

XINON ANNUAL REPORT 使安年度報告

MAKE A DIFFERENCE WHERE IT MATTERS.

Kin On was built by the Chinese-American community for our Asian elders. For over three and a half decades, we have stayed true to our Asian roots. Thank you for your support as we continue to expand both the range and types of services we provide to offer the best health and social services to the Asian senior community in Puget Sound.

MESSAGE FROM THE BOARD

Dear Friends of Kin On,

My sincerest thank you to each of you for your unwavering support of Kin On this past year. Your commitment has been crucial to ensuring the well-being of Asian elders in our community, especially as we navigated the lingering challenges of the pandemic and beyond.

In 2023, the CDC declared the end of the COVID-19 pandemic. Though we remain cautious, we are grateful to emerge from that period stronger than ever having learned invaluable lessons and adapted to numerous changes. This wouldn't have been possible without the dedication of our staff and the generosity of our donors, who continue to support our mission.

Under the leadership of our CEO, Ketty Hsieh, who saw her first full year in the role in 2023, we've made significant strides in enhancing our internal operations to take Kin On to the next level. We also welcomed new additions to the leadership team, Finance Director, Cherilyn Symons, as well as Administrative & Program Specialist, Wing Yu Tam. Their fresh insights and expertise are shaping a stronger foundation for our future.

A highlight of 2023 was the return of many of our cherished in-person events, such as Sports Tournament and Seniors Day. Witnessing our community come together filled us with joy and renewed inspiration. We were especially excited to host the Mid-Autumn Celebration and gather with our community of supporters face-to face. Thank you to all who attended, partnered with us, and contributed to the event. Your participation was truly heartwarming and uplifting as we celebrate the impactful work of Kin On.

Looking ahead, we're more prepared than ever to deliver exceptional care and support to those we serve. Your ongoing support ensures that we can continue to make a meaningful impact in our community. Thank you for standing by us and for being an integral part of this journey to care for the lives of our Asian elders.

Sherwin Tsao

Kin On Board President (2023-2024)

健安董事會主席 (2023-2024)



親愛的健安之友:

我衷心感謝大家在過去一年對健安堅定不移的支 持。您的捐助讓我們可以在應對疫情以及其他諸 多挑戰的同時,也能確保我們社區中的亞裔長者 的安康。

2023年,美國疾病控制與預防中心宣布 COVID-19疫情正式結束。我們仍然保持謹慎, 但我們很高興能從疫情中汲取了寶貴的經驗及教 訓,讓我們的運作更加強大,並能應對無數變化 及挑戰。當然,如果沒有工作人員的奉獻精神, 以及一直履行健安使命的捐贈者的慷慨支持,健 安是無法繼續為亞裔長者服務的。

我們的行政總裁謝則靜 (KETTY HSIEH) 於 2023 年經歷了她上任後的第一個完整年度。我 們在加強內部營運方面取得重大進展,將健安的 運作提升至新的水平。我們也迎來了領導國隊的 新成員:財務總監 CHERILYN SYMONS 和行政及 項目專員譚穎瑜 (WING YU TAM) 。她們的見解 和專業知識將為我們的未來奠定更堅實的基礎。

2023年的一大亮點是我們帶回了許多大家喜愛 的現場活動,例如體育錦標賽和敬老日。目睹我 們的社區相聚在一起,我們不但滿心歡喜,並添 滿了新動力。我們特別高興能夠舉辦中秋慶祝晚 宴,與我們的支持者及社群歡聚一堂。感謝所有 參加這次活動、與我們合作並為這次活動做出 貢獻的人。當我們慶祝健安這深具影響力的工作 時,您的參與令人真切地感到溫暖和振奮。

展望未來,我們比以往任何時候都更有準備地為 我們服務的長者提供卓越的關懷和支持。您的持 續支援確保了我們能繼續對社區作出富有意義的 影響。感謝您支持我們,讓我們一同在照顧亞裔 長者的路途上繼續前進。

SHERWIN TSAO 曹卓勝 健安董事會主席(2023-2024)

PROGRAM UPDATES

RESIDENTIAL SERVICES

Pam Cokash, Administrator

The Rehab and Care Center (RCC) as well as Supportive Housing (SH) facilities have been focusing on further enhancing our care quality and service standards in an everchanging environment. This starts with elevating our staff training, internal communications, and continuous learning, ensuring our team is always informed and prepared with the latest standards to provide the best quality care to the residents.

The care team here at the RCC and SH understands that families put their trust in us to look after their loved ones. We aim to ensure staff know their vital impact within the community and feel confident in their roles so they can deliver exceptional services.

