



TACOMA
COMMUNITYHOUSE
CREATING OPPORTUNITIES SINCE 1910



CREATING A GLOBAL COMMUNITY





A MESSAGE FROM

OUR EXECUTIVE DIRECTOR

As we approach Tacoma Community House's 100th anniversary, I become more aware of the consistency of our agency's service to the greater Tacoma community. Since opening our doors in 1910, Tacoma Community House has focused on the mission of providing adults and children with the necessary skills to create stable lives for their families. Looking back, we have made a dramatic impact, serving thousands of people from all around the world, giving them a comfort that they may not have known for years as they begin building lives here in the United States. For those American-born participants, we have helped improve the quality of their lives by providing education, employment, and social service assistance. For all of our participants, we have made self-sufficiency a reality, which in turn has renewed an ability to realize their own potential.

As we look back on our year of service, here are some of our highlights and accomplishments that you should know about:

- Overall TCH provided specific program services to 2,185 people.
- Our Language Bank facilitated 12,475 interpretation appointments.
- Our Youth Program served 176 high school aged youth and helped 62 of them get a job.
- Our Education Department taught 975 students from more than 57 countries.
- Literacy NOW continued to develop and expand its statewide website (www.LiteracyNOW.info) for literacy services. A total of 23,373 people accessed this site during the year.
- We were fortunate to have 85 volunteers who provided supplemental tutoring services to our program participants.
- We partnered with 129 other community service providers.
- Through our Employment Department, 186 adults got a job, and we assisted another 452 with employment related needs.
- We successfully held our new signature fundraiser – The Antique Quest and Wine Fest.

Some of our activities for 2008-09 include conducting a new strategic planning process, holding our second annual Antique Quest and Wine Fest on October 4th at the Museum of Glass, preparing for our 100th Anniversary Celebration, and becoming more involved with the issues surrounding the Northwest Regional Detention Center, which is located right here in Tacoma, WA.

Since I will be retiring in April of 2009, our Board of Directors is also very involved as they begin the search for a new Executive Director for the agency. Having served in this position for 13 years, I am confident that the work of Tacoma Community House will continue to transform the lives of the participants we serve. In all of our present and future work, we will continue to focus on the goal that has been ours for all these years: "creating opportunities since 1910".

Thanks to each of you for being part of Tacoma Community House and our story.

Peace,

Don Engquist Rennegarbe
Executive Director

FINANCIAL HIGHLIGHTS

Fiscal Year Ended December 2007

Beginning Net Assets **\$2,679,438**
Total Income **\$3,859,530**

Program	\$3,491,363
Education	\$1,343,674
Employment	\$1,325,867
Multilingual	\$ 821,824
Fund Raising	\$100,900
General	\$418,398

Total Expenses \$4,010,661
Net Loss -\$151,131

Ending Net Assets **\$2,528,307**

Revenue

Church Support	\$189,529
Contracts	\$2,680,940
Contributions	\$96,207
Earned Income/Investments	\$143,530
Foundations/Grants	\$40,974
LB Revenue	\$610,229
Special Events	\$14,441
United Way	\$83,680

Total Revenue **\$3,859,530**

Expenses

Building and Equipment	\$92,409
Equipment Rental	\$5,260
Occupancy	\$249,938
Other	\$37,203
Postage	\$6,107
Printing	\$79,154
Professional Fees	\$517,736
Salaries/Benefits/Taxes	\$2,790,950
Specific Assistance	\$74,743
Supplies	\$39,971
Telephone	\$17,700
Transportation and Conference	\$99,490

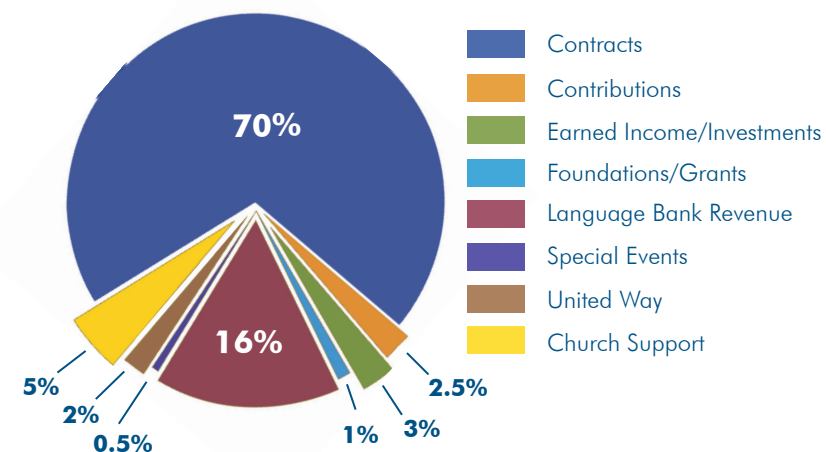
Total Expense **\$4,010,661**

Program Specific Expenses

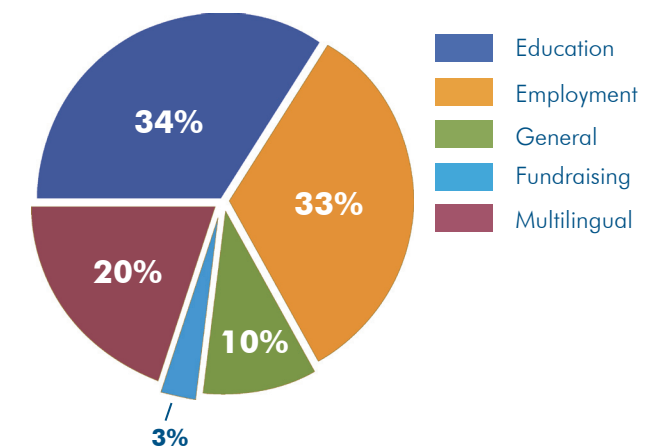
Education	1,343,674
Employment	1,325,867
General/Fundraising	519,296
Multilingual	821,824

Total Expense **\$4,010,661**

TOTAL REVENUE: \$3,859,530



TOTAL EXPENSES: \$4,010,661
Program Specific Expenses



A DESIRE TO GET AN EDUCATION is a value that John Nhial has been

willing to risk his life for. John was born in 1985 in Bor, Sudan. Two years earlier, a war began to rage in the southern region of Sudan. By 1991, a six year old John along with his 9 year brother Jacob were forced to flee their home and become two of what the U.S. would later call them, The Lost Boys of Sudan.

