A WORD FROM THE EXECUTIVE DIRECTOR

Seeing our team in action throughout 2019 meant seeing their passion and commitment to serving the community. Whether we’re faced with opportunities or challenges, we remain grounded in our efforts to bridge cultures, communities and generations. This philosophy has guided our work over 47 years to develop programs and take on new, ambitious projects to serve the entire family and community.

Research shows the critical brain development that occurs between birth and age five. To ensure the families we serve have access to quality early childhood education programs, CISC embraced the Best Starts for Kids initiative approved by voters in 2015. In 2019, we continued to build and expand programs that enable parents, grandparents, and caregivers to develop their children’s social, emotional, cognitive, and bilingual skills. At our graduation events, smiles from family members showed their appreciation for and pride in the progress their children made toward being ready for kindergarten.

For the first time, the U.S. census is being conducted primarily online. With critical federal funding at stake that supports health, education, social services, and more for the next decade, CISC launched efforts to promote full participation in the 2020 Census. Our entire staff were mobilized to educate our immigrant communities about the importance of the census. We are focusing especially on our seniors to ensure they have the language and technical support they need to be counted —particularly since programs like Medicare and caregiver support are federally funded.

CISC is partnering with HealthierHere to improve health and advance equity in King County. HealthierHere has brought together numerous organizations to collaborate and innovate together to improve health outcomes. As a community-based organization, CISC’s work promotes social and economic opportunities that impacts a person’s ability to experience healthier lives. We are excited for the possibilities of this partnership to benefit the communities we serve.

The lives we improved and partnerships we embarked on in 2019 were made possible by your support of and belief in our mission. Thank you for enabling our team to make a tremendous impact in strengthening our community.

MICHAEL ITTI
EXECUTIVE DIRECTOR
FINANCIAL HIGHLIGHTS

Government and Organizational Funders

Asian Counseling and Referral Service
Cathay Bank Foundation
Child Care Resources
City of Bellevue
City of Bothell
City of Issaquah
City of Kirkland
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Office of the Insurance Commissioner
OneAmerica
Public Health - Seattle & King County
Seattle Foundation
Seattle University
Sheng-Yen Lu Foundation
State of Washington
Stolte Family Foundation
United Way of King County
US Bank Foundation

Financials

Revenue
Government grants and contracts $7,041,398
Contributions & special events $285,840
In-kind contributions $201,791
Other income $191,608
Total Revenue $7,720,637

Expenses
Program Services:
   Elderly $3,735,669
   Family and Youth $2,683,139
Supporting Services:
   Management and general $618,230
   Fundraising $135,867
Total Expenses $7,172,905
CISC provides services at community-based sites throughout King County:

- CISC Bellevue Office
- CISC Kent Office
- CISC Redmond Office
- CISC Seattle Office
- Aegis Gardens Newcastle
- Beacon Hill Library
- Crossroads Community Center
- Crossroads Mini City Hall
- Greenwood Senior Center
- International House
- Issaquah Library
- Issaquah Senior Center
- Lake City Community Center
- Lake Hills Library
- Laurelwood Gardens, Federal Way
- Mercer Island Library
- Newcastle Library
- North Bellevue Community Center
- Peter Kirk Community Center
- Redmond Hopelink Food Bank
- Redmond Library
- Redmond Senior Center
- Renton Housing Authority Office
- Sammamish Library
- Seattle Housing Authority
  - Beacon Tower
  - Gideon Mathews Gardens
  - International Terrace
  - Leschi House
- South Bellevue Community Center
- Walnut Park Townhomes, Kent
- Wisteria View Manor
- Yesler Community Center
1,935 children improved their skills and readiness for kindergarten through our early learning programs

156 immigrants applied to become a naturalized U.S. citizen with our assistance

12,449 participants and clients served through our activities and programs on the Eastside

918 visits for legal clinic questions, benefits assistance, and educational classes in our Family Center

1,750 seniors connected to caregivers and specialists to live more independently at home

7,793 questions answered regarding Medicare and other health care programs

13,313 visits by seniors to our Chinatown ID office for help accessing crucial services

Data may include duplicate client visits
**Program & Event Highlights**

**Early Childhood & Youth Development**

From early years to grade school, CISC programs support a child’s physical, social-emotional, and cognitive development and academic success. We utilize linguistically and culturally-relevant strategies to build on the strengths of each student and family.

