



TACOMA COMMUNITY HOUSE

EDUCATION • EMPLOYMENT • IMMIGRATION • ADVOCACY SINCE 1910



EMBRACING THE AMERICAN PROMISE

2018

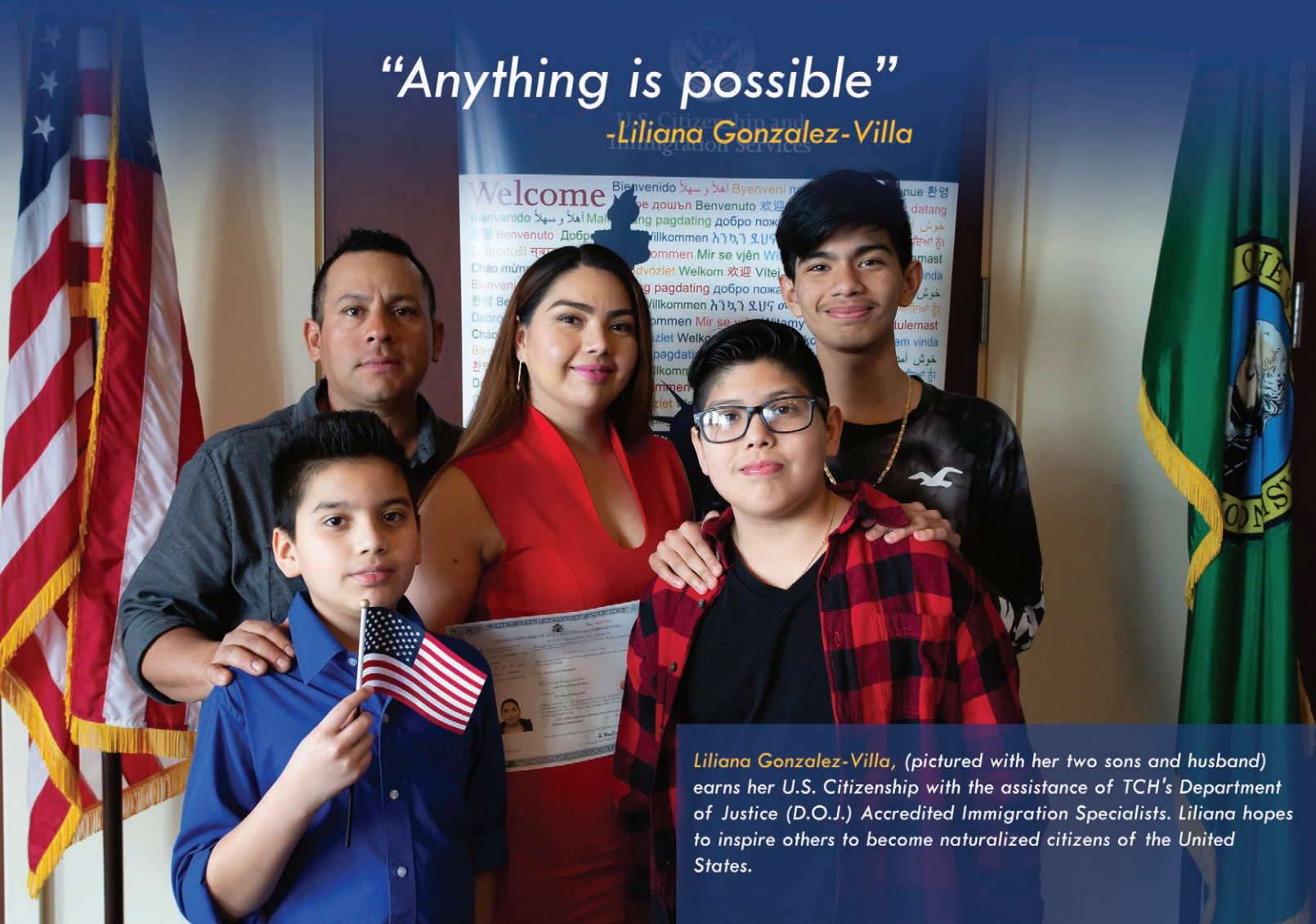
ANNUAL REPORT

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“Anything is possible”

-Liliana Gonzalez-Villa



Liliana Gonzalez-Villa, (pictured with her two sons and husband) earns her U.S. Citizenship with the assistance of TCH's Department of Justice (D.O.J.) Accredited Immigration Specialists. Liliana hopes to inspire others to become naturalized citizens of the United States.