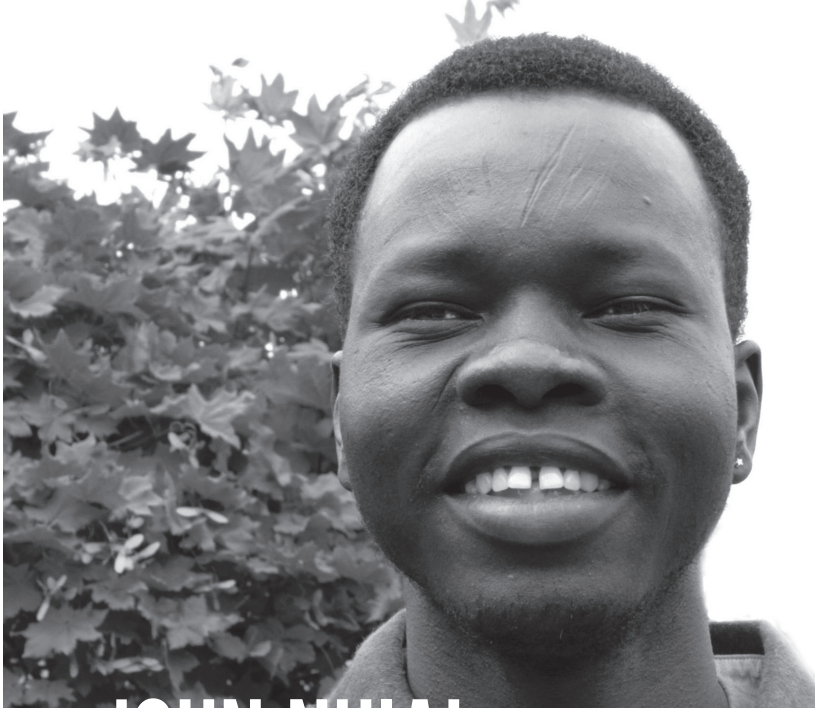
John, in search of safety and access to education, traveled, mostly by foot, from Sudan to Uganda then to Kenya then back to Sudan and then eventually ended up in Kenya, in a journey that took him 10 years. "Schools were common targets for bombings but it was important that we got an education, so we went," said John. While in Kenya for the second time John was one of 3,600 boys to be selected for Lost Boys of Sudan U.S. government program. So, on March 30th, 2001 John boarded a plane with 14 other boys and headed for Tacoma, Washington, a location only known to him by the destination marked on his plane ticket.

Catholic Community Services, a group that sponsored his plane ticket, was responsible for setting John up with services when he arrived in Tacoma. They took him to Tacoma Community House (TCH) where John was given an opportunity to take a few classes to help him improve on his English pronunciation. He already knew how to read and write in English from his schooling in Africa but now he had to speak it, something he said he rarely had to practice in school. TCH also set him up with youth summer employment program, which pays students to work at other non-profits. He was taught how to fill out a job application and how to prepare for an interview along with other hiring processes. During John's first summer in the U.S. he already had his first job with the Puget Sound Boys and Girls Club. John said the experience was "great, it is really fun to work with kids."

"March 30th, 2001 Nhial boarded a plane with 14 other boys and headed for Tacoma, Washington, a location only known to him by the destination marked on his plane ticket."

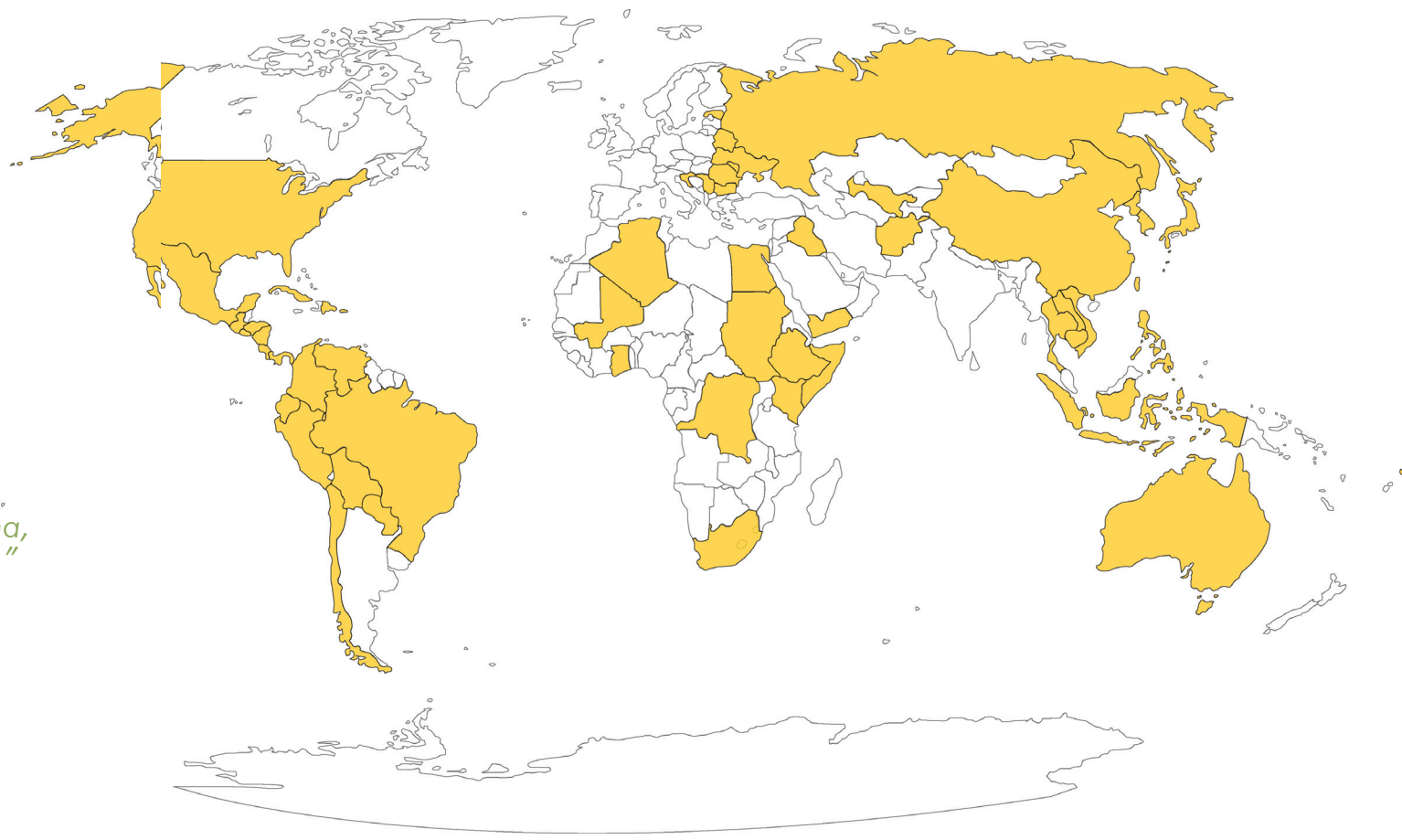
Andrea Reubel, the Employment Coordinator at TCH, took a special interest in helping these Sudanese boys. Andrea was already responsible for taking care of her own 6 year old son, but now she stretched herself even further when she obtained a license to become a foster parent. Andrea took in 4 boys from Sudan including John and his brother Jacob. John formed a deep and lasting relationship with Andrea as well as her son, whom he often watched over and played with. When John turned 18 and graduated from Foss High School, Andrea's commitment was over on paper, but their relationship endured. She helped him as he traversed his path towards college.

