



CHINESE COMMUNITY CENTER

中華文化服務中心

2015 ANNUAL REPORT

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ANNUAL REPORT 2015

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Dear Friends,

Last year, the Chinese Community Center enriched the lives of more than 10,000 people through a broad range of educational, cultural, and social service programs. Our extensive offering of services and activities has allowed us to share our mission of bridging East and West with countless Houstonians of all ages, nationalities, and socio-economic backgrounds.



2015 was a monumental year for our organization. CCC was able to strengthen its core programs by launching new initiatives such as A Matter of Balance, an evidence-based fall prevention program for our senior clients. We also gave workforce development clients a better chance at earning a living wage and achieving financial stability by providing them with vocational training for occupations that have faster-than-average job growth, such as computer support specialists and medical business office professionals.

Furthermore, the Chinese Community Center was able to assist the City of Houston and American Red Cross with disaster relief efforts in May 2015. Our organization proudly served approximately 300 Houstonians who were displaced by a tornado that ripped through Southwest Houston, providing case management services with Red Cross and offering a temporary living space to people that needed it.

Through all this, one thing is clear: our organization is the strongest it has ever been to address the ever-changing needs of our vibrant and diverse community. That is why, in early 2015, the Chinese Community Center embarked on a \$6 million capital campaign to raise funds for the New Horizons Expansion Project. When completed, CCC's new facility will greatly enhance our capacity to serve an additional 5,000 children, older adults, people with disabilities, and families in Southwest Houston each year. The response from the community has been incredible. Thanks to generous pledges and contributions from individual donors, foundations, and corporations, more than 76% of funds were raised by the end of 2015.

It is a wonderful time to be part of the Chinese Community Center, and we recognize that our impact on the community is only possible because of the generosity, dedication, and advocacy of our supporters, community partners, board of directors, volunteers, and staff. On behalf of the Chinese Community Center and the clients we serve, I thank all of you who have helped CCC carry on its mission throughout its 37-year journey.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Chi-mei Lin'. The signature is fluid and cursive, written over a white background.

Chi-mei Lin
Chief Executive Officer



150 children received early childhood education.

147 children achieved age-appropriate developmental milestones in the social, emotional, physical, linguistic, and cognitive domains of learning.

150 children received nutritious meals and snacks through the Texas Child and Adult Care Food Program (CACFP).

30 preschool children aged 4 years or older received vision and hearing screening.

38 parents from low- to moderate-income households received subsidized child care.

263 parents attended parenting education workshops.

Program Overview

The Early Learning Center is an early childhood education program that helps young children aged 18 months through five years achieve age-appropriate developmental milestones so they can reach their full potential, become independent learners and thinkers, and transition successfully to kindergarten. The program is part of United Way of Greater Houston's Bright Beginnings initiative and is accredited by the National Association for the Education of Young Children (NAEYC). NAEYC accreditation demonstrates that the program meets rigorous standards of quality, and only 4% of Harris County child care centers are accredited by the main accrediting bodies, such as NAEYC (<https://www.houston.org/earlymatters/>).

Client Story

Peter, a 3-½-year-old enrolled in the Early Learning Center, and his mother experienced a tragic loss when Peter's father passed away suddenly. In addition to mourning her husband, Peter's mother was faced with a financial crisis, since her husband had been the primary income provider for the family. To help ease her burden, CCC waived Peter's tuition with financial support from Child Care Council of Greater Houston. Peter's mother said this financial assistance was a tremendous help to the family.

Peter's behavior in the classroom changed after the death of his father. He did not eat much during lunch, and he did not participate in classroom activities or interact with his friends like he used to. The teachers in his classroom sought advice from the United Way Bright Beginnings consultant about how best to help him during this difficult time. They followed the consultant's recommendations, which included reading stories to Peter about coping with the loss of loved ones, incorporating his interests in lesson plans, and giving him extra support to help him develop socially, emotionally, and cognitively. Through months of continuous support from staff, Peter started showing signs of happiness again in the classroom, and he expressed a belief that his father was in heaven and would continue to protect him and his mother.





338 students received targeted academic support to help them improve their performance in all subjects.

160 students participated in the Youth program during the after-school hours, and 245 students during the summertime.

323 students engaged in volunteer service projects.

302 students participated in extracurricular clubs centered on reading, quilting, and recycling.

125 students in the after-school program improved their grade point average or maintained at least a B in all subjects.

164 students learned about the dangers of substance abuse and how to avoid giving in to peer pressure.

48 students received individualized mentoring to nurture their personal development.

234 parents participated in parenting education workshops.

122 parents improved their financial skills and knowledge through financial education.

Program Overview

The Youth program helps at-risk, minority, and immigrant students in kindergarten through high school maximize their academic and interpersonal development during the after-school hours and summertime. A member of United Way of Greater Houston's Education Collaborative, CCC provides academic tutoring, preparation for the State of Texas Assessments of Academic Readiness (STAAR) test, interpersonal and leadership development activities, organized sports and physical exercise, clubs that foster students' interest in reading, quilting, and recycling, and volunteer service projects. By participating in the Youth program, students are able to receive targeted academic support, practice working cooperatively toward shared goals, improve their social skills, and work to make their community a better place.