Here at TCH, 2018 was truly defined by our 108-year tradition of ***empowering lives, creating leaders and bridging communities.***

Through our four core programs of education, employment, immigration and advocacy, we served 3,245 clients from over 110 countries, demonstrating TCH's century long tradition of empowering lives, creating leaders and bridging communities. Our client centered focus programs enabled TCH to adapt and grow to meet the needs of our community:

In Education, English language and GED classes now use Chromebooks which allow students to complete homework assignments using Google Classroom on the "Cloud." Talk Time is now offered weekly at three locations and connects volunteers with students in order to practice conversational English.

Employment now offers Certified Nursing Assistant training in partnership with Tacoma Community College and United Way's Center for Strong Families. Additional programs include computer programming classes, monthly job fairs, and employment placement assistance.

Immigration Services served more people than ever, including our DREAMERS seeking help renewing their DACA (Deferred Action for Childhood Arrivals) documents, as well as US citizens seeking family reunification with their foreign family members. TCH partnered with OneAmerica on Citizenship Day to provide free attorney consultations with individual citizenship applications.

Crime Victim **Advocacy** added a therapy group for parents of child sexual assault victims—a much needed service that is having wonderful results.

In addition to celebrating the accomplishments of those we serve every day, TCH celebrated the ground breaking of its new home and continued fundraising to meet its \$13.6 million capital campaign goal. We also celebrated the retirement and nine-year tenure of Liz Dunbar as Executive Director. We celebrate and salute your generosity, which enables TCH to build for the future and serve in meaningful and empowering ways

For that, we are eternally grateful – THANK YOU!



Laruen Walker Lee
Laruen Walker Lee
Executive Director



Colette Smith
Colette Smith
Board President

FINANCIAL HIGHLIGHTS

Total Public Support & Revenue

Contracts	\$5,740,311	67.26%
Foundations	\$1,388,295	16.27%
Contributions	\$913,151	10.70%
Program Service Fees	\$337,327	3.95%
United Way	\$68,294	0.80%
Church Support	\$55,832	0.65%
Miscellaneous	\$26,328	0.31%
Investment	\$5,036	0.06%

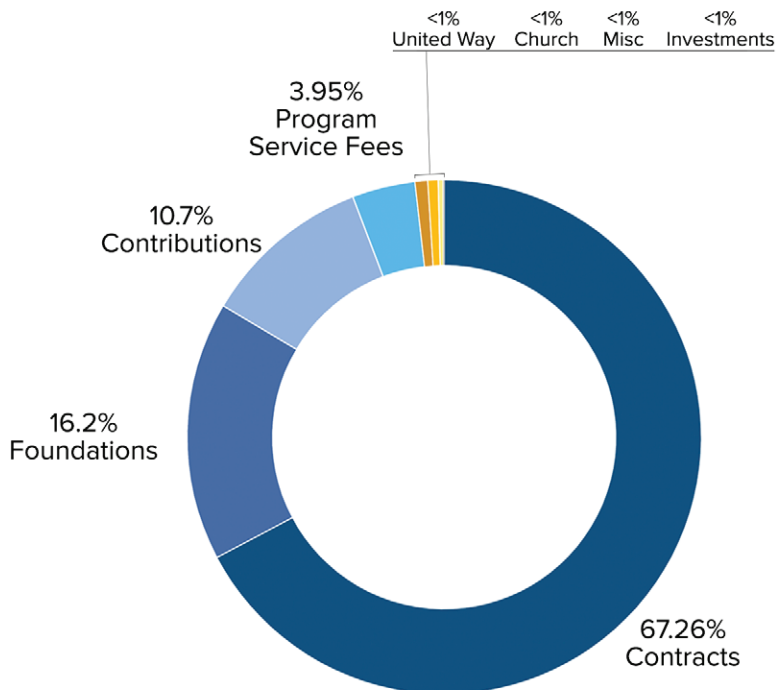
TCH General Operating Revenue: \$3,027,307