John was accepted into Gonzaga University in Spokane, WA. John was not the only one to attend college. All four of the boys who went through TCH and lived with Andrea went to college. John's brother is currently attending St. Martin's University in Lacey, Washington. On May 11th, 2008 John graduated with a double major in political science and sociology with a concentration in comprehensive leadership. Currently, John is contemplating law school.

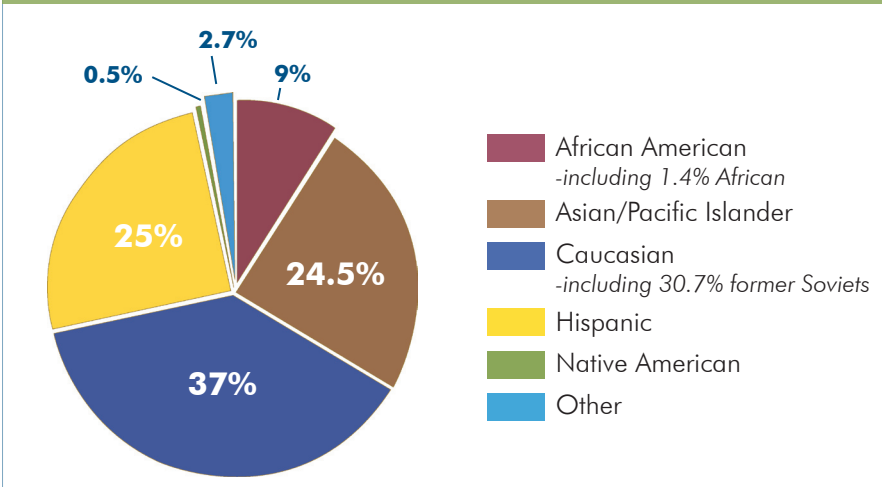


JOHN NHIAL, FORMER TACOMA COMMUNITY HOUSE PARTICIPANT

IN 2007-2008 WE SERVED PEOPLE ORIGINATING FROM 57 DIFFERENT COUNTRIES



ETHNIC/RACIAL BREAKDOWN



DID YOU KNOW ...

In the state of Washington, **750,258 people age 5** and older are foreign born – **12.2%** of the total population.

1 in 6: One in 6 high school credentials earned in Washington state is a GED.

IN 1982, LITERACY NETWORK OF WASHINGTON (NOW) began offering support services to organizations that assist adults in learning to read. The goal of these services was to create a system where all adults have access to and receive the high quality services they need. Twenty-six years after beginning this mission, Literacy NOW has made an impact statewide: Literacy NOW has trained over 30,000 volunteers who have in turn supported over 150,000 adults in Washington in their quest to become literate. Literacy NOW has also worked with or trained nearly every adult literacy organization across the state. They provide training, consulting, and program management assistance to programs that are beginning or well-established.

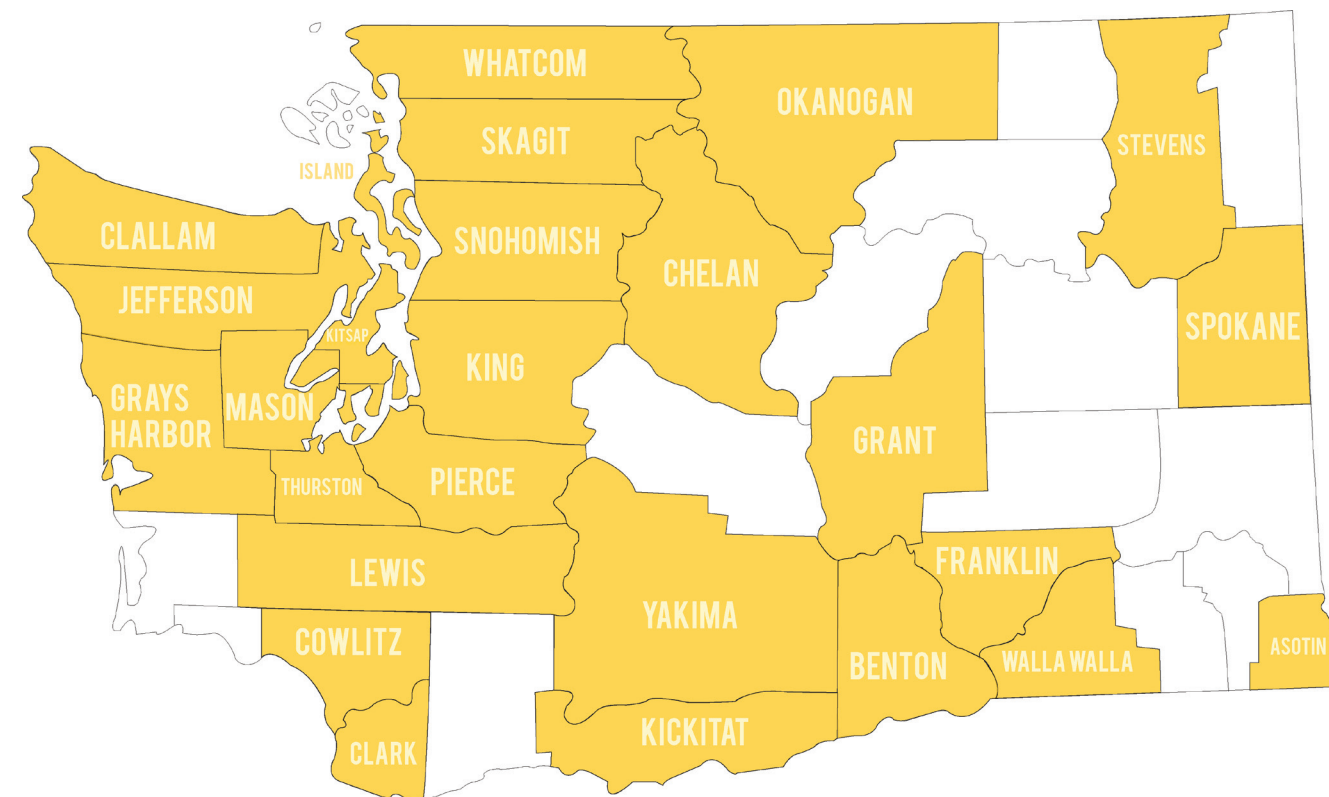
Despite this impressive record, the need for adult literacy services is still tremendous. And many people aren't aware of the scope of the problem: An estimated 571,000 adults over 18 in Washington do not have a high school diploma, and an estimated 35% of the state's workforce functions at the lowest literacy levels. Today, Literacy NOW offers a range of practical tools to adult literacy providers statewide aimed at tackling this massive problem. One of the key things that Literacy NOW does is provide hands-on training in a variety of subjects. Perhaps the most popular and beneficial training is for volunteers who are working at adult literacy organizations as tutors for adult literacy students. The volunteer training offers skills needed to engage with and successfully teach adult learners to read.

