



# 2021 **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 three decades, 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.



## MESSAGE FROM THE BOARD

Dear Friends of Kin On,

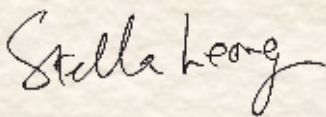
We greatly appreciate your generosity and partnership. 2021 was another challenging year for the Kin On family – staff, residents, families, volunteers, and the Board of Directors. Once again, we were put to test as we navigated the pandemic, which impacted all levels of services and plans for Kin On.

We are fortunate to have the faithful support of our community. Thanks to our many partners – local organizations, foundations, and government agencies, we continue to serve at the forefront and remain steadfast in our mission to honor and support our elders and their families. I am also immensely proud of our Kin On staff members, who have taken on extra shifts and burdens throughout the last few years. My hats off to their dedication.

At the end of 2020, Min Chang joined Kin On as the CEO. During her time with Kin On, Min led the organization's efforts to enhance the effectiveness and delivery of care services while achieving significantly positive financial performance. We thank her for leading the organization during a critical time. With her departure earlier this year, we are grateful to have the leadership of former CEO Sam Wan guiding us through a transition period before Ketty Hsieh joined us as the new CEO in June. We will work together to carry the positive momentum forward into a sustainable future of growth and success.

I am honored to have served as the Board President for four years, working with a fantastic group of professionals on the Kin On Board. I appreciate their service and commitment to ensuring Kin On carries on as a vital and sustainable organization for our community.

As we look forward to the road ahead, we count on your support through this leadership change as we continue to offer high-quality health care and social support that so many have relied on for decades. Many thanks for standing by Kin On now and always.



**Stella Leong**

Kin On Board President (2020-2021)

**梁費聖奇**

健安董事會主席 (2020-2021)



我們非常感謝您慷慨的支持。2021年對健安這個大家庭——員工、院友、委託人、家人、義工和董事會來說，又是充滿挑戰的一年。再一次，我們受到疫情帶來的考驗，持續影響我們的服務和計劃。

很幸運能得到社區的忠實支持和眷顧。感謝一眾的合作夥伴，包括社區組織、慈善基金會和政府單位，成為我們堅強的後盾，讓我們能夠繼續站在最前線，堅定不移地履行服務耆老的使命。我也為健安的員工感到無比自豪，因為他們在過去幾年中的身心靈都承受著額外的負擔。我對他們的奉獻表示敬意。

2020年底，張珉加入健安出任行政總裁一職。在健安任職期間，她帶領我們努力地提高護理服務的質素，同時取得顯著的財務業績。我們感謝她在疫情嚴峻的時刻領導健安。隨著她今年初的離職，我們很高興有前任行政總裁溫恩德帶領我們，新任行政總裁謝則靜亦於六月正式加入健安。我們將共同努力，讓健安走進一個可持續增長和成功的未來。

此外，我很榮幸能夠以董事會主席的身分帶領董事會及健安長達四年，並與董事會內一群出色的專業人士共事。感謝他們的服務和承諾，以確保健安繼續成為社區保健組織重要的一員。

在我們展望未來之時，希望在這次領導層交替的時期，能夠再次得到您的鼓勵和支持，讓我們可繼續為未來更多有需要的長者及其家庭提供高質量醫療保健和社康服務。衷心感謝您現在和以後對我們的慷慨支持和愛戴。



