

# TACOMA COMMUNITYHOUSE

IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



# 2021

## GRATITUDE REPORT





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**BOARD OF DIRECTORS**

Vivie Nguyen  
President

Manny Santiago  
Vice President

Malik Gbenro  
Secretary

Jennifer White  
Treasurer

Godwin Asemota  
Cami Chouery  
Becci Curry  
Martha Curwin  
Dr. Tom Diehm  
JaeRan Kim  
Thuli Lushaba  
Brendan Nelson  
Teri Phillips  
Kay Shaben  
LaTasha Wortham  
Clay Zhang

**LEADERSHIP**

Jason Scales  
Interim Executive Director

Tim Close  
Director of Development and  
Communications

Victor Rhett  
Director of Finance

Amy Diehr  
Interim Client Services Manager

Devon Isakson  
Interim REACH Director

Tacoma Community House has seen numerous changes over our 112 years, and 2021 year was no different. So, as we push through the physical and emotional demands COVID-19 has placed on us, we look back on what an exhausting, challenging, chaotic, and surprisingly effective year 2021 was for Tacoma Community House.

Virtual work is here to stay. Zoom enabled us to remain connected with clients, increasing access to all of our services. In total, we served 2,211 clients in-person or virtually, hosted virtual fundraising events and board meetings, held client appointments, and conducted hybrid virtual classroom instruction. We also fully integrated The REACH Center into TCH's family of programs. In addition to other youth services, in 2021, REACH provided \$5 million dollars of federal rental assistance to youth and young adults affected by the pandemic.

As an organization dedicated to social change, we know we must build trust, communicate effectively, and be transparent within our organization and the community. Most clients are immigrants, refugees, youth experiencing homelessness, BIPOC, LGBTQ2+, and other marginalized community members who deserve DEIA-minded programming. Therefore, we dedicated time to internal reflection while working through crucial and ongoing conversations about diversity, equity, inclusion, and belonging. From this work, we experienced leadership changes, expanded and diversified our leadership and management teams, and upgraded our IT system. We also made salary adjustments focused on equity and transparency and implemented a remote work policy. We know this work is ongoing, and we continue to be open and reflective as we strive to improve.

We are honored to walk alongside our clients as we see what the strength of the human spirit and a welcoming community can accomplish together. Tacoma Community House and The REACH Center are proud to be part of this community. We thank you for your unwavering support.

**Jason Scales**  
**Interim Executive Director**

**"Tacoma Community House  
forever changed my world"**

- Mariana  
TCH Student Alumni

## **BOARD OF DIRECTORS**

President – Vivie Nguyen, University of Puget Sound

Vice President – Manny Santiago, Governor’s Commission of LGBTQ

Secretary – Malik Gbenro, Tacoma Public Schools

Treasurer – Jennifer White, (Retired) Boeing

Godwin Asemota - Community Healthcare

Cami Chouery - Ryan, Jorgenson and Limoli, P.S.

Becci Curry - Columbia Bank

Martha Curwin - My Sister’s Pantry

Dr. Tom Diehm - (Retired) University of Washington, Tacoma

JaeRan Kim - University of Washington-Tacoma

Thuli Lushaba - Korsmo Construction

Brendan Nelson - President of HAC, and Director of Children, Youth & Family Ministry

Teri Phillips - Pacific Lutheran University

Kay Shaben - PNW Conference of the United Methodist Women (SeaTac District)

LaTasha Wortham - Tacoma Public Utilities

Clay Zhang - Gladstone Properties, LP

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## **LEADERSHIP**

Jason Scales - Interim Executive Director

Tim Close - Director of Development and Communications

Amy Diehr - Interim Client Services Manager

Devon Isakson - Interim REACH Director

Victor Rhett - Director of Finance



# FINANCIAL HIGHLIGHTS

## 2021 Program Expenses: \$8,185,638

Salaries: \$2,274,606  
Payroll Taxes: \$202,635  
Employee Health and Retirement Benefits: \$351,456

Total Personnel Expenses: \$2,828,697

## PUBLIC SUPPORT AND REVENUE

### \$9,234,462

### Public Support Contributions

Total Contributions: \$303,652.37  
Total Church Support: \$31,344.54  
Total United Way: \$7,661.51  
Total Foundations: \$1,145,800.00