"Every child in Washington state deserves a parent who is capable of supporting the child's educational needs and growth."

Literacy NOW also offers a comprehensive set of tools for organizations which includes: a team of trainers with years of experience, hands-on training on topics ranging from adult literacy techniques to intercultural communication, printed materials and resources on adult literacy, a 24-hour information and referral hotline, and an online directory of every adult literacy provider in Washington state. Additionally, Literacy NOW produces a quarterly newsletter on both management and instructional information for providers, generates a monthly e-newsletter, Literacy Matters, which shows people ways of making literacy matter in their community, and publishes fact sheets on various topics related to adult literacy that build awareness about the need for adult literacy services.

Literacy NOW is also working to create a statewide advocacy network for adult literacy. This advocacy network would work to create awareness among public officials about the need for adult literacy services and funding across the state. One of the primary goals is increasing understanding about the impacts, both economic and personal, that adult illiteracy has on Washington. In the end, Literacy NOW endeavors to create a system that supports low-literate adults, who in turn are the primary teachers of children. As Lee Jewett, Literacy NOW program coordinator, mentioned, "every child in Washington state deserves a parent who is capable of supporting the child's educational needs and growth."

LITERACY NOW SUPPORTS 151 ADULT LITERACY PROGRAMS IN 26 COUNTIES



AND TRAINED 1,186 VOLUNTEERS



LEE JEWETT, LITERACY NOW COORDINATOR

VIOLA HARPER, LITERACY NOW ASSISTANT

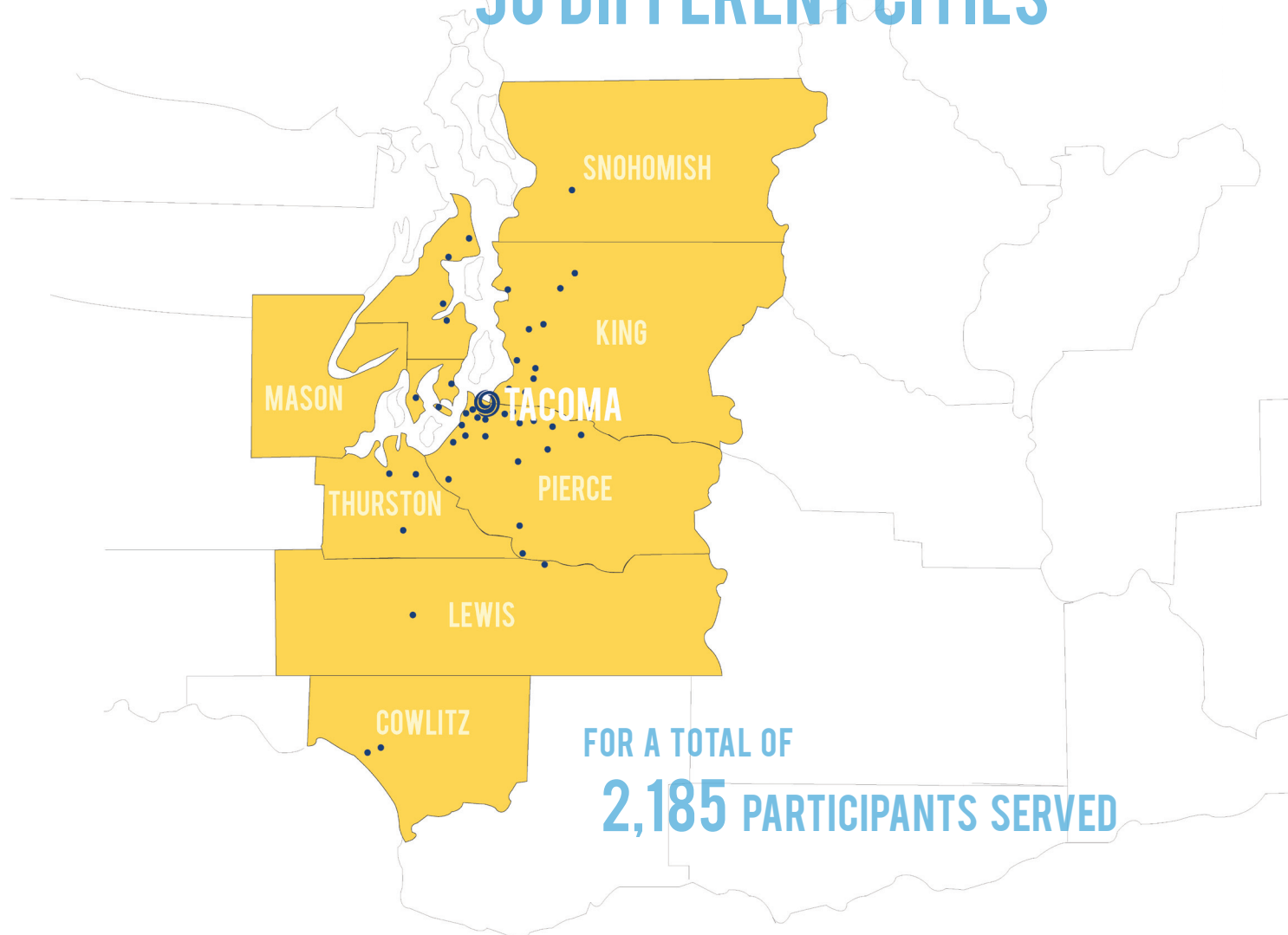
Auburn > Bellevue > Bonney Lake > Bremerton > Buckley > Covington > Dallas > Des Moines > Dupont > Eatonville > Edgewood > Elbe > Enum-claw > Federal Way > Fife > Fircrest > Fort Lewis > Fox Island > Gig Harbor > Graham > Kelso > Kent > Kingston > Lacey > Lakebay > Lakewood > Longview > Milton > Morton > Olympia > Omak > Onalaska > Orting > Park Forest > Parkland > Port Orchard > Poulsbo > Puyallup > Redmond > Renton > Roy > Seattle > Snohomish > Spanaway > Steilacoom > Sumner > Tacoma > Tenino > Tukwila > University Place

