

2019



TACOMA COMMUNITY HOUSE
IMMIGRATION • EDUCATION • EMPLOYMENT • ADVOCACY SINCE 1910

GRATITUDE

WELCOME HOME

REPORT

“

Home is the place where, when you have to go there, they have to take you in.” – Robert Frost

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WELCOME HOME

Tacoma Community House (TCH) has always been a welcoming home for immigrants, refugees, and other South Sound community members. Serving from the same block for 109 years, TCH adapted to our community's changing needs and welcomed all who came to our door. In 2019, we opened our new home, serving 3,500 community members from over 120 countries through our four core programs of **Immigration, Education, Employment, and Client Advocacy**.

On May 17, TCH welcomed Lauren Walker Lee as our new Executive Director. Like one big family, we made a mad dash to complete our \$13.2 million capital campaign and move into our new building.

So, Welcome Home to Tacoma Community House's new home.

Building our new 27,000 square foot home took five years and the generous support of all of our communities. In early October, we celebrated this milestone by moving into the building in one weekend. We officially took possession on Friday, October 4, and were up and running, perhaps speed walking, on Monday, October 7.

Our clients were extremely patient, while staff and volunteers worked frantically all the while with grace, professionalism, and smiling faces. On October 26, The Grand Opening Celebration was attended by 300 plus guests (*donors, clients, staff, and board members*), all joyfully wearing TCH baseball hats. **Go Team TCH!**

Since then, staff, clients, and students have been bustling in place; the building has taken on a new persona - a home of aspiration. The building's bright colors and two-story, airy design allow for a joyful celebration of diverse voices to reverberate throughout the building. Our new confidential meeting rooms offer clients an intimate, safe, and homey experience. Collectively, this welcoming atmosphere, this celebration, literally allows one to experience, hear, and see the true spirit of TCH - a house and home of aspiration and dreams.

We are extremely proud to serve as Chair Person and Executive Director of Tacoma Community House.

On behalf of the Board of Trustees, we want to thank you for your role in a fantastic year. Welcome home!



Tom Diehm
TCH Chair

A handwritten signature in black ink that reads "Tom Diehm".



Lauren Walker Lee
Executive Director

A handwritten signature in black ink that reads "Lauren Walker Lee".

WELCOME HOME



FINANCIAL HIGHLIGHTS

PUBLIC SUPPORT & REVENUE

PUBLIC SUPPORT

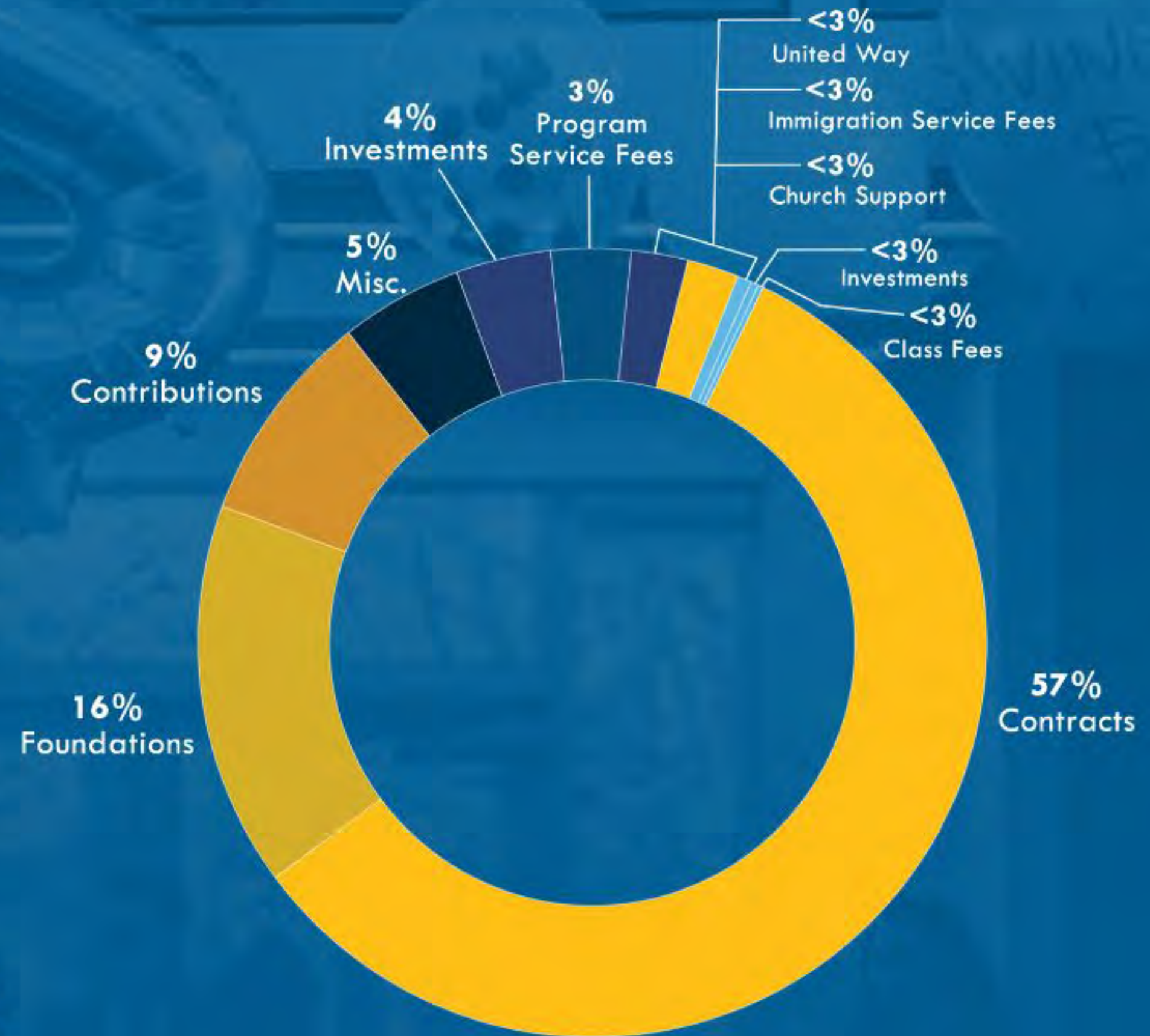
Contributions	\$496,896	08.77%
Church Support	\$33,140	00.58%
United Way	\$131,304	02.32%
Foundations	\$893,318	15.76%
TOTAL	\$1,554,658	27.43%