Total Public Support: \$1,488,458.42

### Revenue

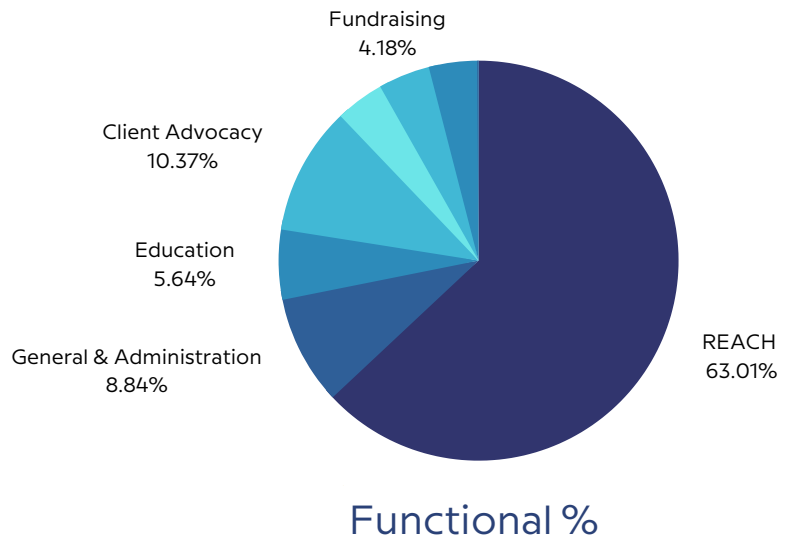
Total Contracts: \$6,612,928.97  
Total Program Service Fee: \$141,276.94  
Total Investment and Dividend Income: \$155,115.62  
Gains/Losses on Investments: \$52,033.38  
Total Miscellaneous: \$143,378.53  
Total PPP Loan Forgiveness: \$641,270.00

Total Revenue: \$7,746,003.44

## Other Expenses

Professional Fees and Contract Payments: \$289,722  
Occupancy: \$175,792  
Transportation and Conferences: \$8,543  
Telephone: \$16,365  
Supplies: \$41,891  
Rental and Maintenance of Equipment: \$500  
Postage: \$4,316  
Printing and Publications: \$45,580  
Agency Membership Dues: \$1,500  
Awards and Grants: \$4,598,189  
Other Expenses: \$174,543