We pride ourselves for ensuring that staff, residents, families and visitors are all well cared for!

復康與護理中心 (RCC) 以及耆老支援住屋 (SH) 設施一 直致力在日新月異的環境中進一步提高我們的照護品質 和服務標準。首先是加強我們的員工培訓、內部溝通, 以及增加持續學習的機會,確保我們的團隊了解最新標 準並隨時做好準備,為居民提供最優質的護理。

復康與護理中心和耆老支援住屋的照護團隊明白健安居 民的家人對我們的信任,將他們摯愛的親人交給我們 照顧。我們的目標是確保員工了解他們對社區的重要影響,並對自己的職責充滿信心,以能提供卓越的服務。

我們為確保員工、居民、家人和訪客都得到關愛而感到 自豪!

-- Pam Cokash, 院長



HOME CARE Carrie Lam, Home Care Program Director

In 2023, we faced significant challenges. Our home care program encountered hurdles in revenue generation, rising operating expenses due to inflation, and ongoing staffing issues. We saw a decrease in demand for home care agency services as many potential clients opted for care from their families, driven by lingering concerns from the pandemic. The struggle to recruit and retain qualified caregivers persisted throughout 2023. Additionally, travel limitations due to the pandemic led to caregivers and clients taking extended leaves, further exacerbating the staffing shortage and reducing service hours.

Despite these obstacles, we successfully expanded our service area by hiring additional caregivers in South King County. Our ongoing recruitment and training efforts ensure that our caregivers possess the necessary skills and qualifications to provide our best services. 我們在2023年面臨重大挑戰。家居照顧部門遇到經營擴張障礙、因通漲導致的營運費增加,以及持續性的人手安排問題。許多潛在委託人因擔憂受疫情影響而選擇由家人照顧,所以對僱用家居照顧機構的需求有所下降。在2023年,招募和保留合資格護理人員的競爭持續存在。再者,過往因疫情而起的旅遊限制導致護理員和委託人延長旅遊計劃,令人手更為短缺和服務鐘點減少。

儘管面對這些阻礙,我們在南金縣招聘了多位護理員, 成功擴大服務範圍。我們的持續招聘及培訓能確保護理 員獲得所需的技能及資格,為我們的委託人提供最好的 服務。

一林嘉妍,家居照顧服務總監

This year has been transformative for the Community Wellness and Social Services department. We expanded our offerings to over 1,900 classes and workshops in 2023, reaching more seniors and enhancing the quality of our programs. Our commitment to fostering an environment of health, wellness, and community engagement has yielded positive outcomes in several key areas.

Our weekly exercise and dance classes consistently attracted high attendance, with participants reporting improvements in physical health and overall well-being. Diverse recreational activities, such as sewing and calligraphy, tech assistance to bridge the digital divide, and social events to boost community spirit and foster new friendships, helped to enrich the lives of Asian seniors living at home.

Our social services team conducted comprehensive case assessments to understand family caregivers' needs better, allowing us to offer tailored support and interventions. We also held evidence-based health workshops on chronic disease management, diabetes management, fitness enhancement, and aging mastery, better equipping seniors to effectively manage their health.

We formed impactful collaborations to enhance community outreach and support, including Alzheimer Association to raise awareness of Alzheimer's disease and UW Memory Hub to help raise awareness of Dementia. New partnerships with North Bellevue Community Center and Bellevue Crossroads Mini-City Hall allowed us to offer programs at these sites. These collaborations underscore our dedication to improving senior well-being and building a connected, supportive community.

今年對社區健康和社會服務部門來說是變革性的一年。在2023年,我們將活動課程和工作坊擴張至超過1,900個,讓更多長者可以參與,並提高了節目課程及服務的品質。我們致力於創造一個有助身心健康和社區參與的環境,並在幾個關鍵領域中取得非常好的成果。

我們每週的運動和舞蹈課程持續吸引大量的參與 者。參與者均表示身心健康都有所改善。豐富多彩 的娛樂活動如縫紉和書法、電子科技技術援助,以 及促進社區精神和結交新朋友的社交活動,都有助 於豐富充實亞裔長者的生活。

我們的社會服務國隊為有需要的家庭進行全面的案例評估,以便更好地了解家庭照顧者的需求,使我們能夠提供量身定制的支援。我們也舉辦了慢性疾病管理、糖尿病管理、增強體魄、掌握黃金歲月等實證健康工作坊,讓老年人能更有效地管理自己的健康。