## 2021 IN NUMBERS



985

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

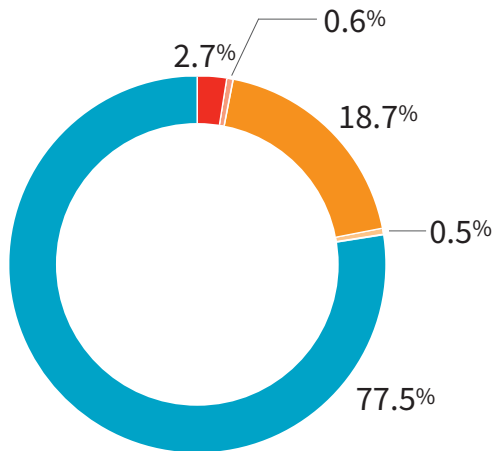


264  
wonderful people working as a team  
位員工服務耆老



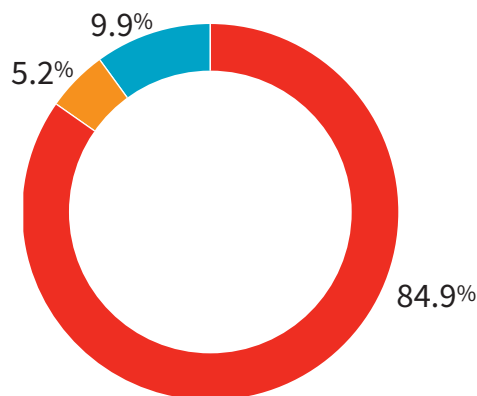
36  
years of excellent services in the community  
年為社區提供各種服務

## 2021 FINANCIALS



### REVENUE 收入

Individual Giving	\$ 448,197
Corporate Giving	\$ 106,501
Foundations & Grants	\$ 3,172,848
Other Income	\$ 86,366
Program Contracts, Private Pay, Fees	\$ 13,129,855
<b>Total</b>	<b>\$ 16,943,767</b>



### EXPENSE 支出

Program Services	\$ 13,127,201
Resource Development	\$ 801,053
Administration	\$ 1,540,053
<b>Total</b>	<b>\$ 15,468,307</b>

\*The financial figures stated above are from Kin On's FY2021 audited financial statements.



## REHAB & CARE CENTER / SUPPORTIVE HOUSING Terry Myers

2021 was a rough year for the Rehab & Care Center (RCC) and Supportive Housing. The continuing instability and historic staffing shortage caused by the pandemic have impacted us tremendously. We experienced several minor “outbreaks” causing us to pause admissions, and consequently, our census dropped to lower than it had ever been since the opening. Some of our frontline staff had to stay home because of breakthrough infections. Understandably, many have chosen to leave the profession due to a lack of childcare and other family or personal obligations. Despite these challenges, by the end of the year, our RCC had rebounded the census to over 78% occupancy – higher than most of the nation. Our Assisted Living and Adult Family Home were close to being full.

We also celebrated the retirements of several valued staff members who have been with Kin On for 30+ years while welcoming some new faces to the community. In addition, we had the pleasure of working with multiple student groups throughout the year – student nursing assistants, student nurses, doctorate of nursing students, and an administrator-in-training. Although the RCC did not have an annual state survey, our complaint surveys continued, and we fared very well – even garnering compliments from our infection control surveyor who was very impressed with our low numbers of COVID-19 infections. All in all, we remained resilient during this tumultuous year.

2021年對於復康及護理中心和支援住屋來說是艱難的一年。疫情造成的持續不穩和歷史性的人員短缺對我們有著巨大的負面影響。我們的院舍經歷了幾次輕微的「爆發」，需要暫停接收長者入住，而入住率降至自開放以來的新低。一些前線員工亦不幸確診感染，不得不待在家裡休養。此外，由於缺乏育兒服務及其他家庭或個人的原因，許多人選擇離開這個行業。儘管存在著種種挑戰，截至2021年年底，復康及護理中心的入住率回升至78%，高於全國大部分地區。支援住屋也快住滿。

與此同時，我們還慶祝了幾位在健安工作逾三十載的員工之榮休，也歡迎了一些新成員的加入。此外，很高興能與多個學校合作，提供訓練學生護士助理、學生護士、護理博士生和在訓管理人員的機會。過去這年雖然州政府並沒有到訪進行例行審查，但投訴審查仍在繼續，而我們的表現非常理想，甚至獲得感染控制調查員的稱讚，他對我們偏低的確診數字表示欣慰。總而言之，在這動蕩的一年中，我們保持著強大的韌性。

## HOME CARE Carrie Lam 林嘉妍

The last few years continue to be challenging for everyone – our clients, caregivers, and communities. But thanks to your support, we reopened our new Chinatown International District office, allowing us to be closer to the community we serve. In this incredible environment of constant change and uncertainties, our client's and caregivers' safety remained our top priority. Besides providing in-home care services, we also helped many of our clients and caregivers secure vaccination spots and shared information on caring for themselves or others during the pandemic. We are proud of the fact that we had a 10% total service hours increase compared to 2020. Thanks to our remarkable home care team, we are very grateful to have provided a much-needed service to many who wish to age in place.