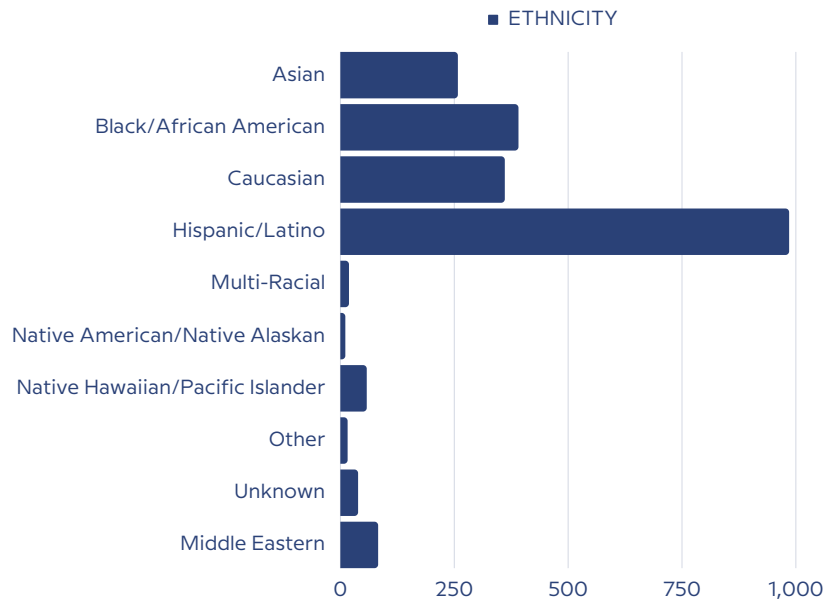
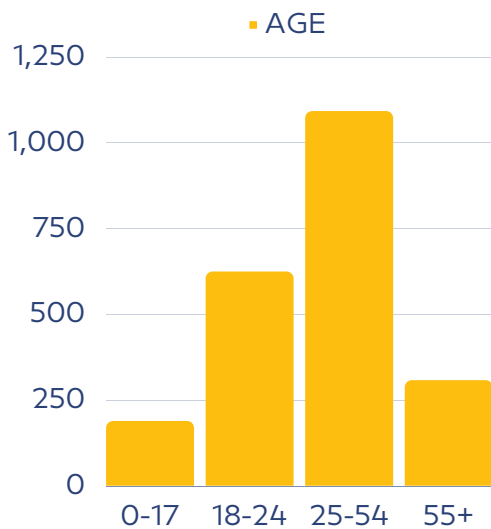
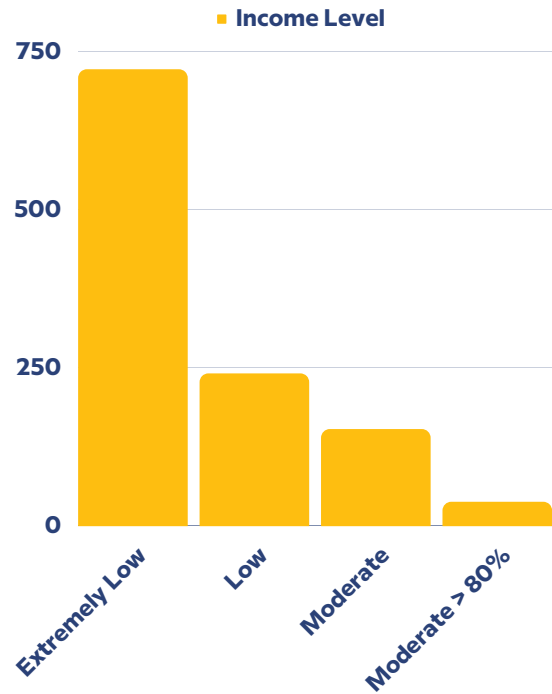
Total Functional expenses before depreciation and loss \$5,356,941



# CLIENT DEMOGRAPHICS

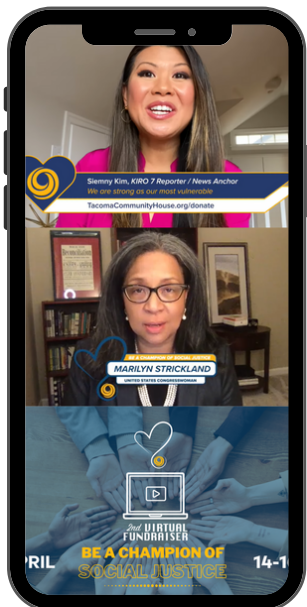
## CLIENT COUNTRIES OF ORIGIN

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



# 2021 HIGHLIGHTS

COVID magnified the daily inequities many of our clients face, so we adjusted our delivery models and program offerings to serve our community better.



We expanded our four core service areas –Immigration, Education, Employment, and Client Advocacy - by integrating with the REACH Center. REACH serves youth and young adults ages 12 – 24 through programs focused on housing, employment, education, advocacy, and other direct services.

Demand for our services remained high despite the COVID level in Pierce County. For most of 2021, our doors remained closed to clients. Still, we made one-on-one appointments and served clients remotely, ensuring clients had access to our programs and services.



# IMMIGRATION

The Immigration Department at Tacoma Community House is recognized by the U.S. Department of Justice, Office of Legal Access Programs.

Through funding support from USCIS and our generous donors, we continued offering free citizenship services, including application assistance and education classes. Other services provided by the department are offered for a fraction of the cost of an independent attorney, thus providing more equitable access to quality services.

In 2021, our Immigration Specialists provided consultations and assistance via telephone, Zoom, and in-person appointments. Citizenship classes were offered remotely via Zoom as well. Many clients preferred doing preliminary paperwork and having discussions remotely because they could schedule their appointments in the evenings or on breaks from work.

