

# TACOMA COMMUNITYHOUSE

IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



# 20 24

# GRATITUDE REPORT



*Breaking Barriers / Building Futures*

# TABLE OF CONTENTS



|         |                                            |
|---------|--------------------------------------------|
| 2       | Leadership Statement                       |
| 3       | Board of Directors & Leadership            |
| 4       | Financial Highlights                       |
| 5       | Client Demographics                        |
| 6       | Immigration Highlights                     |
| 7       | The Reach Center: Outcomes & Impact        |
| 8 - 9   | Reach Programs in Action                   |
| 10      | Education Highlights                       |
| 11      | Employment Highlights                      |
| 12      | Advocacy Highlights                        |
| 13 - 16 | Donor List (Individuals)                   |
| 17      | Donor List (Faith Community & Foundations) |
| 18 - 19 | Donor List (Businesses)                    |





# LEADERSHIP STATEMENT

Dear Friends,

This year, more than ever, we are reminded of the extraordinary strength that lies within our community — a strength rooted in compassion, resilience, and the unwavering belief that every individual deserves the opportunity to thrive.

As we reflect on the past year, we are filled with immense gratitude. Your support — whether as a donor, partner, volunteer, or advocate — has made it possible for Tacoma Community House to respond to an increasing need in our region. Amidst the challenges facing immigrant and refugee communities today, you've helped us step in and step up. Together, we continue to provide a powerful safety net and a path forward for thousands of our neighbors.

This year has also been one of intentional growth for our organization. We are proud to share several key areas where your generosity has enabled us to expand our reach and deepen our impact:

- **Expanding Employment Services into South Tacoma:** In response to community need, we've brought job readiness, training, and career support directly to South Tacoma — creating more equitable access to employment opportunities for immigrants and other underserved populations.
- **Preventing Homelessness Among Youth in the Tacoma School District:** Through a new partnership, we are working closely with schools to identify at-risk students and connect them and their families with critical housing and wraparound services. Every young person deserves a safe and stable home from which to build their future.
- **Growing Our Community Health Worker Program:** With increasing demand for culturally competent healthcare navigation, we've hired community health workers who serve as trusted bridges between healthcare systems and the communities they support.
- **Meeting the Rising Demand for Legal Services:** In a time of heightened uncertainty for immigrants, our legal team continues to meet a surge in demand for immigration assistance, DACA renewals, naturalization, and humanitarian protections — ensuring that families remain together and protected under the law.

Throughout all of this, we have remained steadfast in maintaining our full suite of programs in education, employment, immigration, and advocacy. This holistic approach is at the heart of who we are and how we serve.

We cannot do this work alone.

At our recent community luncheon, we were reminded just how powerful we are when we come together. As Monserrat Padilla movingly said:

"Your work is a reminder that together:

We can turn scarcity into abundance.

We can turn fear into action.

We can turn isolation into unstoppable solidarity.

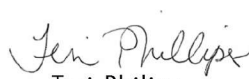
Because real power is not just the power to fight back.

It is the power to imagine and build a future where every one of us can live free."

Thank you for believing in that future — and for helping us build it. As we look ahead, we know there is still much to do. But with your continued partnership, we will continue to meet the needs of our community and walk alongside every individual who comes through our doors.

With heartfelt appreciation,

  
Aimee Khuu  
Executive Director

  
Teri Philips  
Board President



# BOARD OF DIRECTORS & LEADERSHIP

## BOARD OF DIRECTORS

President: Teri Phillips, Retired  
Vice President: Vivie Nguyen, Samuel Merritt University  
Secretary: Troy Harper, HomeStreet Bank  
Treasurer: Kat Heimann, By the Numbers Inc.