Client Story

There are times when the work we do impacts not only our clients but our staff as well. In 2009, Gracie came to work at CCC as an after-school teacher for the Youth program. She showed patience, fairness, and kindness to the students that she worked with, and the parents loved the fact that their children had such an attentive teacher.

Gracie had been taking a break from school and was waitressing and working at CCC to make ends meet. She had always done extremely well with art but felt like she was struggling to find a focus for her career. After working with students in the Youth program for two years, Gracie figured out her career goal: to become an art teacher.

Throughout her time in school, Gracie would often return to CCC to help out as a substitute teacher during the school year and to work as an art teacher during the summer. She would take the lessons she had learned in her classes and apply them to her work with the students in the Youth program.

In December 2015, Gracie graduated from the University of Houston with a teaching degree, with a focus on art education. We are very proud of Gracie and honored to know that her time working at CCC inspired her to find the direction for her career.





377 clients participated in job-readiness workshops to enhance their professionalism.

358 clients participated in English as a Second Language (ESL) workshops.

248 clients improved their net worth.

248 clients improved their credit score through better money management skills.

173 clients received assistance with their citizenship application.

107 clients received pre-purchase housing counseling and mortgage counseling.

100 clients obtained employment.

Program Overview

The Workforce Development program equips adults with the skills and knowledge needed to grow their careers and achieve financial stability. Activities offered through the program include vocational skills training for in-demand careers, financial capability education, one-on-one employment and financial coaching, first-time homebuyer education, benefits enrollment assistance, and citizenship assistance.

The Chinese Community Center (CCC) is a partner agency with United Way THRIVE and is a LISC Financial Opportunity Center. The organization is also an approved Housing Counseling Agency (HCA) by the U.S. Department of Housing and Urban Development (HUD) and is the only HCA in Texas authorized to offer services in both Mandarin and English. In addition, CCC is recognized by the Board of Immigration Appeals (BIA), which authorizes non-attorney staff to practice immigration law before the U.S. Citizenship and Immigration Services (USCIS) and the immigration courts.

Client Story

Robert was having difficulty finding a job due to his limited work experience. He knew that labor statistics showed projected growth in the healthcare industry, so he enrolled in CCC's Certified Nurse Aide (CNA) vocational program in order to gain job skills that would enable him to enter this field. After completing the training program and passing the state licensing exam, he got a job as a private care aide for a family.

While working as a private care aide, Robert learned that CCC was offering a Computer Support Specialist vocational program that prepared participants for work as information technology (IT) professionals. He met with CCC's employment coach to discuss this opportunity and explained that work as a CNA was more emotionally challenging than he had expected it to be. He realized that, although he had a compassionate heart and was very capable as a CNA, he was intrigued by the IT field, a subject in which he had huge interest but no formal training or work experience.

Robert decided to enroll in the training program, and he completed the program and obtained an industry-recognized certification in May 2016. He is now employed by Hewlett-Packard as a full-time desktop support technician at \$15 an hour. Robert says he very much enjoys his job since he is able to interact with people and provide assistance to them within his field of interest.

Another benefit to Robert's participation in CCC's programs was the increase in his credit score. When Robert first came to CCC, his credit score was 554 due to late payments and collection items. While working one on one with Robert to address this issue, the financial coach discovered that a collection account on his credit report did not belong to him. With the help of the financial coach, Robert disputed the account and was able to have it removed from his credit report. By disputing the collection and being more persistent in paying his bills on time, Robert saw his credit score steadily climb throughout the year, eventually reaching 700!





391 older adults remained active and socially engaged through the Adult Day Program.

191 seniors engaged in physical fitness activities.

399 older adults received health education.

85 clients participated in fall prevention classes.

314 clients participated in caregiver education and support groups.

2,710 clients received free tax assistance.

1,492 clients received utility assistance.

91 clients received free legal services.

90 older adults participated in volunteerism and job training.

Program Overview

Older adults often face multiple challenges that make it difficult to thrive, and CCC's programs are designed to address these multidimensional challenges holistically. A member of United Way of Greater Houston's Care for Elders collaborative, CCC provides services aimed at helping older adults and adults with disabilities maximize their well-being and independence, including:

- Adult Day Program, which provides opportunities for older adults to stay physically, mentally, and socially active
- Senior Community Service Employment Program
- Wan Yuan Senior Companionship Program, in which isolated, homebound older adults are paired with committed, long-term volunteers
- A Matter of Balance, an evidence-based fall prevention and exercise program
- Caregiver education and a support group for people who care for loved ones at home
- A Benefits Enrollment Center to help older adults, people with disabilities, and people from low-income households enroll in public benefits based on their needs
- Free legal clinics and tax preparation assistance.

