



CISC

BRIDGING CULTURES
COMMUNITIES & GENERATIONS

2017 ANNUAL REPORT

MAIN OFFICE:

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ABOUT CISC

Since 1972, CISC (Chinese Information and Service Center) has continued to respond to community needs. Our mission has expanded to support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.

CISC provides wraparound, multigenerational services that support the whole family, an approach that successfully addresses the many challenges encountered by immigrant families as they adjust to their new lives in the United States. We offer an array of support services and programming - including social, family, and educational programs - for children, adults, and seniors. Although the majority of CISC's clients are ethnic Chinese, we also serve Vietnamese, Latino, Russian and South Asian families using a bicultural and bilingual approach, and never turn away anyone because of culture or race.

CISC annually reaches over 20,000 immigrants and their families throughout King County, Washington. These services help to overcome barriers, facilitate the transition and promote integration into the mainstream community.

FROM BOARD PRESIDENT

Success is achieved by doing things consistently well. Braving the New Wave, to embrace the changes, and continuing to deliver the best possible results are what define CISC. It's all about the effort on a daily basis that brings about transformation. As CISC celebrates its past 45 years of providing linguistically and culturally appropriate services to the community, it faces a challenging future. Rather than being hesitant or unsure of the what lies ahead, CISC looks forward to meeting the challenges and building on the foundation of its past achievements. CISC's goal will continue to be assisting immigrants to attain not just the promise, but the fulfillment of their American dream.

CISC has grown over the years in size and scope, not only helping Asian immigrants make the transition to a new life by providing comprehensive services for the whole family, but also assisting Hispanic and Russian immigrants. The effect of CISC's services in the community is significant and continues to inspire us day after day.

Mary L. Hsu



PROGRAM AREAS

EARLY CHILDHOOD EDUCATION	YOUTH DEVELOPMENT	FAMILY SUPPORT	CULTURAL NAVIGATOR PROGRAM	SENIOR & DISABLED ADULT SERVICES	HEALTHCARE ACCESS & OUTREACH
KALEIDOSCOPE PLAY & LEARN	AFTER SCHOOL PROGRAM	INTERNATIONAL FAMILY RESOURCE CENTER	EASTSIDE CULTURAL NAVIGATOR PROGRAM	COMMUNITY LIVING CONNECTIONS (Information & Assistance)	COMMUNITY HEALTH PARTNERSHIP
PARENT-CHILD HOME PROGRAM (PCHP)	YOUTH DROPOUT PREVENTION	EMPLOYMENT SUPPORT & TECH TRAINING	SOUTH CULTURAL NAVIGATOR PROGRAM	IN-HOME CARE CASE MANAGEMENT	STATEWIDE HEALTH INSURANCE BENEFITS ADVISORS (SHIBA)
PRESCHOOL	SUMMER LEARNING	LEGAL CLINIC		FAMILY CAREGIVER SUPPORT PROGRAM	BENEFITS ENROLLMENT CENTER (BEC)
		COMMUNITY OUTREACH & EDUCATION		SUNSHINE GARDEN CHINESE SENIOR COMMUNITY CENTER	EMERGENCY MEDICAL SERVICE (EMS)
		ESL NATURIZATION		SEATTLE HOUSING AUTHORITY (SHA) CASE MANAGEMENT	
		IMMIGRANT PARENTS & CAREGIVERS SUPPORT AND EDUCATION			

SERVICE AREAS

CISC provides services at different sites throughout King County:

- | | |
|---|---------------------------------|
| CISC Bellevue Office (Lake Hills Village) | Martin Luther King Elementary |
| CISC Kent Office | Newcastle Library |
| CISC Redmond Office (Together Center) | Newport Covenant Church |
| CISC Seattle Office | Newport Way Library |
| Bailey Gatzert Elementary | North Bellevue Community Center |
| Beacon Hill Library | Peter Kirk Community Center |
| Crossroads Community Center | Redmond Hopelink Food Bank |
| Crossroads Mini City Hall | Redmond Library |
| Issaquah Library | Redmond Senior Center |
| Kebero Court | Sammamish Library |
| Lake City Library | South Bellevue Community Center |
| Lake Hills Library | Yesler Community Center |
| Mercer Island Library | |

PROGRAM HIGHLIGHTS

COMMUNITY LIVING CONNECTIONS

Zhen-Fen and Mengi-Qi Huang, CLC Program clients and volunteers earned Sound Generations Inspire Positive Aging Awards. The couple have volunteered as choir instructors for the Cultural Exchange Program for 17 years, they encourage many isolated seniors to join the class and inspire others to age with grace, enthusiasm, hope, and energy.

BILINGUAL PRESCHOOL AT YESLER

In collaboration with the City of Seattle Parks and Recreation Department, CISC's Bilingual Preschool has relocated to the Yesler Community Center. Additionally, after a rigorous vetting process, our preschool is now recognized as a provider under the Seattle Preschool Program. As an SPP provider, our preschool will now have access to additional resources for our classrooms.