## BOARD MEMBERS

Shalom Agtarap, First United Methodist Church of Tacoma  
Godwin Asemota, Community Healthcare  
Hermenia Butler, University of Washington - Tacoma  
Becci Curry, Americas, CBRE  
Jacob Hunter, Hunter Tax and Bookkeeping  
Sara Irish, Multicultural Child & Family Hope Center  
JaeRan Kim, University of Washington - Tacoma  
Thuli Lushaba, Korsmo Construction  
Manny Santiago, Washington Health Benefit Exchange  
Marissa Schlesinger, VP of Academic Affairs at Tacoma Community College  
Kay Shaben, PNW Conference of the United Methodist Women (SeaTac District)

## DIRECTORS AND PROGRAM MANAGERS

Aimee Khuu - Executive Director  
Amy Diehr - Director of Workforce Development  
Carlos Garcia - Director of Youth and Young Adult Services (The REACH Center)  
Alyssa Ross - Controller

Lottie Duren - Grants Manager  
Lisa Hamlin - HR & Operations Manager  
Marlin Henderson - ACT Program Manager  
Christian Jensen - Education Services Manager  
Tiffany MacFarlane - Employment Services Manager  
Amanda Mayer - Development and Communications Manager  
Linh Nguyen - Immigration Services Manager  
Erika Olsen - I.T. Manager



# 2024 | FINANCIAL HIGHLIGHTS

## OPERATIONAL EXPENSES

**Program:**  
\$ 4,628,000  
**Management  
& General:**  
\$ 544,000  
**Fundraising:**  
\$ 313,000



## FINANCIAL HEALTH

Assets: \$17,109,000  
Liabilities: \$ 8,643,000  
Net Assets: \$ 8,466,000  
**TOTAL REVENUE:** \$4,867,000  
**TOTAL EXPENSES:** \$5,485,000



## REVENUE SOURCE

**Contributions:**  
\$ 896,000  
**Contract Revenue:**  
\$ 3,540,000  
**Earned Income:**  
\$ 431,000



## DONATIONS

*Your donation directly supports our funding and operations, enabling us to reach more people and create lasting impact. Together, we can achieve more!*

**TACOMA COMMUNITY HOUSE & THE REACH CENTER**

IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

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TCH • REACH CENTER



# 2024 CLIENT DEMOGRAPHICS



## 3,570

CLIENTS SERVED

Unduplicated

## 2,663

TCH CLIENTS  
SERVED IN 2024

## 907

REACH CLIENTS  
SERVED IN 2024

1,398 Clients

IMMIGRATION &  
CITIZENSHIP

623 Clients

EDUCATION

482 Clients

EMPLOYMENT

160 Clients

ADVOCACY

ACT  
(DIVERSION HOUSING)

566 Clients

HOMELESS STUDENT  
STABILITY PROGRAM

196 Clients

CAREER PATHWAYS

93 Clients

HOUSING 4 SUCCESS

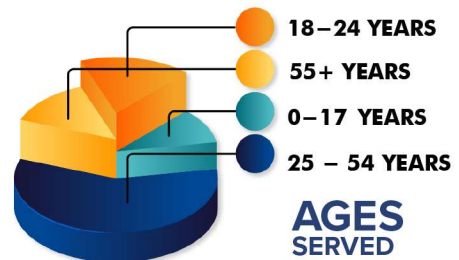
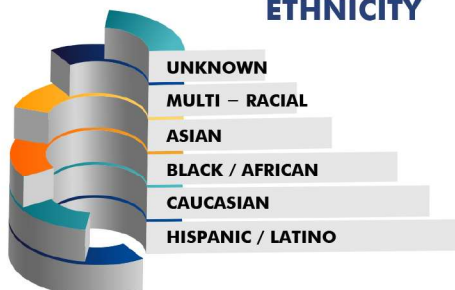
52 Clients

## TOP 10 COUNTRIES SERVED



1. United States: 1,106
2. Mexico: 659
3. Ukraine: 483
4. Vietnam: 88
5. Colombia: 76
6. Russia: 63
7. Venezuela: 56
8. Honduras: 51
9. El Salvador: 49
10. Cambodia: 45

## RACE ETHNICITY





# IMMIGRATION HIGHLIGHTS

*Tacoma Community House is a Department of Justice (DOJ) accredited organization, meaning we are authorized and highly trained to provide immigration assistance to clients in need.*

## 1,398

*Total Unduplicated Clients Served*



*Total number of individuals served by Citizenship Classes, Became US Citizens, LPR Adjustment and, Other Immigration Services.*



### **SAMMY'S STORY**

Sammy came to TCH for help applying for U.S. citizenship. Despite living with a traumatic brain injury since childhood and now facing dementia, he remained highly motivated. Our staff helped file his application with a medical waiver, allowing him to skip the exam due to his disabilities. Although USCIS initially denied the waiver, Sammy studied hard and attended many 1-on-1 sessions.