過去的幾年對每個人——我們的委託人、家居護理員和整個社區來說都是具有無比的挑戰性。但感謝您的支持，我們重新開設唐人街國際區辦公室，讓我們更貼近我們所服務的社區。在這個不斷變化和不確定的環境中，維護委託人和家居護理員的安全仍然是我們的首要任務。除了提供家居照顧服務外，我們還協助許多委託人和護理員登記參與疫苗接種，亦大力推廣在疫情期間如何保護及照顧自己或他人的重要資訊。與2020年相比，我們的總服務時間增加了10%，為此感到非常自豪，同時要特意感謝我們卓越的家居護理團隊，感謝他們為許多希望在家安老的長者提供不可或缺的照護。

## SOCIAL SERVICES Michael Woo 胡大明

The pandemic has posed unique challenges for those who care for a loved one with medical needs. Through the Family Caregivers Support Program, we continued to provide consultation, assessment, referral, counseling, and other needed support to family caregivers. We strived to maintain contact with our clients during this challenging time. In collaboration with our Healthy Living program, we successfully offered in-person and virtual evidence-based health self-management workshops on chronic conditions like diabetes, hypertension, and fall prevention. Our community-based social service team continued to serve as a key contact point for our community members to understand and access the services they need as they age.

這場疫情給那些照顧有醫療需求的親人的照顧者帶來了獨特的挑戰。通過親屬照顧者支援服務，我們繼續為照顧者提供諮詢、評估、轉診、輔導和其他支持。在這個充滿挑戰的時期，我們努力與委託人保持緊密的聯繫。亦透過與康健樂頤的團隊合作，開辦關於糖尿病、高血壓和預防跌倒等慢性病的實體及線上課程，藉此提高長者對自我管理慢性病的知識和能力。長者隨著年齡的增長有著不同的需求，而我們的社工團隊一如以往致力為社區成員提供適切的服務與關懷。

## HEALTHY LIVING

Mingchen Li 李明貞

In 2021, we worked hard to combat social isolation with a wide range of wellness and health education programming, utilizing weekly e-news and social media channels such as LINE and WeChat to help older adults stay connected. These virtual platforms allowed us to debunk common myths and misinformation about COVID-19 and provide accurate messages effectively. We also partnered with Swedish Health Services and the City of Seattle to increase vaccine access for our Asian elders. Many participants shared that they felt confident to come because they trusted Kin On and knew we could speak their language. In addition, we distributed PPE such as masks and hand sanitizer to the most vulnerable populations during a few in-person activities that we resumed at our community centers. We are glad and honored to continue being a trusted community partner.

延續前一年，我們以豐富多彩的康健活動，幫助長者與家人和朋友保持密切聯繫，努力消除孤獨感。每周透過電子新聞提供最新防疫資訊與規範，提醒民眾跟上政府的防疫腳步。運用LINE及微信等社群媒體，開闢雙向溝通管道，即時回應民眾疑問，消除網路謠言與訛誤訊息，避免民眾被誤導，守護大家的健康。我們還與瑞典醫療服務以及西雅圖市合作舉辦疫苗注射活動。許多亞裔居民與耆老表示，是因為他們信任健安，並且知道我們會說他們的語言而前來參加。此外，我們的社區中心恢復了的一些實體活動，向最受疫情影響的民眾發放口罩和酒精消毒液等個人防護裝備。我們很高興也很榮幸能夠繼續成為值得信賴的好夥伴。





## FUND DEVELOPMENT

Marissa Ukosakul-Witt

Although 2021 was yet another year disrupted by the pandemic, our amazing community has continued to rally around the mission of Kin On faithfully. We hosted another virtual Wellness Warrior Walk and were able to celebrate the grand opening of the new Chinatown International District network office after it burned down the year prior. Generous community and ongoing supporters like you helped us raise over \$950,000 in 2021! As part of our new initiative within Kin On to honor and celebrate our Asian elders, we launched a new mini-video series called Life Stories, self-narrated stories from members of our local Asian community. You can watch these videos that celebrate members of our community here: <https://bit.ly/kinonlifestories>.

