

# 2024 Annual Report



# 2024

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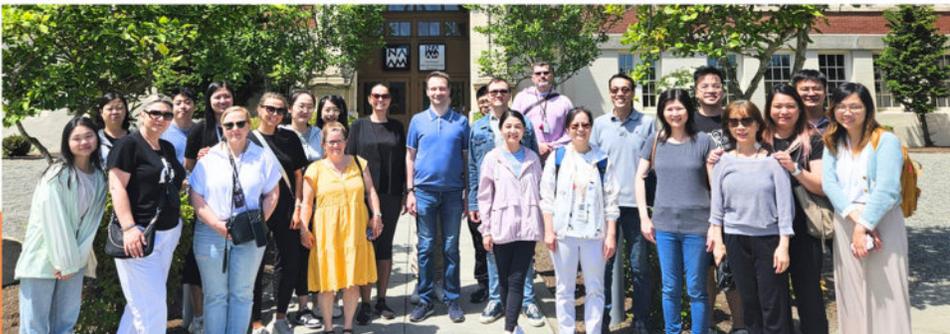
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CISC Friendship Dinner



Staff Team Building Day



Case Management Team visits NW African American Museum



CISC Annual Health & Resource Fair



# FROM THE EXECUTIVE DIRECTOR

A dedicated team, strong community support, and steadfast partnerships enabled CISC to make a positive impact in 2024. Our team members were honored to serve thousands of immigrants and their families. Each connection helped individuals achieve their goals and created opportunities for success. We worked alongside numerous partners and other community-based organizations that share our commitment to improving well-being and creating a welcoming environment for immigrants and refugees in King County.

The rising cost of living has created many challenges, especially for low-income individuals and families. CISC team members listened to community needs and provided assistance by helping people navigate public programs. We empowered families by connecting them to resources that provided stability and enabled them to focus on achieving their goals. We are fortunate to have long-term partnerships, such as our 17-year presence at the City of Bellevue's Mini City Hall in Crossroads Mall, where our bilingual team helps Russian- and Chinese-speaking immigrants access energy assistance, nutrition programs, and affordable housing.

Bridging generations is integral to advancing our mission and is a heartfelt way to improve the well-being of older adults. Youth bring joy when they interact with seniors through our Sunshine Garden Senior Center and Summer Learning programs. During the summer, youth sang songs in Cantonese for older adults in the Chinatown International District, and they created arts and crafts together. These interactions enabled elders to share stories and allowed youth to learn more about their heritage.

We have strong partnerships with city, county, and state governments. Together, we strive to ensure community feedback is heard by decision-makers and that programs are accessible to immigrant communities. Our team of bilingual staff attends numerous events to reach out to the community. CISC's Renton office has become an important hub for immigrants in South King County, providing services and support. We have celebrated the Mid-Autumn Festival with Vietnamese- and Chinese-speaking community members and shared information during the events to improve access to local and state programs.

CISC is honored to have the trust of thousands of families, youth, and older adults in our region. We are grateful to our supporters and partners for enabling us to make a positive impact in the community.



**MICHAEL ITTI**



Tai Chi Class  
at Sunshine Garden

Russian-Speaking  
Senior Day Program  
Visit to Bellevue  
Botanical Garden



Sunshine Garden  
Ballard Locks  
Field Trip

Hispanic  
Family Caregiver  
Appreciation





# SENIOR HEALTH & WELLBEING: AGING WITH INDEPENDENCE



200 individuals

received Community Hub support



+7.6% growth in

seniors receiving In-Home Care services



1,400+ seniors attended activities in Seattle and Eastside

In 2024, CISC joined the **Community Hub Care Management Program**, a short-term case management initiative funded by HealthierHere, which addresses health and social-related needs through personalized support. With partners like the Ballard Food Bank and Issaquah Food & Clothing Bank, we enhance service coordination and provide care for Chinese, Russian, and Ukrainian-speaking communities.

Our **In-Home Care Case Management Program** provided services to nearly 2,600 seniors and adults with disabilities—two-thirds speak Chinese and one-third speak Russian. Our multilingual team enables older adults in our care to live safely in their own homes. During the November windstorm that left hundreds of thousands without power, CISC staff made 1,240 wellness check-in calls to ensure seniors' health and safety.

The **Healthcare Access and Outreach Program** connected thousands of individuals to affordable health care. We hosted an Open Enrollment Kickoff event in partnership with the Office of the Insurance Commissioner (OIC) and Public Health – Seattle & King County. In recognition of our long-standing partnership with OIC and over a decade of strong performance in Senior Medicare Patrol outreach, CISC was selected to represent Washington in a national video campaign to prevent Medicare fraud.

**CISC Senior Programs** launched several new workshops to support healthy and independent aging, including financial education in partnership with local banks. In the "Get Active, Stay Active" project funded by King County, we facilitated workout sessions on the Eastside and monitored senior wellness to encourage long-term mobility and health.