We resubmitted the waiver with stronger medical support, and on May 27, 2025, USCIS approved it and granted him citizenship. Sammy's determination and patience throughout the process were inspiring, and we're thrilled to celebrate his achievement!

APPLICATIONS SUBMITTED

**1,123**

BECAME US CITIZENS

**145**

CITIZENSHIP CLASSES

**130**

Our Immigration Specialists speak Spanish, Russian, Ukrainian, Vietnamese, and Japanese, but we serve individuals who come from different backgrounds and speak many languages.







**REACH**  
RESOURCES FOR EDUCATIONAL ADVANCEMENT, CAREERS, AND HOUSING  
**CENTER**



## **YOUTH & YOUNG ADULTS SERVICES**

**SERVING YOUTH & YOUNG ADULTS AGES 12 – 24**

In 2024, REACH served 907 youth and young adults across Pierce County through a range of programs focused on housing, education, advocacy, and long-term stability. This year also marked an exciting period of growth and renewal for our team—we established a new street outreach and diversion team, strengthening our ability to respond directly and urgently to youth in crisis. We also saw powerful momentum from the Youth Action Board (YAB), a collective of young leaders with lived experience who helped shape policy, funding priorities, and local systems change. With continued investment in their leadership, the YAB played a pivotal role in securing \$3.5 million in federal YHDP funding. Every part of our work this year—from pop-up events to prevention strategies—was driven by collaboration, youth voice, and a shared commitment to building a future where all young people can thrive.



## ACT STREET OUTREACH & DIVERSION

566

Through our ACT Street Outreach and Diversion services, we supported 566 youth and young adults in 2024. Our outreach team focused intentionally on serving LGBTQ+, BIPOC, and system-involved youth and young adults—meeting them in schools, parks, community centers, shelters, and systems of care. This year, we also launched the True Colors Collective, a youth-led group that provides a safe, affirming space for LGBTQ+ young people ages 12–24 to connect, build community, and access support without judgment.



## HOUSING 4 SUCCESS (H4S)

52

### Young adults supported through rapid rehousing

In 2024, we incorporated the Housing First model for youth and young adults into our Housing 4 Success program, deepening our focus on individualized support and stability. We served 52 young adults through rapid rehousing, pairing access to housing with case management that prioritized each person's unique needs and long-term goals. By using the Case Life Skills Assessment, we gained insight into participants' independent living skills and were better equipped to walk alongside them as they built toward lasting self-sufficiency. 83% of young adults who exited the program remained housed. We also partnered with the Comprehensive Plan to End Youth and Young Adult Homelessness to implement a countywide landscape survey, helping build a more informed and responsive system for youth experiencing housing instability.



## HOMELESS STUDENT STABILITY PROGRAM (HSSP)

196

### Students and adults were prevented from entering homelessness

The REACH Center served the following five rural school districts: Sumner-Bonney Lake, Puyallup, Franklin Pierce, Bethel, and Chief Leschi. We worked alongside McKinney-Vento Liaisons to identify students and families at risk of losing their housing and provided prevention support and services. In total, 196 students and adults were supported, reflecting our commitment to stabilizing not just the student but their entire household.





## CAREER PATHWAYS

93

### Young adults served (ages 18–24)

The REACH Center supported 93 young adults through our Career Pathways program — an initiative designed to help young people navigate employment, education, and training with clarity and confidence. Whether it was resume building, career exploration, or connections to certification programs, we met each young adult with individualized support and encouragement. Many participants balanced school, caregiving, and while preparing for their futures.



