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

Since 1972
ABOUT CISC

CISC is a nonprofit organization working to support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage. Our team of bilingual staff provide linguistically and culturally appropriate information, referral, advocacy, social, and support services to the Chinese immigrant community and immigrants from Eastern Europe, Latin America, and other parts of Asia. Our services include early childhood education, youth development, family support, senior and disabled adult services, and health care access programs. We provide these services at our offices in Seattle, Bellevue, Kent, and Redmond and numerous community-based sites.

HOW WE GOT STARTED

CISC was started in 1972 by a group of energetic college and high school students. They worked as part time volunteers in a tiny donated space in Chinatown to fulfill a community need. The early focus was on helping non-English speaking elderly in the community. Later, CISC broadened its scope and added adult and youth employment programs, ESL and naturalization classes, family and youth services, domestic violence and crime victim services, and a community technology center.
OUR PHILOSOPHY

Our agency's service philosophy is to use an holistic approach with bilingual/bicultural staff to provide developmentally appropriate services to individuals, families, and groups within our community. The focus is first on stabilizing, then strengthening our community members through strength-based skill-building. The ultimate goal is for each client to reach their maximum potential as quickly as possible, and become self-sufficient, contributing members of the community.

Clients can initially enter the agency through any of the services provided. If they are determined to be in need of or can benefit from, the other services that the agency offers, our staff ensures a smooth transition in obtaining new services to respond to the client's needs.

CISC Service Delivery

Family Support
- Involve immediate and extended family members of all ages as needed
- Cultural, social and emotional adjustment support
- Respect and incorporate traditional values and beliefs
- Language appropriate and culturally relevant instruction and service
- Bilingual and bicultural identity development support
- Intergenerational activities including cultural and family activities
- Create a support network to decrease isolation while encouraging independence
- Acknowledge and utilize the strengths and capacities of families and community
- Assist families overcome language, cultural, & other barriers to access resources
- Linkages and partnerships with in-house and external services
- Advocacy

Philosophy & Focus:
A holistic approach by offering a comprehensive range of bilingual and bicultural and developmentally appropriate services for the healthy development of our immigrant families. Activities focus on 3 areas:
- Address individual and family needs to stabilize & strengthen the family,
- Community awareness and strength-based skill building to help youth and families with their adjustment and acculturation process, and
- Opportunities for families and youth to contribute to the community through community involvement or service projects.
Early Childhood Education & Youth Development

CISC Bilingual Preschool  Mabel Kwong: 206-957-8520 or mabelk@cisc-seattle.org
Our Bilingual Preschool prepares children ages 3–4 for school learning in a bilingual and bicultural environment. Our curriculum embraces the rich cultural and language backgrounds of families and children. The program prepares children for kindergarten by providing them with experiences that support their physical, social, emotional, cognitive, bilingual, and bicultural development. We focus on both individual and group problem-solving with teachers guiding and facilitating students' development of critical thinking skills.

Child Care Health Consultation  Helen Zhang: 206-886-4960 or helenz@cisc-seattle.org
Provides childcare health consultation to grandparents, family members, friends, and neighbors who help parents take care of their children ages 0-5. We support these caregivers by offering information, resources, and support to strengthen their skills in guiding their child's physical, social-emotional, and cognitive development to prepare them for kindergarten.

Kaleidoscope Play and Learn  Connie Fung: 206-779-9689 or connief@cisc-seattle.org
Helps families prepare their children ages 0-5 for success in school and life. This free program reaches families in their neighborhoods and is provided weekly in multiple languages at various sites in King County. Kids and their caregivers participate together in play activities that include stories, music, games or crafts to support children’s early learning. Community services, parenting education, and child care resources are available to help parents and caregivers raise healthy children.

ParentChild+ (PC+)  Margarita Chan: 206-573-5221 or margaritac@cisc-seattle.org
An early learning specialist will visit homes each week to support families with children 16 months to 2.5 years of age (enrollment age) to help their children to be ready for school. The specialist will work with families individually to focus on early literacy skills, learning through play, and strengthening the parent-child relationship. Free books and toys that encourage a child's growth and development are provided weekly to participating families. A specialist may work with Family Childcare Providers to support them by enhancing their knowledge and skills as well as sharing useful learning ideas in promoting the development of the children and the families they serve.

Universal Developmental Screening  Wenny Qiu: 206-739-4297 or wennyq@cisc-seattle.org
Provides free developmental screening (ASQ screening) and referral services for families with children ages birth to 5. Once a child is considered as having any developmental delays or concerns, our program staff not only makes a referral but also helps families navigate the process and follow up with them on each step to ensure that they have accessed the services they need. Also, we quickly respond to our families' holistic needs by connecting them to appropriate, accessible, timely services and resources.