REVENUE

Contracts	\$3,271,451	57.72%
Immigration Service Fees	\$120,440	02.13%
Program Service Fees	\$198,261	03.50%
Investments	\$220,455	03.89%
Miscellaneous	\$302,408	05.34%
TOTAL	\$4,113,035	72.57%

Total Public Support & Revenue: \$5,667,693 100%

REACH Center Operating Revenue: \$1,598,482

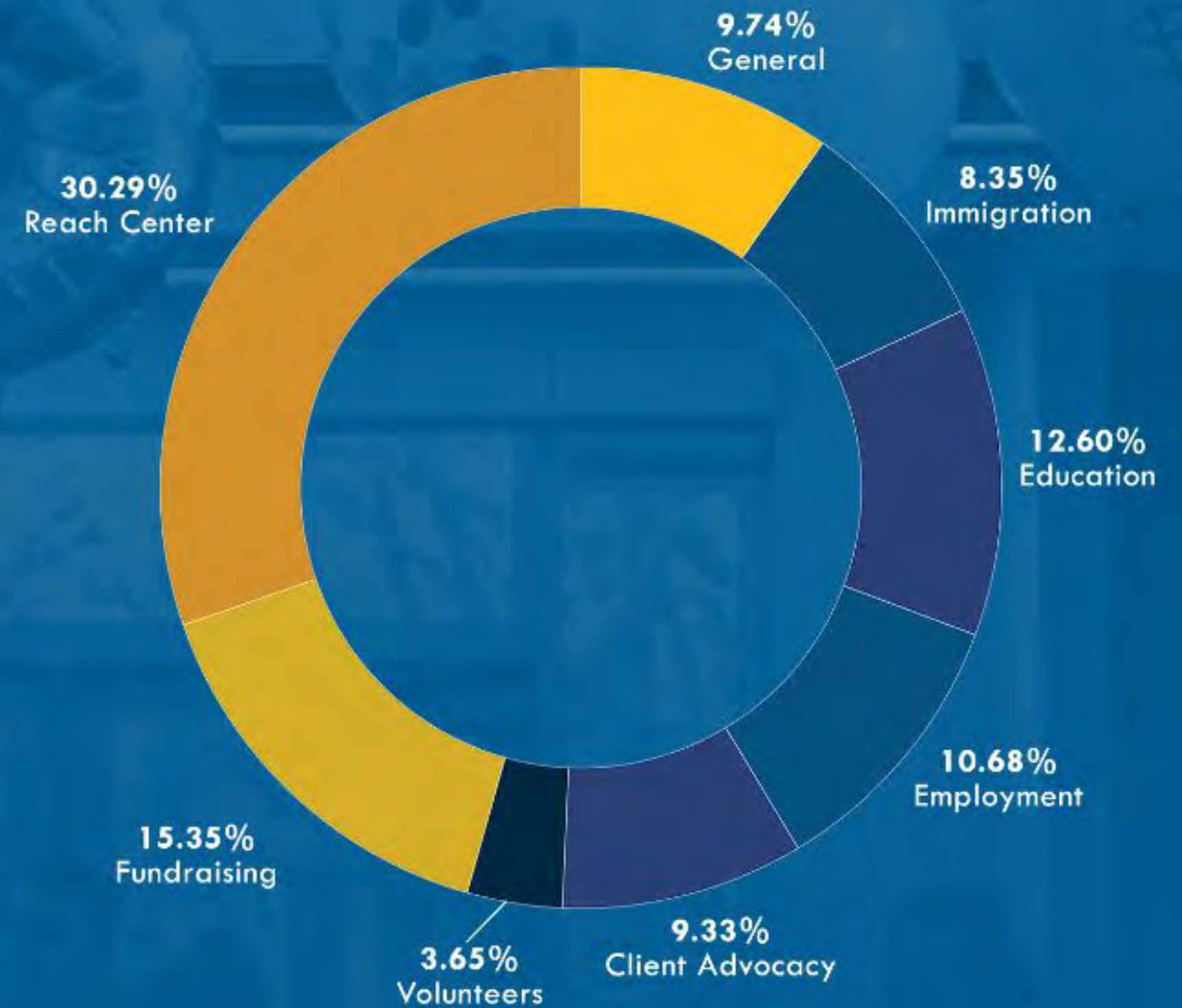


FINANCIAL HIGHLIGHTS

PROGRAM EXPENSES

Immigration	\$448,300	08.35%
Education	\$676,970	12.60%
Employment	\$573,783	10.68%
Client Advocacy	\$501,330	09.33%
Volunteer Services	\$196,181	03.65%
Fundraising	\$824,521	15.35%
General	\$523,455	09.74%
REACH Center	\$1,627,412	30.29%

TOTAL	\$5,371,952	100%
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CLIENT DEMOGRAPHICS