2021年又是被疫情打亂的一年，但我們的捐助者一如既往，持續支持健安的服務使命。我們舉辦了另一場健康勇士步行活動，亦慶祝了新的唐人街國際區辦公室因前一年被燒毀後的重新開幕。慷慨的社區和像您一樣的支持者一共籌集了超過九十五萬美元！實在令人鼓舞。作為健安向亞裔社區成員致敬和慶祝的一部分，我們推出了一個名為「生命故事」，由亞裔社區成員自述的視頻系列。您可以在此處觀看這些慶祝我們社區的視頻：<https://bit.ly/kinonlifestories>。

## LOOKING AHEAD

We welcome our recently appointed CEO, Ketty Hsieh, who started with the organization in June. She brings decades of financial and strategic leadership to our organization. Most recently, she was the Vice President of Finance for Western Washington at the Polyclinic and the Everett Clinic.

歡迎謝則靜(Ketty)出任行政總裁一職。Ketty於2022年六月加入健安，在財務管理方面擁有超過25年的經驗。此前，她為Optum旗下的The Polyclinic及The Everett Clinic的西華盛頓州財務副總裁。

Kin On provides many vital services to Asian seniors in the community, from healthy living program and home care to assisted living and long term care. I'm honored to have the opportunity to lead Kin On. I hope to build on the strong foundation that Kin On already has and continue to serve our elders in the community.

健安肩負為亞裔耆老服務的使命，提供多元化的支援，包括康健樂頤課程及活動、家居照顧以至耆老住屋及長期護理。我很榮幸有機會能帶領健安，希望在我們已有的堅實基礎上再接再厲，接觸和服務到更多的長者。



**Ketty Hsieh 謝則靜**  
Kin On CEO 健安行政總裁

### Our near-term action plan:

- Adopt long-term strategies to stabilize staffing levels throughout the organization
- Conduct our in-house nursing assistant certification program to train and build a pipeline of healthcare workers
- Complete the shower room renovation at our Rehab & Care Center and work on other improvement projects to enhance residents' living experience on our aging-friendly campus
- Expand the Health Home and Health Living offerings to help us touch more older adults in the community

### 我們的近期行動計劃：

- 採用長期戰略來穩定整個組織的人員配備水平
- 開展自家的護士助理認證課程，以培訓和建立護理人員的管道
- 完成復康及護理中心淋浴間的改造，並於園區內進行其他改善工程，讓院友們生活在更優質的空間
- 擴展健康支援服務和康健樂頤計劃，幫助我們接觸更多社區中的長者，提供更全面的支援

# DONOR RECOGNITION (2021)

Thank You!

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

感謝您慷慨捐助，讓區內的老年人得到適切的服務！

## GENERAL DONATIONS

### \$10,000 and above

Amazon  
The Ark & Winifred Chin Foundation  
Karman and Rani Cheung  
Frieda & Clement Chiang  
Hing Chinn  
Eunice and Dan Choi  
Employees Community Fund of  
Boeing Puget Sound  
Eric Long CPA Professional Service  
Evangelical Chinese Church of  
Seattle  
Historic South Downtown (HSD)  
Preservation Association  
Bik Lam & Chung Lee  
James Lee  
Muckleshoot Indian Tribe  
Sheng-Yen Lu Foundation  
Wells Fargo Foundation  
Marcella Wing and Jeffrey Robbins  
Hannah Wong

### \$1,000 - \$9,999

AARP Washington  
Anonymous  
Elbonnie Au  
Kevin Berford  
Best in Class Education Center  
Bread of Life Christian Church in  
Seattle  
Butterworth Funeral Home  
Cathay Bank Foundation  
Harry and Linda Chan

Wallace and Dina Chan  
I-Jen Chen and HuiLing Lee  
Ernest and Mei Chen  
Belinda and Andy Cheng  
Clara Cheung  
Sylvia and Sen Poy Chew  
Janine Chin  
Sharon Chin  
Anthony and Lan Ching  
Buck Chinn  
Dorrienne and Tony Chinn  
Wallace and Deanna Chinn  
Wilton and Paula Chinn  
Sui Sin and Penphorn Choi  
Christin and Shu Chou  
Henry Chou  
Valiant Chou  
Selina Chow and Andre Loh  
Antonio Chow  
Davy Chow  
Alice and James Chu  
Dolores Dong  
East West Bank  
Katherine Eng  
Flying Lion Brewing  
Leenar and Bill Fong  
Wilson Geong  
GPCH Foundation  
Infinity Rehab/ Premere Rehab