REACH General Operating Revenue: \$1,840,420

Combined Total Operating Revenue: \$4,867,727

TCH Capital Campaign Contributions: \$3,666,846

TOTAL \$8,534,573 100%

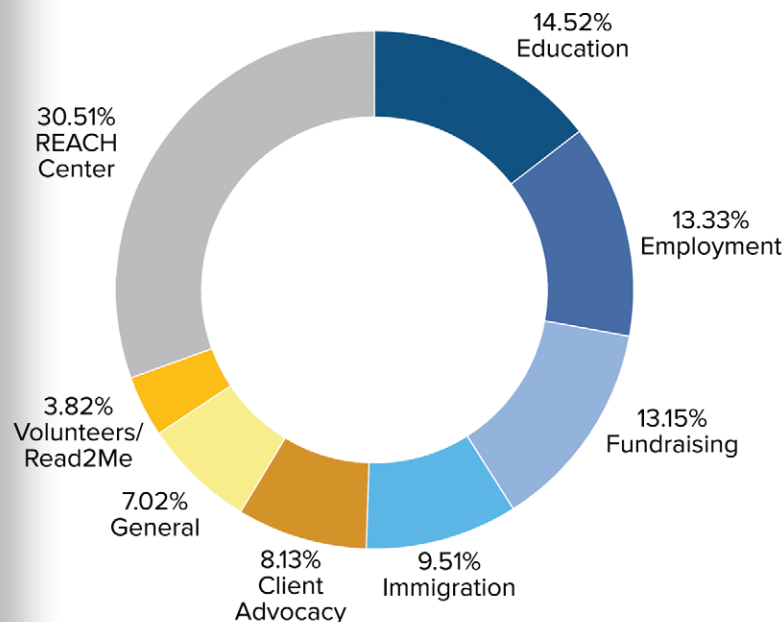


Program Expenses

Education	\$723,212	14.52%
Employment	\$663,844	13.33%
Fundraising	\$654,844	13.15%
Immigration	\$473,623	9.51%
Client Advocacy	\$404,842	8.13%
General	\$349,554	7.02%
Volunteers/Read2Me	\$190,473	3.82%
REACH Center*	\$1,519,332	30.51%

TOTAL \$4,979,724 100%

*TCH is the fiscal sponsor of REACH Center, an empowerment resource for 16 to 24 year-olds located at Goodwill's Milgard Work Opportunity Center. Reach provided skills training, educational services, and housing assistance to **1,880+ young people** last year.



CLIENT DEMOGRAPHICS



86%

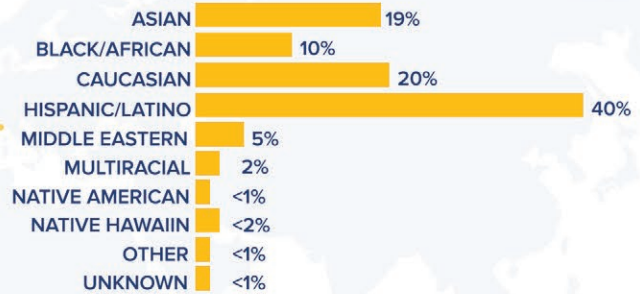
of clients enter TCH programs with household incomes **below 80%** of the area's median income.

85%

of TCH Clients are Immigrants & Refugees

ETHNICITY

115 COUNTRIES of ORIGIN



AGE



TOP 20 COUNTRIES

- | | |
|------------------|----------------|
| 1. Mexico | 11. Kenya |
| 2. United States | 12. Russia |
| 3. Vietnam | 13. Iran |
| 4. Ukraine | 14. D.R. Congo |
| 5. Moldova | 15. Guatemala |
| 6. Iraq | 16. Cuba |
| 7. Cambodia | 17. Peru |
| 8. Philippines | 18. Samoa |
| 9. El Salvador | 19. China* |
| 10. Yemen | 20. Sudan* |
| | 21. Thailand* |

*TCH served the same amount of clients from China, Sudan, and Thailand



Charlene Mckenzie, Education Services Assistant with GED Graduate Edwin Beltran.