AFTERSCHOOL PROGRAM

CISC Afterschool Program parents joined the Seattle Public Schools board and leadership on Dec 2 to share their stories and engage with decision-makers to advocate for student needs.

DIGITAL STORYTELLING

This was a new project in partnership with OneAmerica and funding support from Department of Neighborhoods, City of Seattle, in the amount of \$90,781. This project engaged residents of Seattle's Chinatown International District in digital storytelling through classes that teach English language and digital literacy skills in a community-based setting. Participants told their personal immigration stories through digital media. The project culminated in a community presentation and screening of the participants' video stories. The project culminated in a community presentation and screening of the participants' video stories, with the goal of engaging the broader community in conversation about immigrant history and integration.

SEATTLE WORKERS RIGHTS

The Seattle Office of Labor Standards awarded CISC funding in the amount of \$156,035 for two years to develop outreach, education and technical assistance services to Seattle workers to help them understand their rights with regards to Seattle's minimum wage, wage theft, paid sick and safe time, Fair Chance Employment and Secure Scheduling ordinances, and hotel employees health and safety initiative. Our efforts focused on the Asian Pacific Islander communities.



EVENT HIGHLIGHTS

SING-AND-DANCE FUNDRAISER

The event at China Harbor Restaurant was sold out and raised nearly \$30,000 to support Early Learning Education Programs. Thanks to Swedish Health Services for its generous sponsorship.

LAKE HILLS OFFICE GRAND OPENING

CISC received funding from Aging and Disability Services (ADS) for its Russian case management program. The program now has a total of ten staff. The case management staff is housed at a new office on the eastside in Lake Hills Village. An office grand opening was held on Oct 27.

RICE DRIVE AND VOTER ASSISTANCE

CISC partnered with Chinese American Citizens Alliance Seattle Lodge, Aegis Gardens, Taiwan Benevolent Association of Seattle, Sun Food Trading Co, and Mr. Nicholas Ong to give away 800 pounds of rice, 160 packages of Chinese sausage, and 200 oranges to the elderly. Interim CDA and CISC translators assisted senior voters to complete their ballots at CISC Seattle office.

ANNUAL FRIENDSHIP DINNER

2017 was CISC's 45th anniversary. Reflecting on CISC's strategic goals and celebrating its accomplishments, the theme of our Friendship Dinner and Auction was "Braving the New Wave." The gala took place at Bell Harbor Conference Center on Saturday, June 3. The generosity of our guests was amazing. The support of all of our dinner sponsors and the dedication of our staff and volunteers was what made this event such a success to raise more than \$110,000.

CISC recognized dinner sponsors: Muckleshoot Indian Tribe, Tulalip Resort Casino, Swedish Hospital, United Way of King County, Amerigroup Real Solutions, US Bank, Century Link, EastWest Bank, and UnitedHealthcare Community Plan.

ANNUAL SENIOR RESOURCE FAIR

CISC's Annual Senior Resource Fair was held on Sept 6, at the North Bellevue Community Center. Our theme was "Active and Engaged". Over 300 guests attended the resource fair, where they connected with over 30 organizations that provided a wide variety of medical, social, and legal services.



STATEMENT OF FINANCIAL POSITION

Year ending Dec 31	2017	2016
ASSETS		
Current Assets		
Cash and cash equivalents	985,716	789,032
Accounts receivable	545,025	578,623
In-kind rent receivable, current portion	24,095	
Prepaid expenses and other current assets	45,622	58,645
Total Current Assets	1,600,458	1,426,300
Unemployment Trust Deposits	92,899	68,114
In-Kind Rent Receivable, net of current portion	40,235	
Property and Equipment, net	189,436	49,378
Total assets	\$ 1,923,029	\$ 1,543,792
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable	73,880	12,422
Accrued expenses	141,272	169,477
Deferred revenue	6,250	13,276
Deferred rent	56,352	
Total liabilities	277,754	195,175
Net Assets		
Unrestricted	1,528,622	1,268,687
Temporarily restricted	116,652	79,930
Total net assets	1,645,274	1,348,617
Total liabilities and net assets	\$ 1,923,028	\$ 1,543,792