Youth Development Programs  Peggy Kwok: 206-957-8519 or peggyk@cisc-seattle.org
The programs provide structured after-school activities during the school year and summer to support youth academic progress and social-emotional learning within a bilingual and bicultural environment. The programs include homework assistance, cultural activities, leadership training, and enrichment activities to empower students to grow and develop.
Employment Support and Training  Karia Wong: 206-957-8538 or kariaw@cisc-seattle.org
Through collaboration with local employers and organizations, connect job seekers to different employment opportunities and various employment events. Offers community job fairs, employment training and support for job applications on a regular basis.

ESL & Naturalization Classes  Aimee Zhu: 206-957-8515 or aimeez@cisc-seattle.org
Our bilingual (Mandarin/Cantonese) and English-only instructors offer weekly ESL classes and citizenship classes to community members seeking American citizenship. The program provides classes for beginner and intermediate-level students. In addition to providing assistance in preparing naturalization applications and other required forms, small group tutoring and one-on-one mock interviews are arranged on an as-needed basis to help students to prepare for the naturalization examination. The program also conducts naturalization workshops twice a year.

Family Resource Support Program  Karia Wong: 206-957-8538 or kariaw@cisc-seattle.org
The Family Resource Support Program is a newly developed program to support Russian and Chinese-speaking communities in East King County through a holistic approach that is linguistically and culturally appropriate. Our Family Resource Support Specialists provide professional assistance to immigrants and their families, such as information and direct assistance, education, outreach and advocacy, to help them to access resources and thrive in the community. The program works closely with city governments and network partners on the Eastside to address emerging needs impacting immigrant communities in areas such as affordable housing, financial stability, healthcare, education, civic engagement, etc.

Immigrant Parents and Caregivers Support and Education  Peggy Kwok: 206-957-8519 or peggyk@cisc-seattle.org
Empowers families by offering support, information, assistance, and referrals to navigate school and government systems, resolve problems, and establish resources and support. The goals are to support families and to promote immigrant families' successful adjustment and independence.

Provides parenting classes, support groups, and individualized parent support to offer realistic and practical approaches to meeting the challenges of raising bicultural Chinese American children.

International Family Resource Center  Karia Wong: 206-957-8538 or kariaw@cisc-seattle.org
Provides free developmental screening (ASQ screening) and referral services for families with children ages birth to 5. Once a child is considered as having any developmental delays or concerns, our program staff not only makes a referral but also helps families navigate the process and follow up with them on each step to ensure that they have accessed the services they need. Also, we quickly respond to our families' holistic needs by connecting them to appropriate, accessible, timely services and resources.

Legal Clinic  Karia Wong: 206-957-8538 or kariaw@cisc-seattle.org
In partnership with the Asian Bar Association and King County Bar Association, our weekly clinic utilizes volunteer attorneys to provide legal assistance on family, immigration, employment, housing, and discrimination issues. The clinic operates on Tuesday evenings from 5:30—7:30pm. Interpretation is provided upon request with advance notice.
Senior & Disabled Adult Services

**Care Coordination Program**  Clara Yu: 206-957-8510 or claray@cisc-seattle.org
Care coordination services assist low-income, NES/LES Chinese seniors and disabled adults who are in need of comprehensive assistance in accessing health care services, support and resources. Through language and culturally appropriate case management services, seniors and disabled adults will be able to maintain their health and reduce unnecessary emergency room visits and hospitalization with a care plan that is developed based on a person-centered approach.

**Community Living Connections: Information, Assistance and Outreach Program**  Ray Tsang: 206-957-8533 or rayt@cisc-seattle.org
Community Living Connections' Information and Assistance service provide short-term support and crisis intervention to help low-income older adults (55 and older) and adults with disabilities (18 or older) with no or limited English skills to access crucial services. In addition to I & A Service, through outreach and collaboration with local service providers and partners, we engage and connect older adults in Seattle/King County with social and cultural activities to promote their physical, social and emotional well-being.

**Family Caregiver Support Program**  Mandy Lim: 206-957-8502 or mandyl@cisc-seattle.org
Family Caregiver Support Program provides case management services for unpaid Chinese and Spanish-speaking caregivers who are taking care of their family members, relatives or friends. Services include training and education, supportive counseling, referral, respite service, and long-term care planning. Our goal is to help caregivers adapt and adjust to the challenge of fulfilling the needs of their family member, relative or friend and prevent burnout caused by intensive caregiving.

**In-Home Care Case Management**  Catherine Wong: 206-957-8518 catherinew@cisc-seattle.org
The In-Home Care Case Management Program offers linguistically and culturally appropriate case management services for Chinese and Russian-speaking vulnerable elderly and adults with disability. Case Managers complete comprehensive assessments to develop care plans tailored to individuals' unmet and specific needs; and obtain and coordinate services to monitor their progress. The program enables vulnerable older populations and disabled adults to remain living in their own homes and communities safely and independently.

