



2020 **KIN ON** ANNUAL REPORT **健安** 年度報告

MAKE A DIFFERENCE WHERE IT MATTERS.

Kin On was built by the Chinese-American community for our Asian elders. For over 35 years, we have stayed true to our Asian roots. Today, we are on a path of continual growth, expanding both the range and types of services throughout the Puget Sound region. All of this is made possible through the generosity of our community.

THANK YOU

FOR PARTNERING WITH US!

About this time last year, when we were preparing the 2019 annual report, the coronavirus pandemic was well underway. Kin On was moving into uncharted territory with a great deal of anxiety. After all, one of the first outbreaks of COVID-19 in the country occurred in a local nursing home. Kin On wasted little time and swung into action immediately, developing plans for infection prevention and control while seeking to adapt to the unprecedented situation. Under the leadership of our former CEO Nigel Lo and his management team, Kin On was able to keep the infection minimal among the staff and residents.



2020 was a year of “firsts” for us. The board of directors had to face the unfamiliarity of going virtual, while also making sure Kin On complied with all the safety and health standards during a pandemic. For the first time, the board had to conduct a CEO search entirely online, yet was able to find a remarkable and well-qualified candidate in Min Chang, who we cannot be more pleased to have leading Kin On during this challenging time. At the same time, the board would like to thank Nigel for his leadership and dedicated service to Kin On, and wish him good luck in his retirement.

These are uncertain times, and we are especially appreciative of your generosity and the commitment you’ve expressed to the Kin On community. Thank you!

大約在去年這個時候，當我們準備2019年年度報告時，新冠疫情正在肆虐。當時的健安正承受著極大的壓力進入未知領域。畢竟，美國COVID-19首例於本地一家療養院爆發。我們健安沒有浪費任何時間，立即採取行動，制定了預防和控制感染的計劃，同時努力適應前所未有的情況。在我們前任行政總裁盧兆章及其管理團隊的領導下，成功地將員工和院友的感染率降至最低。

2020年讓我們經歷很多個「第一次」。董事會必須要面對各種的挑戰，在不熟悉、虛擬化的環境下工作，同時要應付確保健安符合所有安全和健康標準的壓力。董事會亦第一次在線上進行行政總裁的搜尋和遴選，很高興能夠招募張珉這位出色和合格的人選。董事會對於讓張珉領導健安來應付這場疫情感到非常有信心。同時，董事會要感謝盧兆章的領導和對健安的熱誠服務。我們祝他退休後好運。

即使在這個艱困的時期，感謝您繼續相信我們的使命並全心全意地給予支持。衷心感謝！

DENNIS LAM

Kin On Board President (2019-2020)

林滋強

健安董事會主席 (2019-2020)

MESSAGE FROM THE CEO

I'm honored and excited to be the new CEO at Kin On.

We've had a busy first quarter of 2021. The six core businesses are moving in the right direction with new admissions at both the Skilled Nursing and Assisted Living facilities. In parallel, we are looking to improve our operations and staffing in both businesses. In terms of our community care businesses of Home Care, Social Services, and Healthy Living, we see additional growth this year. Our Development business will continue to find grants and donations to help support our businesses. Thank you to all those that continue to support Kin On's mission in the community.

Speaking of mission, we have developed a new mission, vision, and strategy for Kin On and are excited to share it with all of you. In addition, we are focusing on enhancing our human resources, finance, and marketing support functions to support our six core businesses better. 2021 remains a challenging year, but we believe that putting in the hard work this year will set us up for success in 2022.

本人很榮幸能成為健安的新任行政總裁。我們有一個很忙碌的2021年第一季，六大核心業務正朝著正確的方向發展，而療養院和輔助生活中心的新入住院友數目亦有所增加。同時，我們希望改善這兩個業務的運營和人員配備。就我們家居照顧，社會服務和康健樂頤計劃等社區服務業務而言，今年我們將看到更大的增長。我們的基金拓展部將繼續尋找基金會撥款和其它捐款，以幫助支持我們的業務。同時感謝所有繼續支持健安使命的社區人士。

說到使命，我們為健安制定了新的使命、願景和策略，並很高興與大家分享。此外，我們專注於增強我們的人力資源，財務和市場推廣職能，以便更有效地支持我們的六項核心業務。2021年仍然是充滿挑戰的一年，但我們相信，今年的艱苦努力將讓我們為2022年的成功做好準備。



Min Chang
Kin On CEO

張珉
健安行政總裁



Min Chang has more than 30 years of management and business leadership experience. Prior to joining Kin On, she spent 13 years with Omnicom Group, where she was president of Asia Pacific, Middle East & Africa at Diversified Agency Services, the largest division of Omnicom Group from 2013-2020. She was responsible for leveraging innovation and collaboration across its marketing agencies to provide fully integrated solutions to clients in the region, managing over \$300 million in annual revenue.