3,467
PROGRAM SERVICES
PROVIDED



3,245
CLIENTS SERVED

2018 PROGRAM HIGHLIGHTS

Number of services issued by program

ADVOCACY 280

READ2ME 363

EMPLOYMENT 407

EDUCATION 612

IMMIGRATION & CITIZENSHIP 1,789



612 STUDENTS ENROLLED



TCH's education department provides valuable services to community members who are new English Language learners and adults who are interested in increasing their reading, writing, and computer skills.

The ELA (*English Language Access*) program uses total English immersion, as one classroom of 25 students can represent over ten different first languages. Our teachers cover reading, listening, speaking and writing and — for some — the idea of simply what it means to study. Teachers use English anyway they can — with pictures, actions, technology, software, and audio aids.

Adults interested in increasing their skills in reading, writing, math, and computer usage can enroll in our **Basic Education for Adult Classes**. For some, earning their GED® is a goal, while others want to increase their skills before entering a local community college. Many students who enroll in the program often go on to further their education or improve their employment standing.

132

Congratulations!
Students enrolled in
**Basic Education for
Adult Classes.**

480

Students enrolled in
**English Language
Acquisition Classes**
levels 1-6.

232

Students made at
least one **level gain**
in English proficiency.

*“Without the support and encouragement I received at **Tacoma Community House**, I don't think I would have had the confidence I needed to pass the [GED] exam on the very first try.” -Shaun Lowe, TCH GED GRADUATE*

Shaun, a Tacoma Community House client and recent GED graduate, spent the first 19 years of his life living in chaos and uncertainty. At the age of 4, Shaun's childhood took a turn when his parents separated. Shaun was under the custody of his mother, who struggled with addiction. His days lacked continuity, stability, and nurturance, and he never knew what was going to happen next.

Shaun was able to move into a stable home with his father at age 12. Shaun felt nurtured and safe for the next few years until his father was diagnosed with untreatable cancer. The news deeply affected Shaun, and within the year, his father passed away when Shaun was only 16.

“I didn't know what I was supposed to do with my life. There was no one to guide me.”

Shaun eventually moved to the Tacoma and visited WorkSource for training information and learned he would need a GED to enroll in real estate school. WorkSource referred him to Tacoma Community House where he met Charlene McKenzie, Education Services Assistant, who enrolled Shaun in a GED prep class. With the help of Christen Jensen, Instructor, Shaun brushed up on the math and writing and soon after, took the GED exam, passed with college level scores on his first attempt, and is currently enrolled in the Rockwell Real Estate Program studying to earn his realtor's license.



EMPLOYMENT



(Above) TCH Client, Ernesto Astrera operating a forklift at the James Hardie job site.

407

*community members received
employment assistance in 2018*

Tacoma Community House offers free employment services for adults (18 and older) who want to improve their skill set, build self-confidence, and find a job that aligns with their financial and career goals.

We maintain connections with dozens of employers and host hiring events with the opportunity for job-seekers to meet HR representatives and hiring managers on the spot.

113

Client job placements.