Kaleidoscope Play & Learn  
at Newport Way Library



Child Care Health Consultation (CCHC)  
Multi-generational Activity



Bilingual Preschool  
Dragon Boat Festival Celebration



Youth Career Day  
with Amazon Volunteers



After-School Program  
LNY Celebration



# EARLY LEARNING & YOUTH: SUCCESS IN SCHOOL AND LIFE



Through the **Help Me Grow Program**, CISC completed developmental screenings for 161 children ages 0 to 5 in 2024. We identified 37 children with developmental delays, supported 33 in accessing autism evaluations and Applied Behavior Analysis (ABA) services, and connected 79 children with special needs to early intervention and special education services. We established eight new partnerships with Seattle Children’s Autism Center, libraries, schools, and Vietnamese and Chinese autism advocacy groups, combining early learning with culturally responsive outreach to help more children thrive at home, in school, and beyond.

The **ParentChild+ Program**, with support from United Way, Best Starts for Kids, and the Washington State Department of Children, Youth and Families, provided early learning support to 112 families—70% speak Chinese and 30% speak Vietnamese—reflecting a 5.7% increase in families served compared to the previous year.

In 2024, **CISC Bilingual Preschool** continued its partnership with the Seattle Preschool Program, where our educators engaged in professional development, learning communities, and dual-language classroom assessments and interviews. These efforts strengthened our commitment to honoring and supporting children’s home languages.

In the fall, the **Youth Volunteer Program** participated in two Career Exploration Day events—one at Microsoft headquarters and the other with Amazon employees. These events provided valuable learning opportunities for youth and supported community engagement and volunteer outreach, resulting in the recruitment of 34 new volunteers in 2024.



**+8 new partners**  
for Inclusive Autism Support



**161 developmental**  
screenings completed for early  
intervention support



**+34 volunteers**  
Empowering high school youth



Anti-Bias & Anti-Hate Program  
The Asian American Foundation (TAAF) Safety Study Event



Healthcare Access & Outreach  
at Tết Vietnamese LNY Festival



Asian American, Native Hawaiian, and Pacific Islander  
Candidate Forum at CISC



Family Resource Center  
Tax Help Day



Redmond Derby Day Outreach



# EMPOWERING FAMILIES: THRIVING IN THE COMMUNITY

The **Family Resource Center (FRC)** expanded its reach and services to better support immigrant families. We launched a new Unemployment Navigation Program in partnership with the Washington State Employment Security Department to assist community members navigating job loss and benefit access. In partnership with King County Metro, we promoted public transit access—including the new 2 Line—to improve mobility for families. The FRC saw a 12% increase in clients served, reflecting growing trust and demand across the community.

The **Anti-Bias/Anti-Hate (ABAH) team** advanced community safety efforts through 26 meetings with 21 organizations, including Stop AAPI Hate, ACRS, and Harborview. As the lead in Seattle for The Asian American Foundation’s Anti-Hate National Network, we worked closely with our partners, Filipino Community of Seattle, Korean Community Service Center, and UTOPIA WA, to conduct numerous community outreach events at places like Seattle University, UW, and AA/NH&PI cultural events across King County. We provided bystander intervention trainings including 11 nonprofit organizations based at the Together Center in Redmond.



**35 ABAH workshops**  
to support community safety



**108 individuals**  
navigated U.S. citizenship process



**+23.8% caregivers**  
attended workshops

The **Naturalization Program** empowered 108 individuals on their path to U.S. citizenship by providing legal screenings, language assessments, application assistance, and fee waiver support. In Fall 2024, we deepened our community engagement by joining the City of Seattle’s citizenship application workshop hosted by the Office of Immigrant and Refugee Affairs and collaborated with 10 other nonprofit organizations to expand access and outreach.

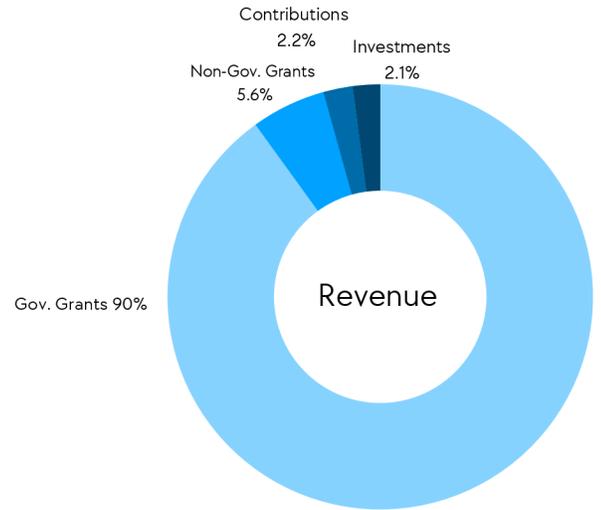
The **Family Caregiver Support Program** worked closely with 255 caregivers who speak Spanish and Chinese languages. They attended workshops that teach best practices, such as stress management. Additionally, we provided respite services to enable caregivers to have temporary relief from their vital duties.