張珉擁有三十多年的管理和業務領導經驗。於2007年加入宏盟集團，並於2013年至2020年擔任該集團最大的部門百益通市場顧問有限公司亞太、中東和非洲地區總裁一職。作為一家全球領先的市場營銷和企業傳播公司的資深高管，張珉負責通過其營銷機構之間的創新與協作，為該地區的客戶提供完全集成的解決方案，管理的年收入超過3億美元。

MISSION 使命

Kin On honors and supports our elders and families by offering culturally Asian and linguistically appropriate healthcare services in a healthy living community.
本著敬重和支持耆老與家庭之理念，竭誠為其提供切合 亞裔文化及語言的社康護理服務。

VISION 願景

To be the best culturally Asian elderly healthy living community in Washington State.
成為華盛頓州最佳的亞裔耆老健康生活社區。

2020 IN NUMBERS



905

individuals used and participated in
Kin On's services and programs
位人士參與及使用健安的服務



252

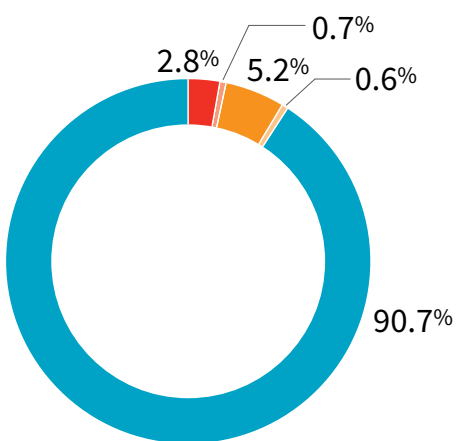
wonderful people working
as a team
位員工服務耆老



35

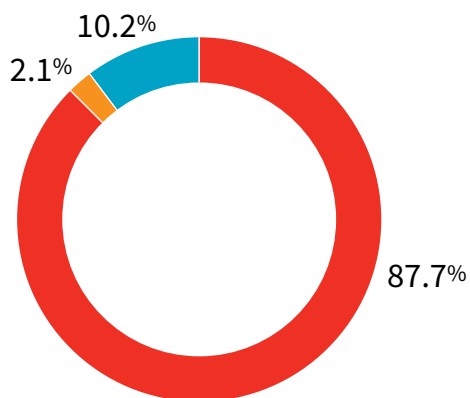
years of excellent services
in the community
年為社區提供各種服務

2020 FINANCIALS



REVENUE 收入

Individual Giving	\$458,024
Corporate Giving	\$111,817
Foundations & Grants	\$850,977
Other Income	\$94,061
Program Contracts, Private Pay, Fees	\$14,757,104
Total	\$16,271,983



EXPENSE 支出

Program Services	\$14,150,331
Resource Development	\$337,994
Administration	\$1,654,186
Total	\$16,142,511

*The financial figures stated above are from Kin On's FY2020 audited financial statements.



STANDING STRONG THROUGH CRISIS

Boliver Choi 蔡欣偉

It is disheartening to see our elderly community disproportionately impacted by this pandemic. Both of our Skilled Nursing Facility and Supportive Housing had a challenging year in 2020. Since the beginning, we had to grapple with the uncertain ever-changing world of COVID-19. From retaining adequate staffing while rapidly making operational changes to ensure the safety of workers and residents, to balancing the emotional and physical well-being of everyone, the pandemic imposed enormous demands on our staff and resources. Many of us experienced different degrees of pressure, fear, exhaustion, isolation, and ongoing emotional trauma. This is a long battle, and we are grateful for our team's ingenuity and resilience, and the tremendous support from the families and community. We will get through this together.