Della Jung  
Jenny Jung  
Kaiser Permanente  
Keller Rohrbach L.L.P.  
Violet Mar  
Kline Galland  
Amy and Edmund Kwan  
Dennis Lam and Rosa Leung  
Davy Lam  
Betty Lau  
Christine and Omar Lee  
Karin Lee  
Neva Lee  
Stephen and Joanne Lee  
Stephen and Shu Hsien Lee  
Stella & Raymond Leong  
Stephen and Elaine Locke  
Linda and Tim Louie  
Larry and Bette Luke  
Donny Luu  
Lu-Wong Foundation  
Kenneth and Michelle Ma  
Martin Su  
Wai Ling Mak and Chi-Sang Kwan  
Bruce Mar  
Daisy Mar  
Donald Mar  
Henry Mar  
Jeni Mar  
Joyce & Terence Mar  
Paul Mar  
Susan Mar  
MARPA Construction LLC  
Morgan Stanley, Greg LeClair  
Chun Ng and Angela Wang  
Alison Ng  
Kim & Diane Ng  
Ann Duc Ngo  
Pacific Rim Center  
Parker, Smith & Feek Inc  
PCL Construction Services, Inc.  
Phillip and Linh Phung  
Raymond James Financial Inc.  
May Roark  
Seattle Chinese Alliance Church  
- Elevate Humanity Fund  
Committee  
Seattle Chinese Herbs/ Seattle  
Chinese Herbs & Grocery Inc  
Sprague Israel Giles, Inc.  
Dennis and Millie Su  
Lo Yu and Hsiao-Lin Sun  
Yafang Sun  
Swedish Health Services  
Alan and Solina Sze  
Tai Tung Restaurant  
Chui Ping and Nelson Tam  
Francis and Jeanne Tang  
Lak-Tee and Lai-Yee Tang  
Therapeutic Health Services  
Tony Ting  
Nam Ton  
Francis and Mimi Tong  
Wing and Diana Tong

Herb Tsuchiya  
Shin-Ping Tu and Anthony Chen  
Union Bank  
Viet Wah Asian Food Market  
WaFd Bank - International District  
Branch  
Timothy and Amanda Wan  
Helen Wang and Charles Chu  
Qian Wang  
Shu and Wen Wang  
Washington Federal Foundation  
Janet Wong  
Yolande & Nelson Wong  
Hannah Wong and Brian Fellon  
Amy Wong  
Belinda and Yuen Wong  
C.W. Frederick and Theresa Wong  
Millie and Kirk Wong  
Lily Woo  
Din and Sally Yee  
Lulu Yi  
Wanda Yip  
Connie Young  
Daniel Zhang