# 2024 FINANCE REPORT

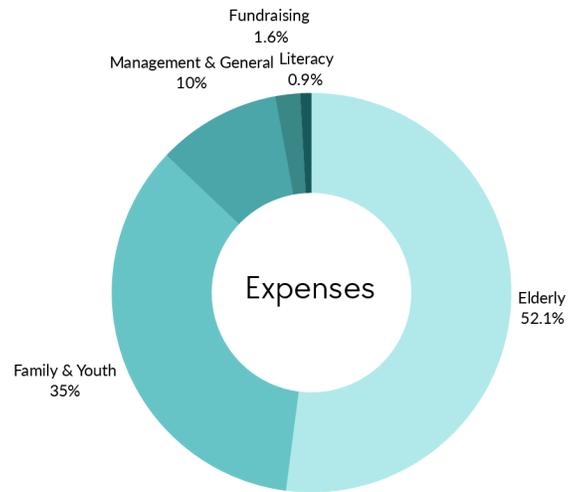
## Revenue

Government Grants & Contracts	14,125,286
Non-Government Grants	888,176
Contributions & Special Events	352,098
Investment Income	323,183
<b>Total Revenue</b>	<b>\$15,688,743</b>



## Expenses

Program Services:	
Elderly	7,072,456
Family & Youth	4,720,082
Literacy	115,342
Supporting Services:	
Management & General	1,385,970
Fundraising	212,456
<b>Total Expenses</b>	<b>\$13,506,306</b>



# BOARD OF DIRECTORS AND MANAGEMENT TEAM

## Board of Directors

Rocky Fong President	Gazel Tan
Hon. Dean Lum (ret.) Vice President	Jay-E Emmingham
Bely Luu Secretary	Justin Chan
Ben Nudelman Treasurer	Kefei Yin
Cathy Lee	Mary Hsu
Dora Tien	Meon Yu
	Michael Chan
	Sarah Fan
	Tracey Yueng

## Management Team

Michael Itti, <i>Executive Director</i>
Hueiling Chan, <i>Program &amp; Clinical Director</i>
Stephen Lam, <i>Elderly Program Director</i>
Kevin Chan, <i>Operations Director</i>
Frances Yuet, <i>Marketing &amp; Fund Dev. Director</i>
Lee Hu, <i>Finance Director</i>



# GOVERNMENT AND ORGANIZATIONAL FUNDERS

AARP Washington  
Amazon  
Arcora Foundation  
Boeing Employees Community Fund  
Cathay Bank Foundation  
Center for MultiCultural Health  
CCHC SAG Strategic Advisory Group  
Chinese Community Health Resource Center  
City of Auburn  
City of Bellevue  
City of Bothell  
City of Issaquah  
City of Kirkland  
City of Redmond  
City of Renton  
City of Seattle Department of Education and Early Learning  
City of Seattle Human Services Department  
City of Seattle Office of Immigrant and Refugee Affairs  
City of Seattle Office of Labor Standards  
City of Seattle – Seattle Ethics & Elections Commission  
City of Seattle – Seattle Public Utilities  
Claudia Alexandra Paras Consulting  
Clearstone Wealth Advisory of Raymond James  
East West Bank  
Evangelical Chinese Church of Seattle  
HealthierHere  
Inatai Foundation  
JPMorgan Chase & Co.  
King County Best Starts for Kids  
King County Dept. of Community & Human Services - VSHSL  
King County Library System  
King County Metro  
King County Office of Equity, Racial and Social Justice  
LKC Foundation  
Metropolitan King County Council District 3  
Metropolitan King County Council District 6  
Muckleshoot Indian Tribe  
National Council on Aging  
OneAmerica  
Overlake Medical Center & Clinics  
Public Health – Seattle & King County  
Seattle Chinatown International District Preservation & Development Authority  
Seattle Foundation  
Seattle Public Library  
SEIU 775  
Sheng-Yen Lu Foundation  
Tai Tung Restaurant  
The Asian American Foundation  
The Greater Seattle Chinese Chamber of Commerce  
UnitedHealthcare  
United Way of King County  
Uwajimaya  
Washington State Department of Children, Youth & Families  
Washington State Department of Commerce  
Washington State Employment Security Department  
Washington State Office of the Insurance Commissioner  
Washington State Office of Superintendent of Public Instruction  
Workforce Development Council of Seattle – King County

# ABOUT CISC

## Our Mission

We support immigrants and their families by creating opportunities for them to succeed while honoring their heritage

## Our Vision

A culturally-inclusive, supportive community where immigrants and their families thrive.



# THANK YOU!

We extend our heartfelt gratitude to our partners, donors, volunteers and team members who enabled CISC to advance its mission in 2024. Your support has made a significant impact in the community and we are deeply appreciative.

# CONTACT

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Redmond Together Center: 16305 NE 8th St., #123, Redmond, WA 98052



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