首當其衝受疫情影響的絕大多數是最脆弱的老年人，特別是像我們這樣的長照機構，往往是防疫工作風險最高的破口。我們的療養院和支援住屋面對了充滿挑戰的一年。從一開始，面對這個變幻莫測的疫情唯有時刻準備好才能謹慎應對。從保持足夠的人員配置，迅速掌握資訊和部署以確保員工和院友的安全，以至關注大家身心靈的健康，這次疫情對我們的員工和資源都影響深遠。我們許多人經歷了不同程度的壓力、恐懼、疲憊、孤立和持續的情感創傷。這是一場漫長的戰鬥，再次感謝這個團隊，以及家人們和社區的鼓勵和支持，站在一起，共同度過疫情帶來的難關。



PROVIDING CARE AT HOME

Carrie Lam 林嘉妍

2020 was a tough year for all of us. Personal protective equipment was in short supply since day one. With minimal support and protection from the State to assist home care agencies in obtaining vital gear, we had to pour our blood, sweat, and tears into acquiring the supplies for our caregivers. It was a tedious task to secure COVID-19 tests and vaccine appointments to keep our clients and caregivers safe. We strived to provide the highest quality of service to our clients, but it was a constant struggle during this pandemic. On the one hand, we didn't want our caregivers to choose between putting themselves at risk and putting food on the table, but on the other hand, we couldn't leave our clients to be without any care when they needed us the most. Nonetheless, our service hours decreased due to the pandemic, but we were able to recover within four months. We appreciate the commitment and dedication of our home care team.

2020年對我們所有人來說都是艱難的一年。自第一天開始，個人防護裝備一直供不應求。在州政府提供很少支援和保護以協助家居照顧機構獲得重要裝備的情況下，



我們傾盡全力採購防護物資，後其還要四處張羅幫助我們的家居護理員參與定期的COVID-19檢測和疫苗，以確保委託人和家居護理員安全無虞。我們致力為委託人提供最高質量的服務，但在疫情期間，的確是一項非常艱辛的任務。一方面，我們不希望護理人員因這份工作讓自己和家人暴露在危險中，需要在面對疫情的危險和維持生計之間作出選擇，但另一方面，當委託人最需要我們時，我們有責任給予他們照顧和服務。由於疫情的關係，服務時數的確減少許多，但幸運地我們能夠在四個月內恢復至正常的水平。儘管面臨諸多壓力與擔憂，大家仍然互相支持，非常感謝我們的家居護理團隊的忠誠和奉獻精神。

The pandemic has altered our ability to engage with friends and family. In March 2020, we closed both community centers and restructured our Healthy Living Program into a virtual village. Thanks to technology, we offered over 1200 hours of online activities and events to 500 community members. As a trusted messenger and go-to resource for Asian older adults, we also regularly shared language-appropriate and culturally relevant COVID-19 updates to the community. Our ability to go virtual has helped participants maintain connectivity while also contributing to our goal of improving access for our elders. One member shared, "these programs have been helping me to stay physically fit and mentally sharp during those stay-at-home months, in which I am sure I will look younger and talk smarter when it is time to go out and about."

STAYING CONNECTED IN CHALLENGING TIMES

Lillian Young 楊國珩

疫情的出現改變了我們與朋友和家人生活相處的方式。在2020年3月，我們關閉了兩個社區中心，並將「康健樂頤計劃」重組為一個虛擬國度。借助科技，我們為500位社區成員提供了1200多個小時的在線活動。作為亞裔耆老信賴的信使和首選的資源中心，我們還定期向社區發放與語言和文化相關的COVID-19更新。我們將活動轉移到虛擬的平台讓參與者保持聯繫，便利長者們獲取資訊，提供更多交流的渠道。一位成員分享說：「留在家中的那段時間，很幸運這些活動一直幫助我保持身體健康和精神敏銳；往後的日子，我深信我會顯得更年輕，在外出和別人談論時將顯得更加機靈。」



SUPPORTING THE CAREGIVERS

Michael Woo 胡大明

2020 was a challenging year for our clients as many lived in various degrees of social isolation, fear, and uncertainty. Despite the COVID-19 related restrictions, our social service staff strived to maintain contact with the people we served through phone calls, emails, and other means, offering our concerns and support. We also made several care

package deliveries that allowed us to have brief yet meaningful contact with our clients. We included some of the highly demanded items at the time, such as hand sanitizers and disinfecting wipes, in the care packages we delivered. COVID-19 has provided us an opportunity to move our health education endeavor to the virtual space. We conducted our first virtual evidence-based diabetes self-management workshop, and it was very well received. In sum, we are very grateful our clients have allowed us to serve them in this very challenging time.