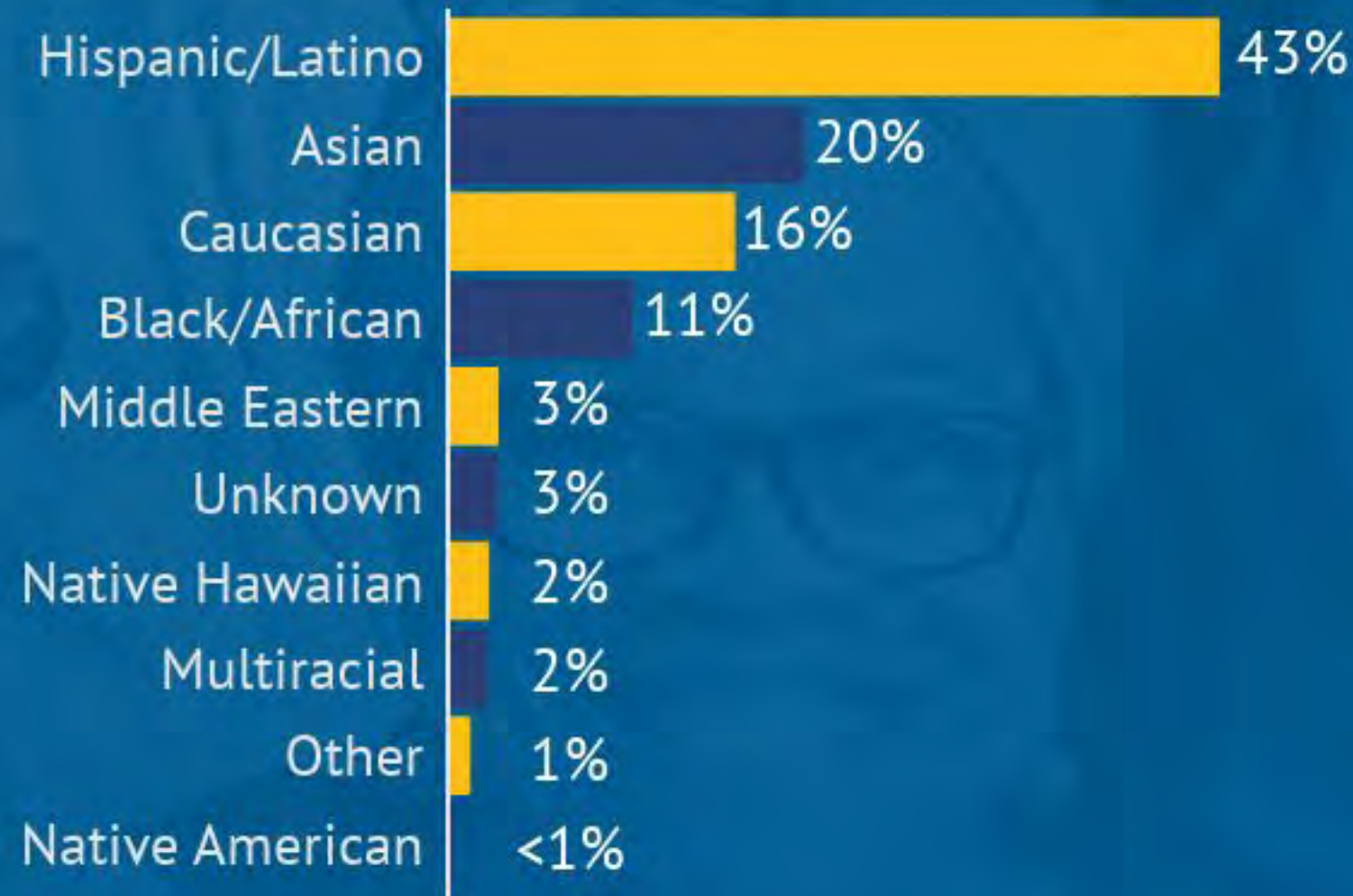
TOP 20 COUNTRIES

1. Mexico
2. United States
3. Vietnam
4. Ukraine
5. Cambodia
6. El Salvador
7. Philippines
8. Kenya
9. Moldova
10. Russia
11. Guatemala
12. Yemen
13. Iraq
14. Democratic Republic Congo
15. Cuba
16. China
17. Peru
18. American Samoa
19. Honduras
20. Sudan

