Bridging Cultures, Communities and Generations

Chinese Information and Service Center
611 S Lane St.
Seattle WA 98104
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.
• Languages provided
  – Mandarin, Cantonese, Toisanese, Taiwanese, Hakka, Fukienese, Chiu Chow, and Hainanese dialects of Chinese;
  – Vietnamese
  – Hindi, Gujarati, Punjabi
  – Malay, Indonesian
  – Spanish
  – Russian
  – English.
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.
• **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.
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.
• 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.
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.
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
Service Delivery

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• Holistic approach to serving the community
  – Immigrants don’t understand “silos-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)

**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 support network to decrease isolation while encouraging independence
- Acknowledge and utilize strengths and capacities of families and community
- Assist families overcome language, cultural & other barriers to access resources
- Advocacy (Linkages and Partnerships with in-house and external services)

**Philosophy & Focus:**
- Holistic approach by offering a comprehensive range of bilingual, bicultural and developmentally appropriate services for the healthy development of our immigrant families.
- Activities focus on 3 areas: 1) Address individual and family needs to stabilize & strengthen the family, 2) Community awareness and strength-based skill building to help youth and families with their adjustment and acculturation process, and 3) Opportunities for families and youth to contribute to the community through community involvement or service projects.
• 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
THANK YOU

- www.cisc-seattle.org
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