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**Honoring Cultural Traditions**

Grandparents cherish the bond with their grandchildren. Our Child Care Health Consultation Program, which promotes a nurturing, healthy, and supportive environment for children, featured a Dragon Boat Festival celebration. The event involved hands-on learning with arts and crafts to create a dragon boat for grandparents and grandchildren to play together. The activity brought out smiles and laughter and promoted the sharing of culture and values with the next generation.

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**Early Learning in Numerous Languages**

Quality early education experiences are crucial for success in school and in life. CISC is proud to provide free Kaleidoscope Play and Learn programming. In 2019, we partnered with libraries, community housing and community centers to offer 14 program sites across the county in multiple languages including English, Hindi, Mandarin, Somali, and Ukrainian. These weekly structured playgroups provide an inviting space for caregivers and children (0 to 5 years) to learn together through play.

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**Family Support in South King County**

Every Friday morning, families arrive at our Kent Center for interactive activities that support both parents and children and revolve around three elements: support, involve, and enjoy. Parents enjoy meeting other parents while supporting their child’s development through games, song, reading, and culturally-relevant programs.

The Kent Center is where our ParentChild+ Program is based. Our early learning specialists, who speak Vietnamese and Chinese, provide weekly home visits to prepare children for pre-school and kindergarten. In July, the program organized its first field trip to Woodland Park Zoo with 24 families, including children, parents, and grandparents. For many families, the trip was their first visit to the zoo. We included group activities and shared food together during lunchtime.

The Kent Center has become a welcoming place for young families to support their child’s development, make new friendships, and support each other.


**Promoting Family Engagement**

The After School Program recognizes the importance of embracing and empowering parents as they support their children’s education. We raise the voices of more than 60 families by facilitating meetings with Seattle Public Schools superintendent, principals, and teachers. We worked closely with a community-based partner, the Southeast Seattle Education Coalition, to provide an opportunity for parents to contribute their feedback in the Family Engagement Survey in their own language. Through our efforts, more than 200 surveys were collected in Chinese. The After School Program is committed to advocating for students and their families to advance educational justice and promote academic success by supporting family engagement.

**CISC Bilingual Preschools**

Our preschools create a learning environment that values and embraces the rich cultural and language backgrounds of families and children. Teachers strive to prepare children for their first day of kindergarten and support their physical, social, emotional, and cognitive development. One highlight of our Bilingual Preschool at Yesler Community Center in Seattle was a visit from a dentist and his staff who provided a hands-on presentation about the importance of good dental hygiene. The students saw the daily habit in a new light as parents informed us about their child’s newfound enthusiasm for brushing their teeth. Students at our Bilingual Preschool at Aegis Gardens in Newcastle enjoyed a visit to the Sheraton Grand Seattle’s Annual Gingerbread Village to see examples of design and construction. During our Winter Celebration, the children were inspired by what they saw as they created a gingerbread house together during an intergenerational activity with seniors.

![Bilingual Preschool at Yesler Community Center](image1)

![Kent Office Family Support Program](image2)

![Child Care Health Consultation Outreach](image3)

![Kaleidoscope Play & Learn at Sammamish Library](image4)
We were founded in 1972 to support seniors in Chinatown who were unable to access services due to the lack of cultural and linguistic support. In 2019, seniors living throughout our region visited CISC’s main office more than 13,000 times for assistance in accessing vital services they need to enjoy safe, healthy, and independent lives. We help our clients navigate resources available to them and help them make informed and self-determined choices to empower their well-being.

**Improving the Well-Being of Seniors**

We are honored to have served more than 1,750 older adults who speak Russian and Chinese languages in 2019. The Sunshine Garden Chinese Senior Community Center continued to bring seniors together for activities that support their physical and emotional well-being. Toward the end of 2019, we launched our Russian Senior Activity Program through a partnership with the cities of Bellevue and Kirkland. The program offered activities to promote physical fitness and social interaction with other older adults who reside on the Eastside. We served more than 30 Russian seniors every month.

**Serving Eastside Seniors**

Last year was the largest turnout for our Annual Senior Resource Fair at North Bellevue Community Center with more than 365 in attendance. Over 30 community partners attended to promote dynamic aging for seniors living on the Eastside by providing free flu shots, health screenings, and resources. Our Community Living Connections program held over 600 classes and workshops totaling more than 11,400 attendees. Our efforts helped older adults and adults with disabilities stay active and engaged through social and cultural interactions, recreational activities, health and wellness classes, and educational workshops, which were led by a group of dedicated senior volunteers who contributed more than 2,100 hours in 2019.

