



Bridging Cultures, Communities and Generations

Chinese Information and Service Center
611 S Lane St.
Seattle WA 98104



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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.



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- Languages provided
 - Mandarin, Cantonese, Toisanese, Taiwanese, Hakka, Fukienese, Chiu Chow, and Hainanese dialects of Chinese;
 - Vietnamese
 - Hindi, Gujarati, Punjabi
 - Malay, Indonesian
 - Spanish
 - Russian
 - English.



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CISC offers programs in four key areas:

• ***Immigrant transition programs that help non-English speakers understand and navigate American culture*** — including comprehensive information and assistance services, crime prevention education, crime victims assistance, health insurance benefits counseling, legal clinics, and ESL classes.



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- ***Family programs with multigenerational impact*** — including preschool and youth programs that enhance academic achievement and bicultural identity, bilingual parent education and family counseling, and elder services and caregiver support.



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- ***Elder programs that promote health, independence, fellowship, and lifelong learning*** — including in-home care case management, health monitoring for active seniors, recreational activities, social gatherings, and education.



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- ***Cultural programs that strengthen the bonds of family and community*** — including arts classes and exhibitions, Mandarin classes, and celebrations of traditional Chinese and other Asian festivals.



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- Currently 67 full time and part-time staff, with over 400 volunteers contributing 8,500 hours of services
- Sliding fee schedule
- Will not turn people away due to race, ethnicity, religious belief, inability to pay, etc.



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Outreach sites

- Currently 17 outreach sites throughout King County of Washington
- Partners are the library systems, senior and community centers, churches, city governments, local organizations
- Main office located in Seattle Chinatown/ID, branch offices in the South and East

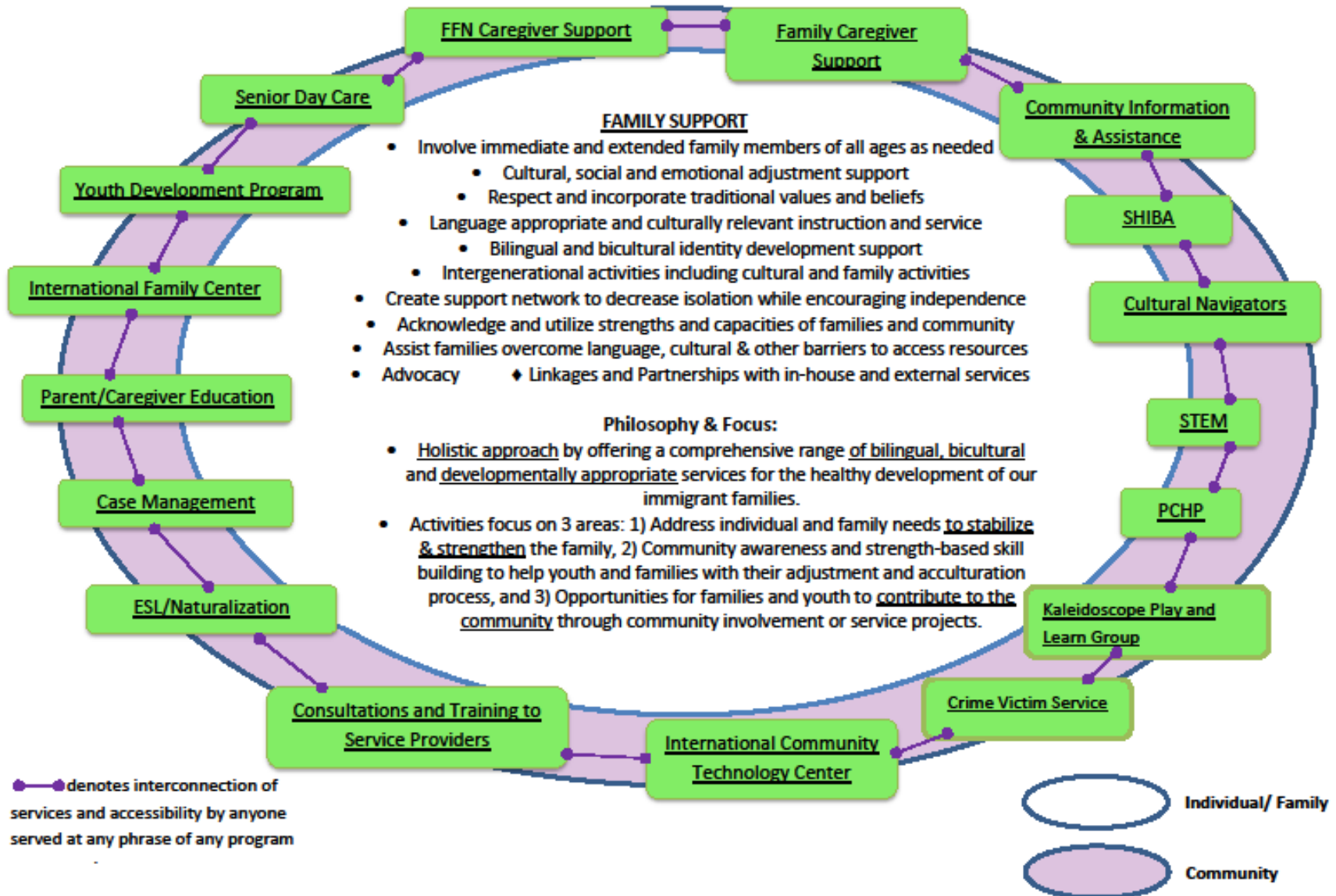


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Service Delivery

- Holistic approach to serving the community
 - Immigrants don't understand “silo-ing” of services
 - Better identification & coordination of client's needs
- Utilize evidenced-based program models
- Tailor program model to incorporate cultural beliefs of clients
 - Clients learn US cultural values and service systems and retain their own cultural values
- Collaborate with other service providers

CISC: Community-Based & Family-Centered Delivery System (Holistic Approach)





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- Cultural Navigator Model
 - Primary goal: ensure all members of the community receive the help they need by navigating the system through language and culturally appropriate assistance
 - Also targeted at helping local agencies to strengthen their service delivery capacity to ethnic minority groups through networking, mutual support and training
 - Languages: Spanish, Russian, East Indian, and Chinese



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THANK YOU

- www.cisc-seattle.org
- www.cisc-seattle.blogspot.com
- www.facebook.com/cisc.seattle
- www.youtube.com/ciscseattle