

message from *Alaric Bien*

EXECUTIVE DIRECTOR

2010 has been a tumultuous year. With the economy still dragging along in “recovery” mode, we have continued to see significant increases in demand for service. In fact, this year, we served over 20,000 individuals throughout King County, as well as folks who travel from far, far away. Why do they come to CISC? Because we offer access to services that are culturally compatible, and in the clients’ own language. The good news is that with continued strong advocacy by staff, volunteers and community members, we have been able to hold our own and avoid major cuts to service. In fact, thanks to some forward thinking funders, we have actually received some increases in support for basic services to immigrants and their families. These funders understand the value of catching a problem early and providing the much needed services so we avoid higher costs to our community later on down the line. With support from donors like you, CISC has been able to continue to meet the needs of the community and to help thousands of immigrants and their families achieve success. Thank you!

CISC helps Chinese and other Asian immigrants make the transition to a new life while keeping later generations in touch with the rich heritage of their homelands. For its client base, it offers the broadest available set of social, family, employment, education, and cultural programs in King County.

Founded in 1972 by student volunteers to meet the needs of Chinese immigrants, particularly seniors, CISC has grown to become one of the area’s largest and most effective providers of referral and direct services to bilingual/bicultural individuals and families. In 2010, over 20,000 people took advantage of programs that ease and enrich the lives of youth, parents, and elders in the years immediately following immigration and well beyond.

THE BOARD OF DIRECTORS

meets the last Wednesday of the month at 5:30 pm at CISC unless otherwise noted.

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Generous donors like you sustain our programs and services. Help ensure that no one is turned away by contributing online through cisc-seattle.org, networkforgood.org or justgive.org.

Chinese Information & Service Center
611 S Lane St
Seattle WA 98104

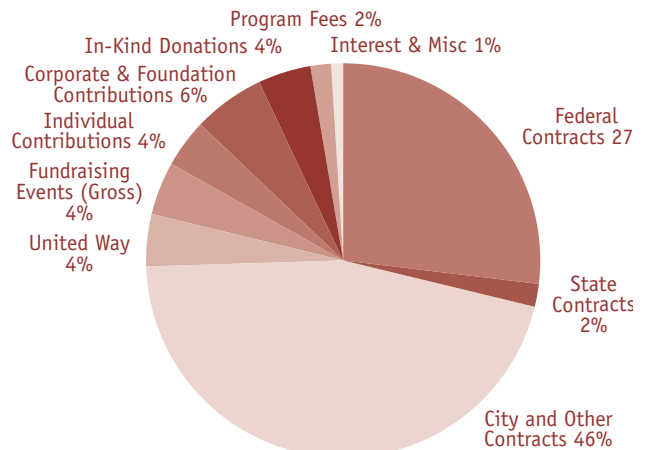
t 206-624-5633
f 206-624-5634
cisc-seattle.org
M-F 8:30 am-5:00 pm

STATEMENT OF FINANCIAL POSITION

ASSETS		
Cash and Cash Equivalents	201,382	265,781
Accounts Receivable	217,483	176,616
Prepaid Expenses	39,920	38,528
Unemployment Compensation Trust	51,351	47,871
Pledges Receivable	625	29,664
Marketable Equity Securities	2,103	1,790
Property and Equipment	238,567	235,619
	751,431	795,869
LIABILITIES & NET ASSETS		
Current Liabilities	205,116	211,404
Net Assets Unrestricted	510,364	539,829
Net Assets Temporarily restricted	35,951	44,636
	751,431	795,869

STATEMENT OF ACTIVITIES

REVENUE		
Contributions		
Unrestricted	94,730	94,717
Restricted	86,329	117,267
In-Kind Donations	103,351	111,164
Contracts	1,776,184	1,713,175
United Way	102,020	114,287
Fundraising (Gross)	157,542	139,410
Program Fees	40,184	45,679
Interest	1,616	4,925
Miscellaneous	21,914	13,244
	2,383,870	2,353,868
EXPENSES		
Programs		
Family & Youth	719,338	670,763
Elderly	1,130,489	1,112,609
Employment	14,686	14,030
Computer	63,657	37,448
Literacy	97,252	114,047
Crime Victims Assistance	112,945	102,177
Management & General	109,736	155,930
Fundraising	173,984	150,803
	2,422,087	2,357,807
DEFICIT OF OPERATING		
REVENUES OVER EXPENSES	(38,217)	(3,939)
Net Realized & Unrealized Gains (Losses)		
on Marketable Equity Securities	67	0
Capital Campaign Contributions (Net)	0	0
INCREASE (DECREASE) IN NET ASSETS	(38,150)	(3,939)

REVENUE BY SOURCE

FAN KAI TAI joined CISC's Family Caregiver Support Program after discovering the devastating news that his wife, Yee Wah Fan-Ng had lung cancer. They both had to quit their jobs in order to deal with the cancer. Without an income, they suffered greatly from financial difficulties and emotional distress. They came to CISC very depressed, feeling utterly hopeless and helpless. The Family Caregiver Support Program worker worked closely with the couple and assisted them by obtaining financial assistance, resolving medicinal concerns, applying to government agencies for further resources and benefits, conducting home visits when Mrs. Fan-Ng was undergoing chemotherapy, and providing supportive counseling to the couple. The worker's choice to go the extra mile by requesting a lift chair for Mrs. Fan-Ng from the Nursing Home Diversion Fund and taking the time to explain complicated medical terminology for the couple helped them greatly. Since CISC stepped in, both husband and wife have been happier and less stressed, wearing beautiful smiles every time we see them.