我們與阿茲海默症協會(Alzheimer Association)及華盛頓大學記憶中心(UW Memory Hub)等機構建立了具有影響力的合作關係,加強社區外展和支援,如提高大眾對阿茲海默症及老人癡呆症的認識。與City of Bellevue的北社區中心和迷你市政廳的新合作夥伴關係使我們能夠在這些地點提供活動及服務。這些合作充分展現了我們致力提升亞裔長者的身心健康,以及建立一個相互聯繫和支持的社區。

-Faye (Yuk-Fun) Chien, 社區健康及社會服務總監



PROGRAM UPDATES, CONTINUED



FUND DEVELOPMENT

Yolanda Eng, Fund Development Manager

In 2023, we got to see the return of many of our beloved in-person gatherings. Our community came together once again for the Kin On Sports Tournament, featuring badminton, table tennis, and soccer tournaments. These events bring so much joy and raise essential funds for our programs. Thank you to all who participated and supported! Last Fall, we were especially excited to host our in-person Mid-Autumn Celebration, a fantastic event that brought

us all together to reconnect shared mission. Thanks to your generous support, we raised over \$170,000! We are so grateful for the chance to deepen relationships with our community of supporters, so that together we can provide care for our Asian seniors and families. Looking ahead, we are excited to build on this success and further our impact in the community.

Thank you for your

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face-to-face, and celebrate our

ongoing dedication and support. We couldn't do this without you!

2023年,我們終於可以再次舉辦許多大家 喜愛的現場活動。我們的社區再次齊聚一堂 參與健安體育錦標賽,包括羽毛球、乒乓球 和足球比賽。這些活動為大家帶來了很多歡 樂,並為我們的營運籌集了必要的資金。在 此感謝所有曾參與和支持的人!去年秋天, 我們特別高興能夠舉辦中秋慶祝晚宴,這是 一場精彩的活動,新朋舊友濟濟一堂,歡聚 並慶祝我們共同的使命。感謝您的慷慨支 持,我們籌集了超過17萬美元!我們非常感 謝這些機會加深與支持者及社區的關係,讓 我們共同為亞裔長者和家庭提供關愛照護。 展望未來,我們將更努力地在成功的基礎上 再接再厲,進一步擴大我們對社區的影響 力。感謝您一直以來的奉獻與支持。有您的 參與,我們才能成功!

一YOLANDA ENG,基金拓展經理

2023 NUMBERS UPDATE

2023 IN NUMBERS

750 Healthy Living Program participants 康健樂頤計劃參加者

237 Home Care clients 家居照顧服務委託人

127 Social Services Program participants 社區服務計劃參加者

215 Rehab & Care Center and Supportive Housing residents 院友。



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



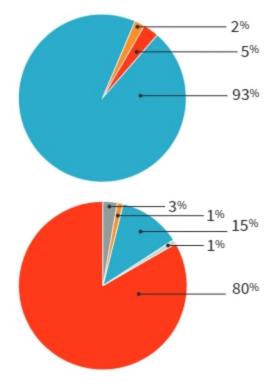
Number of wonderful people working as a team 位員工服務耆老

309 Staff 員工 **323** Volunteers 義工



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

2023 FINANCIALS



EXPENSES 支出

TOTAL	\$ \$ 21,052,833	
Administration	\$ 1,075,464	
Resource Development	\$ 366,276	
Program Services	\$ 19,611,093	

REVENUE 收入

TOTAL	S	24.132.119
Program Contracts, Private Pay, Fees	\$	19,664,490
Other Income	\$	109,823
Foundations & Grants	\$	3,564,528
Corporate Giving	\$	162,401
Individual Giving	\$	630,877

^{*}The financial figures stated above are from Kin On's FY2023 audited financial statements.

LOOKING AHEAD

As I reflect on my first full year as CEO, I am profoundly grateful for the journey we have undertaken together. This year has been one of remarkable transformation, characterized by growth, resilience, and a shared commitment to building a strong foundation for the future.



Navigating through the lingering challenges of the pandemic, our dedicated staff has ensured the safety and well-being of our residents and clients while maintaining the high standards of care that define Kin On. Their unwavering commitment and adaptability have been truly inspiring.

The past year was all about making continuous improvements to our operations and providing even better care to our elders. By introducing new technologies, streamlining processes, and implementing best practices, we have enhanced efficiency and improved the quality of our services. These efforts are laying the groundwork for Kin On's continued success and sustainability. As we look ahead, our focus remains steadfast on two key priorities:

- Operational Excellence and Financial Sustainability: We are committed to ensuring our operations and financial health remains strong so we can continue providing exceptional care and services for years to come.
- 2. Expansion of Community-Based Services: We recognize the growing need to support Asian seniors living at home. By expanding our community-based programs, we aim to help more seniors stay healthy and active longer.

