



BRIDGING CULTURES
COMMUNITIES & GENERATIONS

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2016 Annual Report

Chinese Information and Service Center



Chinese Information and Service Center

Mission Statement: *Creating opportunities for Asian immigrants and their families to succeed by helping them make the transition to a new life while keeping later generations in touch with their rich heritage.*

CISC was started in 1972 by a group of energetic college and high school students. They worked as part-time volunteers in a tiny donated space in Chinatown to fulfill a community need. The early focus was on helping non-English speaking elderly in the community. Later, CISC broadened its scope and added adult and youth employment programs, ESL and naturalization classes, family and youth services, domestic violence and crime victim services, and a community technology center.

Over the years, CISC has continued to respond to community needs by increasing access to services. In 2007, CISC partnered with other community-based organizations and began providing refugee and immigrant transition services on the Eastside and at its International Family Center-Kent in Chinese, Vietnamese, Spanish, Russian, and the languages of India through its Cultural Navigator Program.

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

From the Executive Director

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2016 was a time where CISC focused on pursuing clarity of its strategic direction after development of the Transition Plan at the end of the previous year. The staff took the lead in assessing the feasibility of expanding services to the other immigrant populations that CISC had been reaching through its various programs. This effort was supported by the agency's participation in the Bridgespan Group's *Leading for Impact* training, which was made possible by the Seattle Foundation.

The board of directors explored the needs of the Chinese newcomers, who had been moving into the Eastside, through a series of interviews and focus groups with community leaders. It also recruited new board members to increase the diversity and representation from the community.

Meanwhile, agency services continued to grow. CISC was able to obtain funding from a variety of sources, which allowed it to expand several of its programs. The most notable increase of the year was its acquisition of the full Russian case management program in the fall, which substantially broadened CISC's reach into a new immigrant community. This additional program signified a decided expansion into who CISC will be serving in the years to come.

Program Services

Service Approach

The agency's service philosophy is to use a holistic approach with bilingual/bicultural staff to provide developmentally appropriate services to individuals, families, and groups throughout the community. The focus is first on stabilizing, then strengthening individuals through strength-based skill building. The ultimate goal is for clients to reach their maximum potential as quickly as possible and become self-sufficient, contributing members of the community.

Clients can initially enter the system through any of the specific service that is provided. If they are determined to be in need of, or can benefit from, the other services that the agency offers, the internal coordination among staff makes for a smooth transition in obtaining the new service by ensuring that the necessary information are collected and the staff of the new service is thoroughly briefed on the client's needs.

We highlight just a few of the many programs and services that we have been providing:

Community Living Connections Program

This program helps adults 55+ sustain their independence through short-term interventions by providing information, direct assistance like interpretation, translation, clerical aid services, and supportive counseling; advocacy in accessing appropriate resources and welfare programs; and a network of coordinated support and referral, such as person-centered option counseling, care coordination, family caregiver support, etc. We help our clients decipher complicated forms and to apply for public benefits programs— including Medicare and Medicaid, Security Supplemental Income, Apple Health, and Affordable Care Act (ACA) Health Insurance—as well as food/energy/utility/housing/immigration and naturalization assistance, among others. We run drop-in I&A programs for low-income, non-English and limited-English speaking individuals and families at both our main office in Seattle and our International Family Center in Kent, as well as at locations in Issaquah, Bellevue, and Lake City.

SHIBA (State Health Benefits Insurance Advisor) program

The SHIBA Helpline offers free health insurance education, assistance and advocacy for all Washington residents, including the disabled, across the state. SHIBA volunteers receive extensive training to help consumers understand their rights and options regarding health care insurance and access, and they are experts in supplemental plan options. Currently, our diverse group of SHIBA volunteers (who are managed by CISC staff members) speak Mandarin, Cantonese, Tagalog, Korean, Vietnamese, Hindi, and Punjabi.

We also have four ACA-certified In-Person Assisters on staff.

Cultural Navigator Program (CNP)

CISC assumed management of the CNP in 2007 and thus expanded into serving a more diverse immigrant populations than its traditional Chinese clients. CNP staff speak Spanish, Russian, the languages of India, Mandarin and Farsi, but also serve other immigrant groups who have moved into the Eastside region.