157

*Internships for clients,
many of whom were
on public assistance.*

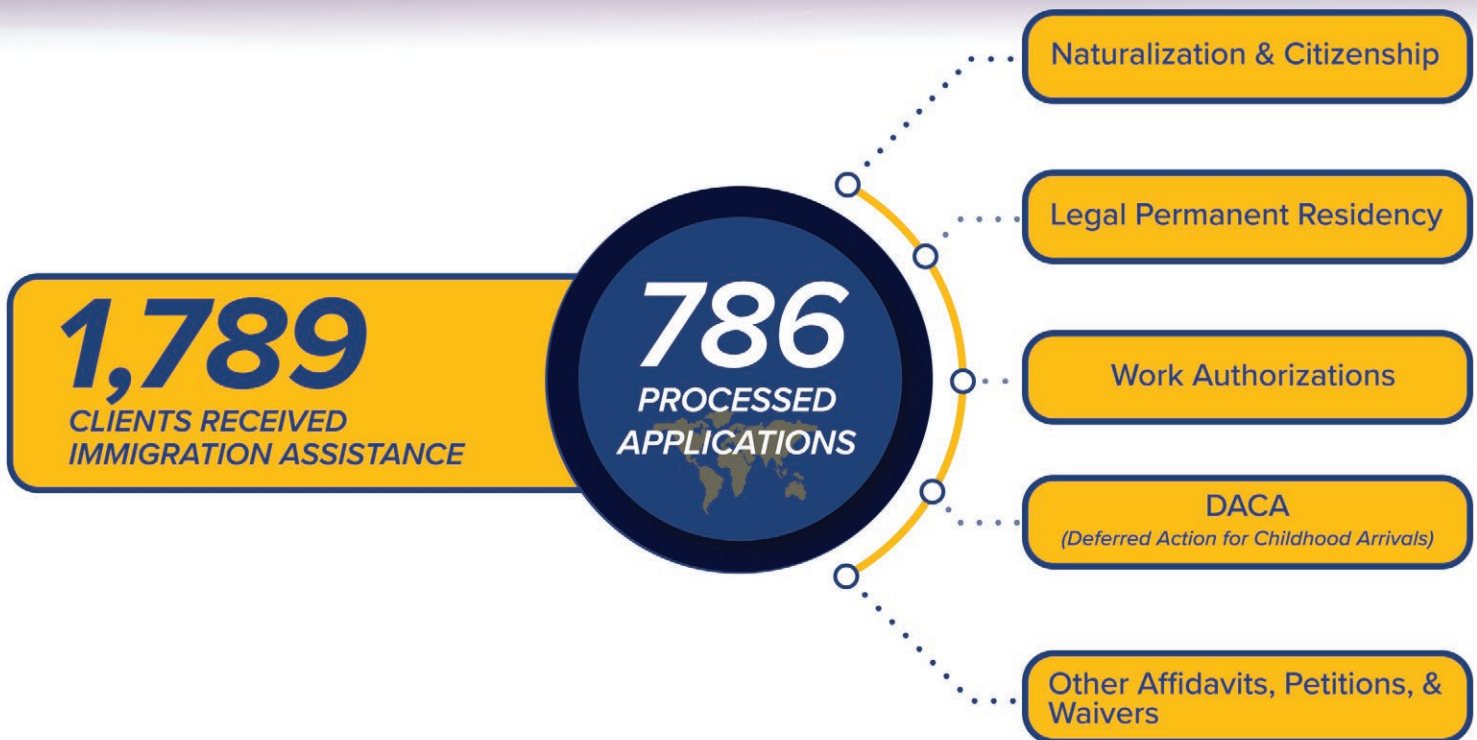
100+

*Local business partnerships
with Tacoma Community
House for placing clients.*

IMMIGRATION

Tacoma Community House is recognized by the U.S. Department of Justice, Office of Legal Access Programs, providing assurance of our staff's experience and training in the area of immigration law. Because of our accredited case managers and funding support, **Tacoma Community House is able to provide immigration services for free or at a fraction of the cost of an attorney - removing a significant barrier for those we serve.**

In 2018, TCH continued the important work of helping a record number of individuals navigate complex immigration laws with family reunification, and by offering citizenship classes and workshops.



127



clients became U.S. citizens after becoming a Lawful Permanent Resident (At minimum a five year process for most; three years if married to a U.S. citizen)



U.S. Citizenship
and Immigration
Services



CLIENT ADVOCACY



Lady Justice is one of the most recognized legal symbols of American justice. Portrayed as a blindfolded woman carrying a sword and a set of scales, she symbolizes the fair and equal administration of the law, without corruption, greed, prejudice, or favor.

Our client advocates help victims of crime **navigate legal processes** and **regain a sense of safety**.

Crimes experienced by TCH clients include:

- Domestic Violence and Assault
- Sexual Assault/Rape
- Child Sexual Assault/Abuse
- Homicide and attempted homicide
- Robbery
- Vehicular Assault
- Hate crimes
- Fraud
- Kidnapping
- Exploitation
- Elder Abuse
- Human Trafficking



**Those we serve in our client advocacy program are primarily undocumented women, with children, living in poverty.*

113

Clients accompanied to court.