**1,143** CLIENTS SERVED

**476** PROCESSED APPLICATIONS

**84** CITIZENSHIP CLASSES

**108** BECAME U.S. CITIZENS







# EDUCATION

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The Education Department serves LEP (Limited English Proficiency) students through ELA (English Language Acquisition) classes and BEdA (Basic Education for Adults). Despite COVID-19, we successfully completed four quarters of classes via Zoom.

For many students, this promoted accessibility and was an excellent learning opportunity for the students and TCH. Many clients live far away from TCH, so remote learning made it easier for students to manage childcare, work schedules, and transportation.

**192**

**CLIENTS SERVED**

**53**

**ADULT BASIC EDUCATION (ABE)**

**139**

**ENGLISH LEARNING ACCESS (ELA)**



**2021**

**GRATITUDE REPORT**



# EMPLOYMENT

Tacoma Community House offers free employment services for youth and adults who want to improve their skill sets, build confidence in their professions, and find jobs that aligns with their career goals and interests.

During the summer of 2021, we offered a summer internship program to disabled youth in local public schools, placing them with various employers around Pierce County. In addition to learning job skills like customer service and money handling, interns earned a paycheck for their work.

We continued to partner with the United Way as part of its Center for Strong Families program, supporting clients with financial and employment coaching. As a result, clients in the program increased their credit scores, learned about savings, and became more knowledgeable about shopping for banking services.

**220** CLIENTS SERVED

**39** CLIENT JOB PLACEMENTS

**84** CENTER FOR STRONG FAMILIES

**21** CHEER

**15** GENERAL EMPLOYMENT





# CLIENT AVOCACY

Our Client Advocacy Department supports victims of crime with extreme compassion and caring, helping victims navigate the often-intimidating legal system.

Clients in this program faced an added burden during COVID. Although our advocates could meet with many clients face-to-face, some appointments had to be done remotely. Even with these challenges, our advocates continued developing safety plans, making emergency shelter referrals, and providing financial support for urgent needs. The program also provides therapy to help victims and their family members deal with the trauma they have suffered.

**201** CLIENTS SERVED

**22** EMERGENCY FINANCIAL  
ASSISTANCE

**188** GENERAL ADVOCACY

**34** THERAPY





# THE REACH CENTER

The REACH Center's mission is to equip and embolden young people to achieve success in education, employment and housing through a strong network of dedicated youth and community partners. REACH offers a unified voice in advocating for systemic change in how youth participate in their economic future.

**1,137**

CLIENT SERVICES

**381**

EMERGENCY RENTAL  
ASSISTANCE (ERAP)

**102**

CAREER PATHWAYS

**613**

ACT

**41**

HOUSING FOR  
SUCCESS



**2021**

GRATITUDE REPORT



# REACH

RESOURCES FOR EDUCATIONAL ADVANCEMENT, CAREERS, AND HOUSING

# CENTER

In 2021, The REACH Center fully integrated into Tacoma Community House and relocated from the Tacoma Goodwill building to TCH's building at 1314 South L Street, bringing more youth resources to the Hilltop community.

Despite the pandemic, the REACH Center continued serving youth in Pierce County. It provided services to more than 1,100 youth, placed over 50 in employment, re-established housing stability for over 300, and housed more than 200.

Career Pathways assists individuals through internships or part- and full-time jobs. Services include: resume building, cover letters, applications, and interview preparation. In 2021, Career Pathways helped 102 clients achieve their employment goals.

ACT is a street outreach program that assists youth ages 12 to 24 who are experiencing housing instability and/or homelessness. Services include housing referrals, legal advocacy, LGBTQ2+ community support, shelter resources, clothing, hygiene, and food and mental health referrals. In 2021 due to the Pandemic, ACT served an unprecedented 613 youth in reaching their housing stability goals.

Housing for Success (H4S) places young adults ages 18 to 24 directly into housing. It provides employment, education, and other support services to transition to permanent housing. In 2021, H4S provided housing program assistance to 41 young adults.

The REACH Rental Assistance program is crucial in mitigating rental arrears for youth households in jeopardy of homelessness and served over 380 youth in 2021.

