

2023 GRATITUDE REPORT

TACOMA
COMMUNITYHOUSE
IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



BELONGING AND RESILIENCE ARE KEY TO OUR INCLUSIVE COMMUNITY



1314 SOUTH L ST.
TACOMA, WA 98405
253.383.3951
TACOMACOMMUNITYHOUSE.ORG



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BOARD OF DIRECTORS

LEADERSHIP STATEMENT

Teri Phillips
President

Dear Friends,

We stand in awe of the strength of our clients, staff, and community!

Vivie Nguyen
Vice President

Together, we welcomed over 2,000 immigrant community members, and created an environment for joy, hope, and stability as they build their lives as members of our community. We extended our support to over 1,200 young people who received assistance during critical moments in their journeys. Volunteers provided hundreds of hours of service as tutors, partners, and resources to our program recipients.

Troy Harper
Secretary

Each one of you enriches and strengthens the fabric and resilience of our community. And for that, we are so grateful.

Kathleen Heimann
Treasurer

We are proud that our staff provided support, advocacy, and healing with compassion and professionalism. We are humbled by the journeys of our clients, many in the midst of transitions from homelessness, migration, and instability. We are grateful for their trust and for the opportunity to play a positive part on their journeys and in their stories.

Shalom Agatarap
Godwin Asemota
Hermentia Butler
Becci Curry
Jacob Hunter
Sara Irish
JaeRan Kim
Thuli Lushaba
Manny Santiago
Marissa Schlesinger
Kay Shaben

As we celebrate 5 years in our new facility, we recognize that we would not be here today without the generosity and hard work of the many donors and staff who worked tirelessly to build a foundation for TCH to serve more people and expand our services. This report is a snapshot of that growth, and we could not be more grateful.

Here are some exciting highlights from last year:

- Expanding our legal programs and increasing the availability of services for our immigrant community.
- Launching Open Spaces - a drop in center for youth to recharge, meet with their caseworkers, and have a place for learning and growth.
- Hosting Welcoming Week - a series of events and programs to gather, celebrate, and provide a welcoming space for our diverse community.
- Welcoming and expanding services in our immigration, education, and employment programs to meet the needs of the Ukrainian community as they find safety and belonging in Pierce County.
- Expanding our GED program to support youth with stipends to further their educational journey.

We thank you for your support and partnership; they enable TCH to grow and thrive. We continue to advocate for and work toward equity - ensuring housing, employment, education, and legal representation for those who have experienced racism and other barriers. Your love, volunteerism, and contributions humble us.

With deep gratitude and appreciation,

LEADERSHIP

Aimee Khoo
Executive Director


Aimee Khoo
Executive Director

Amy Diehr
Director of Workforce Development


Teri Phillips
Board President

Carlos Garcia
Director of Youth and Young Adult Programs

Alyssa Ross
Controller



BOARD OF DIRECTORS & LEADERSHIP

BOARD OF DIRECTORS

President: Teri Phillips, Retired

Vice President: Vivie Nguyen, Samuel Merritt University

Secretary: Troy Harper, HomeStreet Bank

Treasurer: Kathleen Heimann, By the Numbers Inc.

COMMUNITY 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 Khoo - Executive Director

Amy Diehr - Director of Workforce Development

Carlos Garcia - Director of Youth and Young Adult Services (REACH)