對於我們的委託人而言，2020年是充滿挑戰的一年，因為其中許多人生活在不同程度的社會隔離、恐懼和不確定性之中。儘管有與COVID-19相關的限制，我們的社會服務人員仍努力通過電話、電子郵件和其他方式與我們服務的人保持聯繫，以提供關注和支持。我們還送出了多份擺放了一些急需的物品，例如洗手液和消毒濕紙巾的護理包裹，使我們能夠與委託人進行短暫而有意義的聯繫。COVID-19為我們提供了將健康教育活動轉移到虛擬空間的機會，並舉辦了首個線上的糖尿病自我管理實證課程，並獲得好評。總而言之，我們非常感謝我們的委託人允許我們在這個充滿挑戰的時刻為他們提供服務。

GIVING GENEROUSLY

Herman Tam 譚康文

Just like many other organizations, 2020 started with much uncertainty. With the pandemic beginning to shut down businesses and people getting laid off, we were unsure whether or not Kin On would meet our fundraising goals for the year. We had to cancel all our normal fundraising events and even had to cancel our big gala to celebrate Kin On's 35th anniversary. However, we are happy to report that we exceeded and nearly doubled our fundraising goals in 2020! Thanks to our very generous community and ongoing supporters just like you, everyone rallied around Kin On and helped us to raise over \$1.4 million in both individual gifts and grants. This was our single largest fundraising year, and it happened in the middle of the pandemic. We are grateful to have such an amazing community that truly believes in the mission of Kin On.

與其他組織一樣，2020年開始時充滿了很多不確定性。隨著疫情升溫，企業被逼歇業關燈，員工遭資遣解僱，我們不保證健安能否可以達到定下的募款目標。我們不得不取消所有日常的籌款活動，甚至需要取消慶祝健安成立35週年的大型慶典。但是，本人很高興地向您報告，我們在2020年的籌款數字超過了目標，並且幾乎多出了一倍！多謝我們非常慷慨的社區和像您一樣的持續支持者，您們每個人都為健安打氣，並幫助我們籌集了超過140萬元的個人捐款和基金會撥款。這是我們籌得最多善款的一年，而且更是在疫情期間。我們非常感恩能擁有一個如此令人驚嘆，堅信健安使命的社區。



LOOKING AHEAD



As we look to 2021, we know there are many challenges. But we also know this past year has made us even more resilient and prepared for whatever lies ahead.



Our near-term action plan:

- Focus on building a culture that focuses on collaboration and integration
- Add new equipment in the kitchen to better support our dietary staff and to continue to offer variety in our meals to the residents
- Complete the major HVAC renovation project, which is supported by the generous donation of the Liu Kuo-Chun Educational Foundation and many of our faithful donors
- Work with nursing schools in the community to bring in new talent and leverage more training opportunities for our nursing staff
- Provide enhanced health benefit options and expand training capabilities for our Personal Care Assistants
- Expand the Health Living Program offerings to our clients and residents and re-open the two community centers safely and responsibly

展望2021年，我們知道將面臨許多挑戰。但我們也知道，過去的一年讓我們變得更有韌性，更有準備。

我們的近期行動計劃：

- 專注於建立一種注重協作和集成的文化
- 翻新廚房並添加新設備，以更好地支持膳食部的職工，並繼續為院友提供多樣化的膳食
- 完成替換院舍冷暖系統工程，再次衷心感謝劉國鈞教育基金以及每一位捐款者的支持
- 與本地的護理學校合作，向人才招手，並為我們的護理團隊提供更多培訓機會
- 加強家居護理員的健保福利和機構的培訓能力
- 擴展康健樂頤計劃至接受健安服務的人士，讓更多人受惠，並地重新開放兩個社區中心

DONOR RECOGNITION (2020)

Thank You!

We appreciate your generous donations in helping us fulfill the needs of the elderly!