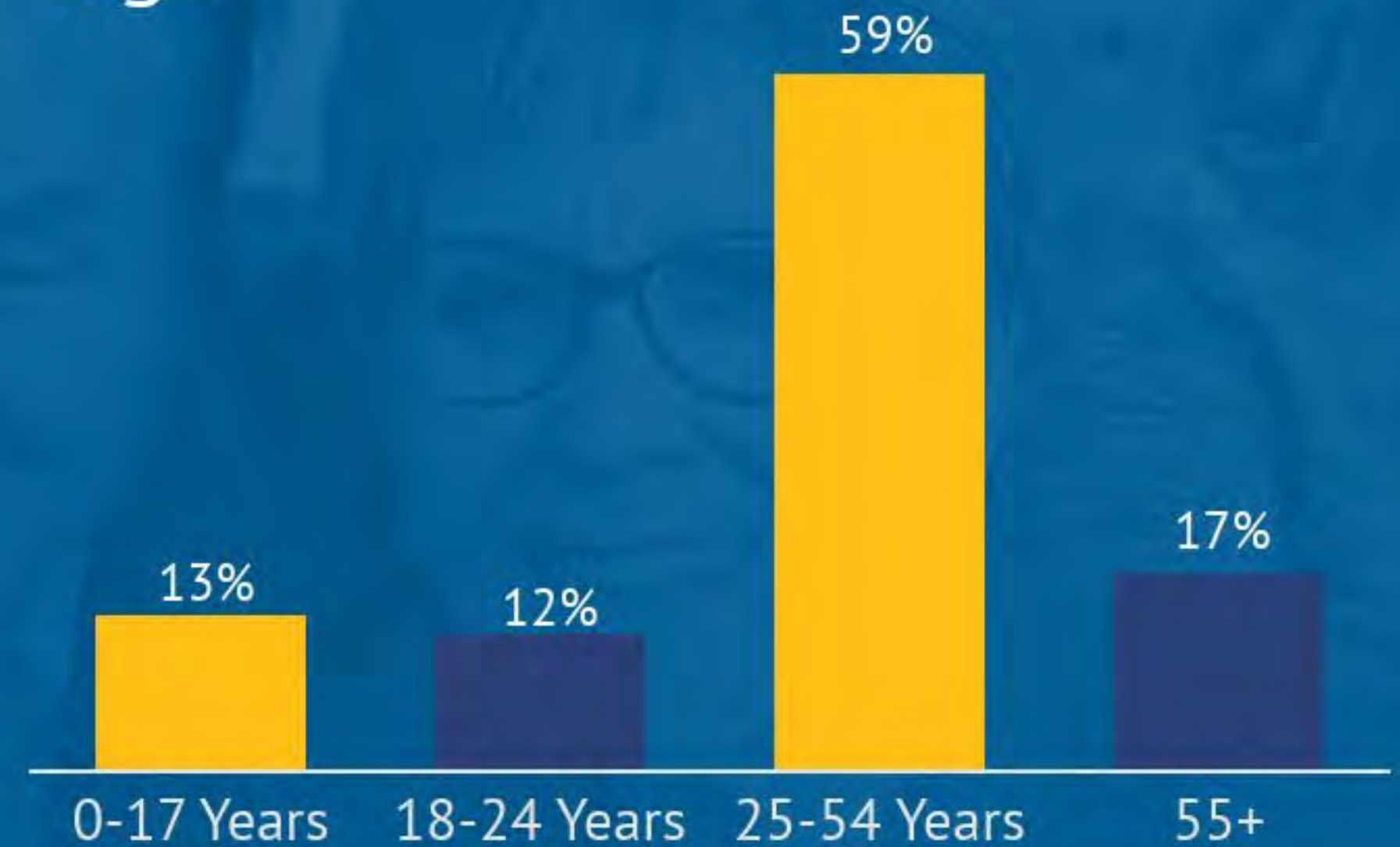


3,113 CLIENTS SERVED IN 2019

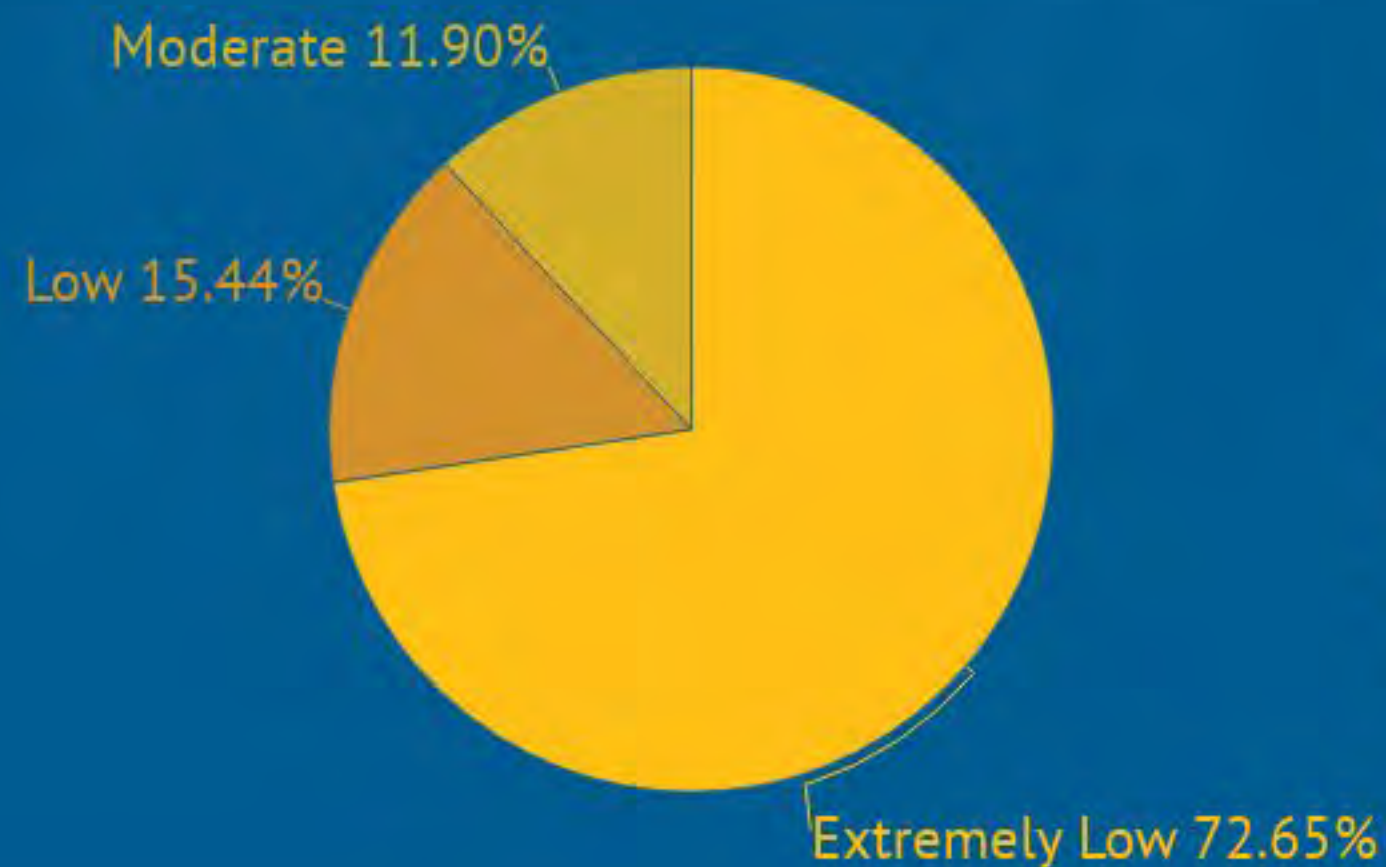
ethnicity



age

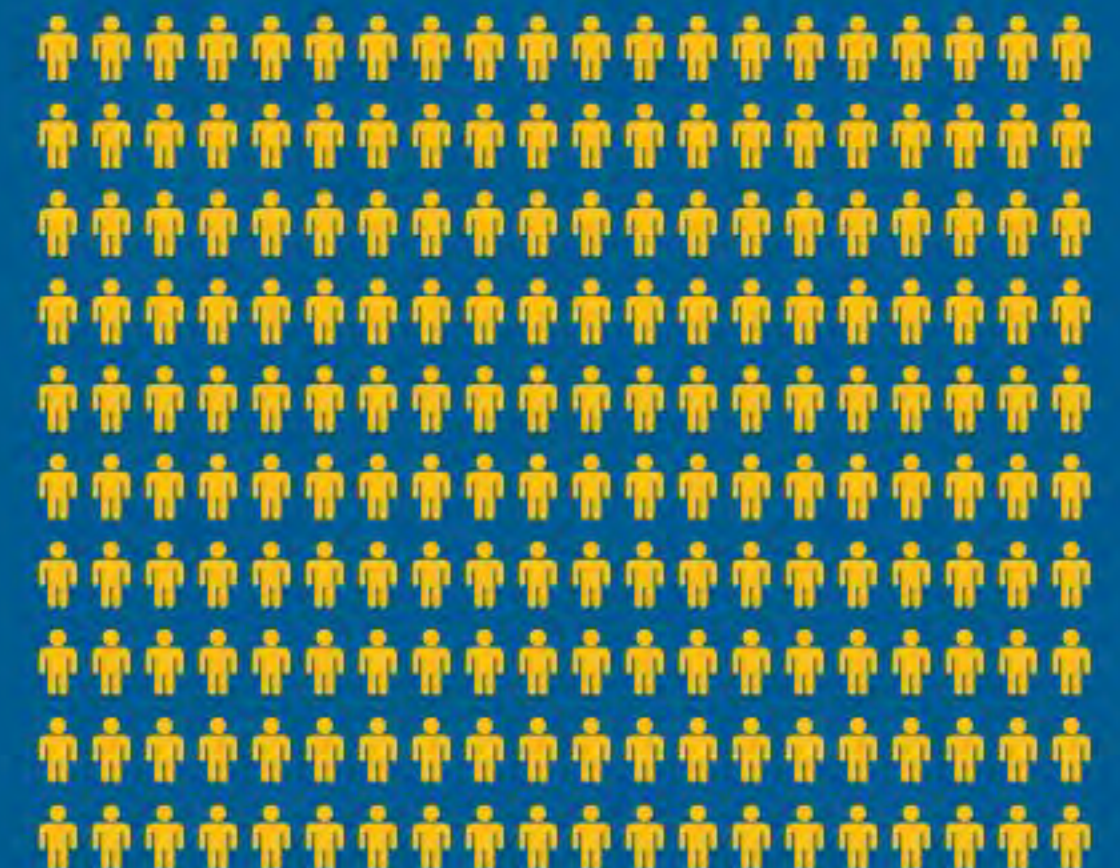


income



Income Level	Number of Clients
Extremely Low	2075
Low	441
Moderate	340

87.5% of TCH Clients are Immigrants & Refugees



2019 PROGRAM HIGHLIGHTS

IMMIGRATION • EDUCATION • EMPLOYMENT • CLIENT ADVOCACY • READ2ME • VOLUNTEER SERVICES

3,289

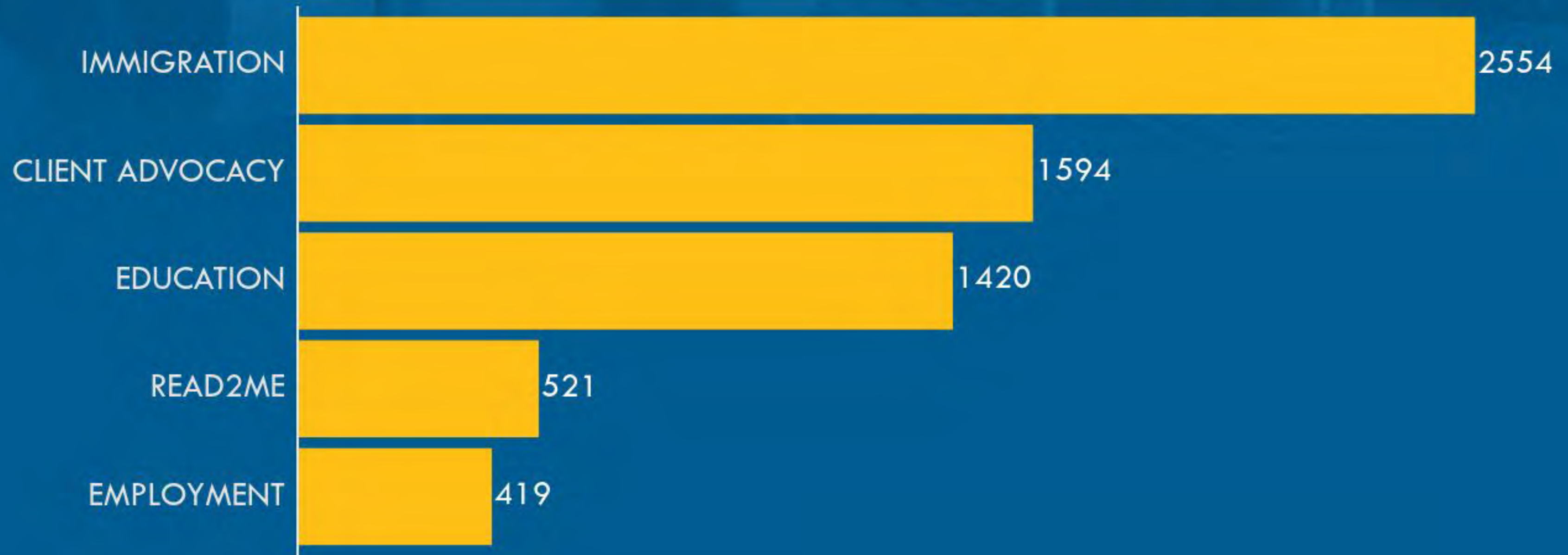
Program Services Provided



3,113

Clients Served

Number of Services Issued by Departments



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 immigration specialists 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 2019, 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.

1,679

**RECEIVED
IMMIGRATION
ASSISTANCE**

655

**PROCESSED
APPLICATIONS**

220

**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)*

*Chin Pham, TCH Client
(click on image to watch Chin's video)*



Chin has been studying English at TCH since 2013 and recently became a New American citizen of the United States with the help of TCH's teachers and immigration program. Click on the image to learn more about Chin's journey.