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

FINANCIAL HIGHLIGHTS

Financial Health

Assets: \$17,375,451

Liabilities: \$632,298

Net Assets: \$9,096,064

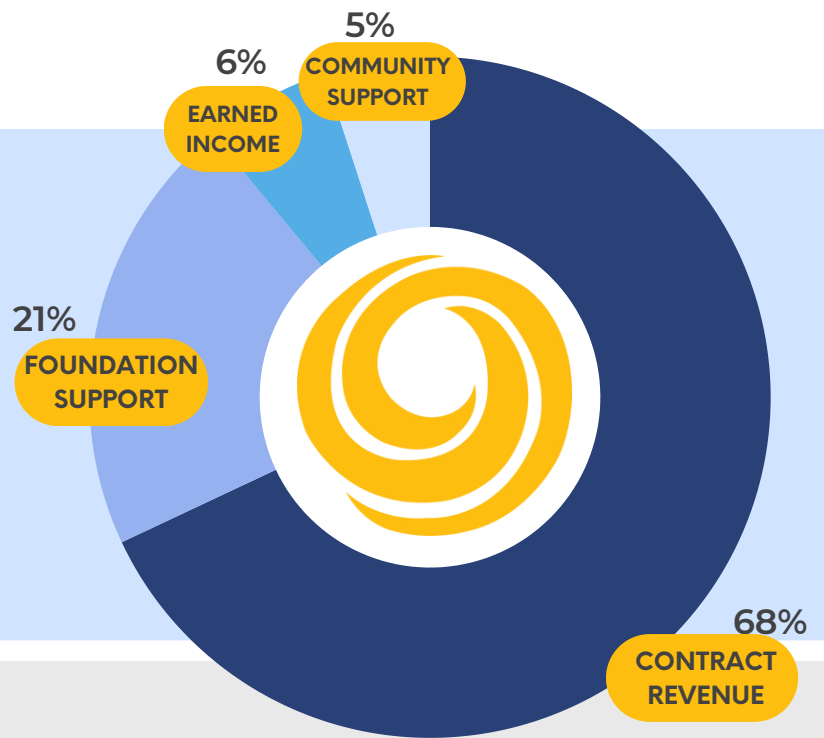
Total Revenue: \$5,593,312

Total Expenses: \$5,967,946

2023

Donations

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



Operational Expenses

Program: 73%

Management and General: 21%

Fundraising: 6%

Revenue Source

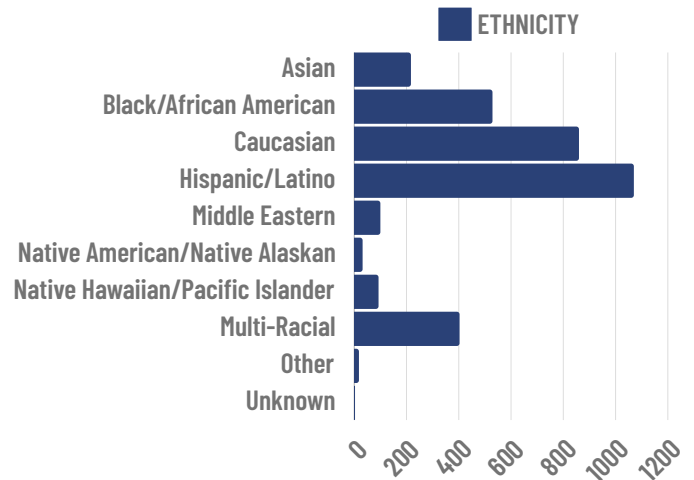
Contributions: 26%

Contract Revenue: 68%

Earned Income: 6%

CLIENT DEMOGRAPHICS

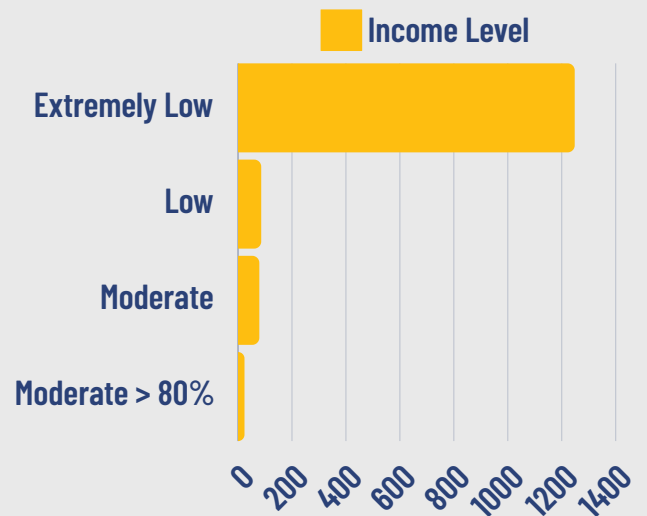
3294
CLIENTS SERVED



Top Countries of Origin



Income



EMPLOYMENT HIGHLIGHTS

Tacoma Community House offers employment services for adults who want to improve their skill set, build self-confidence, and find a job that aligns with their financial and career goals.

420

Total number of individuals served by our Center for Strong Families, Limited English Proficiency (LEP), and General Employment Programs.

132

Tacoma Community House is part of a strong network of organizations that make up Center For Strong Families (CSF) who work together to implement proven strategies that respond to the problem of persistent poverty, financial instability and low wage stagnation among families.

90% of our 132 CSF participants received Employment Coaching, Financial Coaching, and Income Support that resulted in more than 50% of our clients reporting an increase in net worth by \$10,000 or an increase to their credit score by 49%. These differences make a powerful impact in the lives of the families we serve!



Together, we're building stronger communities and brighter futures.

EDUCATION HIGHLIGHTS

Tacoma Community House offers a range of language and literacy programs from Adult Basic Education (ABE) classes to GED preparation to English Language Acquisition (ELA).

515

Total number of individuals served by our literacy programs of Adult Basic Education (ABE) classes, GED Preparation, and English Language Acquisition (ELA) classes. 454 of these individuals are ELA Students (levels 1-6) who received instruction to grow their English listening, speaking, reading, and writing skills. Classes are year-round, Monday through Thursday at various times to accommodate students' schedules.

433

National Reporting System (NRS) level gains, meaning students gained a level in math, reading, and/or listening.