OUR EDUCATION DEPARTMENT...

had the highest achievement rate of any adult literacy program in the state of Washington; this includes all of the community colleges and other private educational agencies.

IN 2007-2008 WE SERVED PEOPLE FROM

50 DIFFERENT CITIES



IN THE 2007-2008 CONTRACT YEAR...

TCH served almost **300** TANF eligible parents through our Community Jobs and Supported Works programs.

BILL QUAIFE, FORMER TACOMA COMMUNITY HOUSE PARTICIPANT

When you meet Bill Quaife it is hard to imagine that just two years ago he was homeless. Bill is an intelligent, passionate and dedicated man that fits none of the preconceived notions of a homeless person.

Bill is a life long Tacoman. In his early years, he lived in the Lincoln District, which was a low-income area of Tacoma that was very culturally diverse. When Bill's family was relocated to University Place, an area that had very few minorities and a lot more money, it was a major shift for him. He felt out of place, which was further exacerbated by the fact that he was diagnosed with a learning disability after he failed to pass second grade. In the 7th grade, Bill could no longer take the pressures of school and dropped out. After dropping out he quickly started using drugs.

Bill married in 1988, had a son, and was divorced shortly after. The divorce and substance abuse drove a wedge between Bill and his son. They became estranged for four years. In addition to his personal struggles, Bill also suffered on a professional level. Despite the fact that Bill held odd jobs as a house painter for 25 years, he was left vulnerable by his lack of education. When Bill injured his shoulder, he found himself jobless, unable to find work, and inevitably living on the streets in abandoned houses and the woods. Eventually, Bill ended up at The Tacoma Rescue Mission, a homeless shelter in Tacoma, and was in and out for four years of drug and alcohol treatment.

One day the Educational Opportunity Center (EOC) came to The Center for Drug and Alcohol Treatment Facility and Bill's luck began to change. The EOC referred Bill to Tacoma Community House and it wasn't long until he was in our building being tested by Bruce McDowell, one of our ABE teachers. He began taking classes at TCH, 30 years after he dropped out as a 7th grader. In an amazingly short period of time Bill was able to pass his ABE courses and obtained his GED. Bruce explained that, "thinking beyond that (GED) was not something he'd done. He had never thought he could go to college before. This was an utterly new idea to him." Bruce helped Bill expand his own ideas about what he was capable of and helped him realize his plans for going to college.

Bill enrolled at Tacoma Community College (TCC). At first, TCC was a challenge. The students there were commonly 18 years old to Bill's 40 years, but supportive teachers and students once again impassioned Bill. He honored his visual learning style, and altered materials so that he could understand them. And his hard work has paid off. Since enrolling, Bill has received all A's and B's and last quarter an A in every class. Bill found a direction and began giving back to his community. He began taking courses in Human Services with an emphasis in substance abuse counseling. He began volunteering in the community speaking to AA groups. Recently Bill received TCC's highest student award, the Ellen Pinto Community Service Award given to the student that best exemplifies good scholarship and community service.

In addition to academic success, Bill has also had success in his personal life, rekindling his relationship with his son. They both graduated in 2007, Bill from TCH and his son from high school. Bill's son is currently attending Central Washington University majoring in criminal justice. Bill has been sober since October 5th, 2006. Bill's focus on giving back to the community that helped him is clear: "I hope to be either a counselor or probation officer that works for youth with substance abuse problems."

Bill describes Tacoma Community House as a stepping stone along his way. "TCH is open, helpful, welcoming. The experience there (TCH) has left me feeling empowered and showed me that I'm not stupid."

THANKS TO ALL OUR SUPPORTERS

Individuals

Sarah A. Aaron
Rev. & Mrs. David T. Alger
Divulina Alla
Janet Anderson
Anonymous
Kathryn H. Arnberg
Sharon Babcock
Beth Bakeman
Lorraine T. Baker
Mr. & Ms. Calvin Bamford
Daniel & Miriam Barnett
Sheri & Phil Bebbington
Sono Begert
Karen E. Bellamy
Dick Benedetti
Marian Berry
Mr. & Ms. Gary Bettencourt
Nels & Winifred Bjarke
Kathy Bogue & Rev. Wes Stanton
Mr. & Mrs. Ken Bose
Patricia Bradley
Michael Brandstetter
Gina Breukelman
Jane Brosius
Rev. Dr. Joanne C. Brown
Elsie M. Brown
Mr. & Mrs. Donald Brown
Lynn Busacca
Mr. & Mrs. Robert Camner
Rev. & Mrs. Marshall Campbell
Mr. & Mrs. Arthur Campbell
Michael Campbell
Isaias Caps & Ramona Wright
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Mr. & Mrs. Harold Carlson
Tim Carney
Mr. & Mrs. William Carter
Ronnie Cash
Jose C. Castillo
Mike Chapman
Loretta Chivers
Danna & Mike Clancy
Allen & Donna Clark
Liz Collins & Richard A. Hall
Alec Colovos & Sheila Koyama
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Mr. & Mrs. Robert E. Cooper
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Jose L. Costillo
Ella Mae Crawford
Alysan Croydon
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Evelyn G. Dailey
Bruce F. Dammeier
Mr. & Mrs. Peter Darling
Jeannie Darneille & Howard Graham
Rev. Jim Davis & Nancy Tam Davis

