

Since 1972



BRIDGING CULTURES
COMMUNITIES & GENERATIONS

建立連接不同社區、文化及世代的橋樑

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MISSION STATEMENT 使命:

We support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.

仁人服務社 (CISC) 尊重不同的文化背景，通過創造機會，協助移民及他們的家庭走向成功。

CISC (Chinese Information and Service Center) helps immigrants throughout King County achieve success in their new community by providing information, referral, advocacy, social and support services.

通過提供資訊、轉介、倡導、社會及支援服務，仁人服務社幫助景郡的移民在其社區中達致成功。

CISC was started in 1972 by a group of energetic college and high school students. They worked as part-time volunteers in a tiny donated space in Chinatown to fulfill a community need. The early focus was on helping non-English speaking elderly in the community. Later, CISC broadened its scope and added ESL and naturalization classes, family and youth services, crime victim services, and a community technology center.

Over the years, CISC has continued to respond to community needs by bringing access to services. In 2007, CISC partnered with other community-based organizations and began providing immigrant transition services on the Eastside and at its International Family Center-Kent in Chinese, Vietnamese, Spanish, Russian, and the languages of India initially through its Cultural Navigator Program, but is now serving these communities with its other range of services.

CISC annually reaches over 20,000 immigrants and their families throughout King County, Washington. These services help to overcome barriers, facilitate transition and promote integration into the mainstream community.

仁人服務社是於1972年由一群熱心及充滿活力的大學及中學生開展服務的。為滿足社區需要，他們就在華埠一處捐來的小地方擔當兼職義工。服務初期，他們是以服務那些不懂英文的耆老為主。後來，仁人服務社擴展其服務範疇，並加入以下新的服務，包括：成人及青年就業計劃、英文及公民計劃、家庭及青年服務、家庭暴力及罪案受害者服務和社區科技中心。

在過去幾年，仁人服務社回應社區的需求，為東區的耆老提供服務。在2007年，仁人服務社與其他社區機構合作在仁人服務社和馨家園—肯特和東區，以國語、粵語、越南語、西班牙語、俄語、和印度語提供幫助新移民適應生活的服務。

仁人服務社每年為華盛頓州、金郡及包括西雅圖超過20,000位以華裔為主的移民及難民提供服務。這些服務是幫助他們克服困難、幫助他們順利過渡及融入主流社會。

在實習學生和數以百計的社區義工協助下，現時我們有105位全職職員。本機構的員工能提供的語言/方言包括：粵語、國語、台山話、台語、客家話、潮語、上海話、福建語、馬來語、越南語、印度語、西班牙語、俄語及英語。經過45年的努力，仁人服務社在社區中獲得優越的聲譽，作為領導的機構為移民社區提供語言及文化適切的社會服務。

CISC Other Locations 辦公室

Bellevue

Cultural Navigator Program
Bellevue Mini City Hall, Crossroads Mall
15600 NE 8th St.
Bellevue WA 98008
425.452.2800
425.502.0883 Russian

Russian Case Management Program
Lake Hills Village
655 156th Ave. SE, Ste. 380
Bellevue WA 98007

Redmond

Cultural Navigator Program
Together Center
16225 NE 87th St., Ste. A-7
Redmond WA 98052
425.289.8608 Spanish
425.625.5066 Spanish

Kent

18020 80th Ave. S, Ste. 102
Kent WA 98032-2519
425.207.9007

CISC's Service Delivery System

Our Philosophy 服務理念

The agency's service philosophy is to use a holistic approach with bilingual/bicultural staff to provide developmentally appropriate services to individuals, families, and groups throughout the community. The focus is first on stabilizing, then strengthening individuals through strength-based skill building. The ultimate goal is for clients to reach their maximum potential as quickly as possible and become self-sufficient, contributing members of the community.