STATEMENT OF ACTIVITIES

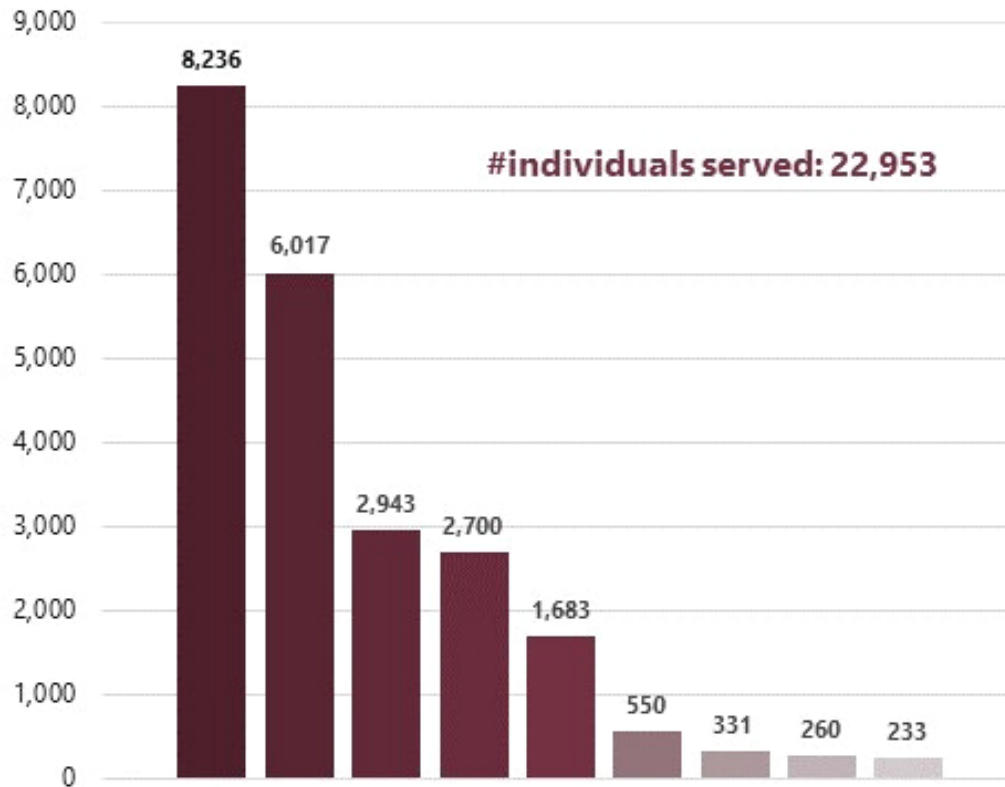
	2017	2016
Revenue		
Government grants and contracts	4,512,524	3,886,300
Contributions	94,881	74,520
Foundation and business grants	31,500	81,100
United Way contributions	168,837	118,979
Special events	137,325	111,945
Direct expenses associated with special events	(38,585)	(25,807)
In-kind contributions	126,694	82,814
Investment income	5,042	4,816
Fees for services	7,254	8,503
Miscellaneous	30,316	517
Total revenue	\$ 5,075,788	\$ 4,343,687
Expenses		
Program Services		
Elderly	2,712,808	2,197,157
Literacy	147,195	113,507
Family and youth	1,268,508	1,155,284
Crime victims assistance	33,568	93,446
Supporting services		
Management and general	136,892	136,668
Fundraising	480,160	424,290
Total Expenses	\$ 4,779,131	\$ 4,120,352
Increase (Decrease) In Net Assets	\$ 296,657	\$ 223,335



FUNDERS

- City of Bellevue
- City of Kirkland
- City of Redmond
- City of Seattle
- Eastside Pathways
- King County
- King County Library
- Mercer Island Library
- National Asian Pacific Center on Aging
- National Council on Aging
- OneAmerica
- Pacific Hospital Preservation Development Authority
- School's Out WA
- Seattle Foundation
- Seattle Office of Labor Standards
- Seattle Public Utilities
- SHIBA
- Stolte Foundation
- Thrive by Five
- United Way King County
- Victims of Crime Advocacy - King and Snohomish Counties
- YMCA Powerful School

CISC BY THE NUMBERS



- Healthcare Outreach and Access (SHIBA, BEC, & PHPDA)
- Early Learning, Youth, and Family Programs *
- Community Living Connections
- Cultural Navigator Program
- In-Home Care Case Management
- Senior Center
- ESL Naturalization
- Seattle Housing Authority Care Management
- Family Caregiver Support Program

* Early Learning, Youth and Family Programs

Parent-Child Home Program (PCHP)	51 children + 51 adults
Kaleidoscope Play & Learn	1,561 children + 1,391 adults
Bilingual Preschool	20 children + 20 adults
Afterschool and Summer Learning	81 students
Youth Dropout Prevention	25 students
Parenting Education and Support	76 parents/caregivers
International Family Resource Center	1,701 individuals
Technology Center	1,040 individuals
Total:	6,017 individuals



611 S Lane St, Seattle, WA 98104

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OTHER LOCATIONS

Bellevue

Cultural Navigator Program
Bellevue Mini City Hall
Crossroads Mall
15600 NE 8th St.
Bellevue WA 98008-3927
425.452.2800
425.502.0883 Russian

Russian Case Management Program
Lake Hills Village
655 156th Ave. SE, Ste. 380
Bellevue WA 98007

Redmond

Cultural Navigator Program
Together Center
16225 NE 87th St., Ste. A-7
Redmond WA 98052
425.289.8608 Spanish
425.625.5066 Spanish

Kent

18020 80th Ave. S, Ste. 102
Kent WA 98032-2519
425.207.9007