Dear friends,

I hope you and your family are taking good care and staying healthy. As I look forward to a new year, I think about how CISC navigated through the challenges we faced this year. What we have relied on is the dedication, training, resilience, and adaptability of our team and the power of community working together. Everyone has stepped up this year in response to the pandemic.

- From the beginning of the pandemic, community-based organizations in the Chinatown International District have worked together to safeguard residents, employees, and businesses.
- CISC formed a Rapid Response Team to keep our community informed about COVID-19 emergency relief programs and announcements via WeChat and at cisc-seattle.org/covid19.
- Our Information & Assistance, Healthcare Access, and Cultural Navigator teams connected restaurant workers, seniors, and families to safety-net programs to maintain their quality of life.
- Our case managers and Sunshine Garden team conducted regular wellness checks with nearly 2,000 seniors to support their health and emotional wellbeing.
- Our preschool teachers, early learning specialists, and after-school program team sent educational activities home and provided virtual programming to support parents and the academic success of their children.
- Our Naturalization and ESL programs continued to open new doors and opportunities for immigrants and new Americans.
- We partnered with the King County Office of Equity and Social Justice to respond to an increase in hate and bias by helping community members report incidents.

I am immensely appreciative of our team at CISC for all their efforts to make a positive impact during these challenging times. I am grateful for our strong connections in the community and people like you. Your support of our mission over the years has enabled us to build a resilient team who are working hard to support everyone in our care during COVID-19.

On behalf of our team and board of directors, thank you for your continued support of CISC. We wish you a safe and healthy holiday season.

Michael Itti
Executive Director

Support our Information & Assistance services

Our office serving the Chinatown International District and other neighborhoods throughout Seattle typically receives numerous visits each day by seniors who want to meet with our Information & Assistance team. The majority of them are on fixed incomes, live in affordable housing, and speak limited English. Our team works with our clients to help them understand the options and resources available to them so that they can maintain their quality of life. Last year, our Information & Assistance team received more than 13,300 visits and phone calls from seniors.

Although we are only scheduling in-person appointments for urgent needs, our team is busy each day providing assistance by phone. In late March, we helped more than 220 people with unemployment applications and have consistently received more than 100 calls per week since regarding weekly claim filings and new applications. In addition, our team helps seniors access programs related to health care, energy assistance, immigration, housing, nutrition, and more.

Our Information & Assistance team continues to be as busy as ever. We are recruiting additional staff to assist with the increase in community needs. Due to higher demand and recent public funding cuts, we have set a goal to raise $20,000 to support Information & Assistance. We welcome any contribution amount to support our work.

Donations can be made online or by sending a check to CISC at 611 S Lane Street, Seattle, WA
Thank you for your support,

Frances Yuet
Marketing and Fund Development Manager

A lifeline for older adults

Our Information & Assistance team takes tremendous care in listening to the needs of each person who requests our help. Team members are knowledgeable about social services available in the community and our programs at CISC so we can respond to our clients’ needs. They actively advocate and help clients navigate and access complex systems. We understand our responsibility to empower older adults so they can stay active and live safe, healthy, and independent lives. Our team shared a few stories of their impact:

- When the pandemic began in the spring, businesses closed down due to public health restrictions. One of our clients, Mr. Ma, was worried he would need to rely on his savings for an extended time. When he contacted CISC a few months later for a question about health care options, our team member conducted a brief assessment and learned he lost his job due to the pandemic. We informed him that he would be eligible for unemployment benefits and helped him apply. He gained peace of mind knowing he would have the temporary income to support his essential needs.

- Routinely going to get groceries has become a challenge during COVID-19 for older adults. When our Information & Assistance staff learned about a client who was fearful of utilizing a food bank, we reached out to their local pantry, the Ballard Food Bank, to see if they had delivery services. The good news was that a home delivery program was available. We helped our client enroll online and followed up later to make sure the food was successfully delivered.

- Moving to a new state involves a lot of change especially this year. A new client moved to Seattle to be closer to her family. She contacted CISC for help to navigate our state’s Medicaid and affordable housing services. Our team member connected her to our Healthcare Access team to assist with her Apple Health application. We also provided information about the King County Housing Authority and the Seattle Housing Authority to ensure she could apply for the option that would meet her needs.

Donate to CISC

Happy Holidays
to you and your family!

CISC Team

Visit our website