Clients can initially enter the system through any of the specific service that is provided. If they are determined to be in need of, or can benefit from, the other services that the agency offers, the internal coordination among staff makes for a smooth transition in obtaining the new service by ensuring that the necessary information are collected and the staff of the new service is thoroughly briefed on the client's needs.

我們的服務理念是通過雙語言及雙文化的職員，使用全面的手法為我們社區內的個人、家庭及團體提供適切的發展性服務。我們首要的重點是通過建立以強化為本的技巧使我們社區成員得以穩定繼而發揮所長。最終目標是使每一位服務對象能儘快地盡展其潛能成為社區內能自我照顧及有貢獻的成員。

Early Learning and Youth Services 兒童青少年服務

<p>Kaleidoscope Play and Learn Groups 雙語學前幼兒樂園</p> <p>鄭小姐 206-957-8520</p>	<p>Helps families prepare their young children for success in school and life. This program, reaches families in their neighborhoods and in their home languages weekly. Kids and their caregivers take part in play activities that include stories, music, game or crafts to support children’s early learning. Community services, parenting education, and child care resources available to help parents and caregivers raise healthy children.</p> <p>Weekly play and learn groups at multiple sites in King County.</p> <p>雙語學前幼兒樂園活動協助家庭為幼兒提前適應學校和生活環境。每星期在不同的社區以家庭語言進行活動,透過年齡適切的活動方式,包括遊戲、雙語兒歌、故事、手工、玩具等,支持兒童早期教學。提供社區服務、家庭教育及育兒資源,讓幼兒家長及其照顧者培育健康活潑的孩子。</p>
<p>Parent Child Home Program (PCHP) 家長及幼兒家訪計劃</p> <p>陳小姐 206-957-8502</p>	<p>Provides weekly home visiting services for low-income families with children 16 months to 3 years of age. In order to prepare children for pre-school and kindergarten, services focus on early-literacy skills, learning through play and strengthening the parent-child relationship. Free books and toys are provided weekly to participating families.</p> <p>為幫助孩童對於學前班及幼稚園做好準備。本計劃為 16個月至三歲幼兒的低收入家庭提供每周兩次的家訪、免費故事書及玩具,注重培養早期閱讀能力,通過遊戲來學習及增強親子互動。</p>
<p>CISC Bilingual Preschool 仁人雙語學前班</p> <p>鄭小姐 206-957-8520</p>	<p>The mission of CISC Bilingual Preschool is to prepare children for school learning by providing a bilingual and bicultural environment. It also aims to help families achieve self-sufficiency by providing education, resources, and networking opportunities.</p> <p>The role of this program is to foster learning by providing children with experiences that support the physical, social, emotional, cognitive, bilingual, and bicultural development of children. Efforts to improve school readiness are most effective when the curriculum embraces the rich cultural and language backgrounds of families and children.</p> <p>「仁人」的雙語學前班提供一個雙語雙文化的環境為小孩作好入學前的準備,目的是透過教育和提供資源,幫助家庭能夠自力更生。學前班更提社會、心理、雙語、雙文化的支持,促進小孩的學習。最有效的學前準備是在學習過程中融入了家庭和小孩自己的豐富文化和語言。</p>
<p>Youth Development 青少年發展計劃</p> <p>郭小姐 206-957-8538</p>	<p>Structured after-school activities during the school year and summer to build youth developmental assets within a bilingual and bicultural environment. Offers homework assistance, leadership training and social skills programs.</p> <p>提供學期及暑期中課業輔導、領袖訓練、建立社交技巧的課後活動,幫助學生在雙語和兩地文化的環境中發展</p>