Mr. Ut and Jane met in TCH's Level 5/6 ELA class. Mr. Ut is a retired teacher and an immigrant from Vietnam. Jane is a Ukrainian parolee who fled the war with her husband and 7 year old daughter. Both of them are warm, friendly people with particular skills in English. Mr. Ut is excellent with grammar and writing, and Jane is a sparkling conversationalist.

For the past year and a half, Ukrainians have been the predominant language group in classes and for a good while, Mr. Ut was the only Vietnamese person in this class. There is a lot of emphasis on conversation and group activities in class, and Jane always made sure that Mr. Ut was included in her group. She said he reminded her of her grandfather.

Mr. Ut normally got a ride to class in the morning from his daughter, who then went to work, and he would take the bus home afterwards. Eventually, Jane discovered this and began giving him a ride home. Later, I found that they had begun having lunch on Fridays (a non-class day), and that Mr. Ut had introduced Jane to a variety of Asian foods she hadn't eaten before. Here is picture of them at one of their lunches.

TCH provides a lot of services that can be captured with numbers and outcomes, but my favorite thing about this place is the way people connect across cultures, languages, and ages. People find safety, support, and friendship here.



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.

669

In partnership with Amazon, we launched a series of citizenship clinics in 2023. Each clinic includes staff to help complete and submit citizenship applications. All five of our case workers speak multiple languages, have access to 24/7 language interpretation, and are accredited by the Department of Justice, or are becoming accredited which enables them to accompany clients to USCIS hearings.

This past year, our team of Legal Service Advocates proudly assisted in submitting 669 citizenship applications.

144

An amazing achievement for 144 clients who have obtained their U.S. citizenship! This milestone marks a significant step towards accessing new opportunities including: benefit eligibility, gaining access to more jobs, being able to petition for family members, acquisition of a U.S. passport, eligibility to be appointed as an elected official, fully participating in the civic life of this country, and much more.

Immigration is an emotional and life-altering process. The decision to leave one's birth country is difficult, no matter the mitigating circumstance. It is a complex journey, often taking multiple years, filled with obstacles, family separation, requesting documents from foreign governments, red tape, and extended wait periods. Traditionally, clients have little or no financial resources but are endowed with hope and a willingness to push forward.



By offering both free and low-cost immigration services in a welcoming and safe environment:

- TCH promotes accessibility and inclusion.
- This atmosphere of accessibility and safety is further deepened due to the bonds and trusting relationships established between client and case worker, many of whom share the same lived experiences.



ADVOCACY HIGHLIGHTS

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

288

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

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.

69

We are grateful to the Department of Commerce for supporting victims of crime. Through this partnership, 69 of our clients received free mental health services by therapists who understand the trauma that our clients have experienced.

Shakira's Story

For many, the immigrant experience brings many challenges beyond learning a new language. Shakira came to Tacoma Community House fleeing an emotional and physically abusive relationship — she was afraid, spoke no English and was financially insecure — having left her family and friends in Colombia, Shakira felt alone.

"When I came for the first time, I thought life was hard. My advocate at TCH taught me that it wasn't difficult."

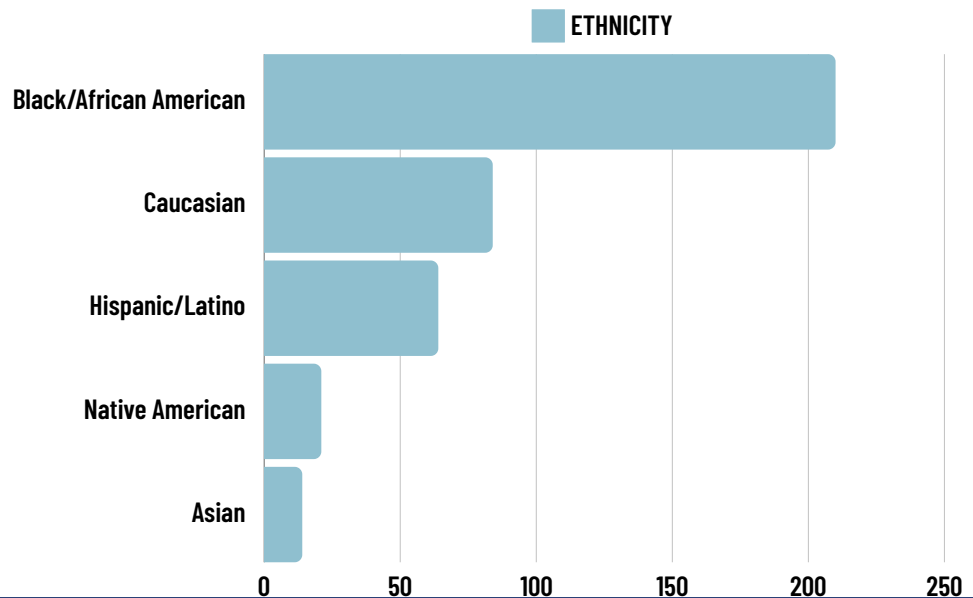
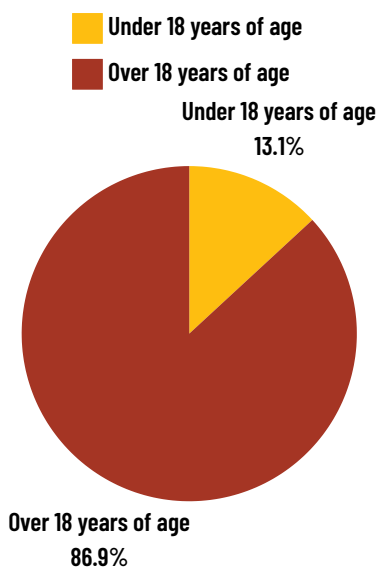
Client Advocacy gave her the freedom and the courage she needed to start a new life with her two sons. She was provided with legal advocacy and attained her U-visa, paving the way to self-sufficiency and success.