### \$999 and under

Ken and Marleen Alhadeff  
Anonymous  
Bernie and Wendy Aquino  
Kathy Argento  
Al Mourdadah Ashkar  
Alyssa Au  
Kenneth Au  
Lisa Au  
Chrisha Bali  
Shawntel Bali  
Christina Bartolome  
Teresita Batayola and Dionnie  
Dionisio  
Wren Bentley  
Darren Berg  
Brett Berry  
Scott Bond  
Megan Bonvillian  
Kristen Boomershine  
Monica Brand  
Carole Bronson  
Chuimei and Bennet Bronson  
Natasha Brown  
Buckeye Cleaning Center  
Patricia Buckingham and Jack Eng  
Jennifer Butler  
Mr. Ting Cai  
Emily Capuano  
Lynn Carlson  
Cathryn Castillo  
Peter and Khamneung  
Chaleunphonh  
Alvin Chan  
Florence Chan  
Garrett Chan  
Martin Chan  
Fanny Chan and Wing Hung Kwan  
Cheuk Shing Chan and Yuk Lan  
Kwok  
Philip Chan and Tina Law  
Evelyn Chan and Henry Wong  
Richard Chan and Elaine Wong  
Ben and Elizabeth Chan  
Carmen and Paul Chan  
Cecilia Chan  
Godfrey and Joanna Chan  
Hoy Ping Chan  
Jason Chan  
Kathleen Chan  
Kenny and Signe Chan  
Mariane and Stephen Chan  
Martin and Susan Chan  
Nam and Marian Chan  
Patrick Kei-Tin and Rose Chan  
Rebecca, Mike, Ming and Linzhi  
Chan  
Tom and Ginger Chan  
Wai Kin and Brandon Chan  
Tom Chang and Dong-Hui Pan  
Karen Chang  
James Char and Janice Abe  
Tiffany Chau  
Tin Chau and Chen Tran  
Nghiep Chau and Phan Truong  
Priscilla and Nguyen Chau  
Tin-Shan Chau  
Fong Yuen and May Chee  
Jiaqing Chen  
Alan Chen  
Cathy Chen  
Danny and Connie Chen  
Jiechen Chen  
Jiin-Chiang and Christina Chen  
Joe Chen  
Jung-Yeh Chen  
Liang-Chih and Yi-Feng Chen  
Mark and Elizabeth Chen  
Patrick and Sophia Chen  
Tze-Hong Cheng and Mei-Chu Liu  
Arlene and Thomas Cheng  
Frank Cheng  
Ginny Cheng  
Joseph Cheng  
Kai Qing Chen-Liang and Peter Chen  
Aaron Cheung  
Jessica Cheung Chu  
Quentin Chin  
Wilson Chin and Christine Young  
Chuck Chin  
Dorothy Chin  
Frank and Ruth Chin  
Herbert and May Chin  
Mae and Quinn Chin  
May Chin  
Ronnie and Lai Fong Chin  
Sylvia and Peter Chin  
Yen Ping and Yim Ching  
Anne and Robert Chinn  
Barbara Chinn  
Elmer and Paulette Chinn  
Frances Chinn  
Gerard Chinn  
Helen Chinn  
JoAnn Chinn

Kary and Gail Chinn  
Linda Chinn  
Mui Ling Chinn  
Randall and Anh Chinn  
Robert Chinn  
Mukciau Chiu  
Wuyan and Jessie Chiu  
Peter Choi  
Stanley and Janet Choi  
Erwin Chong  
Marie Chow  
Vivian and Victor Chow  
Kenneth and Leander Choy  
Angela Chu  
Elaine Chu  
Lisa Chu  
Susanna Chung  
Tin Charn and Kuen Foon Chung  
Ronald Cohen  
Kirsten Colony  
Linda and Robert Connor  
Miriam Cortes  
Vincent Cotroneo  
Marjie Croston  
Trung Dam  
Christine D'amore  
Phong Dang  
Ha Xu Dang  
Licia Dean  
Araba DeGraft-Hanson  
Scott Denny  
Christina Deogracias  
Jose Diaz  
Mona Dib  
Natalie Dillard  
Charles and Thanh Do  
Garret Dong  
Aaron Dubin  
Chris Dyer  
John Eagle  
Kierny Eagy  
Beryl Egerter  
Alice Eng  
Benjamin and Jenny Eng  
Donna Eng  
Griffin Eng  
Jennifer Eng  
Jimmy Eng  
Lillian Eng  
Linda and Ramon Eng  
Linda Eng  
Linwena Eng  
Mable Eng  
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健安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。

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(lower floor)  
206.556.2237

**Home Care and Social Services****家居照顧及社會服務**

900 S Jackson St, Ste 219  
Seattle WA 98104  
206.652.2330

**Rehab & Care Center****復康及護理中心**

4416 S Brandon St  
Seattle WA 98118  
(upper floor)  
206.721.3630

**Kin On Community Center – Eastside****銀髮族社區中心**

15921 NE 8th St, Ste C-206  
Bellevue WA 98008  
425.378.8181

**Assisted Living and Adult Family Home****耆老生活輔助居庭及  
成人家庭護理家園**

5214 42nd Ave S  
Seattle WA 98118  
206.721.0954

**Kin On | 4416 S Brandon St, Seattle WA 98118 | 1.888.721.3634 | [KinOn.org](http://KinOn.org)**