感謝您慷慨捐助，幫助我們持續服務區內的老年人！

GENERAL DONATIONS

\$10,000 and above

The Ark & Winifred Chin Foundation
Clement and Frieda Chiang
Hing Chinn
Eunice & Dan Choi (for AiPACE)
Evangelical Chinese Church
Group Health Foundation
Liu Kuo-Chun Educational
Foundation
Paul Mar
Muckleshoot Indian Tribe
Nike Inc.
Sheng-Yen Lu Foundation
Hannah Wong

\$1,000 - \$9,999

AARP Washington
Aegis Gardens of Newcastle
Aging in Pace Washington (AIPACE)
Air Systems Engineering
All State - Jet Singh
Melissa Anderson
Anonymous
Best in Class Education Center
Cathay Bank Foundation
Wallace and Dina Chan
Tina and Frank Chang
I-Jen Chen and HuiLing Lee
Cora Chen
Ernest and Mei Chen
Belinda and Andy Cheng
Karman and Rani Cheung
Sylvia and Sen Poy Chew
Curtiss & Omi Chin
Janine Chin
Anthony and Lan Ching
Buck Chinn
Wallace and Deanna Chinn
Wilton and Paula Chinn
Christin and Shu Chou
Margaret & Philip Chou
Selina Chow and Andre Loh
Katty Chow
Alice and James Chu
David De Vorchik
East West Bank
Eric Long CPA Professional Service
Flourish Church
Leenar and Bill Fong
Gary & Connie Kunis Foundation
Doris Hanson
Gail Hill and James Brown
Hop Sing Tong
Peter and Shu-Min Hua
Vivian Huang
International Community Health
Services
International Lion Dance Team
Jas Roofing Inc.
Jenny Jung
Kaiser Permanente
Joanne Kaneko

Keller Rohrback L.L.P.
Kline Galland
Beth Ku
Michael and Margaret Kwan
Earl and Lucia Kwei
Bik Lam & Chung Lee
Dennis Lam and Rosa Leung
Hao Lam
Carol Lau
Greg and Terese LeClair
Cherrie and Ryan Lee
James Lee
Jonathan and Mei Leung Lee
Karin Lee
Larry and Anita Lee
Peter Lee
Stephen and Joanne Lee
Stephen and Shu Hsien Lee
John and Myoung Leong
Stella and Raymond Leong
Jane Leung
Curtis and Elle Lo
Dr. Harry Lo
Nigel and Linda Lo
Dan and Ophelia Louie
Lincoln and Ann Marie Louie
Alan and Penny Low
Larry and Bette Luke
Donny Luu
Lynden Incorporated
William & Sylvia Ma Family
Alicia Mar
Bruce Mar
Daisy Mar
Don Mar
Jeni Mar
Sue Mar
Violet Mar
David and Lorre Mark
MARPA Construction LLC
Ming Xiao D.C., Inc.
Tomio and Yan Moriguchi
Beverly Ng Dante
Camie Ng
Kim and Diana Ng
Patricia Ng
Ann Duc Ngo
Optum
Pan Pacific Electronics, Inc.
Phillip and Linh Phung
Seattle Chinese Alliance Church
- Elevate Humanity Fund
Committee
Seattle Chinese Herbs
Seattle First Hill Lions Club
Salomy Sin
Frankie Siy
Sprague Israel Giles, Inc.
Sterling Bank & Trust
Martin Su
Lo Yu and Hsiao-Lin Sun
Swedish Health Services
Tai Foong USA

Tai Tung Restaurant
Francis and Jeanne Tang
Lak-Tee and Lai-Yee Tang
Therapeutic Health Services
Thomas & Associates Insurance (A
Part of WAFD Insurance Group)
HF Ting
Francis and Mimi Tong
Wing and Diana Tong
Betty Tonglao
John Tran and Cynthia Wareing-
Tran
Duc and Ky Huynh Tran
Trutina Financial
Alfred and Maggie Tsang
Sherwin Tsao
Herb Tsuchiya
Shin-Ping Tu
United HealthCare
Vibrant Cities
Viet Wah Asian Food Market
WaFd Bank - International
District Branch
WAFD Insurance Group Inc.
Helen Wang and Charles Chu
Washington Federal Foundation
Norma and Mary Jo Wells
Leo Wen
Arlene and Francis Wong
Hannah Wong and Brian Fellon
Benson Wong and Terry Mark
Darryl Wong
Eugenie Wong
Heidi and Abe Wong
Janet Wong
Sophia Wong
Lily Woo & King Lee
Edgar and Linda Yang
Paul & Dorothy Yang
Su Ping Ye
Din and Sally Yee
Lulu Yi
Wanda Yip

