

2021

Annual Report

Chinese Information and Service Center



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CISC 2021 Annual Report

FROM THE EXECUTIVE DIRECTOR



AAPI Against Hate Rally 2021

CISC is celebrating its 50th anniversary in 2022. An inspired group of youth, many of whom were University of Washington students, took action in the early 1970s to improve the lives of elders in the Chinatown International District due to the lack of culturally and linguistically appropriate services. Their commitment to the community and vision for an organization led to the creation of the Chinese Information Center and a Chinese name, 人人服務社 or Yan Yan, which means Everybody's Center.

Generations have benefited from our services due to the power of the community. The support we have received from you, organizations, and partners has enabled us to make a positive impact in the lives of tens of thousands across our region. A prime example is our After School Program that launched in 1995 to connect youth to their culture while strengthening their leadership skills and supporting their academic success. I met many who have grown up and are now working at area corporations and in the community. Many people I meet share with me that they, a family member, or a friend worked or volunteered at CISC or accessed our services.

CISC has grown throughout the decades to respond to community needs. We have served immigrants from East, South, and Southeast Asia, Africa, Eastern Europe, and Latin America. Our compassion for the community is at the core of the agency. We demonstrated our values time and time again over the last year. We brought smiles and a sense of relief to seniors while we accompanied them through the vaccination process at pop-up clinics. We spoke out against anti-Asian hate at rallies and connected survivors to mental health and legal representation. Our team members went the extra mile to provide vital social services and help each person access programs to improve their wellbeing.

I am deeply proud of our team and grateful to the community for enabling CISC to make a difference. I hope you join us as we celebrate our 50th anniversary by visiting cisc-seattle.org/50th.

On behalf of our team and board of directors, thank you for your continued support of CISC.

MICHAEL ITTI
EXECUTIVE DIRECTOR

OUR IMPACT

2,198

people were able to access a COVID-19 vaccine at a pop-up clinic or through an appointment we scheduled

228

messages distributed by our Rapid Response Team to keep the community informed during the pandemic

194

hate & bias incidents were reported to CISC in 2021

75

immigrants applied to reach their dreams of becoming naturalized U.S. citizens with our assistance

19,470

services provided to help seniors and disabled adults access essential needs such as unemployment, heating, and food assistance

119

iPads distributed to seniors to reduce social isolation

525

virtual classes to promote the well-being of seniors through our Sunshine Garden and Russian Speaking Senior Day programs

856

children improved their skills and readiness for kindergarten through our early learning programs

8,304

questions answered to help seniors and persons with disabilities access affordable healthcare

HIGHLIGHTS



CISC staff provided logistical and interpretation support to help more than 70 seniors get vaccinated by the Seattle Fire Department at International House in January 2021.

EQUITABLE ACCESS TO VACCINES

Lifesaving vaccines became available to older adults and then the general public in early 2021. CISC created a Vaccination Task Force to coordinate with vaccine providers to ensure older adults, limited English proficient individuals, and people without access to technology could get a shot. Our efforts resulted in more than 2,350 doses received to bring peace of mind to the communities we serve.

We worked closely with the Seattle Fire Department to cover senior apartment buildings in the Chinatown International District and in Bellevue, Redmond, and Issaquah. Our Cantonese, Mandarin, and Russian-speaking staff went to each apartment building to support vaccination efforts by providing interpretation and logistical assistance. We partnered with the City of Seattle to set up telephone helplines in Cantonese, Mandarin, and Vietnamese to assist with vaccine scheduling. In addition, we supported community-led efforts to advocate for making vaccination sites more accessible and welcoming to diverse communities.

NAVIGATING HEALTHCARE ENROLLMENT DURING COVID

Access to quality and affordable healthcare is essential to health and well-being. CISC's Healthcare Access Team has been a longtime partner in the Statewide Health Insurance Benefits Advisors (SHIBA) program. To help community members understand the complexities of programs like Medicare and Medicaid, we conducted 10 virtual sessions during winter 2021. We also invited a University of Washington clinical instructor to provide information about COVID-19 and the various vaccines and we referred eligible clients to our Vaccination Task Force members to help them schedule an appointment.



RESPONDING TO ANTI-ASIAN HATE

Since the beginning of the pandemic, Asian American communities have experienced increased discrimination and verbal and physical assaults due to racism and xenophobia. In early 2021, alarming acts of violence against Asian Americans occurred including an act of hate and misogyny that resulted in the deaths of eight people, six of whom were Asian women, in Atlanta.

CISC joined organizations across the country in condemning discrimination, hate, and violence against Asian Americans. We issued a statement about the need to tackle the root causes behind hate, discrimination, and violence against Black, Indigenous, people of color, and immigrant communities in order to build a stronger community for everyone. We supported and joined youth leaders who organized numerous rallies across King County against anti-Asian hate. Through our partnership with the Coalition Against Hate and Bias, we recorded more than 194 incidents of hate and bias reported by community members and assisted in accessing legal assistance, behavioral health, and law enforcement based on their request.