Being an ambitious woman, Shakira took English as a Second Language and Adult Basic Education classes at TCH. She excelled in all of her studies. She quickly learned English and soon after transferred to Highline Community College to further her education and pursue a career in Nursing. To help finance her education and care for her two sons, Shakira attained her license to start her own cleaning business. She hopes to expand the business by hiring others and managing the business while going to school. "I feel free, I don't depend on anyone. No one is controlling me or being abusive. I am not afraid and I speak English now!"

Grateful for the services she received at TCH, Shakira intends on paying it forward. By using her testimony, she hopes to encourage other women who have experienced similar hardships to come out of the shadows and leave behind their abusive partners. She plans to volunteer with TCH in the future and provide support and encouragement for other women. Four years ago, Shakira didn't know how to speak English, didn't have a driver's license, didn't have a job, and wasn't going to school. Today, Shakira knows how to speak English, owns her own business, and is going to college. "Today, I look back and have come so far and would not have done it without TCH."

THE REACH CENTER (SERVING YOUTH AND YOUNG ADULTS)

CLIENT DEMOGRAPHICS



The REACH Center was a beacon of hope and support for the community throughout 2023!

With nearly **400** clients receiving critical assistance, the center has truly made a difference in the lives of so many individuals. Through 1:1 case management, clients were offered guidance on education, resources, and mentorship, which paved the way for securing stable housing and finding employment opportunities through the Career Pathways Program.

It is worth highlighting that the center has been particularly impactful for marginalized communities. 66% of the clients served were women, 5% identified as members of the LGBTQ+ community, and 79% all clients served were persons of color. By providing support to individuals from diverse backgrounds, the REACH Center has demonstrated its commitment to promoting equality and social justice.

For youth and young adults ages 12 - 24, the following programs offer assistance in the areas of:

Housing
Violence Prevention
Education
Employment
Advocacy



ACT: Provides individualized case management for YYA experiencing homelessness.

Systems Navigation: Assists YYA who have completed a Coordinated Entry Assessment, and are now awaiting a housing referral.

Housing For Success (H4S): Housing navigation, subsidized housing, and case management for YYA. Case managers also connect participants to education, employment, and skill development resources.

Education: YYA Programs support participants in achieving their education goals through supporting them during the college application and admissions processes, free workshops on a wide range of topics, as well as GED classes.

Employment: Through a number of partnered colleges and organizations, participants have access to a variety of job resources.



Empowering Community Together

WARRIOR ANGEL RIDERS

THANK YOU DONORS

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Amazon Smiles
Asian Forum
A Way Home Washington
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Tacoma - Pierce County Health Department
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Umpqua Bank
United Way of Pierce County
University of Puget Sound
University of Washington - Tacoma
Valtas Group
Virginia Mason Franciscan Health
Wellpoint
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YourCause

THANK YOU DONORS

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Cedar Cross Methodist Women
Federal Way United Methodist Church
Fremont United Methodist Church
Gig Harbor UMC
Immanuel Presbyterian Church Tacoma
Joseph United Women in Faith
Pacific Northwest Conference of the United Methodist Church
Port Hadlock United Women in Faith
Puyallup United Methodist Women
Renton First United Methodist Women
St. Mark's Lutheran Church by The Narrows
United Church In University Place
Unity Church of Christianity

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Bill & Melinda Gates Foundation
College Success Foundation
Dimmer Family Foundation
Forest Foundation
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The Hendrix Foundation
Inatai Foundation
Murdock Charitable Trust
The Norcliffe Foundation
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Providence Community Health Foundation
Puget Sound Energy Foundation
Renah Blair Rietzke Family Foundation
Satterberg Foundation
Umpqua Bank Charitable Foundation
Voris Family Foundation
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THANK YOU

