



BRIDGING CULTURES
COMMUNITIES & GENERATIONS

2015 ANNUAL REPORT

Chinese Information and Service Center

MISSION STATEMENT: Creating opportunities for Asian immigrants and their families to succeed by helping them make the transition to a new life while keeping later generations in touch with their rich heritage.

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.

Over the years, CISC has continued to respond to community needs by increasing access to services. In 2007, CISC partnered with other community-based organizations and began providing refugee and immigrant transition services on the Eastside and at its International Family Center-Kent in Chinese, Vietnamese, Spanish, Russian, and the languages of India through its Cultural Navigator Program.

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

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FROM THE EXECUTIVE DIRECTOR

The strategic planning activities that had taken place during 2014 provided the foundation for a more extensive undertaking in 2015. With the assistance of Whitty Services, the agency engaged in a review of its operations and services, and reached out to stakeholders, funders and the community on their perspective of CISC's status in the midst of the changing environmental landscape in which it operated. Staff also gave their comments. By year-end, CISC finalized what could more accurately be called a 5-Year Transition Plan that would provide focus on how the agency would move forward.

2015 was also a year where CISC continued growing. In March, we moved into a larger site in Kent so we could expand services to reach the community in that area. With more space, we hope to deploy more of our services to the south to make them more accessible to our clients who have been moving to that area. Another way we have been expanding has been to provide our services to the other immigrant populations that we have been serving through the Cultural Navigator Program. Our highly-regarded Play & Learn group received funding from Eastside Pathways to begin a group targeting the Spanish-speaking immigrants, the largest immigrant population that we were serving on the Eastside. That initial group eventually led to another Spanish Play & Learn group on the Eastside. Interestingly, some of the attendees in the group were South Asians and they inquired as to CISC possibly starting a South Asian-focused group, which is presently under consideration.

With the growing immigrant populations spreading throughout the Eastside, key stakeholders with the Eastside Refugee and Immigrant Coalition (ERIC) resumed their efforts to determine how best to serve these communities. A retreat took place in the fall, which included members of ERIC, CISC, and key City department staff on the Eastside to assess the current Cultural Navigator Program, identify unmet needs, and determine next steps to address the situation. The take-away from the retreat was a renewed camaraderie among all the participants to work together for a collective solution.

Lastly, the Aging and Disability Services asked CISC to assume an initial case management caseload of the Russian clients; the previous contractor had indicated it was no longer interested in renewing this contract. So, in the last quarter of 2015, we added a Russian case

manager and a support staff for the program to our team.

We closed the year taking stock of where we were at this point in time, which was an agency that had evolved considerably from what CISC had been for many years. We also have now laid a pathway on where to go in the future.

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THE 5-YEAR TRANSITION PLAN

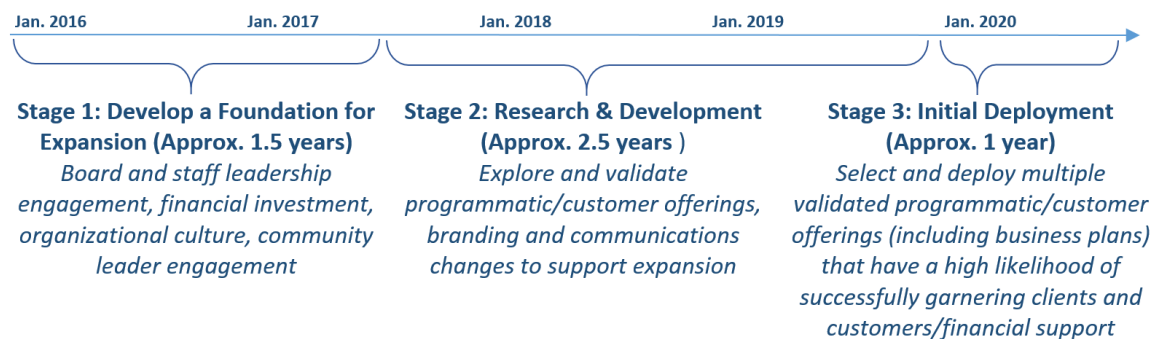
CISC began its strategic planning efforts in earnest at the start of 2015. During the course of gathering information on the services and soliciting feedback from a broad contingent of stakeholders, several key issues emerged:

- Need for CISC to distinguish itself from the other APA/nonprofit organizations
- Change in priorities for the traditional funding sources
- An uncertain political climate (impact on government funding)
- Influx of Chinese immigrants over next 5 years
 - Real needs that are not currently addressed, particularly at middle to higher income levels

After examining all these elements, what stood out was an opportunity for CISC to leverage its key strength – serving the Chinese community with high-quality, culturally appropriate services – for the recent wave of newcomers. However, reaching into this new demographic population of “financially empowered” Chinese would be a service change for the agency. To reach a final decision on how to move forward, which resulted in a Transition Plan as opposed to a standard Strategic Plan, these principles were established to guide that process:

- For sustainability, the CISC Board has required diversification of CISC’s funding
- Transition Plan provides direction for how to intentionally explore diversification
- New service is an expansion, not a replacement, for what is being provided
- Successful transition broadens our reach into CISC’s legacy demographic
- Broadens CISC’s base of financial and political support

Operationally, CISC will look at a 5-year timeline to explore and investigate the feasibility of developing services to meet the needs of the newly arrived Chinese population. Staff will pursue a two-prong approach in strengthening the organization’s infrastructure.



2016-2017 WORK PLAN

Goal 1: Stabilize the operations of program services and improve the agency’s organizational system to support the activities that are presently being provided.

Goal 2: Explore the feasibility of providing services to the financially empowered Chinese immigrants living in King County.

New Kent Site

CISC officially moved into its new Kent location in March 2015 and held an open house on April 30th. This new location provides for additional offices as well as an expanded open area to accommodate a broad array of activities that can be offered to the community. With the larger space, CISC can begin to offer more of the services that it has traditionally provided at its main site, which will be more convenient for many of its clients who are now residing in the south King County area. Besides CISC's own services, this site can also host activities from other community agencies and organizations in the neighborhood that need a space. CISC has always partnered with other organizations in its service area; our philosophy has



been to effectively address the needs of the community through a collaborative approach. We look forward to the opportunity of establishing new relationships with the service providers in that area.

The new office will also be the site of the Russian case management program. The two staff members will spend the bulk of their time in this location.

Location address: 18020 80th Ave. S, Ste. 102, Kent WA 98032-2519

CISC BY THE NUMBERS

International Family Resource Center: 1884 individuals served

Kaleidoscope Play & Learn Groups: 1062 adults and 1135 children

PCHP: 75 adults and 52 children

Youth Development (After School and Summer Learning): 83 youth

Parent Support: 120 parents

Community Outreach and Education: 450 individuals

Crime Victim Service: 308 individuals

Senior Center: 420 individuals

Family Caregiver Support Program: 188 individuals

In-Home Care Case Management: 1123 individuals

HealthCare Outreach and Access Program: 1874 individuals

SHIBA: 5999 individuals (duplicated individuals served)

Information and Assistance Program: 2560 individuals

Cultural Navigator Program: 785 individuals

ESL: 272 individuals

Statement of Financial Position

<i>Year ending Dec 31</i>	<i>2015 unaudited</i>	<i>2014</i>
ASSETS		
Current Assets		
Cash and cash equivalents	456,641	\$718,947
Accounts receivable	699,644	421,568
Prepaid expenses & other current assets	32,384	44,766
Unemployment compensation trust	73,896	54,374
TOTAL CURRENT ASSETS	\$1,262,565	\$1,239,655
TOTAL PROPERTY & EQUIPMENT	\$136,742	\$90,283
TOTAL ASSETS	\$1,399,307	\$1,329,938
LIABILITIES AND NET ASSETS		
Current Liabilities		
Account payable	7,200	7,836
Accrued expenses	262,920	170,626
Deferred rent	47,695	47,695
Contract refunds payable	0	80,068
TOTAL CURRENT LIABILITIES	\$317,815	\$306,225
Net Assets		
Unrestricted net assets:		
Undesignated	1,056,492	998,713
Temporarily restricted net assets	25,000	25,000
TOTAL NET ASSETS	\$1,081,492	\$1,023,713
TOTAL LIABILITIES AND NET ASSETS	\$1,399,307	\$1,329,938

