

GRATITUDE REPORT

20 20



**TACOMA
COMMUNITYHOUSE**
IMMIGRATION • EDUCATION • EMPLOYMENT • ADVOCACY • HOUSING

1314 S L St, Tacoma, WA 98405
(253) 383-3951



Tacoma Community House creates 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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- 10 - 20 | 2020 ANNUAL DONORS



NIKO & ASHLEY

In 2018, TCH helped Ashley, a US Citizen, file a petition for her husband, Niko, a Serbian, for an Immigrant visa. During the multi-year process, TCH maintained contact with Ashley. Niko interviewed with the US Embassy Belgrade in late 2019 and in early 2020 received his Immigrant visa. Then, COVID-19 temporarily shut down Serbia's airports, and Niko's flight was cancelled two weeks prior to the expiration of his visa. Then, miraculously, TCH received an email, "WE made it."

Luckily, Niko arrived in the US five days prior to the expiration of his visa, and one year ago, almost to the day of his arrival, Ashley and Niko moved into their first home in the South Puget Sound.

DIRECTOR STATEMENT



Tom Diehm
TCH Chair



Lauren Walker Lee
Executive Director

2020 will forever be remembered for the devastating global COVID-19 pandemic, the approximately 375,000 American deaths, the economic collapse, the Black Lives Matter movement, and the political divisions within our country.

We will also remember the countless acts of heroism of our first responders, from grocery store employees to health care workers. Everyone pitched in. TCH was able to do its small part in the fight against COVID-19 with the delivery of new and continuing services to our clients.

Like you, our challenges were many. In March of 2020, we implemented Governor Inslee's Stay Home, Stay Healthy mandate and closed our doors. We worried how to serve our clients, many of them without employment, healthcare, or internet connectivity and not eligible to receive federal stimulus funds.

In typical TCH fashion, we adapted to our community's needs. We worked remotely, zoomed, wore face masks and latex gloves, practiced social distancing, and constantly washed our hands in order to continue serving clients remotely and in-person, one-on-one. Our front-line service providers did not miss a beat. We cancelled April's annual luncheon celebrating our 110th anniversary and hosted a virtual, three-day fundraiser. We partnered with Pierce County Emergency Management to distribute 1,000 masks, shared our parking lot as a drive through COVID-19 testing site, and partnered with Emergency Food Network to distribute food boxes over the summer.

Despite a reduction in service numbers (2019: 4,232 & 2020: 2,930) we are proud of our staff members and thankful for your support that enabled us to serve our clients through our equity building programs.

Education Services taught ELA (English Language Acquisition) and BEaA (Basic Education for Adults) classes via Zoom and provided clients with Chromebooks.

Immigration Services provided eligibility screenings and completed a wide variety of immigration application packets by meeting with clients virtually and in-person.

Advocacy Services counseled victims of crime (many of them abused women with children), delivered personal hygiene products, and secured emergency shelter.

Employment Services continued Center for Strong Families and Career Pathway programs for English Language learners seeking employment in the nursing and childcare fields.

The Reach Center continued serving Pierce County youth, connecting them to housing, mental health, employment, education, and advocacy services.

Development and Communications received the prestigious Bank of America Neighborhood Builders Program Grant.

Administration & Finance provided strategic financial and organizational management and secured a federal Paycheck Protection Program loan.

Board of Directors coordinated the integration of The REACH Center and TCH, endorsed an internal Equity, Inclusion, Diversity, Anti-Racism initiative, and approved a three-year strategic plan.

As we have shared before, TCH has endured both the 1918 and the 2020 pandemics. We are humbled by our past as well as the prospects of a new year. We thank you for your support of TCH and wish you, our clients, donors, and staff members good health.

FINANCIAL HIGHLIGHTS

2020 GRATITUDE REPORT | Page 02

TCH AUDITED FINANCIALS 2020 Program Expenses

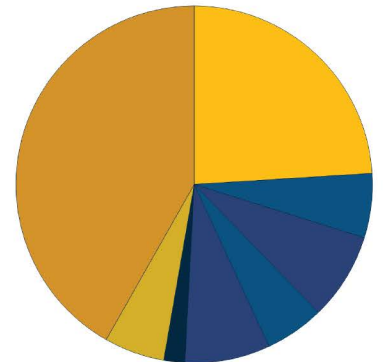
\$6,010,167

PERSONNEL

Salaries and wages	\$2,254,861
Employee benefits	\$249,976
Payroll taxes	\$359,893
Total Personnel	\$2,864,730