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Amanda Didier
Amy Diehr
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Donna Douglas and Gloria Stancich
Mike & Elizabeth Dunbar
Margaret Easterbrooks
Julian & Jennifer Edgoose
LaKesha Egardo
Daniel C. Elliott
Holly Emerson
Elvera Engquist
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Roberta A. Hamilton
James H. Hamre
Michael & Collette Hanson
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Mary Harris
Gordon Hauschild
Anne Helmholz
Mr. & Mrs. Corey Hjalseth
Derrick Hochstatter
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Mr. & Ms. Jonathan D. Holt
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Laurie Jinkins & Laura Wulf
Michael Johnson
Sally Jones & Sara Jordan
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Susan Kidd
Bonnie King
Tatyana Koshevaya
Joe Lawless
Sandra K. Lawrence
Ven Le & Thu H. Nguyen
Kiet Le & Mai Phan
William & Erna Leith
Rev. & Mrs. James Lewis
Sok-Khieng Lim
Rebecca Lister
Lois S. Livingston
John Lohrl & Susan Schreurs
Rev. Lynn E. Longfield
Jim & Debbie Loomis
Nevely Lovely
Lawrence L. Lowther
Hoa T. Mai
Patricia Mail & Peggy Kopf
Lawrence G. Malcom
Melanie Manista-Rushforth
Patrick K. Mannelly
Paul Many

Lori Matsukawa
Robert R. McCutchan
Bruce McDowell
Sarom Meas
Rose Mednick
Michael Melton
Betty Meyer
Donna Miller-Parker
Richard Moe
Mr. & Mrs. Donald W. Moore
Belinda S. Moses
Kelli Muldoon
Tracy & Daniel Nagy
Peter Natkha
Layci Nelson
Kieu Neubert
Hong H. Nguyen
Gary & Laura Nicholson
Virginia Nisker
Janet Norris
Nissayodom Nov
Choub Oeung
Marian & Clyde Ogden
Ed & Stacey Ogle
Thomas Olsen & Natalie Doerr
Janice L. Olson
Rev. Robert H. Ortmeyer
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Mr. & Mrs. Alfred C. Stacey
Col. Willie C. Stewart, USAR Ret
Perry Stone

Kristine Stroad-Moore
Maxine Strom
Nancy Strom
Mary K. Sugimoto
Frances M. Tanaka
Bonnie Taylor & Mark Dawson
Boyko Tetyana
Karen Thomas
Petro Todasan
Betty Troxell
Carl Tweeten
Volodymvp Vasyley
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Brenda Williamson
Lisa Wilson
Mr. & Ms. Donald J. Wingard
Edward & Deborah Winskill
Sharon Wischmeier
Murden Woods
Rev. & Mrs. Robert Yamashita
Yukie Yumibe
Sofia Zapata
Marina Zhukov
Mr. & Mrs. Andrey A. Zhuravlev
Jerry & Vera Zimmerman

Honor and In Memory

Charlotte Boutz
Danna & Mike Clancy
Joseph A. Scorcio
Lorraine T. Baker
Elsie M. Brown
Patricia Mail & Peggy Kopf
Colleen M. Waterhouse
Lucinda & Donald Wingard
Yukie Yumibe
Honor
Ed Murphey
Honor
Marilyn Bentson
Paul Many
Hong Nguyen
Nissay Nov
Honor
Karen Bellamy
Memory
Caroline Verone Turco
Memory
Dr. Frank E Brown
Memory
Kelly Hendrick
Memory
Michael Waterhouse
Memory
Stanley and Miriam Seymour
Memory
Kioyish Yumibe

Churches

Auburn First UMC
Auburn First UMW
Bellevue First UMW
Bethany UMW
Bothell UMW
Christ UMW
Colby UMC
Colby UMW
Coupville UMW
Custer UMW
Des Moines UMW
Epworth-Lesourd UMW
Fairwood UMW
Fall City UMW
Ferndale UMW
General Board of Global Ministries
General Board of Global Ministries
-Women's Division
Gig Harbor UMC
Highline UMW
Kennewick First UMW
Kent UMW
Lakewood UMW
Lamb of God Baptist Church
Magnolia UMW
Marysville UMW
Mason UMW
Milton UMC
North Mason UMW
Olympia First UMW
Pacific Lutheran University
Pacific NW Conference UMC
Pacific NW Conference UMW
Parkland UMW
Port Hadlock Community UMW
Pullman UMW
Puyallup UMC
Riverton Park UMW
Seabold UMW
Seaview UMW
Sixth Ave UMC
Spanaway UMW
St Marks Lutheran Church by the Narrows
St. Andrews UMW
Summit UMW
Toppenish UMW
Trinity UMW of Wenatchee
United Church In UP
University of Puget Sound
University Temple UMW
West Highlands UMW
Woodland Park UMW
Yelm UMW

Businesses

Alaska Airlines
Bellevue Community College
Boeing Employees Community Fund

Davies Pearson Attorneys
Financial Planners Northwest, Inc.
Hilltop Action Coalition
Hopelink
Johnson Stone & Pagano, PS
Mario German's Tattoo
McGavick Winery
Microsoft Corporation
Milgard Manufacturing
Narrows Plaza Bowl
The News Tribune
Pacific Law, Inc P.S.
Practical Solutions
Rebecca V. Gallery
RSM McGladrey, Inc.
Rusty George Creative
Safeway
Seattle Mariners
-Mariners Care Community Section
Sound Banking Company
Southwest Youth and Family Services
Teamsters Local Union #117
United Way of King County
United Way of Pierce County
Vail and Associates
Weekly Volcano

Grants

Employees Community Fund/Boeing
-Puget Sound
Greater Tacoma Community Foundation
The Hendrix Foundation
Jean E. Thomson Foundation
Key Foundation
Mt. Ranier Bank
Rainier Pacific Foundation
Russell Investment Group
Sequoia Foundation
Sunrise Rotary Club

Public Support

Department of Social and Health Services
Franklin Pierce School District
Higher Education Coordinator Board
Office of Refugee & Immigrant Assistance
State Board Community & Technical Colleges
Tacoma Department Planning & Development
Workforce Development Council
Tacoma Pierce County
-Employment & Training Consortium
Tacoma Public Schools
Washington State Board
-For Community & Technical Colleges