Management Team

Dorothy Wong, Executive Director

Shan Whiteside, Finance Director

Stephen Lam, Elderly Program Director

*Hueiling Chan, Program Director/
Clinical Director*

Kevin Chan, Office Manager

The Cultural Navigators:

- not only provide information, but follow up with clients and form mentoring relationships
- are key advocates, filing complaints on behalf of clients to housing authorities
- inform clients how to safeguard their own lives and property – how to call the police, ambulance or fire department or what to do in case of a natural disaster.
- give basic assistance and information about legal issues
- save many people from becoming victims of unscrupulous lawyers who charge for processes that are free – such as applying for Green Cards.
- partner with many other service providers. They are currently collaborating with Jubilee Reach and SOAR (in Bellevue) on a project to improve parents' understanding of the education system and how to help their children succeed in school.

The main areas of assistance are:

- Employment
- Housing
- Medical needs
- Food
- Education

As the immigrant communities gravitate towards the south King County area in search of affordable housing, the CNP staff have adjusted their efforts accordingly. City leaders throughout the region have recognized the changing needs of the program, which have been demonstrated by CNP receiving new funding from the cities of Bothell, Issaquah, Sammamish, and SeaTac for the 2017 funding period.

Russian Case Management Program

CISC received a contract in 2015 for a small caseload of the Russian in-home care case management services from the Aging and Disability Services (ADS), as ADS determined what it would do with the remainder of the Russian caseload. In the fall of 2016, ADS awarded CISC the remaining caseload, thereby significantly increasing the size of this program. The program served 621 clients in 2016. With eight new staff joining the program, CISC had to seek out a new location on the Eastside to house the service, where most of the clients reside; meanwhile, the staff worked out of the main office and the Kent location. A new location has since been identified and staff will move to their new office in June 2017.

New location address: Lake Hills Village, 655 156th Ave. SE, Suite 380, Bellevue WA 98007.



Meet the staff: *Left to right* – Rada Egereva, Mikaela Chebotareva, Mikhail Bajenov, Olga Nikitina, Roman Libov, Oleg Guzevatyy, Nina Solomatova. *Below* – Rachel Green.



After School Program

CISC's After School Program recognizes the importance of embracing parents as key partners in their children's education. Strategic family engagement can change the lives of public school students for school improvements and student achievements. We celebrated three "FIRST- TIME ACHIEVEMENTS" with parents for their committed and dedicated engagements in 2016.

Mayor's Education Summit – Community Conversation in CISC

It was the first time! CISC partnered with City of Seattle Department of Education and Early Learning, holding a community conversation for family engagement in children's education. Families selected the topics on English Language Learners (ELL), Language Access and Parent Engagement. The focuses were on what barriers Seattle students faced and what solutions were needed to overcome those barriers. More than 60 participants actively joined that conversation. Parents' voices were heard.

Public Testimony at Seattle School Board Meeting

It was the first time! Parents advocated for language access at a public testimony at a regular Seattle School Board Legislative Meeting with the support of CISC's collaboration with OneAmerica. As a result of their public testimonies, their need and urgency were heard. The Superintendent allocated over \$250,000 to support translation and interpretation services. These funds will be used for a contract with Language Line for IEP use and for staffing at John Stanford Center to support discipline hearings, urgent safety notices and other high needs areas.

Parent-School Meeting CISC

It was the first time! Parents met with Lowell Elementary's Principal about the language barrier. A phone line was set up at the school. Parents could use it to get important and the latest messages about the school through its Cantonese recording.

CISC has been identifying parents' capacities and the community resources needed to sustain effective family engagement in culturally relevant ways. For the Chinese community, these are successful engagement strategies for parents to advocate for themselves and their children's needs. CISC will continue to encourage, empower and engage parent involvements in education.



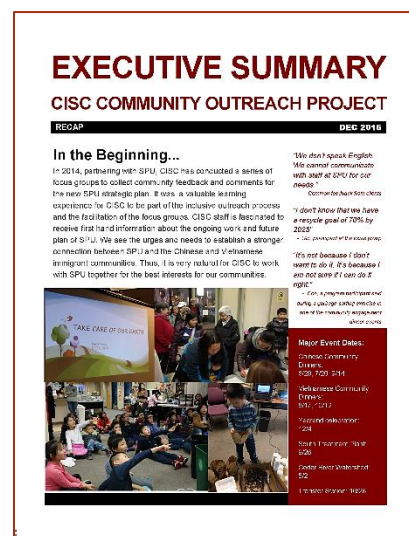
Community Outreach Projects

As a part of its mission to help clients understand the institutional systems in the U.S., CISC had been engaged in a dialogue with the **Seattle Public Utilities (SPU)** on developing culturally-competent approaches to encourage non-English speaking residents to participate in SPU’s strategic planning efforts. An outcome of those discussions was SPU contracting with CISC to develop a series of community outreach and education efforts. Outreach activities and education sessions were created with the input from community members that were culturally appropriate and would more effectively promote learning and retention of the information. CISC prepared an executive summary that detailed its 2016 activities.