OTHER EXPENSES

Professional fees	\$336,700
Occupancy	\$158,018
Transportation	\$21,520
/Conference	
Telephone	\$15,737
Supplies	\$63,992
Equipment	\$9,135
Postage	\$4,165
Printing/Publications	\$60,400
Membership fees	\$4,098
Award & Grants	\$1,579,950
Interest Expense	\$444,714
Other Dexpenses	\$73,281
Depreciation	\$373,727
Total Expenses	\$3,145,437



REACH Center	41.54%
General	23.86%
Education	7.87%
Client Advocacy	7.70%
Immigration	5.78%
Fundraising	5.45%
Employment	5.33%
Volunteers	1.88%

PUBLIC SUPPORT AND REVENUE

\$7,054,301

PUBLIC SUPPORT

Contributions	\$1,835,295
Church support	\$26,382
United Way	\$68,331
Total Public Support	\$1,930,008

REVENUE

Contracts and Grants	\$4,752,180
Program Service Fees	\$173,312
Gains & Losses on Investments	\$57,905
Interest and Dividend Income	\$143,003
Other Losses	(\$2,107)
Total Revenue	\$5,124,293

CLIENT DEMOGRAPHICS

2020 GRATITUDE REPORT | Page 03

CLIENT COUNTRIES OF ORIGIN

1. MEXICO
2. UNITED STATES
3. VIETNAM
4. UKRAINE
5. CAMBODIA
6. EL SALVADOR
7. KENYA
8. PHILIPPINES
9. MOLDOVA
10. YEMEN
11. RUSSIA
12. HONDURAS
13. GUATEMALA
14. CUBA
15. PERU
16. SUDAN
17. WESTERN SAMOA
18. THAILAND
19. COLOMBIA
20. DEMOCRATIC REPUBLIC CONGO

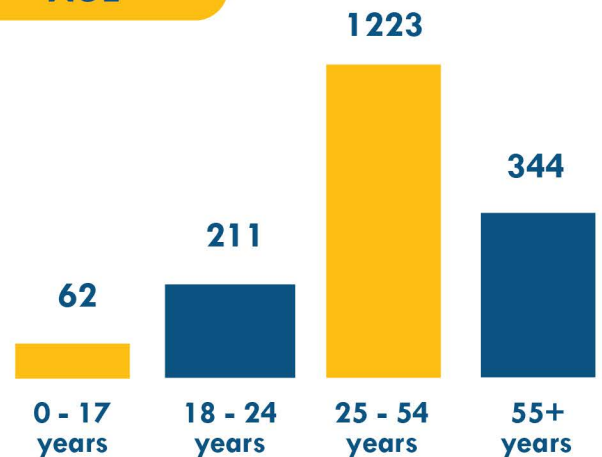
INCOME

Income Level	Number of Clients
Extremely Low	885
Low	296
Moderate	168

ETHNICITY

Hispanic/Latinx	903
Asian	354
White/European	247
Black/African American	169
Middle Eastern/North African	53
Native Hawaiian/Pacific Islander	43
Multiracial	27
Other	20
Unknown	17
Native American/Alaska Native	7

AGE



PROGRAM HIGHLIGHTS

2020 GRATITUDE REPORT | Page 04

As a social service agency, TCH's number one priority is serving our clients, many who represent vulnerable populations. TCH staff maintained this vigor throughout the year despite the devastating impact of COVID-19 and the resulting inequities magnified by the pandemic.

TCH just completed its first quarter of classes in 2020, when WA Gov Inslee implemented his Stay Home, Stay Safe mandate. TCH immediately closed its doors to the public. Staff members quickly set up remote home offices, embraced zoom and successfully revised and implemented programs to safely fit staff and our student/clients' needs.

However, throughout the year, front-line staff members provided essential one-on-one client services while implementing CDC guidelines. Naturally, and despite our best efforts, TCH experienced declines in our annual service numbers. Our Employment and Education Departments were the hardest hit due to the national spike in unemployment and the inability to convene in-person classes. Even more demoralizing than the actual declines in service numbers was the physical absence of students and clients in classrooms.