CISC staff and family joined the AAPI Against Hate rally in the Chinatown International District in March 2021.

Mission Statement: We support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.

HIGHLIGHTS

SUPPORTING SENIOR WELL-BEING

Sunshine Garden builds community online

CISC's Sunshine Garden Chinese Senior Center has served older adults since 1987 and is funded by the Seattle Human Services Department and the community. Due to the pandemic, we had to pivot to providing virtual programs throughout most of 2021. To address the digital divide and rising social isolation among elders, we distributed nearly 100 iPads to low-income seniors at no cost and provided training to help them access our virtual fitness, art, healthy living, technology, and English classes. We were proud to continue our commitment to promoting health, emotional well-being, and life-long learning during the pandemic and were able to host 490 classes with more than 18,000 attendees through our Sunshine Garden virtual programs for older adults.



Russian-Speaking Senior Day program launch

CISC responded to a community need by launching the Russian-Speaking Senior Day program in 2019. Currently funded by the City of Bellevue, the program provides a welcoming, supportive environment and culturally-relevant programming for Russian-speaking communities from Eastern Europe. During the pandemic, we provided free iPads to connect virtually and in-person programming at the North Bellevue Community Center for older adults to access activities and programs that promote health, social connections, well-being, and quality of life.



Providing essential needs

King County's Veterans, Seniors and Human Services Levy (VSHSL) provided critical funding to support vulnerable, low-income seniors during the pandemic. Since many seniors were isolated at home to stay safe, our team members responded to their needs by scheduling grocery deliveries and other vital services to protect their health. Below are two examples of how we benefited our clients.

"My life is affected due to the pandemic, I cannot go out, and the same with my husband. We are so grateful that we have fresh food and grocery delivered to our house. Thank you to Family Caregiver Support Program and VSHSL project."

"Due to the pandemic, we cannot go out as usual for a walk or spend time at CISC's Sunshine Garden. Thus, we lack exercise time. We are so grateful that we can have dumbbells and pedal exercisers for exercise. This gives us an opportunity to get some exercise at home. My husband uses the pedal exerciser every day."



IMPROVING INDOOR AIR QUALITY

With wildfire smoke becoming more common each summer, CISC's Family Resource Center partnered with Public Health - Seattle & King County in educating our community members about ways to improve indoor air quality and reduce the risk of spreading COVID-19. Strategies included improving HVAC system with high quality filters or using portable HEPA air cleaners. We distributed 200 box fans with a MERV 13 furnace filter attached to the back, which is a low-cost solution for many families.

HIGHLIGHTS

WELCOME BACK TO SCHOOL

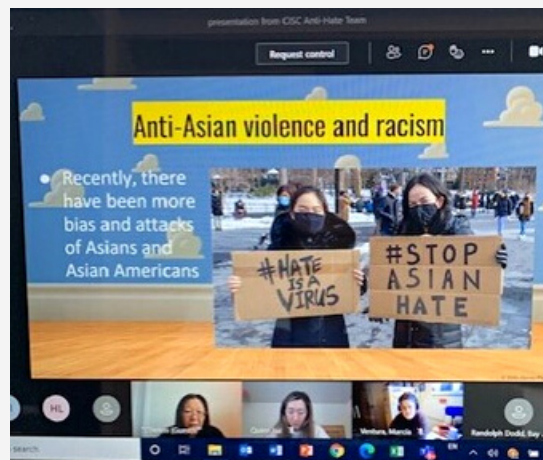
Bilingual Preschool reopens

CISC's Bilingual Preschool at Yesler Community Center, a Seattle Preschool Program classroom, welcomed 20 three- and four-year-old students in person for the 2021-2022 school year. Our teachers were smiling and eager to support their social, emotional, cognitive, and bilingual development while keeping our preschool environment safe. Our returning students were excited to finally meet all their peers from last year and have new peers join the class. During the first week of school, a few of our new students were anxious after their parents dropped them off. Teachers and parents worked together to ease the transition. For example, parents sent a family photo to school for our family tree and teachers read books about the joy of going to school.



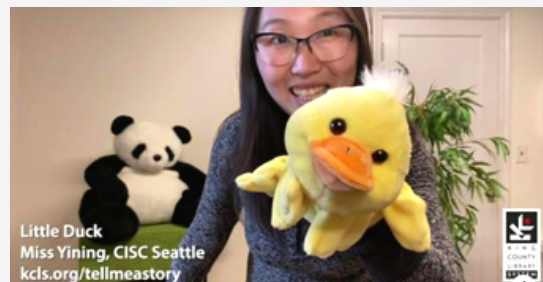
After School Program empowers families

CISC is proud of our After School Program, which launched in 1995. Over the decades, we have seen our youth become adults and let us know how this experience made a difference in their lives. During 2021, we served 60 grade school students from eight elementary schools in Seattle. We switched the program from in-person to virtual to keep our students and families safe. To empower families during the pandemic, we facilitated several meetings with Seattle Public Schools' superintendent and leadership team to provide information and answer questions about going back to school in person and how to address hate and bias incidents.