TACOMA COMMUNITY HOUSE PARTNERS

Area Agency on Aging
A Watered Garden Family Learning Center
Allenmore Hospital
American Indian Community Center
American Red Cross
American Viking Claims
AmeriCorps
Animal Supply Company
Area Agency on Aging
Armstrong Uniserve
Asian Counseling and Referral Service
Associated Ministries
Atlas Castings and Technology
Avalon Renaissance Narrows Glen
Avamere (Tacoma Rehab)
Baker Boys Northwest
Barton School - First Presbyterian Church
BASH Food Bank
Bates Technical College Downtown Campus
Bates Technical College South Campus
Belair Rehab and Specialty Center
Bellevue Community College Developmental Education
Bellingham Technical College
Bethel School District
Big Bend Community College
Bill of Rights Defense Committee
- Tacoma
Bite Me, Inc
Blue Mountain Action Council
Blum's Saw Inc.
Bob's New Construction (Kirkland)
Bookends Literacy Project
- SPSCC and Mason County Literacy
Boys and Girls Club
- Al Davies, South End
Boy's and Girls Club DA Gonyea
Bremerton-Kitsap Health Dept.
Brown and Haley
Burgess, Fitzer
Burlington Coat Factory
C.O.T. Lighthouse Senior Activity Center
Captive Plastics
Cardiac Health Specialists
Cardiac Study Center
CASA Latina
Cascade Eye & Skin
Cascade Park Gardens
Cascadia Community College
Catherine Place
Catholic Community Services
Center for Career Alternatives
Center For Human Services
- Shoreline Family Support Center
Center for MultiCultural Health
Central Washington University Testing Services
Centralia College
Centro Latino
Challenge Learning Center
- Tacoma Rescue Mission
Children's Home Society
Chinese Information & Service Center
CIELO Project
CINTAS
Citizens for Responsible Justice
City of Seattle
City of Tacoma
Clallam County Literacy Council
Clark College
Clothing Closet
Clover Park School District
Clover Park Technical College
Coast Engine and Equipment
Columbia Basin College
Comfort Design
Community Colleges of Spokane
- Colville Center, Institute for Extended Learning
Community Health Care
Community to Community Development
Comprehensive Mental Health

Concrete Technology Corporation
Congressman Adam Smith's Office
Congressman Norm Dick's Office
Consumer Credit Counseling
Courtyard by Marriott
Crystal Judson Family Justice Center
David's Bridal
Davies Pearson, P.C.
Dawn's Floral and Gifts
DeGoeres
Department of Corrections
Department of Labor and Industry
Department of Social and Human Services
Digestive Health Specialists
Discovery Elementary School
Discovery Primary School
East African Community Development Council
Eatonville School District
ECAP Early Childhood Program
Edmonds Community College
El Centro de la Raza
Emerald Queen Casino
Emergency Food Network
Empowerment Center
Everett Community College
- Literacy Center
Evergreen Primary School
Evergreen Staffing
Expert Interpreting Services
Express Printing
Fashion Bug
Federal Public Defender, Western District of Washington
Federal Way Municipal Court
Fife Milton ECAP
Fife Municipal
Fife School District
Filipino Community of Seattle
Fircrest Municipal
First United Methodist Church Micah Project
Food Connection
Fort Vancouver Regional Library District
Foundation El Camino
Franciscan Health Systems
Franciscan Hospice
Franciscan Midwives
Frank Tobey Jones Retirement Estates
Franklin Pierce School District
Friendly Foods
Gateways for Youth
Gentiva Health
Good Samaritan Hospital
Goodwill Industries Tacoma
Gray Middle School
Grays Harbor College
- Adult Basic Education
Grays Harbor College
- Riverview Education Center
Greater Lakes Mental Health
Green River Community College
Group Health Cooperative
Harmony Elementary School
Hate Free Zone
Helping Link
Hematology Oncology Northwest
Highland Condominiums
Highline Community College
Home & Community Services
Hopelink
- Carnation, Kelsey Creek Center, Shoreline Center
Horn of Africa Services
Hospitality Kitchen
Hotel Murano
Immanuel Daycare
Immigration and Customs Enforcement
Indochina Chinese Refugee Association
Indochinese Cultural Center
Infections Limited
Intel Clubhouse
Intercommunity Mercy Housing

International District Housing Alliance
International Rescue Committee
Islamic Education and Community Center
Jebino's
Jewish Family Services
JMK Fibers, LLC
Jobs with Justice
Kaizen Program for New English Learners with Visual Limitations
Kelly Maintenance Contractors
Khmer Community of Seattle - King County
King County Housing Authority
King County Library System
Kirk's Pharmacy
Korean Women's Association
Lake Washington Technical College Basic Skills Program
Lakewood Health Care
Lakewood Municipal Court
Lakewood Prosecutor's Office-Victim Advocate
Lao Community Service Office
Lewis County Literacy Council
Lewis-Clark Valley Literacy Council
Life Center
Lighthouse Senior Center
Literacy Council of Kitsap
Literacy Council of Kitsap
- Poulsbo
Literacy Council of Seattle
Literacy Council of Seattle
- Rainier Vista Neighborhood House
Literacy Source
- Samara
Lower Columbia College
Lucks Food Decorating
Lutheran Community Services Northwest
Lutheran Family Services
Madison Family Literacy
Mann Elementary School
Maple Leaf Lutheran Church
Marshall's
Mason County District Court
Mason County Literacy
McDonalds
MCE-Meridian Center Electric
Metro Park
Metropolitan Development Council Family Support Center
Metropolitan Development Council High Demand
Milgard Manufacturing
Milton Municipal Court
Mission Foods
MJM Investigations
Morgan Family YMCA
Morning Sun
Mt. Zion Charisma Preschool and Childcare
Muckleshoot Indian Casino
Muckleshoot Tribal College
Multicare Health System/ Environmental & Laundry Services
Multicare Health System
Multicultural Family Hope Center
Multi-Service Center
My Service Mind
NE Washington Rural Resources
National Lawyers Guild
Rainier School
National Maintenance Contractors
Neighborhood House
Neighborhood House
- High Point
Neighborhood Market
Neurosurgery Northwest
Nonprofit Assistance Center
North Seattle Community College
North Seattle Family Center