Healthcare Access and Outreach 醫療保健教育與推廣計

<p>SHIBA 全州健康保險權益顧問</p> <p>Chinese 206-624-5633 x 4175</p> <p>Vietnamese 206-624-5633 x 4176</p> <p>Tagalog 206-624-5633 x 4183</p>	<p>Statewide Health Insurance Benefits Advisors (SHIBA) provides free, unbiased and confidential help with Medicare and health care choices. We help to assess client's health care coverage needs, determine general eligibility for health care coverage programs and provide enrollment help with Medicare.</p> <p>全州健康保險權益顧問援助熱線致力於全面提供免費醫療保險詢及一切有關消費者權益的服務。主要服務範圍包括：輔導、教育及轉介有關醫療保險之資料。</p>
<p>Health Care Access Made Easy/Community Health Partnership 社區健康共創計劃</p> <p>Chinese 206-624-5633 x 4175</p>	<p>Provides services and increases access to services among Asian immigrant populations in King County who are unable or ineligible to receive services through Medicaid , and other Healthcare options.</p> <p>對金群縣的亞裔移民家庭解決因語言、文化、社會和經濟而引致的障礙。幫助他們成功使用醫療和其他資源，包括預防性護理服務。</p> <p>Improves access for areas within King County that experience greater health disparities, such as the cities of Tukwila, Burien, Kent, Des Moines, Normandy Park, and Federal Way.</p> <p>改善金群縣內不同城市對醫療健康差異。城市包括Tukwila, Burien, Kent, Des Moines, Normandy Park, and Federal Way.</p> <p>Information & Assistance staff are certified in-person assisters for the HBE to enroll eligible individuals into the Affordable Care Act (ACA) health insurance program.</p> <p>提供個人的醫療保險查詢服務，協助理解繁複的醫療服務制度及協助申請政府福利或奧巴馬醫療法案。提供適當的轉介服務和多種語言翻譯的醫療資訊。更為不符合政府補助之人士尋找適當的醫療服務。</p>
<p>Benefits Enrollment Center (BEC) 福利一站通</p> <p>Chinese 206-624-5633 x 4175</p>	<p>First Regional BEC in the state of Washington that is funded by the National Council on Aging, provides person-centered assistance to low-income seniors and persons with disabilities in accessing all of the benefits for which they may be eligible, such as Medicare and Medicaid, LIS, MSP, SNAP, utility discount, prescription drug.</p> <p>協助申請不同的福利。符合資格可獲得聯邦醫療保險 - 聯邦醫療保險費用節省計劃及聯邦醫療保險處方藥物計劃的額外援助，州政府醫療補助/ 蘋果計劃，糧食券及能源補助。</p>
<p>Emergency Medical Service (EMS) 緊急救援服務</p> <p>Chinese 206-624-5633 x 4103</p>	<p>The Emergency Medical Services (EMS) Vulnerable Populations Strategic Initiative (VPSI) is collaboration between the EMS Division, Public Health-Seattle & King County, fire departments, community based organizations and the University of Washington. VPSI goal is to ensure the highest quality of interface between EMS and the vulnerable population. Through this partnership, we conduct outreach and education on how the EMS system works and how to perform lifesaving actions such as CPR. The program focuses on reaching LEP communities as well as other vulnerable populations.</p> <p>緊急救援服務中的Vulnerable Populations Strategic Initiative (VPSI) 由緊急救援服務分部、Public Health-Seattle & King County、消防局、社區組織 (仁人服務社) 和華盛頓大學合辦；致力作為金郡緊急救援服務與弱勢社群之間的橋梁。透過合作，我們積極推廣有關於美國緊急救援系統、心肺復蘇法與其他急救的教育和講座。此項目主要服務英語能力有限的社群和其他弱勢人士，申請不同的福利。符合資格可獲得聯邦醫療保險 - 聯邦醫療保險費用節省計劃及聯邦醫療保險處方藥物計劃的額外援助，州政府醫療補助/ 蘋果計劃，糧食券及能源補助。</p>