Client Story

Mr. Zhang migrated with his wife to the U.S. in 2008. Although he loved coming to America, he struggled with language and cultural barriers and would often feel isolated because he did not know anyone to talk to in Chinese outside of his own home. His granddaughter suggested he visit CCC for its A Matter of Balance (AMOB) fall prevention and exercise class so he could stay physically active and meet other older adults who spoke Chinese. After taking the first class, he excitedly told his granddaughter, "I made a friend!" He even started showing up early to class so he could talk with his friend before class started.

Throughout the eight weeks of the class, Mr. Zhang felt empowered by his connection to the other participants, and he also learned about other services that CCC offered to older adults. When the AMOB class came to an end, Mr. Zhang and his friend exchanged phone numbers so they could stay in touch. He even made plans to attend monthly support groups at CCC with his friend. CCC has provided multiple opportunities for Mr. Zhang to improve his quality of life, maintain his health, engage in social connection, and live an independent lifestyle.





Since its founding in 1979, CCC has provided a Chinese Weekend Language School to teach the Chinese language to children and adults alike. Classes are provided to people of all skill levels, and customized corporate trainings are available as well. CCC also offers Leisure Learning Classes, which introduce students of any background to different aspects of Chinese culture, such as tai chi, gentle yoga, acrobatics, table tennis, calligraphy, arts and crafts, and piano.

In addition to classroom learning, K–12 students are given the opportunity to gain leadership skills through extracurricular activities, such as Chinese Youth Society (CYS) and Junior Achievement (JA).

Each year, CCC hosts the Lunar New Year Festival, which celebrates the most important holiday in Chinese culture. Festival crowds have grown from 5,000 in 2003 to around 12,000 in 2015. The Festival showcases the cultural diversity of Greater Houston and helps bring the community together for a day of celebration, food, and fun.

Asian Heritage Tours are available year-round. These half-day guided tours enable visitors to experience the sights, tastes, and sounds of Houston's Chinatown.

CCC's gymnasium is a community resource that provides a space for table tennis, basketball, badminton, and volleyball. It also includes a workout room with a range of exercise equipment.

The Chinese Community Center wishes to thank the following corporate, government, foundation, and individual supporters who helped make the year 2015 a great success.

The Albert & Ethel Herzstein Charitable Foundation

Amegy Bank of Texas

American First National Bank

BBVA Compass

The Brown Foundation, Inc.

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Child Care Council of Greater Houston

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Neighborhood Centers, Inc.

New Path Foundation

Pacific Gear, Inc.

The Powell Foundation

The Simmons Foundation

State Farm

Texas Department of Agriculture

United Way of Greater Houston

Wells Fargo Housing Foundation

Workforce Solutions

The New Horizons Expansion Project represents the next huge step on the Chinese Community Center's journey to serve the diverse cultures and needs of our Houston community. The project involves:

- constructing a new two-story building that will house a state-licensed adult day center, a multipurpose auditorium, and conference suites for community use
- converting an existing storage building into a recreation center that will serve at-risk youth and double as a disaster response shelter during times of crisis
- making changes to the parking lot to improve pedestrian safety.

Nearly 24,000 square feet of program space will be added through the project. The new facilities will allow the organization to serve 5,000 more people a year, including older adults, people with disabilities, children, and families.

The New Horizons Expansion Project will be completed at the end of 2017.

For more information or to support the New Horizons Expansion Project, please go to: www.ccchouston.org/newhorizons or contact Darryl de Mello, Fund Development Director at darryl@ccchouston.org or 713.271.6100 x 105.



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Elaine Zhang
Bernard Yu, M.D. & Wen-Li Chang

As of September 30, 2016.

FINANCIAL STATEMENTS

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(Based on audited financial statements from fiscal years 2014 and 2015)

PUBLIC SUPPORT & REVENUE	2014	2015	EXPENSES	2014	2015
Public Support			Workforce Development	743,212	453,403
Contributions /non-governmental grants	491,629	3,139,946	Senior & Social Services	699,738	858,861
Government grants	615,202	749,490	Community	382,514	486,871
United Way Contributions	494,358	484,327	Youth	344,212	357,705
Total public support	<u>1,601,189</u>	<u>4,373,763</u>	Early Learning Center	786,197	770,586
			Fund Development	207,109	178,833
Revenue			Building	162,930	167,355
Tuition, net	838,387	838,019	Administrative	99,188	69,608
Rental	38,430	49,948	Capital Campaign	126,709	172,982
Program service fees	382,846	593,165	Total expenses	<u>3,551,809</u>	<u>3,516,204</u>
Activity fees	120,011	169,749			
Special events	259,734	107,345	Change in net assets	<u>(250,682)</u>	<u>2,640,872</u>
Investment income	44,971	(1,285)			
Other	15,559	26,372			
Total revenue	<u>1,699,938</u>	<u>1,783,313</u>			
Total public support and revenue	<u>3,301,127</u>	<u>6,157,076</u>			



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CHINESE COMMUNITY CENTER

中華文化服務中心

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