

1. DOES TACOMA COMMUNITY HOUSE HAVE A MISSION STATEMENT?

The Mission of Tacoma Community House (TCH) is to create opportunities for immigrants, refugees and other community members in the Puget Sound region through comprehensive services focused on self-sufficiency, inclusion and advocacy.

2. HOW LONG HAS TCH PROVIDED SERVICES TO THE COMMUNITY?

On January 10, 1910, TCH started in a small room of a private home to serve a couple dozen neighborhood children. TCH's rich history of collaborative and innovative work includes starting Tacoma's first kindergarten, baby clinic, and integrated Boy and Girl Scout troops, and leading the resettlement of refugees from Southeast Asia and Eastern Europe. Through over a century of service, TCH has reached virtually every ethnic group that has called the region home, providing quality programming and services that have improved the lives of over 100,000 of children, youth and adults. TCH has helped lift new and longtime residents from crisis and vulnerability to self-sufficiency and stability through comprehensive, wrap-around services in a central location in Tacoma's Hilltop.

Today, TCH is a nationally respected, community-based, multiservice center providing approximately 3,500 program services annually to more than 3,200 adults from the U.S. and over 110 other countries. TCH is led by a forward-thinking and civically engaged Board of Directors, a community-minded and solutions-focused Executive Director, Lauren Walker Lee, and a multicultural staff of over 50 individuals who speak 10 different languages.

3. WHAT SERVICES ARE PROVIDED BY TCH AND WHOM DO YOU SERVE?

TCH provides four core service areas—**Education, Employment, Immigration** and **Advocacy**—to immigrants, refugees and other community members.

The organization's current array of programming includes:

- Adult Basic Education (ABE) Classes and GED® Preparation
- Free Employment Services
- Bilingual Immigration Services including Citizenship Classes
- Client Advocacy Services for Survivors of Domestic Violence, Sexual Assault and Other Crimes
- Computer Literacy
- English Language Acquisition (ELA) Classes
- Volunteer Services – Read2Me (Youth Literacy Program)

4. WHY IS THE CAPITAL CAMPAIGN NEEDED?

TCH currently provides approximately 3,500 program services to more than 3,200 adults and youth and operates classes, programs and administrative functions in an overcrowded facility (14,290 sq ft) constructed in 1986.

How many more participants/clients could be served annually as a result of the campaign?

With the construction of a new two-story building (approx. 27,000 sq ft) and increased parking spaces, we conservatively estimate that TCH will increase the number of students daily from 300 to 600. This will eliminate wait time for classes, and adequately address the current demand for services and the increased demand projected for the foreseeable future. Significant barriers to success that exist today are aging facilities and equipment as well as overcrowded and too few classrooms.

5. HOW DOES TCH COORDINATE/COLLABORATE WITH OTHER NONPROFITS?

TCH participates in many strategic collaborations and partnerships in order to pool expertise and resources, avoid duplication of services, and deliver the best possible outcome for our clients. Some of the key partnerships are as follows:

- A REACH (Resources for Education and Career Help)** – TCH is a founding member of the REACH Center. REACH provides educational and employment help to young adults, particularly those dealing with hardships, and is located in the Goodwill Milgard Work Opportunity Center. Partners include Goodwill, all local community and technical colleges, Tacoma Public Schools, Job Corps, Vadis and the Metropolitan Development Council. TCH is the fiscal agent for REACH, providing budget and fiscal management.
- B Community Jobs** – TCH is a partner in this consortium of agencies that provides welfare-to-work services. Goodwill is the lead agency and TCH is a member.
- C Services to Victims of Domestic Violence, Sexual Assault and Other Crimes** – TCH partners with Northwest Immigrant Rights Project (NWIRP) and Volunteer Legal Services to provide advocacy and legal representation to immigrant victims of crime.
- D Citizenship Services** – TCH partners with the Pierce County Library System to offer citizenship classes in two county library branches, making the service more accessible to aspiring citizens. TCH also partners with OneAmerica to host Citizenship Day events, providing free legal services to aspiring citizens.
- E Read2Me** – TCH partners with Tacoma Public Schools (TPS) to provide tutoring services to struggling readers in grades K-3 in four schools. TPS provides classroom space and equipment and TCH provides site coordinators, volunteer tutors, books and other materials. TCH is also a member of the Campaign for Grade Level Reading, a joint effort of the Foundation for Tacoma Students.
- F Human Services Coalition** – TCH is an active member of the HSC, which serves to share information about and advocate for human services needs in Pierce County.