## LIFE SKILLS

The REACH Center launched our Life Skills programming to better support youth and young adults in building confidence, independence, and practical tools for daily life. We kicked things off with Study Zone, a weekly group held in our dedicated youth space that offers tutoring, employment support, internet access, and computer use in a welcoming, affirming environment. Youth enrolled in education programs were also provided free laptops to help reduce barriers to success. As the program continues to grow, it remains grounded in the informed needs of the young people we serve, offering support that's both relevant and responsive to their goals.



## YOUTH ACTION BOARD (YAB)

The Youth Action Board (YAB) continued to grow as a driving force behind youth homelessness system change in Pierce County. Made up of young leaders with lived experience, the YAB contributed their insight to local planning efforts and helped ensure youth voice remained central in key decisions. The REACH Center maintained its commitment to providing stipends and leadership opportunities, and this year supported the YAB through a month-long consultation with Adriane Wilson of Truth Teller Consulting to plan and host their first-ever community event. The event brought together food, vendors, and local resources. It featured a powerful panel discussion where YAB members shared their experiences navigating homelessness and offered insight on how to better support youth and young adults facing housing instability. The YAB also partnered with Pierce County Human Services to apply for federal Youth Homelessness Demonstration Program (YHDP) funding. This effort led to a \$3.5 million award for the region and underscored the impact of youth-led solutions.



Tacoma Community House offers a range of classes including Adult Basic Education (ABE), GED® preparation, and English Language Acquisition (ELA).

# EDUCATION HIGHLIGHTS



## 623

*Total Unduplicated Clients Served*

**569**

**ENGLISH  
LANGUAGE ACQUISITION**

**54**

**ADULT BASIC EDUCATION**

We have leveled morning, afternoon, and evening classes for students looking to improve English skills that focus on survival, daily life, and employment. The classes are available year-round and are open entry, which means that students don't have to wait a full quarter to get access to high-quality language instruction at the right level. Classes also give students a chance to meet new friends and make connections with members of the greater English-speaking community through other services TCH offers, Talk Time sessions, and special events.

For folks who need to improve basic skills or obtain a high school equivalency credential for work, access to higher education, or personal achievement, GED® classes are offered year-round in the mornings.



## LEXXII'S STORY

Hi there, my name is Alexis (middle, above). I prefer the name Lexxii or Lucy though. I put my life on pause at 6 to raise my brother because our mom was too busy getting high, I put my life on pause again at 15 so she would not go to jail. At 18 years old I gave birth to the most beautiful little girl and made the hardest decision in my life even to this day. I put my only child up for adoption so she would never have to live the life I did. At 26 years old I chose myself. I went back to school and got my GED and I will get my masters in zoology. My goal is to work in aquariums and spend my time with the fishes, and I know for the first time in my life that I can do it...I will not stop until I've reached every single dream I have. I need my daughter to know that I did what was best for her and also myself.

In December 2024, Lexxii passed her final GED® test.



# EMPLOYMENT HIGHLIGHTS

Tacoma Community House offers employment services for community members who want to improve their job readiness and financial literacy skills, and find a job that aligns with their career and financial goals.

## 482

*Total Unduplicated Clients Served*



Total number of individuals served by our Center for Strong Families (CSF), Limited English Proficiency (LEP), General Employment (GE), and Community Reinvestment Project (CRP).



### CHRISTIAN'S STORY

Christian, a Colombian national, joined our employment program in 2023. Since then, we've supported him and his family in areas like job readiness, credit building, and navigating the U.S. system.

Through the CSF and CRP programs, Christian gained financial knowledge and began developing his churro business, Sweet & Flavor LLC, which he officially registered in February 2025.

Driven by the need for stability and a desire to help other migrants, Christian's business is not only a personal venture but also a potential source of opportunity for others. His progress has been possible thanks to ongoing support and CRP funding.

