2017 ANNUAL REPORT

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Since 1972, CISC (Chinese Information and Service Center) has continued to respond to community needs. Our mission has expanded to support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.

CISC provides wraparound, multigenerational services that support the whole family, an approach that successfully addresses the many challenges encountered by immigrant families as they adjust to their new lives in the United States. We offer an array of support services and programming - including social, family, and educational programs - for children, adults, and seniors. Although the majority of CISC’s clients are ethnic Chinese, we also serve Vietnamese, Latino, Russian and South Asian families using a bicultural and bilingual approach, and never turn away anyone because of culture or race.

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

Success is achieved by doing things consistently well. Braving the New Wave, to embrace the changes, and continuing to deliver the best possible results are what define CISC. It’s all about the effort on a daily basis that brings about transformation. As CISC celebrates its past 45 years of providing linguistically and culturally appropriate services to the community, it faces a challenging future. Rather than being hesitant or unsure of what lies ahead, CISC looks forward to meeting the challenges and building on the foundation of its past achievements. CISC’s goal will continue to be assisting immigrants to attain not just the promise, but the fulfillment of their American dream.

CISC has grown over the years in size and scope, not only helping Asian immigrants make the transition to a new life by providing comprehensive services for the whole family, but also assisting Hispanic and Russian immigrants. The effect of CISC’s services in the community is significant and continues to inspire us day after day.

Mary L. Hsu
SERVICE AREAS

CISC provides services at different sites throughout King County:

CISC Bellevue Office (Lake Hills Village)
CISC Kent Office
CISC Redmond Office (Together Center)
CISC Seattle Office
Bailey Gatzert Elementary
Beacon Hill Library
Crossroads Community Center
Crossroads Mini City Hall
Issaquah Library
Kebero Court
Lake City Library
Lake Hills Library
Mercer Island Library
Martin Luther King Elementary
Newcastle Library
Newport Covenant Church
Newport Way Library
North Bellevue Community Center
Peter Kirk Community Center
Redmond Hopelink Food Bank
Redmond Library
Redmond Senior Center
Sammamish Library
South Bellevue Community Center
Yesler Community Center
COMMUNITY LIVING CONNECTIONS

Zhen-Fen and Mengi-Qi Huang, CLC Program clients and volunteers earned Sound Generations Inspire Positive Aging Awards. The couple have volunteered as choir instructors for the Cultural Exchange Program for 17 years, they encourage many isolated seniors to join the class and inspire others to age with grace, enthusiasm, hope, and energy.

BILINGUAL PRESCHOOL AT YESLER

In collaboration with the City of Seattle Parks and Recreation Department, CISC's Bilingual Preschool has relocated to the Yesler Community Center. Additionally, after a rigorous vetting process, our preschool is now recognized as a provider under the Seattle Preschool Program. As an SPP provider, our preschool will now have access to additional resources for our classrooms.

AFTERSCHOOL PROGRAM

CISC Afterschool Program parents joined the Seattle Public Schools board and leadership on Dec 2 to share their stories and engage with decision-makers to advocate for student needs.

DIGITAL STORYTELLING

This was a new project in partnership with OneAmerica and funding support from Department of Neighborhoods, City of Seattle, in the amount of $90,781. This project engaged residents of Seattle’s Chinatown International District in digital storytelling through classes that teach English language and digital literacy skills in a community-based setting. Participants told their personal immigration stories through digital media. The project culminated in a community presentation and screening of the participants’ video stories. The project culminated in a community presentation and screening of the participants’ video stories, with the goal of engaging the broader community in conversation about immigrant history and integration.

SEATTLE WORKERS RIGHTS

The Seattle Office of Labor Standards awarded CISC funding in the amount of $156,035 for two years to develop outreach, education and technical assistance services to Seattle workers to help them understand their rights with regards to Seattle's minimum wage, wage theft, paid sick and safe time, Fair Chance Employment and Secure Scheduling ordinances, and hotel employees health and safety initiative. Our efforts focused on the Asian Pacific Islander communities.
SING-AND-DANCE FUNDRAISER

The event at China Harbor Restaurant was sold out and raised nearly $30,000 to support Early Learning Education Programs. Thanks to Swedish Health Services for its generous sponsorship.

LAKE HILLS OFFICE GRAND OPENING

CISC received funding from Aging and Disability Services (ADS) for its Russian case management program. The program now has a total of ten staff. The case management staff is housed at a new office on the eastside in Lake Hills Village. An office grand opening was held on Oct 27.