Services for Seniors & Disabled Adults 耆老服務

<p>Community Living Connections 社區生活連接計劃</p> <p>206-957-8518</p> <p>黃小姐</p> <p>[Information and Assistance]</p>	<p>Community Living Connections provides short-term and/or crisis intervention to help meet the needs of low-income, non- and limited-English speaking seniors who have difficulty accessing resources and assistance. We assist clients decipher complicated forms and apply for public benefit programs such as Security Supplemental Income (SSI), Medicaid, Medicare and other health insurance options, Basic Food, Energy/Utility assistance, senior housing etc.</p> <p>社區生活連接計劃提供短期幫助或緊急介入，為低收入且有限英語能力的長者及傷殘人士獲得資源及協助。我們協助申請政府福利及社區資源，如：老年公寓、食物券、能源補助、醫療福利及福利金等。</p> <p>CLC also engages in Outreach Program for Chinese Elderly. Educational classes, social activities, health care workshops and direct support and assistance for elders, in collaboration with local senior and community centers and libraries.</p> <p>Information and assistance and family support services with language support for Chinese, Vietnamese, Spanish, Russian, South Asian and Farsi speaking immigrants at sites in Bellevue, Redmond, and Kirkland. Also serves other immigrant populations on the Eastside needing assistance.</p>
<p>In-Home Care Case Management 家居護理個案管理計劃</p> <p>陳太太</p> <p>206-957-8503</p>	<p>Provides linguistically and culturally appropriate in-home care services for Chinese and Russian frail elderly and disabled adults. Provides comprehensive assessments to develop care plans, obtain and coordinate services to monitor their progress so that frail seniors and disabled adults can remain living in their own homes and communities to prevent premature institutionalization.</p> <p>為照顧家中長者或配偶的非受薪家屬照顧者提供支援服務，包括培訓、輔導、社區資源轉介、暫替護理服務及幫助制訂長期護理計劃等。幫助家屬照顧者適應因照顧患病耆老引致生活轉變，防止憂鬱症及焦慮症等疾病。</p>
<p>Family Caregiver Support 家屬照顧者支援計劃</p> <p>黃小姐</p> <p>206-957-8518</p>	<p>Support services for non-paid caregivers who are taking care of their family members. Service includes: education, counseling, referral, respite service and long term care planning. Helps caregivers adapt and adjust to fulfilling needs of care recipient and avoid physical and burn-out issues caused by intensive caregiving.</p> <p>華裔及俄語耆老和殘障人士提供語言及文化適合的家居護理。家居個案經理為當事人作出評估，為他們制訂護理計劃，申請社區服務，作出協調，以及管理當事人和護理計劃的情況，使身體虛弱的耆老及殘障人士能夠留在家中及社區中維持個人獨特的生活方式，避免過早進入療養機構。</p>
<p>Sunshine Garden Chinese Senior Community Center 晴園樂齡中心</p> <p>江小姐</p> <p>206-957-8517</p>	<p>Day activities for Chinese aged 50 & above to promote: 1. food & nutrition; 2. educational, recreational, social & personal growth; 3. health promotion & wellness; 4. access to social services.</p> <p>Activities include field trips, languages classes, exercise, health care information and workshops, special events, support groups, lifelong learning activities, nutrition education and social services. Most of the activities are free.</p> <p>為華裔 50 歲或以上成人提供不同的日間活動，以推廣：1. 食物與營養；2. 教育、康樂、社交及個人成長；3. 健康促進及保健；4. 社會服務，達至「樂而忘齡」的境界！大部份活動是免費的！</p>