**Access to Services**

As older adults age, many family members begin devoting more time to caring for their loved ones. This often requires learning new skills and best practices. Our team supported 151 Chinese and 84 Spanish-speaking families by providing education and resources for caregivers. In addition, we connected families with care services to provide short-term assistance so they could take a break from their busy caregiving role.
We participated in the New Citizen Campaign, funded by the City of Seattle Office of Immigrant and Refugee Affairs, to improve the lives of Seattle's immigrant and refugee residents through becoming a U.S. citizen. We joined the West African Community Council in co-hosting a free citizenship clinic in December. A team of volunteer attorneys, paralegals, and interpreters helped 32 clients who are legal permanent residents with their citizenship applications.

CISC utilizes a culturally responsive, strengths-based holistic approach to serve the community. Over the decades, we have developed programs to serve the entire family to help them thrive.

We participated in the Emergency Medical Services (EMS) Vulnerable Populations Strategic Initiative, a collaboration between the EMS Division, Public Health-Seattle & King County, fire departments, community-based organizations, and the UW. Through this partnership, we conducted outreach and education on how the EMS system works and how to perform life-saving actions such as CPR. The program focuses on reaching immigrant and limited English speaking communities as well as populations who are at higher risk of life-threatening emergencies. During the annual Tết Festival: Vietnamese Lunar New Year, we partnered with UW students to provide information to 1,500 attendees.

CISC partnered with the Asian Bar Association of Washington to improve access to the legal system for Chinese speaking clients. The clinic utilizes interpreters and volunteer attorneys who provide free, limited legal assistance on family, immigration, employment, housing, and discrimination issues. For example, we assisted a client who experienced domestic violence and was concerned about their immigration status. We also helped an older adult who lost important paperwork required for their application for naturalization.
SUCCESS STORY

AFTER SCHOOL PROGRAM

Children feel a range of emotions on their first day of school. Imagine what that day is like for a student who is also a new immigrant. Keeping up with the curriculum and making new friends is challenging for students who are learning English.

CISC’s After School Program serves youth from the Chinatown International District, Beacon Hill, and Southeast Seattle. Our team of teachers, reading specialists, and volunteers create an environment that is welcoming for students of all backgrounds and language skills. It’s a place where they are excited to go after school for activities, homework assistance, and leadership development.

John, a recent student in our program, immigrated to the U.S. in 2019. He struggled to adjust to a new culture and school environment since he was still learning how to speak and read English. CISC’s Bilingual Reading Specialist spoke in John’s home language to build a strong connection with him. She conducted tailor-made learning sessions using both English and Toisanese. Through lots of encouragement and support, she helped reinforce John’s perseverance to improve his English skills. Soon, John could proudly read the entire alphabet and rapidly closed the gap between his English reading skills and grade level.

CISC is committed to supporting our next generation.

We are proud of the incredible work of our After School Program and appreciate the partnership with the City of Seattle and funding from the Families, Education, Preschool and Promise Levy to make it possible.

Photo: Making Grammar Fun - Students learn about prepositions. They are given opportunities to identify what they have learned in group settings and in pairs while reading a book.
SUCCESS STORY

PEACE OF MIND

Good health and financial stability are essential to overall well-being. Life can bring many unexpected challenges especially for older adults. CISC has invested considerable resources in developing partnerships and building programs to improve the lives of community members who are faced with economic hardships or disabilities. Our team of bilingual staff help thousands of families and older adults navigate social safety net programs each year.

Our team worked hard to resolve the challenges faced by Mr. Chan not long after the death of his wife. He was notified that all his state and federal benefits were terminated, such as Social Security and Medicare health insurance. When he came to CISC for help, we investigated and found out that a government agency mistakenly reported the death of Mr. Chan, resulting in the termination of all his benefits. With no health insurance, no food assistance, and no more supplemental income, he could barely sustain his life.

CISC staff diligently assisted in re-applying for all his benefits after communicating with the government agencies to confirm that Mr. Chan is very much alive. We successfully corrected the mistake for Mr. Chan while he was facing this tragic life event with a great deal of grief. Our dedicated team feel a sense of accomplishment when they are able to help our clients make informed decisions and navigate complex systems to improve their quality of life.

CISC Health Care Access Made Easy

Provides services and increases access to resources among immigrant populations in King County who are unable or ineligible to receive services through Medicaid or the Affordable Care Act (ACA).

Addresses the cultural, linguistic, social and economic barriers that prevent immigrant populations in King County from successfully using medical and other resources, including preventive care services.
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We support immigrants and their families by creating opportunities for them to succeed while honoring their heritage.

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