RICE DRIVE AND VOTER ASSISTANCE

CISC partnered with Chinese American Citizens Alliance Seattle Lodge, Aegis Gardens, Taiwan Benevolent Association of Seattle, Sun Food Trading Co, and Mr. Nicholas Ong to give away 800 pounds of rice, 160 packages of Chinese sausage, and 200 oranges to the elderly. Interim CDA and CISC translators assisted senior voters to complete their ballots at CISC Seattle office.

ANNUAL FRIENDSHIP DINNER

2017 was CISC’s 45th anniversary. Reflecting on CISC’s strategic goals and celebrating its accomplishments, the theme of our Friendship Dinner and Auction was “Braving the New Wave.” The gala took place at Bell Harbor Conference Center on Saturday, June 3. The generosity of our guests was amazing. The support of all of our dinner sponsors and the dedication of our staff and volunteers was what made this event such a success to raise more than $110,000.

CISC recognized dinner sponsors: Muckleshoot Indian Tribe, Tulalip Resort Casino, Swedish Hospital, United Way of King County, Amerigroup Real Solutions, US Bank, Century Link, EastWest Bank, and UnitedHealthcare Community Plan.

ANNUAL SENIOR RESOURCE FAIR

CISC’s Annual Senior Resource Fair was held on Sept 6, at the North Bellevue Community Center. Our theme was “Active and Engaged”. Over 300 guests attended the resource fair, where they connected with over 30 organizations that provided a wide variety of medical, social, and legal services.
# STATEMENT OF FINANCIAL POSITION

**Year ending Dec 31**  
**2017**  
**2016**

## ASSETS

**Current Assets**
- Cash and cash equivalents 985,716  
- Accounts receivable 545,025  
- In-kind rent receivable, current portion 24,095  
- Prepaid expenses and other current assets 45,622  

Total Current Assets 1,600,458  
Unemployment Trust Deposits 92,899  
In-Kind Rent Receivable, net of current portion 40,235  
Property and Equipment, net 189,436  

Total assets $1,923,029  

## LIABILITIES AND NET ASSETS

**Current Liabilities**
- Accounts Payable 73,880  
- Accrued expenses 141,272  
- Deferred revenue 6,250  
- Deferred rent 56,352  

Total liabilities 277,754  

**Net Assets**
- Unrestricted 1,528,622  
- Temporarily restricted 116,652  

Total net assets 1,645,274  

Total liabilities and net assets $1,923,028  

# STATEMENT OF ACTIVITIES

**Revenue**
- Government grants and contracts 4,512,524  
- Contributions 94,881  
- Foundation and business grants 31,500  
- United Way contributions 168,837  
- Special events 137,325  

Direct expenses associated with special events (38,585) (25,807)  

In-kind contributions 126,694  

Investment income 5,042  

Fees for services 7,254  

Miscellaneous 30,316  

Total revenue $5,075,788  

**Expenses**
- Program Services  
  - Elderly 2,712,808  
  - Literacy 147,195  
  - Family and youth 1,268,508  
  - Crime victims assistance 33,568  

Supporting services  
- Management and general 136,892  
- Fundraising 480,160  

Total Expenses $4,779,131  

Increase (Decrease) In Net Assets $296,657  

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**FUNDERS**  
- City of Bellevue  
- City of Kirkland  
- City of Redmond  
- City of Seattle  
- Eastside Pathways  
- King County  
- King County Library  
- Mercer Island Library  
- National Asian Pacific Center on Aging  
- National Council on Aging  
- OneAmerica  
- Pacific Hospital Preservation Development Authority  
- School’s Out WA  
- Seattle Foundation  
- Seattle Office of Labor Standards  
- Seattle Public Utilities  
- SHIBA  
- Stolte Foundation  
- Thrive by Five  
- United Way King County  
- Victims of Crime Advocacy - King and Snohomish Counties  
- YMCA Powerful School
CISC BY THE NUMBERS

#individuals served: 22,953

- Parent-Child Home Program (PCHP): 51 children + 51 adults
- Kaleidoscope Play & Learn: 1,561 children + 1,391 adults
- Bilingual Preschool: 20 children + 20 adults
- Afterschool and Summer Learning: 2,700 students
- Youth Dropout Prevention: 1,683 students
- Parenting Education and Support: 76 parents/caregivers
- International Family Resource Center: 1,701 individuals
- Technology Center: 1,040 individuals

Total: 6,017 individuals

* Early Learning, Youth and Family Programs
OTHER LOCATIONS

Bellevue
Cultural Navigator Program
Bellevue Mini City Hall
Crossroads Mall
15600 NE 8th St.
Bellevue WA 98008-3927
425.452.2800
425.502.0883 Russian

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
425.289.8608 Spanish
425.625.5066 Spanish

Kent
18020 80th Ave. S, Ste. 102
Kent WA 98032-2519
425.207.9007