REACH redistributed \$4.4 million in rental assistance to young adults in Pierce County and initiated the Pierce County Youth Action Board. Pierce County's YAB mission is to create positive change, taking back voice and power by offering paid advocacy opportunities for youth who have experienced housing instability or homelessness. In addition, the YAB offers more collaboration with and for youth and young adults (YYA), more supportive and structured housing, and more support to all YYA in all stages of their lives. In 2021, the Youth Action Board met with local government, was chronicled in the Tacoma News Tribune, and wrote multiple grants.

[reachtacoma.org](https://reachtacoma.org)

# 2021

## GRATITUDE REPORT



## **BUSINESSES**

Amazon Smiles  
BCRA  
Benevity Community Impact Fund  
Bluebeard Coffee Roasters  
Cascade Construction  
Catholic Community Services  
Concrete Technology Corporation  
Costco Wholesale  
Cyber SOC  
Duggan Homes  
Financial Insights, Inc.  
Frontstream  
GESA Credit Union  
Heritage Bank  
King County Finance & Business Operations Division  
Korsmo Construction

Kroger Community Rewards  
Macy's  
Mexico Magico  
Molina Healthcare of Washington  
Neighborhood Clinic  
Network for Good  
Ryan Jorgenson & Limoli, P.S.  
Scratching the Surface Woodcraft  
Sound Credit Union  
Tacoma Public Utilities  
The Boeing Company  
United Way of King County  
United Way of Pierce County  
University of Puget Sound  
University of Washington - Tacoma  
YourCause

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## **FOUNDATIONS**

Bamford Foundation  
Benevity Community Impact Fund  
Building Changes  
Dimmer Family Foundation  
Fales Foundation Trust  
Florence B. Kilworth Foundation  
Forest Foundation  
Fred Goldberg Family Foundation  
Goldman Sachs Philanthropy Fund  
Gottfried & Mary Fuchs Fund  
Greater Tacoma Community Foundation  
Hendrix Foundation  
Jean Thompson & Briana Connell Family Fund

Lu-Wong Foundation  
Marco J. Heidner Foundation  
Mockingbird Society  
One4All Charitable Fund  
Oscar T. & Olivann Hokold Foundation  
Peg & Rick Young Foundation  
Puyallup Tribe of Indians  
Satterberg Foundation  
Seattle Foundation  
Stewardship Foundation  
Timothy and Pat Chen Family Fund  
Vanguard Charitable Endowment Program  
Virginia Mason Franciscan Health Foundation  
Woodworth Family Foundation

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## **CHURCH SUPPORT**

Bethany Presbyterian Church  
Bothell United Methodist Women  
Chapter AN PEO  
Christ Episcopal Church  
Fairwood Community United Methodist Women  
Immanuel Presbyterian Church Tacoma  
Joseph United Methodist Women  
Pacific Northwest Conference of the United Methodist Church

Puyallup United Methodist Church  
Puyallup United Methodist Women  
St. Mark's Lutheran Church By The Narrows  
United Church In University Place  
United Methodist Women - Seattle District  
Unity Church of Christianity  
Western North Carolina UMW

## **INDIVIDUALS**

Faithlina Abeshima  
Jonathan Abrams  
Susan Adams  
Julie Anderson  
Anonymous (27)  
Molly Archer  
Catherine Auman  
Naomi Strom-Avila  
Carol and William Baarsma  
Russ Batten  
Jean Baumgartel and James Mitchell  
Gayle Baumgartner  
Mary Kay Becker  
Leslie and Rich Begert  
John Bell  
Joan Benderson and Anthony Paulson  
Krista Berry  
Marian Berry  
Cara and David Best  
Allison Bishins  
Carolyn Bjerke  
Jeffrey Boers  
Kathy Bogue  
Carole Breitenbach  
Cathy and Greg Brewis  
J. A. Bricker  
Kristen Brinks and Robert Kief  
Lora Lee Brown  
Rhonda Brown  
Jenni and Chris Browning  
Darla Brunnquell  
Margaret and Mark Bubenik  
Barbara Bulas and Brian Coffey  
Howard Burd  
Karen Burd  
Vicki Bush  
Sharon and Robert Camner  
Barbara Campbell  
Allison Campbell and Jason Loan  
Samantha Campbell  
Stacy Cates-Carney and Joseph Carney  
Ruth and Dave Carter  
Hector Castro  
Erin Manzu Chanfrau  
Marijka Chappell  
Dr. Anthony L-T Chen and Shin-Ping Tu  
Cami Chouery  
Troy Christensen