"If it were not for CISC, I really didn't know what to do in my situation, especially since we don't know English at all. I feel hopeful and know where I will go when I have problems in life: CISC." – Fan Kai Tai and Yee Wah Fan-Ng.

CISC BY THE NUMBERS

Immigrant Transition Programs

that help non-English speakers understand and navigate American culture

Nearly 6,000 individuals received comprehensive information and assistance services in Mandarin, Cantonese, Toisanese, Taiwanese, Hakka, Shanghainese, Fukienese, Chiu Chow, Hainanese, Vietnamese, Hindi, Gujarati, Spanish, Russian and English at five sites around King County.

More than 1,700 people participated in crime prevention education workshops and received crime victim's assistance, including domestic violence services. Many of these individuals would not have sought recourse through the justice system without CISC's intervention.

226 students took English as a Second Language and naturalization classes, with 47 becoming new American citizens. Immigrants who become US citizens have more and better employment opportunities, have access to more services, and are more engaged in their community.

Family Programs *with multigenerational impact*

Bilingual Mandarin/English preschool helps prepare youngsters for success in kindergarten. Teachers report that all 16 of our graduates met all the state criteria for school readiness by the time they entered school in September.

Informal play and learn groups are held weekly across King County in various languages and dialects. 120 preschool children and their caregivers participated in these groups where caregivers discover how to help their children learn through play.

Older children and youth participate in our after school and summer youth programs. 64 youth aged 6-17 received academic assistance, one on one tutoring, and took part in activities for bilingual/bicultural identity development. This program also works intensely with parents and teachers. In addition, more than 75 families participated in bilingual parent education and family counseling services.

Over 10,200 individuals received information and counseling on health benefits and insurance. More than 150 families with elderly or disabled loved ones at home received counseling and caregiver support services. **Employment and Technology Programs to prepare adults and youth for success**

CISC helped 240 limited English speaking individuals through pre-employment, placement, and job retention services. We also served 400 people from youth to senior citizens with multilingual computer training.

Newly immigrated teenagers learned basic computer skills and worked on career planning. Working aged adults improved their word processing, spreadsheet and database applications. Workshops on desktop publishing and financial accounting focused on entrepreneurs and small businesses.

Employment and Technology Programs *to prepare adults and youth for success*

813 seniors received services either in their own homes or at one of eleven different sites across King County. 350 active seniors participated in health monitoring, recreational activities, social gatherings, and education to help keep our elderly neighbors health, active and engaged in their community.

Elder Programs *that promote health, independence, fellowship, and lifelong learning*

813 seniors received services either in their own homes or at one of eleven different sites across King County. 350 active seniors participated in health monitoring, recreational activities, social gatherings, and education to help keep our elderly neighbors health, active and engaged in their community.

Cultural Programs *that strengthen the bonds of family and community*

Over 5,000 individuals participated in arts classes and exhibitions, Mandarin and Cantonese classes, and celebrations of traditional Chinese and other Asian and American festivals.

MEI YUAN LEI lives independently in Seattle; her children are all grown-up and have moved out of Washington State. For awhile, Mrs. Lei relied on no one but herself. However, as she got older, it became much more difficult to take care of everything on her own. She has limited English-speaking abilities and little connections with English-speaking persons in her community. With no one left to turn to, she reached out to CISC. She reported to CISC that she needed help paying her utility bills and medical bills, and that she also could not afford to buy many necessities. CISC immediately helped her apply for government benefits and subsidized funding programs to help her out financially. Recently, her dilapidated housing conditions were brought to CISC's attention: her heater was not functioning, the fireplace was dirty, her windows would not open, and her pipes were leaking. A CISC staff member helped Mrs. Lei apply for the city of Renton's home repair assistance program for elderly persons with limited income. CISC helped Mrs. Lei contact the program and submit documents to support her in her application process. CISC helped Mrs. Lei improve her living conditions and overall livelihood because they took the time to search for benefits for her, assisted her throughout the process, and communicated her needs and frustrations to government assistant programs when Mrs. Lei could not. CISC was there for her every step of the way and helped her sustain her independence.

donors

Thanks to all our donors who contributed in 2009.

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MR. HSIA immigrated to the United States three years ago from Taiwan to join his wife, who had already immigrated here ten years ago. He had not seen his family in over ten years: his two daughters, who immigrated to the US first, had already gotten married and started their own families. After arriving in the US, Mr. Hsia wanted to familiarize himself with American culture, but could not find a way to do so. Many of the immigration agencies that he contacted were either closed or did not offer the services he sought. A friend he met finally told him about CISC, and specifically, the Sunshine Garden. At the Sunshine Garden, Mr. Hsia finally received the chance to experience American culture and meet new people. He feels that members of the Sunshine Garden are like a family; it is a place for people to join together every day. Mr. Hsia wonders, "If the Sunshine Garden is closed, where would we go? How would we spend our time?" Like many of the seniors that visit the Sunshine Garden, he feels that it is an important part of his life: "It's a good place for an old man," he says. "I don't know what I would do without it."

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