLINIC, OAKLAND HIGH

1023 MacArthur Boulevard, Oakland, CA 94610

COLLEGE OF ALAMEDA DENTAL CLINIC

555 Ralph Appezato Memorial Parkway,
Building A-218, Alameda, CA 94501

HARRY & JEANETTE WEINBERG DENTAL CLINIC

190 11th Street, Oakland, CA 94607

MAIN DENTAL CLINIC

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

ARC CLINIC - URGENT CARE

817 Harrison Street, Oakland, CA 94607

ASIAN HEALTH SERVICES – PEDIATRICS SAN LEANDRO

101 Callan Avenue, Suite 105, San Leandro, CA
94577

FRANK KIANG MEDICAL CENTER

250 East 18th Street, 2nd Floor, Oakland, CA
94606

ROLLAND & KATHRYN LOWE MEDICAL CENTER

835 Webster Street, Oakland, CA 94607

CHENMING & MARGARET HU MEDICAL CENTER

818 Webster Street, Oakland, CA 9460

TEEN CLINIC

817 Harrison Street, Oakland, CA 94607