EDUCATION

TCH's education department provides valuable services to adult community members who are English language learners and anyone interested in increasing their reading, writing, math, and computer skills.

The *ELA (English Language Acquisition)* 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 study habits. Teachers use English anyway they can — with pictures, actions, technology, software, audio aids, and LOTS of repetition.

Adults interested in increasing their skills in reading, writing, math, and computer usage can enroll in our Basic Education for Adult Classes. Whether through obtaining their GED® or increasing their skills before entering college, TCH students can gain the tools they need to further their education or improve their employment standing.

595 *STUDENTS
ENROLLED*

114 *STUDENTS ENROLLED
IN BASIC EDUCATION
FOR ADULTS*

481 *STUDENTS ENROLLED
IN ENGLISH LANGUAGE
ACQUISITION CLASSES
LEVELS 1 - 6*

230 *STUDENTS MADE
AT LEAST ONE LEVEL
GAIN IN ENGLISH PROFICIENCY*



ELA Students surprise their Teacher, Isaac, for his birthday!

EMPLOYMENT

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

Within the Employment Department, we offer two vocational training programs - the CHEER childcare certification program, and a Nursing Assistant Certification program in partnership with TCC - as well as the Community Jobs program for unemployed parents, and the LEP Pathways program for immigrants seeking employment

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.



419 COMMUNITY MEMBERS
RECEIVED EMPLOYMENT
ASSISTANCE IN 2019

64 JOB CLIENT
PLACEMENTS

99 INTERNSHIPS

58 LOCAL BUSINESS
PARTNERSHIPS FOR
CLIENT PLACEMENT

CLIENT ADVOCACY

Victims of crime in our immigrant and refugee populations under-report their experiences for many reasons. Language barriers, navigating an intimidating legal system, and numerous other obstacles may discourage one from reporting a crime.

Our Client Advocate provides assistance and support to individuals who have been harmed by domestic violence, sexual assault, human trafficking, and many other crimes. We pair our clients with a caring legal advocate who understands the law and their rights to help victims return to safety, stability, and independence.

The clients we serve are primarily undocumented women, with children, living in poverty.

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

339 VICTIMS OF CRIME
RECEIVED SUPPORT
& ASSISTANCE

IMPACTING

698 CLIENT
FAMILY
MEMBERS

86 CLIENTS
ACCOMPANIED
TO COURT

47 LEGAL PROCESSES
SUPPORTED BY
TCH ADVOCATES

54 REFERRALS TO
THE NORTHWEST
IMMIGRANTS
RIGHTS

CHEER

CHILDHOOD EARLY EDUCATION RESOURCE PROGRAM

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 real-life families and children utilizing their services.

CHEER participants will 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. We cannot thank them enough for their generous support of the **CHEER** program.

7 **CHEER
COHORTS
HAVE COMPLETED**

50 **STUDENTS HAVE
COMPLETED THE
PROGRAM** (54 ENROLLED)

29 **GRADUATES
ARE
WORKING**



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.

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.