North Thurston Public Schools
North Whidbey Literacy @ Skagit Valley College
Northwest Cardiovascular
Northwest Detention Center
Northwest Door
Northwest Immigrant Rights Project
Northwest Indian College
Northwest Justice Project
Northwest Leadership Foundation
Northwest Medical Specialties
Northwest Neurology
Office of Administrative Hearings
Office of Refugee and Immigrant Assistance
Office of the County Clerk
Okanogan County Literacy Council
Olympia Municipal Court
Olympic College
Olympic College
- Shelton
Optimal Translations
Orchard Park Health Care
Orchard Park Health Care & Rehab Center
Orthopedic Center
Pacific Lutheran University
Pacific Sportswear Inc.
Paratransit Services
Peninsula College
Peninsula College
- Forks
Peninsula School District
Pierce College
Pierce College
- Fort Steilacoom, Puyallup
Pierce County Center for Dispute Resolution
Pierce County Department of Assigned Council
Pierce County Health Department
Pierce County Hispanic Chamber of Commerce
Pierce County Housing Authority
Pierce County Human Services
- Evaluation & Treatment, Crisis Triage, Developmental Disabilities
Pierce County Interpreter Coordinator
Pierce County Library
Pierce County Prosecutor's Office
- Victim Advocates
Pierce County South CSO
Pinnacle
Planned Parenthood
- Bremerton, Olympia, Puyallup, Tacoma
Presbyterian Church - University Place
Professional Registry of Nursing
Project Read
ProLiteracy
Puget Sound Educational District
- Early Childhood Education and Assistance Program
Puget Sound Educational Service District
Puyallup Dermatology
Puyallup Municipal Court
Puyallup Prosecutor's Office- Victim Advocate
Puyallup School District
Quantum Management
RaceWay Technology
Rainier School
Refugee and Immigrant Assistance Center
Refugee and Immigrant Family Program
Refugee and Immigrant Services Northwest
Refugee Federation Service Center
Refugee Federation Service Center
- Kent, White Center
Refugee Women's Alliance
Refugee Women's Alliance
- SeaTac Office
Regal Logistics
Regency at Tacoma
Renton Technical College
- Basic Studies
REX Pegg Fabrics Inc
Roy Municipal Court
Ruckman's Cabinet Doors
Ruston Municipal Court
Safeway

Salmolux
Schucks Auto Supply
- Graham
SeaMar Community Health Centers
SeaTac Packaging
Seattle Central Community College
Seattle Public Library
Seattle Vocational Institute
Secondary Bilingual Orientation Center
Senator Cantwell's Office
Senator Murray's Office
Sexual Assault Center
Shelton Municipal Court
Shining Ocean Seafood
Shoreline Community College
Silver Cloud Inn
Skagit Literacy
Skagit Valley College Adult Basic Education
Social Security
- Puyallup
Somali Community Services Coalition
Sound Youth Counseling
South Puget Sound Community College
South Seattle Community College
South Sound Neurology
South Sound Women's Center
Southwest Youth and Family Services
St. Clare Hospital
- Francis
St. James ESL Program
St. John's Church
St. Joseph Medical Center
- Holiday, MSS/WIC, Inpatient Hospital
St. Mark's Lutheran Church
St. Vincent De Paul
State Board for Community and Technical Colleges
Steilacoom Municipal Court
Steilacoom School District
Sumner Municipal Court
Sumner School District
Sunrise Center Daycare
Sunrise Early Education Center
T&H Machine
Tacoma Ambulatory Surgery Center
Tacoma Area Literacy Council
Tacoma Community College
Tacoma Community College
- Gig Harbor Campus, Madison Family Literacy Program
Tacoma Detox
Tacoma Firs Golf Range
Tacoma General
Tacoma General - Environmental
Tacoma Goodwill Industries
Tacoma Health Department
Tacoma Housing Authority
Tacoma Lutheran Home
Tacoma Municipal Court
Tacoma Pierce County Employment and Training Consortium
Tacoma Public Library
Tacoma Public Schools
Tacoma/Valley Radiation Oncology Center
Tacoma Recycling
Tacoma Rescue Mission
Tacoma South Medical Clinic
Tacoma Urban League
Tactile Tailor
Teamsters Union 117
Tarco Packaging
The Bread Garden
The Language Institute at University Presbyterian Church
The News Tribune
Thurston County District Court
Thurston County Superior Court
Timberland Regional Library System
Trinity Presbyterian Church
Tri-Way Industries
Tukwila Adult Literacy Program
Tumwater School District
Ukrainian Community Center
UltraPoly

UniFirst Corporation
United Indians of All Tribes Foundation
United Way of Pierce County
University Brass Corp.
University of Puget Sound
University of Washington
- Tacoma
University Place Care Center
University Place School District
Up To Grade Concrete
Urban Grace Church
US Public Health Department
Vanguard Group
Verizon
Victory Outreach
Voda Construction
Volunteer Advocates for Immigrant Justice
Volunteer Legal Services
Walla Walla Community College
Washington State Department of Transportation
- Olympic Region
Washington Women's Employment and Education
Wenatchee Valley College
Wenatchee Valley College
- Brewster, North Campus
Wenatchee Valley Literacy Council
Western State Hospital
Whatcom Community College
Whatcom Literacy Council
White Swan Adult ESL Program
Wildwood Elementary School
WIS International
Women Health & Breast Center
Women to Women OBGYN
WorkSource
WorkSource Columbia Gorge
World Relief
World Relief
- Seattle, Spokane, TriCities
World Vision
WSU Klickitat County Learning Center
WSU Testing Services
Yakima School District Youth Services Center
Yakima Valley Community College
YouthSource
YWCA of Pierce County

STATISTICAL HIGHLIGHTS

PARTICIPANTS SERVED

Total

2,185

* Education

975

* Employment

638

Community Jobs
Supported Works
Youth

120
179
176

* Multilingual Services

966

Bilingual Assistance
Immigration/Citizenship

168
826

*These are unduplicated numbers.

OTHER SERVICES

Literacy Now

Hits on Directory
Organizations Served

23,373

59 in 16 counties

Other Services

Volunteers
TANF Participants Served
Organization Partners
Language Bank

87

380

129

12,475

\$673,245 total billed

Outcomes

Increased language or literacy skills
Increased computer literacy level
Became a citizen
Adjusted immigration status
Got a job
Stayed in school (K-12)
Retained summer employment
Graduated from high school

384

195

59

175

248

100

8

41

OUR LANGUAGE BANK

completed 12,475 individual interpretation/translation assignments with the total billing of \$673,245.



YANACOSME, LANGUAGE BANK COORDINATOR

STEPHANIE NAKAJIMA, LANGUAGE BANK ADMINISTRATIVE ASSISTANT

LANGUAGE BANK ADMINISTRATIVE ASSISTANT, **AZUSA HIRASAWA**





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