159

Legal processes supported by TCH Advocates.

56

Referrals made to the Northwest Immigrants Rights Project.



The Childhood Early Education Resource program (CHEER) is a free program designed to help refugees and immigrants become certified childcare workers.

According to Childcare Aware, children of refugees and immigrants now account for 25% of U.S. children under the age of 6. Creating a more culturally- and linguistically-diverse childcare workforce will better reflect the real-life families and children utilizing their services.

CHEER participants will work to earn a childcare (STARS) certificate and receive training in entrepreneurship and financial literacy.

In the short term, CHEER provides a pathway for participants to enter the childcare workforce immediately. In the long term, we anticipate that entrepreneurial workshops will inspire and begin preparing participants to start businesses of their own!

Boeing has been an invaluable partner in our mission to help South Sound residents build satisfying careers and we cannot thank them enough for their generous support of the CHEER program.

2

Cohorts comprised of 16 students launched since July 18th, 2018.

16

Students completed the program, earning a STARS certificate.

8

Graduates are working. We continue to work with all of them on their educational and professional goals.

READ2ME



Representative Derek Kilmer reads with a student at McCarver Elementary School in Tacoma, Washington.

Reading proficiency by the time a student enters the 4th grade is one of the most important predictors of high school graduation and career success and the statistics are alarming: ***Only a third of America's 4th graders are proficient grade-level readers or better.*** This is the critical issue Read2Me seeks to improve — with a personalized, one-on-one approach, in order to reach a vulnerable population.

363 at McCarver, Arlington, Manitou Park, and Lister elementary schools.



219 dedicated volunteers donated **3,840** hours to Read2Me Students.

The value of a student meeting with the same tutor each week has been a major factor in the success of Read2Me, and the social-emotional aspect of Read2Me is consistent with furthering the school district's focus on addressing social-emotional factors affecting student learning.

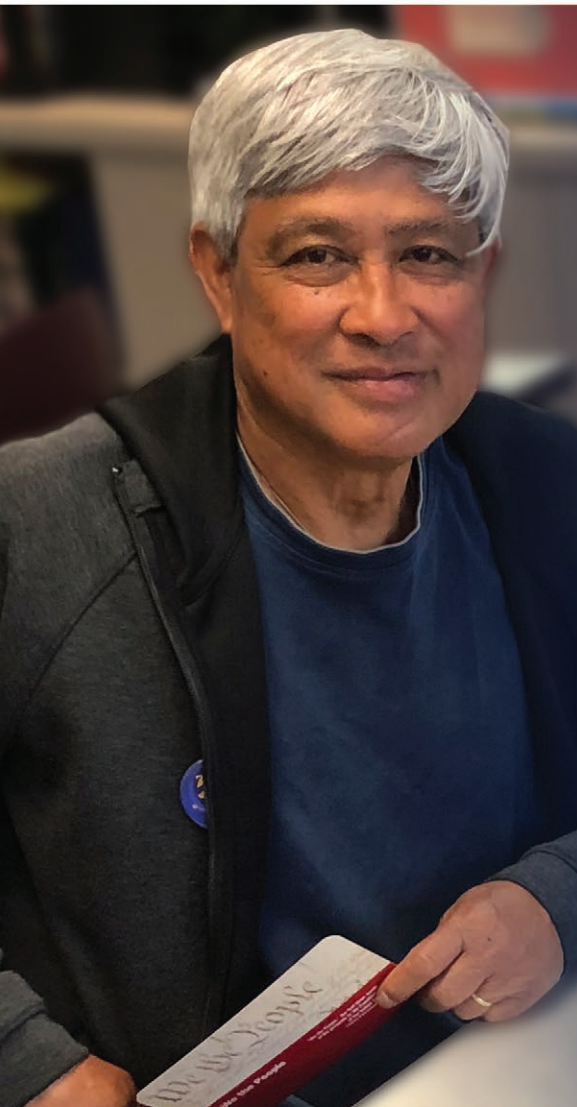
VOLUNTEERS

Volunteers are a vital and integral part of what makes TCH function. The efforts from our volunteers enhance the capacities of staff members, who can focus on growing our programming, services, events, fundraising strategies, and work with our community. Most importantly, by being there supporting our clients, volunteers send a strong message of welcoming and commitment to our neighbors. TCH wouldn't be able to fulfill our mission without the gracious support of our volunteers!