\$999 and under

ACE Roofing Supply
Lucy Akada
Ariel Alon
Anonymous
Any Lab Test Now Seattle
Elaine Aoki
Anne Arakaki-Lock
Scott and Linda Badger
Carolyn and Bob Barlish
Christina and Glenn Bartolome
Christina Bartolome
Teresita Batayola and Dionnie
Dionisio
Karen Beresnev
Merrill Berger
Sherie Bernardez
Bing Kung Association
Bing Kung Bo Leung Inc.

Marie-Jeanne Bonser
Bread of Life Christian Church in
Seattle
Timothy Brissette
Robert Brown
Buckeye Cleaning Center
Vivian Bustillos
Kekun Cai
Rudy Caluza
Linda Cannon
Elizabeth Carney
Fanny Chan and Wing Hung Kwan
John Chan and Kathy Kwok
Richard Chan and Elaine Wong
Vivian Chan and Lillian Young
Annette Chan
Carmen and Paul Chan
Cecilia Chan
Ching Yan Chan
Dominic Chan
Elroy Chan
Garrett Chan
Godfrey and Joanna Chan
Harry and Linda Chan
Hoy Ping Chan
Jackson and May Sheung Chan
Jason Chan
Jenny Chan
Judy and Peter Chan
Karen and Henry Chan
Kathleen Chan
Kenny and Signe Chan
Kenny Chan
Lily Chan
Mariane and Stephen Chan
Matthew Chan
Matthew Chan
Nam and Marian Chan
Randy Chan
Wai Kin and Brandon Chan
Yuen-Kwok Chan
Bing Chang and Lichin Chang-
Meneses
Ben Chang and Jane Ou
Shannon Chang Eng and Ryan Eng
ChienYuan Chang
Peggy Chang
Roy Chang
James Char and Janice Abe
Trung Chau and Thuy Luu
Nghiep Chau and Phan Troung
Priscilla and Nguyen Chau
Raj Chaube
Fong Yuen and May Chee
Jason and Julie Chee
Angela and Julie Chen
Charles and Merry Chen
Jason Chen
Jerome Chen
Jinn-Chiang and Christina Chen
Joe Chen
Jung-Yeh Chen
Mark and Elizabeth Chen

Patrick and Sophia Chen
 Shao Ying Chen
 Shao-Yu Chen
 Tyen and Amy Chen
 Jeannette Chen-U and Jenifer U
 Tze-Hong Cheng and Mei-Chu Liu
 Cherry Cheng and Vincent Tam
 Frank Cheng
 Joseph Cheng
 Cherrie Lee Group LLC
 Cherry Associates 2008 LLC
 James Cheung and Stephen Chuang
 Aaron Cheung
 Anita Wai Chee Cheung
 Brenda Cheung
 Jacqueline Cheung
 Jessica Cheung
 Linda Cheung
 Victor Cheung
 Cynthia Chin and Robb Graham
 Wilson Chin and Christine Young
 Andrew Chin
 Candace Chin
 Dottie Chin
 Dr. Henry and Garbo Chin
 Esther and Carin Chin
 Frank and Helene Chin
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In Honor of Linda Chinn and the Loranger Family
Cynthia Chin and Robb Graham

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In Honor of My special in-laws and their families, both past and present
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This report only includes donations given between Jan 1-Dec 31 2020. Any other gifts given in 2021 will be included in the 2021 Annual Report.

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We are thankful to have an extra set of helping hands just when we need it the most.

謝謝每位辛苦的義工拿出寶貴的時間，支持健安的工作。

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WELLNESS WARRIOR WALK

The COVID-19 pandemic has sidelined large gatherings, but we can still get outside and be physically active. The official date to complete your walk or run is **Saturday, July 31, 2021**. Grab your teammates and friends to create your own route to walk or run to raise the most funds for Kin On!

誠邀您參加**健安5K健步走籌款活動**！帶上您的隊友規劃自己的路線，身體力行，支持區內長者。
完成健步走的日期為**7月31日**。

kinon.org/wellness-warrior-walk-5k