CLIENT SERVICES 2,930

NUMBER OF SERVICES PROVIDED

IMMIGRATION **1211** CLIENT ADVOCACY **232** EDUCATION **312** EMPLOYMENT **149** THE REACH CENTER **1028**



IMMIGRATION

2020 GRATITUDE REPORT | Page 05

TCH's Immigration Specialists are all accredited by the U.S. Department of Justice, Office of Legal Access Programs. With the funding from the United States Citizenship and Immigration Services: Citizenship and Integration Grant, TCH is able to provide full scope citizenship services including application assistance and citizenship education for free to all. Other immigration services are offered for a fraction of the cost of an independent attorney, thus promoting greater access to quality services, especially for a low-income community.

During the 2020 shutdown, Immigration Specialists provided counseling and assistance with United States citizenship and Immigration Services applications and petitions via telephone and in-person by appointment only. Citizenship classes were offered via Zoom and TCH celebrated the achievements of 103 clients who officially became new US citizens.

IMMIGRATION 1,211

CLIENT SERVICES PROVIDED

PROCESSED APPLICATIONS 452

CITIZENSHIP CLASSES 126

BECAME U.S. CITIZENS 103



Immigration staff: Linh and Yana

Pre COVID-19, TCH's Education Department annually served approximately 600 students through ELA (English Language Acquisition) classes, levels 1 – 6, and BEdA (Basic Education for Adults).

One classroom of 25 students often represents over ten different first languages, so teachers use English immersion any way they can – with pictures, activities, technology, software, audio aids, and repetition to learn and/or improve their English. Basic Education for Adult Classes helped improve students' reading, writing, math, and computer skills.

With in-person classes cancelled, our six classrooms and two computer labs were dormant. However, TCH teachers quickly transitioned and hosted ELA and ABE classes via Zoom for those students with internet access. For students with barriers to access, TCH provided more than 50 Chromebooks, and some students who accessed TCH's internet remotely while sitting in their cars in our parking lot. With our computer labs closed, TCH was unable to administer CASAS testing which assesses gains in basic and academic skills. The pandemic made numerous social, health, economic technological access inequities faced by so many in our community, even more apparent.

EDUCATION

312

CLIENT SERVICES PROVIDED

STUDENTS ENROLLED IN
BASIC EDUCATION FOR
ADULT CLASSES

55

STUDENTS ENROLLED IN
ENGLISH LANGUAGE
ACQUISITION CLASSES LEVEL 1-6

257



Education staff: Kathleen, Amy, Charlene, Audrey

EMPLOYMENT

2020 GRATITUDE REPORT | Page 07

Annually, TCH offers free employment services for adults (18 and older) who want to improve their skillsets, build self-confidence, and find jobs that align with their financial and career goals. However, due to COVID-19, unemployment spiked and dozens of our employment business partners cancelled all hiring events for job-seekers.

TCH continued to offer its Center for Strong Families in partnership with United Way and two certified vocational training programs – Childhood Early Education Resource (CHEER) and Nursing Assistant programs in partnership with Tacoma Community College (TCC). Class instruction and employment and financial coaching were all done via Zoom.

EMPLOYMENT 149

CLIENT SERVICES PROVIDED

CLIENT JOB PLACEMENTS **19** INTERNSHIPS **22** CHEER **16** CENTER FOR STRONG FAMILIES **72**



Employment staff: Diana & Mischa

CLIENT ADVOCACY

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Victims of crime in the immigrant and refugee populations under-report their experiences for many reasons. Language barriers, navigating an intimidating legal system, and numerous other obstacles discourage people from reporting various crimes including but not limited to domestic violence, sexual assault, human trafficking.

In addition to these obstacles, COVID-19 disrupted normal client - staff communications. However, Client Advocates continued to provide safety plans, emergency shelter, personal hygiene products, and financial support for urgent and emergent needs.

CLIENT ADVOCACY 232

CLIENT SERVICES PROVIDED

VICTIMS OF CRIME
RECEIVED SUPPORT
& ASSISTANCE

73

CLIENTS ACCOMPANIED
TO COURT

9

LEGAL PROCESS
SUPPORTED BY
TCH ADVOCATES

32

REFERRALS TO THE
NORTHWEST IMMIGRANTS
RIGHTS PROJECT

1



THE REACH CENTER

2020 GRATITUDE REPORT | Page 09

After TCH served as REACH's fiscal sponsor for eleven years, TCH and REACH planned their integration for 2021. REACH continued its three unique programs for people ages 12 – 24. Career Pathways assisted individuals with work educational experiences to further their job and career opportunities through internships or part and full-time jobs.