For the Family 家庭服務

<p>International Family Resource Center 和馨家園</p> <p>黃小姐 206-957-8538</p>	<p>A place for families to go for connection, friendships, skill building, and family support services including advocacy, information & assistance, cultural activities, parent education, parent-child activities and play and learn groups, community building and education activities/workshops, and a weekly legal clinic. (Languages available: English, Chinese and Vietnamese)</p> <p>這是一個使家庭融洽、增進友誼、建立新知、獲得多元化家庭支援服務的地方。家庭支援服務包括：爭取權益、諮詢及輔助、文化活動、親子教育、親子活動及學前幼兒樂園、社區關係建立的活動或研討會和每週法律諮詢服務。中心職員提供語言：中文、英文及越南語。</p>
<p>International Community Technology Center 國際社區科技中心</p> <p>杜先生 206-957-8513</p>	<p>Promotes technological awareness through lifelong learning. Administers adult computer classes, youth career exploration training and adult technical workshops to increase employability and competitiveness.</p> <p>促進社區對科技的關注及使用。提供成人電腦課程、青少年就業培訓課程、及為有志提高自己在職場使用資訊科技及競爭能力的在職或求職人士提供不同的課程。</p>
<p>ID Legal Clinic 免費法律諮詢</p> <p>黃小姐 206-957-8538</p>	<p>One of 30 legal clinics organized by the King County Bar Association, utilizes volunteer attorneys to provide legal assistance on family, immigration, employment, housing and discrimination issues. Clinic operates on Tuesday evenings, 5:30pm-7:30pm. Interpretation is provided (upon request ahead of time).</p> <p>由金郡律師協會組織的30家法律諮詢中心之一，利用志願律師為家庭、移民、就業、住房和歧視問題提供法律援助。中心于星期二晚上，下午5:30—7:30pm提供服務。可提前要求提供翻譯。</p>
<p>ESL & Naturalization Classes 英文教學及入籍</p> <p>蕭先生 206-957-8515</p>	<p>Provides different levels of ESL classes, naturalization classes, vocational ESL classes, job readiness classes and practice time with bilingual (Mandarin/Cantonese) and English-only instructors. Classes are offered Monday through Saturday. Small group tutoring and one on one mock interviews are arranged when needed.</p> <p>周一到周六，提供不同程度的英語為第二語言課程、入籍班、雙語會話訓練（國語/粵語）。如有需要，可安排小組補習和個人模擬面試。</p>
<p>Family Support and Parents Education 家庭支援服務 親子教育</p> <p>黃小姐 206-957-8538</p> <p>郭小姐 206-957-8519</p>	<p>Empowers families by offering counseling, information, assistance and referrals to navigate school and government systems, resolve problems and establish resources and support. The goals are to support families and to promote immigrant families' successful adjustment and independence.</p> <p>透過資訊提供、諮詢及家庭輔導來支持並加強個人及家庭在處理問題上的技能。目標是協助移民家庭能獨立且成功的適應新環境。</p> <p>Parenting classes, support groups and individual counseling in order to offer realistic and practical approaches to meeting the challenges of raising bicultural Chinese American children.</p> <p>透過課程、支援小組及親子教育提供父母有效的管教方式，以面對雙文化的挑戰。</p>

<p>Cultural Navigator Program</p> <p>文化嚮導計劃</p> <p>425-502-0684</p>	<p>The Cultural Navigator Program is designed to insure that all members of the community can get help for their family. Offers free, confidential navigation and information assistance to individuals and families who have limited English language skills. This program particularly helps people to navigate systems, find resources and to learn about programs and connect to their community.</p> <p>文化嚮導計劃幫助社區民眾獲得應有的協助，幫助有限英語能力的民眾獲得免費且保密的資訊服務及資源整合，包含了解社福系統、找尋適合的資源以及連接社區服務。</p>
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Our Service Area

CISC provides services at different sites throughout King County:

服務地點:

CISC Bellevue Office (Lake Hills Village)	Martin Luther King Elementary
CISC Kent Office	Newcastle Library
CISC Redmond Office (Together Center)	Newcastle Aegis Gardens
CISC Seattle Office	Newport Covenant Church
Bailey Gatzert Elementary	Newport Way Library
Beacon Hill Library	North Bellevue Community Center
Crossroads Community Center	Peter Kirk Community Center
Crossroads Mini City Hall	Redmond Hopelink Food Bank
Issaquah Library	Redmond Library
Kebero Court	Redmond Senior Center
Lake City Library	Sammamish Library
Lake Hills Library	South Bellevue Community Center
Mercer Island Library	Yesler Community Center