**Medicaid Transformation Demonstration**  Mandy Lim: 206-957-8502 or mandyl@cisc-seattle.org
Washington State is offering two additional support services: Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA) to support older adults who need help to live at home. These provide timely, limited services and support to unpaid family caregivers, or individuals without a caregiver. This program allows the individual to have higher income and more resource than other Long-Term Care Support Services.

**Russian Senior Day Program**  Lyudmila Pashkova: 425-624-7651 or lyudmilap@cisc-seattle.org
Washington State is offering two additional support services: Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA) to support older adults who need help to live at home. These programs (under the name of MTD program at CISC) provide timely, limited services and support to unpaid family caregivers or individuals without a caregiver. This program allows the individual to have higher income and more resource than other Long-Term Care Support Services.
Seattle Housing Authority (SHA) Case Management
Andes Kong: 206-957-8517 or andesk@cisc-seattle.org
The SHA Case Management Program provides information and assistance/referral, person-centered options counseling, care coordination, outreach activities and case management to at-risk SHA residents from four senior and low-income buildings in the International District/Chinatown neighborhood by maintaining a comprehensive and coordinated system of services. As a result, residents gain an enhanced quality of life, a stable living situation, and avoid homelessness and institutionalization.

Sunshine Garden Chinese Senior Community Center
Boliver Choi: 206-354-8024 or boliverc@cisc-seattle.org
The Center brings Chinese community members age 50+ to a welcoming environment that promotes health, emotional well-being, and life-long learning through activities and social support. The Sunshine Garden, located at CISC's Seattle Office, offers older adults culturally relevant activities that promote food and nutrition; health, wellness and fitness; education, recreation and socialization; and personal growth.

Healthcare Access and Outreach

Benefits Enrollment Center  206-957-8539 or jasmine@cisc-seattle.org
We operate the first regional BEC in the state of Washington that is funded by the National Council on Aging. Along with our partners, we provide person-centered assistance to low-income seniors and persons with disabilities in accessing benefits for which they may be eligible, such as Medicare, Medicaid, Low-Income Subsidy, Medicare Savings Programs, Supplemental Nutrition Assistance Program, utility discount, and prescription drug assistance programs.

Emergency Medical Service Enrollment  206-957-8539 or jasmine@cisc-seattle.org
The Emergency Medical Services (EMS) Vulnerable Populations Strategic Initiative (VPSI) is a collaboration between the EMS Division, Public Health-Seattle & King County, fire departments, community-based organizations, and the University of Washington. Through this partnership, we conduct outreach and education on how the EMS system works and how to perform life-saving actions such as CPR. The program focuses on reaching limited English proficient communities as well as other vulnerable populations, such as seniors, who are at higher risk of life-threatening emergencies.

Health Benefit Exchange  206-957-8539 or jasmine@cisc-seattle.org
Information and Assistance staff are certified in-person assisters for the HBE to enroll eligible individuals into the Affordable Care Act (ACA) health insurance program.

SHIBA  Chinese 206-624-5633 x 4175 jasmine@cisc-seattle.org, Vietnamese 206-624-5633 x 4176
Statewide Health Insurance Benefits Advisors (SHIBA) provides free, unbiased and confidential help with Medicare and health care choices through our bilingual staff. We help to assess client’s health care coverage needs, determine general eligibility for health care coverage programs, and provide enrollment help with Medicare.
Anti-Bias and Anti-Hate Program
Supported by the King County Office of Equity and Social Justice, CISC is a partner of the community-led King County Coalition Against Hate & Bias, a community-led initiative to address hate and bias incidents by strengthening and networking communities who experience racist and bigoted treatment and all forms of oppression. The Anti-Bias/Anti-Hate (ABAH) Program encompasses CISC’s work within the Coalition with three main goals: administer the Hate and Bias Incident Response Survey and increase community awareness; use data to advocate for policy changes; and provide trauma-informed, culturally and linguistically relevant support to individuals. Through this work, the ABAH Program collaborates across King County to build safe and inclusive communities for all.

Cantonese or English 425-240-5825
Mandarin or English 206-393-2110
Russian or English 425-326-9497
Vietnamese or English 206-235-4372
Spanish or English 425-598-5436
Email: antihb@cisc-seattle.org or 206-825-0198

CISC LOCATIONS

Seattle Main Office
611 S Lane St.
Seattle, WA 98104
206.624.5633

Bellevue
Russian-Speaking Case Management Program
Lake Hills Village
655 156th Ave. SE, Ste. 380
Bellevue, WA 98007

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

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