LIMITED ENGLISH  
PROFICIENCY

193

TCH CENTER FOR  
STRONG FAMILIES

147

GENERAL EMPLOYMENT

127

CLIENT JOB PLACEMENT

120

FRANKLIN PIERCE CENTER  
FOR STRONG FAMILIES

22

COMMUNITY  
REINVESTMENT PROJECT

18





Our Advocacy Program specializes in serving Limited English Proficiency (LEP) clients or those who are non-citizens.

# ADVOCACY HIGHLIGHTS



33

EMERGENCY FINANCIAL  
ASSISTANCE

159

GENERAL ADVOCACY

10

THERAPY

Navigating legal services as a victim of crime can be incredibly overwhelming. Often, our clients don't have access to resources, guidance, or understand their rights.

Our Clients are paired with a caring legal advocate who understands the law and their rights so that they may return to a place of safety, stability, and independence.

*Tacoma Community House provides free services and support to individuals who have been harmed by sexual assault, human trafficking, and many other crimes.*



## JUAN'S STORY

In November 2018, I contacted TCH because I was afraid for my safety after being assaulted and threatened by someone I knew. I was struggling with my mental and physical health, and TCH provided critical support. They referred me to a therapist, helped me apply for crime victim compensation, and guided me through the legal process, including filing my victim impact statement in court.

While in the program, I was screened for a U-visa in early 2019 but was placed on a long waitlist due to limited resources. By 2024, with no progress and no means to hire a private attorney, TCH stepped in again. They paid for my legal fees, therapy, and psychological evaluation so I could file my U-visa application. Thanks to TCH, my U-visa is now filed, and having that receipt gives me a sense of safety and hope. I'm incredibly grateful for everything TCH has done for me.



# THANK YOU DONORS

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Ellensburg United Women in Faith  
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Gig Harbor United Methodist Women  
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Kaloma United Women in Faith  
Pacific Northwest Conference of the United Methodist Church  
Port Hadlock United Women in Faith  
Puyallup United Women in Faith  
St. Mark's Lutheran Church By The Narrows  
United Church In University Place  
United Women in Faith - National  
United Women in Faith - North Carolina  
United Women in Faith - Tacoma  
Unity Church of Christianity

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|--------------------------------------|-----------------------------------|
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| The Bamford Foundation               | The Stewardship Foundation        |
| The Bates Family Foundation          | Thomas V. Giddens, Jr. Foundation |
| The Ben B. Cheney Foundation         | Woodworth Family Foundation       |
| The Dimmer Family Foundation         |                                   |
| Campion Foundation                   |                                   |
| Ellis Fund                           |                                   |
| Forest Foundation                    |                                   |
| The Fred Goldberg Family Foundation  |                                   |
| Gates Foundation                     |                                   |
| Greater Tacoma Community Foundation  |                                   |
| The Hendrix Foundation               |                                   |
| Inatai Foundation                    |                                   |
| Lu-Wong Foundation                   |                                   |
| The Medina Foundation                |                                   |
| Miter Charitable Foundation          |                                   |
| M.J. Murdock Charitable Trust        |                                   |
| The Names Family Foundation          |                                   |
| Oscar T. & Olivann Hokold Foundation |                                   |
| Petrich Family Foundation            |                                   |
| The Peg & Rick Young Foundation      |                                   |
| Raikes Foundation                    |                                   |
| Satterberg Foundation                |                                   |



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Asian Counseling & Referral Service  
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BCRA  
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Catholic Community Services  
CBRE  
Chase Productions  
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GTM Transformations LLC  
Happy Duo Cafe  
HomeStreet Bank  
Johnson Candy Company  
KeyBank  
King's Books  
King County Finance & Business Operations Division  
Korsmo Construction  
Kozmyck Stylez  
Kroger Community Rewards  
Law Office of Beverly Allen  
LinkedIn  
Mattice Beauty Supply  
Metropolitan Development Council (MDC)  
Microsoft  
Miter Brands  
The Mix  
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# THANK YOU!



## OUR MISSION

*We create opportunities for immigrants and other community members in the Puget Sound region through comprehensive services focused on self-sufficiency, inclusion, and advocacy.*





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