ACT is a street outreach program that assists youth ages 12- 24 who are experiencing housing instability and/or homelessness. Services include housing referrals, legal advocacy, LGBTQ+ community support, shelter resources, clothing, hygiene and food and mental health referrals.

Housing for Success (H4S) is comprehensive program that places young adults ages 18 - 24 directly into housing and provides employment, education, and other support services to transition to permanent housing.

Late in 2020, REACH participated in The Washington State Department of Commerce initiative ERAP (Eviction Rent Assistance Program) to provide \$1 million of emergency assistance to avoid eviction or homelessness.

REACH CENTER

1,028

CLIENT SERVICES PROVIDED

EMERGENCY
RENTAL ASSISTANCE
PROGRAM (ERAP)

310

CAREER PATHWAYS

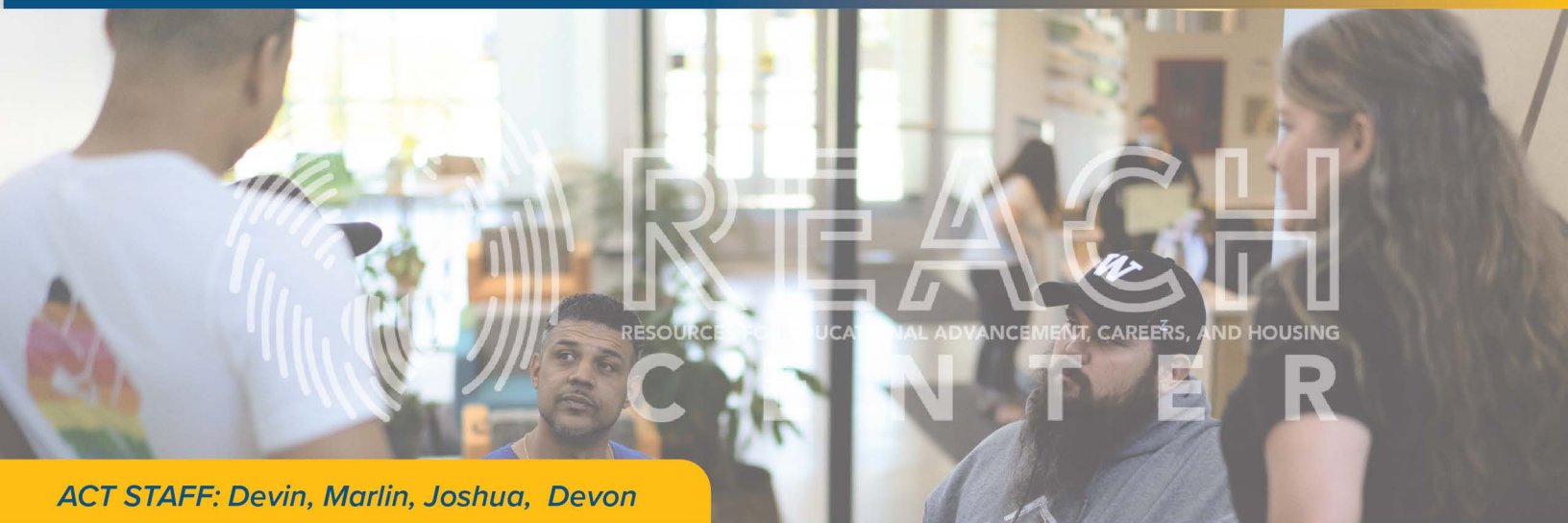
105

ACT

562

HOUSING FOR
SUCCESS (H4S)

51



ACT STAFF: Devin, Marlin, Joshua, Devon

REACH's mission is to equip and embolden young people to achieve success in education and employment through a strong network of dedicated partners. REACH promotes effective use of resources, enhances collaboration with youth and community partners, and offers a unified voice in advocating for systemic change in how young adults participate in their economic future.

FOUNDATIONS

*The Bamford Foundation
Bank of America Foundation
The Bates Family Foundation
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D.V. and Ida J. McEachern Charitable Trust
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The Mockingbird Society
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State of Washington Building Communities Fund
Tacoma Community College Foundation
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William Kilworth Charitable Foundation
Woodworth Family Foundation*

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Pacific Northwest Conference of the United
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Puyallup United Methodist Women
Spanaway UM Women's Club
St. Mark's Lutheran Church By The Narrows
Summit United Methodist Church
United Church In University Place
United Methodist Women - National
Unity Church of Christianity*

Thank you

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Bates Technical College
BCRA
Benevity Community Impact Fund
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Salamat

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