Randy Clark  
Robert Clausen  
Tim Close and Jeana Hawkes  
Dana Coggon  
Patricia and Patrick Coogan  
Kyanne Cook  
Brady Cooldude  
Dawn Cooper  
Yanina and Robert Cosme  
Frances Kay and Richard Coulter  
Rebekah Cousins  
Muriel and Richard Cowing  
Becci Curry  
Martha and John Daniels  
Peter and Ann Darling  
Christina and Harold Davey  
Nancy Tam Davis and Rev. Jim Davis  
Kirsti Ruud-Day  
Lee Desta  
Joseph and Valentina Diaz  
Karleen Diefendorf  
Dr. Thomas Diehm and Thomas Davis  
A. Corinne Dixon  
Carol Dougherty  
Sue Dreier  
Elizabeth and Michael Dunbar  
Joan and Jerome Durbin  
Diane Edison  
Dr. Cynthia and Terry Edwards  
Cathy Elford  
Christine Esperseth and Steven Ross  
Kathryn Everett  
Maya Fein  
Tamera Fletcher  
Melissa Ford  
Paula and Bruce Foreman  
Melanie and Brett Freshwaters  
Peggy Gardiner  
Deirdre Godfrey  
Blake Goldberg  
Ann and Norm Gosch  
Sarah Gray  
Denise Greer  
Katie and Gary Grindley  
Neel Parikh and Patricia Guy  
Kate and Henry Haas  
Nora and Matthew Hacker  
Noel and William Hagens

## **INDIVIDUALS**

Wendy Hamai and Henry Stoll  
Sandra and Marshall Hampton  
Kathy Hanawalt  
Peggy Handler  
David Hanson  
Sok-Khieng and Tyler Hardy  
Alexandra Harmon  
Mary and Dr. Lance Harris  
Aimee and Brian Haynes  
Elizabeth Heath  
Kathryn Held  
Katie Henderson  
Peter Henriot  
Michael Henson  
Susan Hesselgrave  
Kelli Higginbotham  
Tamara Hilton  
Anneliese Hopper  
Wendy Howard  
Natasha Howell  
Susan and Gerald Howson  
Tracey Huff  
Debra and Donn Irwin  
Rae and Robert Iwamoto  
Ronda Jacobson  
Agnes and Mark Jensen  
Patrick Johnson  
Constance Jones  
Rabbi Bruce Kadden  
The Kelley Family  
JaeRan Kim  
Jerry Kimball  
Betsy Kindblade  
Amy Kirkman  
Erin Knuth  
Barney Koenig  
John and Lisa Korsmo  
Annette Kruzic and Robert Sweet  
Eileen Lamphere  
Roberta and Gary Larson  
Larson-Harvey Family  
Natalie Laszewski  
Audra Laymon  
Bryan Lee  
Lauren Lee  
Lauren Walker Lee and Sid Lee  
Katherine LeFurgey  
Kelly Sarver-Lendirink

Robert Leon and Janet Leonard  
Andy and Chelsea Lientz  
Elizabeth Lindstrom  
Kathleen Linscott  
Rebecca Lister  
Sue and Rick Little  
Frances Lorenz  
Nikki Lowin  
Sean Lundblad  
Kristin Lynett  
Jennifer Rudy Lytle and Arnold Lytle  
Janet and James MacDonald  
Heidi Madson  
Rosalyn and Roger Lueck-Mammen  
Ron Patterson and Charnley Marsden  
Jill Mascianica  
Alyce Matson  
Lori Matsukawa and Rev. Larry Blackstock  
Kathy Medley Maxey  
Pamela Mayer  
Zeb McCall  
J.J. McCament  
Bruce McDowell and Karen Harding  
Kathy McGoldrick  
Gayle McIntosh  
Catherine McIntyre  
Robert McLennan  
Janet and Darrell Medcalf  
Beth Meshke  
Lisette Meyer  
Karen and Wain Miller  
Philip Mirci  
Allan Mizoguchi  
Claire Moncrief  
Jenifer Moreland  
Karin and John Morris  
Zoe Myers  
Brendan Nelson  
Judy Nelson  
Vivie Nguyen  
Laura and Gary Nicholson  
Janice Niemi and Dennis Braddock  
Helen and Philip Nordquist  
Natalie Nunes  
Gen Obata  
Sheila Ogburn  
Stacey and Edwin Ogle  
Carolyn Oill