Statement of Activities

<i>Year Ending December 31</i>	<i>2015 unaudited</i>	<i>2014</i>
OPERATING SUPPORT & REVENUE		
Fees & grants from government agencies	\$3,190,406	\$2,761,790
United Way King County	130,415	116,302
Membership fees & contributions (general public)	65,495	80,152
Contributions from businesses & foundations	58,293	38,350
In-kind contributions	103,969	119,428
Special events	66,874	103,027
Program service fees	11,949	20,419
Interests & dividends	2,244	2,571
Miscellaneous	19,166	19,779
TOTAL OPERATING SUPPORT & REVENUE	\$3,648,811	\$3,261,818
OPERATING EXPENSES		
Family & Youth	1,160,693	1,073,119
Elderly Information & Assistance/Case Mgt.	1,773,420	1,510,485
Computer	0	33,156
Literacy	76,153	75,285
Crime Victim Assistance	64,218	138,932
Management & general	344,447	221,263
Fundraising	172,080	175,614
TOTAL OPERATING EXPENSES	\$3,591,011	\$3,227,854
Net realized & unrealized gains (losses) on marketable equity securities	0	0
INCREASE (DECREASE) IN NET ASSETS	\$57,799	\$33,964

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Thanks to all those who gave in 2015

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Aegis Living	Hop Sing Tong	Seattle Gilbert & Sullivan Society	Evelyn Chan
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PROGRAM SPOTLIGHT

CISC's Benefit Enrollment Center

Many low-income Medicare beneficiaries may be eligible for a wide range of programs that can help them to pay for their healthcare, prescriptions, food, and more. Beginning in 2009, National Council on Aging's (NCOA) Center for Benefits Access has awarded grants to community and state agencies to become Benefits Enrollment Centers (BECs). BECs deliver person-centered assistance to low-income seniors and persons with disabilities to access all of the benefits for which they may be eligible.

CISC was awarded funding in 2015 to be a BEC. CISC is the only BEC in the state of Washington, which is a joint partnership among CISC, Korean Women Association (KWA) and Latino Community Fund (LCF).

Our partnership has demonstrated great success and has exceeded performance outcomes of the initial year's timeline. This reflected not only the hard work of our partnerships but also the high demand for such services among seniors and younger people with disabilities among minority populations. We have agreed to continue with the existing service operation model in 2016.

Our partnership will continue its outreach to and enrollment of Medicare beneficiary seniors and disabled adults using the following strategies:

1. Building upon the extensive trusted relationships that each partner agency has already established with vulnerable communities, we are able to provide outreach activities that cover a vast geographical area along the Puget Sound area.
2. The partnership will continue its person-centered approach in assisting clients. One-on-one assistance are scheduled at multiple sites throughout King, Snohomish and Pierce counties
3. Outreach remains the primary approach for all partners in accessing their targeted groups. Information/educational workshops will be conducted regularly in collaborative partner sites, or with new partners to be developed, followed by enrollment events in partners or agency offices.



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CISC LOCATIONS

Main Office

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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 (staff cell phone)
425.289.8608 Spanish (staff cell phone)

Redmond – Cultural Navigator Program

Together Center
16225 NE 87th St., Ste. A-7
Redmond WA 98052
425.502.0684 Spanish (staff cell phone)
425.647.0913 Languages of India (staff cell phone)

Kent

18020 80th Ave. S, Ste. 102
Kent WA 98032-2519
425.251.4300