Kin On's unique position as a cornerstone for Asian seniors in Washington State is a testament to our collective efforts. I am deeply honored to lead such an extraordinary organization, and I am excited about the future we are building together.

To our dedicated staff, passionate volunteers, generous donors, and supportive community members – thank you. Your contributions make all the difference. Together, we will continue to honor the legacy of Kin On and ensure it remains a beacon of hope and care for Asian seniors.

Ketty Hsieh 謝則靜

Kin On CEO 健安行政總裁

當回顧我擔任行政總裁的第一整年,我對我們一起走過的歷程深表感激。這一年是變革卓著的一年,充滿成長、堅韌,以及我們為未來建立鞏固基石的共同信念。

在應對疫情的持續挑戰中,我們敬業的員工確保了居民和客戶的安全和健康,同時 延續著健安一貫的高水平護理。他們的堅 定努力和適應能力真的鼓舞人心。

過去一年,我們不斷改進營運流程及標準,以為我們的長者提供更好的護理。通過引入新科技、精簡流程和實施最佳方案,我們提高了效率並改善了服務質素。 這些努力為健安的成功和持續發展奠定了基礎。

展望未來,我們仍會致力於兩個營運重點上:

- 1. 營運卓越和財務可持續性:我們致力於確保我們的營運和財務狀況健康強勁,這樣我們才能在未來繼續提供卓越的護理和服務。
- 2. 擴展社區服務:我們知道亞裔長者在家 生活的支援需求不斷增加。通過擴展我們 的社區服務,我們的目標是幫助更多長者 保持健康活躍,安享晚年。

健安在華盛頓州作為亞裔長者重要支柱的 獨特地位,印證了我們共同努力的成果。 我非常榮幸能夠領導這樣一個非凡的組 織,並對我們共同構建的未來充滿期待。

致我們敬業的員工、熱情的義工、慷慨的 捐贈者和支持的社區成員——謝謝您們。 您們的貢獻對健安及我們的社會影響深 遠。讓我們一起延續健安的傳統,確保它 能繼續為亞裔長者提供關懷、護理和希 望。

KETTY HSIEH 謝則靜 KIN ON CEO 健安行政總裁

2023 DONOR RECOGNITION

WE APPRECIATE YOUR GENEROUS DONATIONS IN HELPING US FULFILL THE NEEDS OF THE ELDERLY

感謝你慷慨捐助,讓區內的老年人得到適切的服務!

GENERAL DONATIONS

\$10,000 and above

Arlene and Thomas Cheng Hing Chinn

Employees Community Fund of Boeing

Puget Sound

Evangelical Chinese Church of Seattle

Chtu-Wun Ho

Lam and Sy Giving Fund

Bik Lam and Chung Lee

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Washington

Sheng-Yen Lu Foundation

Hannah Wong and Brian Fellon

Hannah Wong

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

XI-Nam Au

Best In Class Education Center

Bread Of Life Christian Church In Seattle

Cathay Bank Foundation

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Godfrey and Joanna Chan Wallace and Dina Chan

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Nella Kwan

Davy Lam

Dennis Lam, Rosa Leung, Melinda Lam

and Dorts Cheung

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Karin Lee

Kelvin Lee

Stephen and Joanne Lee

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Seattle Chinese Alliance Church - Elevate

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Commerce Hung-Fu Ting Diana Tong

Lillian Tsai

Alfred and Maggie Tsang Sherwin Tsao Tsuchtya-Lung Family Tulalip Charitable Fund

United Way of King County Tu Van and Phuong Trac Jiakun Wang Sharon Wang

Wells Fargo Bank

Marcella Wing and Jeffrey Robbins Janet Wong Kai and Amy Wong

Millie and Kirk Wong Chung Woo

Shlao Yen Wu

James and Kristy Yao Sally and Warren Din F Yee Michael Yeh Lulu Yı Wanda Yip

Jane Yong Qi Zhang and Mr. Mark Schnitzer

\$999 and under

Nasreen Abduljaleel

Randon Aea Teresa Agtuca Jacob Alhadeff

Rebecca Alhadeff

AmazonSmile Foundation Anne Arakaki-Lock and Stephen Lock

Lisa Au

Scott and Linda Badger

Joseph Bae Barclay Seafood Cole Barga June Barthelman Christina Bartolome

Debbie Baxter Yan-Han Brownlee-Chen

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Luman Chet Ron Chew PI-Shuang Chi

Faye Chien Yvonne Chin and Kiel McDougal

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Linda Chinn Randall and Anh Chinn

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