## INDIVIDUALS

Isaac Olson  
Stanford Opdyke  
Danika Padilla  
Diana Parra  
Leslie and George Patton  
Chantelle Paulson  
John Pehoski  
Abigail Vizcarra PÉrez  
Alex Phanphackdy  
Shinique Phillips  
Teri Phillips  
Cheryl Pijanowski  
Jose Cervantes-Pina  
Sandy Plann  
Frances Posel  
Elaine Pridham  
Nicole Przychodzen  
Isaiah Ragland  
Ed and Lynn Raisl  
Stephanie Ratko  
Alison Reardon  
Dale Redman  
Debbie and Leo Regala  
Betsy Reid  
Dr. Claire Spain-Remey and Claude Remy  
Christine Reynolds  
Dorothy and Williams Rhodes  
Rev. David and Anne Richardson  
Jennifer Rietzke  
Kent and Linda Roberts  
Mary Robnett  
Sharon Rue  
Carlyn Sampson  
Jen Sarginson  
Vee Sawyer and John Budz  
Lauren Saxton  
Jason and Jessica Scales  
John and Rosemary Scales  
Joy and Teresa Holt-Schaad  
Jennifer Schaal  
Nancy Schrempf  
Judith Schuler  
Jacque Schultz  
Emily Schuman  
Kathryn and Joseph Scorcio  
Jon Seward and Joanne Henry  
Barbara and John Dadd Shaffer  
Kayleigh Shaw

Sue Ann Shidaker  
Scott Silver  
Teresa and Todd Silver  
Andrea Smith  
Colette and David Smith  
Teresea and Roger Smith  
Tammy and Larry Smith  
Theresa Mirci-Smith  
Kathleen and Lynn Sommers  
Jill Sonsteby  
Rev. Wesley Stanton  
Col. Willie and Faye Stewart  
Marirogel Stiffler  
Joanne and Theron Stone  
Joe and Carol Stortini  
Gayle Stringer and Nancy Nickelson  
Jian Wei Sui  
Linda and Michael Sullivan  
Kathy Susag  
Kris Symer  
Frances Tanaka  
Gregory and Barbara Tanbara  
Henry and Linda Tanz  
Katie Taylor  
John Teplasy  
Jugal Thakor  
Kent and Mike Thomas  
Chad Tibayan  
Nicola Tollefson  
Sybille and George Tomlin  
Mary Claire Tuominem  
Amy Van  
Kitty-Ann Van Doorninck and John VanBuskirk  
Richard Van Wagenen and Carola Norton  
Ann Marie Vandeman  
Beverly and Joseph Vari  
Elana Goell-Varkovitzky  
Rev. Ron and Nancy Vignec  
Vickie Black-Vigue  
Anthony Vivenzio  
John and Karen Voris  
Jana Waldroup  
Henry Walker  
Kristina Walker  
Nancy Walker  
Estella and Jeff Wallace  
Jim Walton  
Bob and Jeri Ward

## INDIVIDUALS

Colleen Waterhouse and Tom Galdabini  
Gregg Watts  
Jennifer Waugh  
Carolyn Weisz  
Christine and Dr. John West  
Carolyn Weyrick  
Kathy Whisler  
Jen White  
Janet Wicks  
James and Sally Will  
Audrey and Bob Williams  
Wayne Williams  
Rev. Angela Wolle  
Fred and Teresa Wong  
Lena Wood  
Rev. David Wright and Peggy Ann Hannon  
Linda Wright  
Rep. Laurie Jenkins and Laura Wulf  
Clay Zhang and Dr. Diane Bai  
Calvin Zongker



**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.

**DONATE  
HERE**



**Tacoma Community House**

1314 S. L St.

Tacoma, WA 98405

253-383-3951

[tacomacommunityhouse.org](http://tacomacommunityhouse.org)