Early childhood development

Research shows the development of cognitive, linguistic, social, emotional, and leadership skills are vital between birth and age five for kindergarten readiness. Best Starts for Kids; Department of Children, Youth, and Families; United Way; King County Library System; Child Care Resources; and others provide vital funding for our youth programs including Kaleidoscope Play & Learn, ParentChild+, Universal Developmental Screening, and Child Care Health Consultation. Hundreds of families across King County benefit from one-on-one support, educational materials, and interactive programming that is culturally and linguistically relevant to the Chinese and Vietnamese families we serve. Over the years, we have seen tremendous growth among our youth and their eagerness to start Kindergarten ready to succeed.



ED RECEIVES COMMUNITY VOICE AWARD

Our executive director, Michael Itti, was recognized by the International Examiner for excellence in community leadership at the Community Voice Awards gala online. Every year, the community newspaper honors people and organizations who have shown leadership and who have had a positive impact on the Asian and Pacific Islander communities. Ron Chew, a longtime community leader and organizer, presented the award to Michael, who recognizes that serving the community is an honor, privilege, and team effort.

PARTNERSHIPS AND COMMITMENTS

Serving our communities through a successful partnership

By Angela Lee, Social Services Manager, Korean Women's Association

Korean Women's Association (KWA) has a long-standing working relationship with the Chinese Information and Service Center. Our mutual-supportive relationship was further cemented through securing the Benefit Enrollment Center (BEC) funded by the National Council on Aging since 2016. Since then, the BEC partnership project has provided personalized support to more than 2,000 individuals each year in accessing Medicare and related programs, low-income energy assistance, and basic food. Our partnership covers areas from Whatcom to Pierce Counties along the Puget Sound corridor, with language capacity to serve many diverse populations who speak Chinese, Korean, Russian, Vietnamese, Spanish, Somali, etc.



BEC enrollment counselling provided by KWA

A family member of a client commented that "my father is 90 years old and KWA has been providing him with assistance for his benefit enrollment needs in the last few years. The program staff of BEC assisted him in the application and renewal of healthcare insurance and in finding the right benefits to meet his needs so he can remain self-sufficient and healthy. I would recommend KWA and BEC Program to anyone who is in need of help!"

CISC and KWA are key partners in this partnership project, and both agencies are working diligently to ensure equitable access of services and resources are available to their communities.

HealthierHere

Collaboration is key to improving health and well-being in our region. HealthierHere's continued partnership with CISC in 2021 was pivotal in strengthening our ability to address social determinants of health for the immigrant communities we serve. We devoted time in HealthierHere-led meetings and trainings to learn best practices around Land Acknowledgements, equity, and building a trans and gender-affirming organization. Our efforts to implement our Equity Action Plan advanced our long-term goal of implementing anti-racist and inclusive practices.

HealthierHere provided timely and flexible resources to respond to the changing nature of the pandemic and invest in organizational infrastructure. We began integrating Unite Us into several of our programs to join a regional network of service providers using the same referral platform. We started the groundwork on a major project to launch a central agency database to better serve our clients and understand their needs. We will continue to build on this work in 2022.

FINANCE REPORT

Revenue

Government grants and contracts	8,354,117
Contributions & special events	435,449
Foundation and business grants	390,950
In-kind contributions	6,073
Investment Income	14,743
Other income	10,096
Total Revenue	\$9,211,428

Expenses

Program services:	
Elderly	4,706,827
Literacy	94,729
Family and youth	2,645,545
Supporting services:	
Management and general	990,055
Fundraising	80,838
Total Expenses	\$8,517,995

132

Staff who speak Cantonese, Mandarin, Russian, Vietnamese, Spanish, English and other languages

23

Programs serving families, youth, and older adults throughout King County

470

Individual and organizational donors supporting our mission

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U.S. Bank Asian Heritage Business Resource Group donated personal emergency alarms to our senior community



CISC GiveBIG Online Fundraising Event



CISC 2021 Lunar New Year Virtual Celebration

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Washington State Office of Insurance Commissioner
Washington State Office of the Superintendent of Public Instruction
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U.S. Bank Foundation

We thank you for continuing to support our mission and efforts to serve the community.

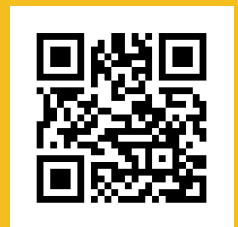
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