SPU will continue another contract with CISC in 2017 to develop information and educational sessions on topics such as food waste management, recycling, water preservation and residential drainage.

CISC by the Numbers

| | # individuals served |
|---|-----------------------------|
| Community Living Connection | 2898 |
| SHACM | 279 |
| In-Home Care Case Management | 1651 |
| Family Caregiver Support Program | 206 |
| Senior Center | 414 |
| ESL Naturalization | 295 |
| Healthcare Outreach and Access (SHIBA, BEC and PHPDA) | 2124 |
| Kent Vet HS | 318 |
| Digital Story Telling Project | 30 |
| Cultural Navigator Program | 910 |
| Crime Victim Services | 243 |
| Family & Youth Clients: | |
| Kaleidoscope Play & Learn: 1448 children + 1322 adults | |
| PCHP: 51 children + 66 adults | |
| Afterschool and Summer Learning: 80 students | |
| Parenting Education and Support: 140 parents/caregivers | |
| Bilingual Preschool: 30 children + 50 adults | |
| International Family Resource Center: 2000 individuals | |
| Total: 5187 individuals | |



Statement of Activities

| <i>Year Ending December 31</i> | <i>2016 unaudited</i> | <i>2015</i> |
|--|-----------------------|--------------------|
| OPERATING SUPPORT & REVENUE | | |
| Government Grants & Contracts | \$3,884,382 | \$3,216,274 |
| United Way King County | 115,415 | 133,672 |
| Individual Contributions (general public) | 95,132 | 75,618 |
| Contributions from businesses & foundations | 97,783 | 43,832 |
| In-kind contributions | 40,450 | 98,323 |
| Special events | 70,017 | 70,951 |
| Program service fees | 14,546 | 7,957 |
| Interests & dividends | 2,250 | 2,242 |
| Miscellaneous | 2,557 | 24,361 |
| TOTAL OPERATING SUPPORT & REVENUE | \$4,322,532 | \$3,673,230 |
| OPERATING EXPENSES | | |
| Family & Youth | 1,157,748 | 1,177,243 |
| Elderly Information & Assistance/Case Mgt. | 2,210,671 | 1,803,926 |
| Literacy | 90,077 | 82,306 |
| Crime Victim Assistance | 64,158 | 62,918 |
| Management & general | 435,226 | 298,263 |
| Fundraising | 164,692 | 147,005 |
| TOTAL OPERATING EXPENSES | \$4,122,573 | \$3,571,661 |
| Net realized & unrealized gains (losses) on marketable equity securities | 0 | 0 |
| INCREASE (DECREASE) IN NET ASSETS | \$199,959 | \$101,569 |

Statement of Financial Position

| <i>Year ending Dec 31</i> | <i>2016 unaudited</i> | <i>2015</i> |
|---|-----------------------|--------------------|
| ASSETS | | |
| Current Assets | | |
| Cash and cash equivalents | \$456,641 | \$481,196 |
| Accounts receivable | 699,644 | 703,291 |
| Prepaid expenses & other current assets | 32,384 | 43,462 |
| Unemployment compensation trust | 73,896 | 52,673 |
| TOTAL CURRENT ASSETS | 1,262,565 | 1,280,622 |
| TOTAL PROPERTY & EQUIPMENT | 136,742 | 89,764 |
| TOTAL ASSETS | \$1,399,307 | \$1,370,386 |
| LIABILITIES AND NET ASSETS | | |
| Current Liabilities | | |
| Account payable | 7,200 | 46,235 |
| Accrued expenses | 262,920 | 148,373 |
| Deferred rent | 24,711 | 25,954 |
| Contract refunds payable | 0 | 0 |
| Deposits | 22,984 | 24,542 |
| TOTAL CURRENT LIABILITIES | 317,815 | 245,104 |
| Net Assets | | |
| Unrestricted net assets: | | |
| Undesignated | 1,056,492 | 1,100,282 |
| Temporarily restricted net assets | 25,000 | 25,000 |
| TOTAL NET ASSETS | 1,081,492 | 1,125,282 |
| TOTAL LIABILITIES AND NET ASSETS | \$1,399,307 | \$1,370,386 |

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Thanks to all those who gave in 2016

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15600 NE 8th St.
Bellevue WA 98008-3927
425.452.2800
425.502.0883 Russian (staff cell phone)
425.598.5436 Spanish (staff cell phone)

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
425.502.0684 Spanish (staff cell phone)
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Kent

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425.207.9007