6. WHAT PERCENTAGE OF REVENUE COMES FROM PROGRAM FEES, GOVERNMENT FUNDING, PRIVATE GRANTS, AND INDIVIDUALS?

2018 BUDGET (\$8,534,573)

- Contracts (67.26%)
- Contributions (10.70%)
- Foundations (16.27%)
- Program Service Fees (3.95%)
- Church Support (0.65%)
- United Way (0.80%)
- Investments (0.06%)
- Miscellaneous (0.31%)

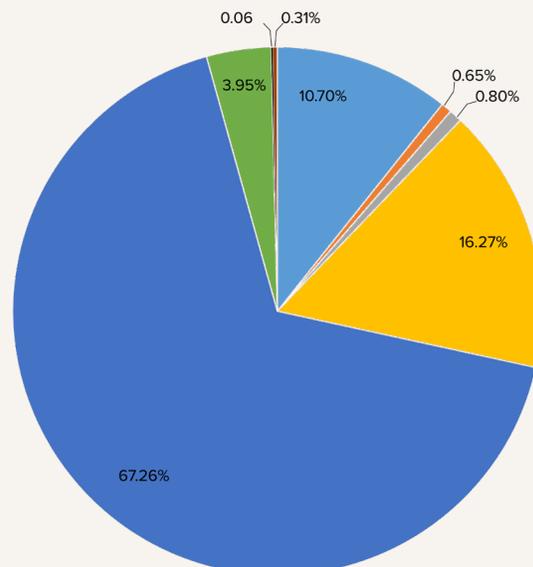
TCH General Operating Revenue: \$3,027,307

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

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

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

Total 2018 Revenue: \$8,534,573



*2018 TCH Financials are unaudited

7. DOES ALL ANNUAL REVENUE GO TO OPERATING EXPENSES?

The great majority of all revenue goes towards operating expenses, except when there is specific direction from donors.

8. DOES TCH CURRENTLY HAVE ANY ENDOWMENTS?

TCH currently has four endowments totaling \$391,598 as well as an unrestricted investment account totaling \$65,553. The four endowments include: a Board Designated Endowment Fund, Adult Literacy Endowment Fund, the Hunt Scholarship Fund and a TCH Endowment Fund.

9. HAS TCH CONSIDERED LOCATING ANY OF ITS CURRENT OR NEW PROGRAMS IN OTHER SITES AROUND THE CITY RATHER THAN HAVING ALL SERVICES IN THE CURRENT BUILDING?

Has TCH considered that it may be economically advantageous to buy or lease vacant commercial space, or sharing space with one or more of its community not-for-profit partners instead of building new space?

TCH's due diligence included consulting with real estate professionals in reviewing the agency's real estate options within the City of Tacoma as well as delivering services from multiple satellite locations. Upon final review, TCH decided to remain in its current location. This decision was rendered from a position of strength thanks to TCH's relationship with the United Methodist Women dating back to its inception over a century ago, as well as a longstanding history in the Hilltop neighborhood of Tacoma.

Over the past decade, TCH purchased adjoining properties and co-owned almost a full city block in this Hilltop location. In March 2016, TCH purchased the property between L and M and 13th and 14th streets from United Methodist Women and now owns clear title. Building on the present site is cost effective, realizes efficiencies for staff and clients by offering our programs and services at one location, and allows TCH to contribute to the growing vitality of the Hilltop neighborhood. The proposed light-rail on adjacent Martin Luther King Jr. Way is also a benefit to having this location. TCH successfully applied for New Market Tax Credits which are designed specifically for construction projects in low-income neighborhoods.

10. DOES TCH WORK WITH THE NORTHWEST DETENTION CENTER LOCATED IN THE TACOMA TIDEFLATS?

The Northwest Detention Center is a privately owned immigration prison (one of the largest in the nation) operated by the GEO Group on behalf of U.S. Immigration and Customs Enforcement. TCH works with detainees in a few ways: if a detainee is approved for asylum and is released, he or she can come to TCH for any service: education, employment, immigration assistance, etc. If a detainee is a victim of domestic violence, sexual assault or other crimes and is released, s/he is assisted through Client Advocacy Services. TCH staff also work with Advocates for Immigrants in Detention Northwest (AIDNW), a nonprofit organization that assists detainees. One TCH staff member is currently a board member of AIDNW.

11. HOW DOES THE CURRENT POLITICAL ENVIRONMENT AROUND IMMIGRATION POLICY AFFECT TCH?

The current political environment has been very tumultuous, with many changes which are subsequently reversed or temporarily halted. Regardless of these changes, TCH has seen an increased demand for our services—for citizenship services, for English language classes, and other assistance. TCH has a history of adapting and responding quickly when there is a change in policy, to adapt our services to meet the needs at the time. For example, when the Deferred Action for Childhood Arrivals (DACA) program began, TCH added a full-time staff person to assist with those applications. We continue to help those persons with renewals if eligible and with seeking alternatives if they are not.