13,958.5
TOTAL NUMBER OF HOURS

392
NUMBER OF
VOLUNTEERS
IN 2018

Equal to **7**
full time staff members



“When my wife and I moved to Gig Harbor, I heard about TCH and its mission to help immigrants. I remember thinking that Talk Time was something I could volunteer for. My wife and mother-in-law volunteered for Read2 Me, and I signed up for Talk Time and later Citizenship class. My experience after over two years has been fantastic. With the electronic age of texting, voicemail, email, Facebook, etc., there is little true conversation with people. How often do we actually engage in a true two-way conversation where the participants are intently listening and share information?

I truly believe that I get more from the participants than they probably get from me.

But, is this the main reason I volunteer at TCH? I have to answer, no honestly. I volunteer at Tacoma Community House because the staff, the volunteers, and the clients are a community of kindred spirits; like-minded people with shared values and vision, and all wanting to do the right thing.”

Thank you Renato!



Tacoma Community House is the fiscal sponsor of **The Resource for Education and Career Help (REACH) Center**, a one-stop youth service center for young people 16 to 24 seeking to advance their educational, career, and life goals.

KEY PROGRAMS

- GED instruction
- Peer mentoring
- Mental health/substance use therapy
- Rapid rehousing
- YouthBuild construction trades training
- Barista training
- LGBTQ peer support
- Advocacy and leadership training
- Summer jobs placement
- Legal assistance
- Post-secondary education access and support
- Life skills workshops
- Federally funded internships

2018 ACCOMPLISHMENTS

23,763

hours of *one-on-one mentoring, case management, counseling, and legal support* provided to young people.

1,208

youth served with education, employment, housing, and other services.

300+

youth reported job placement.

204

Industry Recognized Certifications (IRCs) earned.

250

hours of mental health/substance use counseling provided on-site.

200

LGBTQ youth provided with peer mentoring support.

87

youth and young adults **housed** through REACH programs and partnerships

56

participants earned their **GED**

25

youth leaders engaged in year-round **state legislative advocacy** work

A New Vision for TCH's Future

CAPITAL CAMPAIGN



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HONORARY CAMPAIGN ADVISORS

Joe and Carol Stortini
Robert Yamashita

At no point in recent history have TCH's programs and services for immigrants and refugees been more in demand or more needed. In order to meet this demand, TCH has embarked upon *Embracing the American Promise: Uniting Communities Campaign*, a \$13.6 million initiative to construct a new 27,000 sq. ft., two-story building.

A new facility will give TCH the capacity to:

- ▶ **Increase the number of classrooms** to ultimately serve 300 more students each year.
- ▶ Provide a **student lounge and study spaces**.
- ▶ Create and increase the number of **confidential client spaces** for sensitive interviews, allowing TCH to serve nearly 700 more clients receiving immigration and crime victim services annually.
- ▶ Provide **new spaces for employment workshops, job fairs, and additional job placement services**, allowing TCH to serve 670 more participants each year in employment services.
- ▶ **Provide space for additional staff** in all departments to serve more people.
- ▶ Offer much-needed **neighborhood and community spaces** for meetings, social events, and other educational activities, serving an anticipated 500+ residents annually.

CAPITAL CAMPAIGN DONORS

\$13,085,419 as of June 6, 2019

\$500,000 & Above

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Bill & Melinda Gates Foundation
Employees Community Fund of Boeing
New Markets Tax Credits
State of Washington Building Communities Fund

\$250,000 - \$499,99

Bamford Foundation
Hokold Foundation
The M.J. Murdock Trust
Tacoma Community House
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\$100,000 - \$249,000

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Up to \$2,499

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for TCH

Annual Operations

\$500 - \$999

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