257 STUDENTS PARTICIPATED
AT MCCARVER, ARLINGTON
LISTER & MANITOU PARK
ELEMENTARY SCHOOLS

264 VOLUNTEER
TUTORS

2,492 VOLUNTEER
HOURS DEDICATED
TO READ2ME STUDENTS



Click on the image to
learn more about Read2Me

VOLUNTEERS

Volunteers are a vital and integral part of what makes TCH function. Our volunteers' efforts 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 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!

INTERESTED IN VOLUNTEERING FOR TCH? VISIT OUR WEBSITE:

TacomaCommunityHouse.org/Volunteer

425 TOTAL
VOLUNTEERS
IN 2019

13,042 TOTAL NUMBER
OF VOLUNTEER
HOURS

EQUAL TO

6.3 FULL TIME
STAFF
MEMBERS



Tacoma Community House is the fiscal sponsor of Resources for Educational Advancement, Careers, and Housing (REACH), 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
- Career development training

2019 ACCOMPLISHMENTS

OVER 1,200 youth served with employment, education, legal, and mental health assistance.

SUMMER JOBS 253

- 102 youth served
- 67 summer interns
- \$94,911.62 earned through internships and incentives
- 23 total worksites

HOUSING FOR SUCCESS

- 89 youth served
- 85 housed

ACT

- 319 youth clients served
- 115 clients housed or restabilized

THANK YOU FOR YOUR GRACIOUS SUPPORT

2019 DONORS FOR TCH ANNUAL OPERATIONS

BUSINESSES

i5 Pho - The Noodle Soup House
A Street Bar DBA En Rama
Aetna
Albertsons Safeway
Alyce Gifts
Amazon Smiles
Asia Pacific Cultural Center
BCRA
BNY Mellon
The Boeing Company
Brown & Brown of Washington, Inc. - Tacoma
The Children's Museum of Tacoma
Columbia Bank Corporate Office
Community Health Care Corporate Office
Concrete Technology Corporation
Costco Wholesale
Davies Pearson, P.C
DaVita
Diamond Polishing Systems
Empathos Company
Festivals, Inc.
Financial Insights, Inc.
Fix It Wizard
Give & Grow
Gladstone Properties

BUSINESSES

Gray Lumber
Green Skyfox, LLC. dba Wooden City
Harborstone Credit Union
Heritage Bank
HomeStreet Bank
Il Lucano Ristorante Italiano
Indochine Asian Dining Lounge
Infinite Soups
Joesepi's Italian Ristorante
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Operations Division
Korean Women's Association
Korsmo Construction
Kroger Community Rewards
La Ca Bar
Macy's Bloomingdale's
Masco Corporation
Molina Healthcare of Washington
Multicare Health System
Network for Good
Pacific Lutheran University
Pacific Lutheran University - Office of the
President
Pacific Office Automation, Inc.
Primo Grill

BUSINESSES

REACH
RSM
Ryan Jorgenson & Limoli, P.S.
Sabor Colombiano Luis Panes
Safeway, Inc.
Sea Mar Community Health Centers
SEA-BRE I, LLC
Sound Credit Union
St. Vincent de Paul
Starbucks Coffee Company
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United Way of King County
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United Way of Snohomish County
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501 Commons
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Hendrix Foundation
Horizons Foundation

FOUNDATIONS

Lyft Community Grants
Marco J. Heidner Foundation
Martin Family Charitable Foundation
Mary Hammond Fund
Moccasin Lake Foundation
Mockingbird Society
Norcliffe Foundation
Nordstrom Charitable Giving
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Peg and Rick Young Foundation
Puyallup Tribe of Indians
Rotary Club of Tacoma #8
Russell Family Foundation
Satterberg Foundation
Starbucks Foundation
State of Washington Building Communities Fund
Stewardship Foundation
Tacoma Community College Foundation
Umpqua Bank Charitable Foundation
Wells Fargo Foundation
William Kilworth Charitable Foundation

CHURCH SUPPORT

Bethany Presbyterian Church
Bothell United Methodist Women
Cedar Cross Methodist Women
Christ Episcopal Church
Fairwood United Methodist Men
Fairwood United Methodist Women
Gig Harbor United Methodist Women
Highline United Methodist Women
Immanuel Presbyterian Church Tacoma
Joseph United Methodist Women
Mason United Methodist Women
Oregon Idaho UMW
Pacific Northwest Conference of the United
Methodist Church
Riverton Park United Methodist Church
St. Charles Borromeo Parish
St. Mark's Lutheran Church By The Narrows
Summit United Methodist Women
Tahoma Unitarian Universalist Congregation
United Church In University Place
United Methodist Women
United Methodist Women - National
United Methodist Women - Seattle District
United Methodist Women PNW Conference
Unity Church of Christianity
Vancouver District United Methodist Women

THANK YOU FOR YOUR GRACIOUS SUPPORT

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