



KOREAN COMMUNITY  
SERVICES PRESENTS

# 2019 ANNUAL REPORT

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Serving New York's Korean  
American Community Since 1973





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MISSION

STATEMENT

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**KCS' mission is to be a bridge for Korean immigrants and the wider Asian community to fully integrate into society and overcome any economic, health and linguistic barriers so that they become independent and thriving members of the community. We accomplish this mission by providing culturally competent programs in the areas of Aging, Education, Immigration, Workforce Development, and Public Health.**



# AGING

## Corona Senior Center

### Home Bound Meals

The Corona Senior Center is home to the only ethnic Home Bound Meal Delivery Program in Queens. Well-balanced meals are thoughtfully prepared and delivered to homebound seniors.

62,252  
MEALS  
DELIVERED



## Flushing Senior Center

### Transportation for Mobility Impaired Seniors

Since 2005, the Flushing Senior Center has provided transportation for mobility impaired seniors to and from the Center. Staff and volunteers at the Flushing Senior Center make friendly visits or telephone calls to home bound seniors. This reduces isolation, provides comfort, and promotes their safety.

2,970  
SENIORS  
RECEIVED  
TRANSPORTATION



## Adult Daycare Center

KCS Adult Day Care Center is a structured group activity program designed to provide socialization and meaningful rehabilitative/recreational activities for seniors with functional impairments. This allows them to remain independent for longer, preventing premature institutionalization and also providing relief for caregivers. The program provides two Korean meals a day and operates from Monday to Friday 9:00am to 2:00pm. KCS Adult Day Care Center is registered with the NYC Department for the Aging.



## Senior Centers

KCS supports our senior community by providing comprehensive care for Asian-American senior citizens through our centers located in both Corona and Flushing.

Program	Flushing Senior Center	Corona Senior Center
<b>Breakfast + Lunch</b> Well-balanced meals are provided for over NUMB. seniors on a daily basis.	108,547 meals served	39,416 meals served
<b>Education + Recreation</b> Offering various educational and recreational activities, such as language and art classes, dancing, yoga and more, these activities are critical to reducing the risk of dementia in seniors.	A total of 1,226 seniors participated in educational or recreational activities	A total of 980 seniors participated in educational or recreational activities
<b>Case Assistance</b> Providing culturally and linguistically appropriate case assistance for seniors applying for public benefits and other services.	1,679 received case assistance	479 received case assistance
<b>Health Management + Promotion</b> Providing physical/health exercises such as blood pressure check-ups along with health management and nutrition education sessions	1,679 received health check-ups	4,261 received health check-ups
<b>Information + Referral</b> As a staple organization within the community, KCS provides information and refers constituents to appropriate partner agencies to further assist people when requested.	1,587 seniors received information or referrals	1,724 seniors received information or referrals

# Education



## English to Speakers of Other Languages (ESOL)

Language barriers are a major issue in the immigrant community. With funding from NYC-DYCD-Immigration Services and NYC-DYCD-City Council Discretionary, KCS seeks to alleviate this barrier by offering adult literacy courses. Students take a diagnostic test to evaluate their English proficiency skills and are placed accordingly - "Low beginning", "High beginning", "Low Intermediate", "High intermediate", "Advanced". Classes are offered in the morning, afternoon, and the evening to best accommodate for working schedules.

**15**

**CLASSES**

**2**

**CITIZENSHIP/ESOL  
CLASSES**

**402**

**STUDENTS  
SERVED**

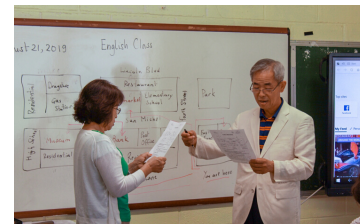


**2,688**

**INSTITUTIONAL  
HOURS**

**20**

**STUDENTS PASSED  
THE CITIZENSHIP TEST**



## Young Adult Service Program (YASP)

YASP (Young Adult Service Program) connects Asian American young adults (high school/college students) with service learning opportunities, leadership development, and professional development by placing them at nonprofit organizations and elected official offices throughout New York City for summer internships. Co-hosted by the Korea Times, YASP has provided Asian American youth the opportunity to serve their local community and to learn the importance of service since 2001.



**26** + **2500**

STUDENTS

HOURS

**26**

AWARDED PRESIDENTS  
VOLUNTEER SERVICE AWARD.

## Test Prep

Since early 2018, KCS has been providing test prep services in partnership with Awaken Education, an educational service company serving the wider New York/New Jersey area. The purpose of this collaboration is to provide the community with premium-quality test prep, subject classes (writing, math, etc), and college guidance at affordable rates. Scholarships are also provided to those who demonstrate financial need and demonstrate academic excellence.



**13**

STUDENTS

# Youth

# IMMIGRATION

There is an increasing need for affordable and linguistically appropriate legal services in the Asian American community. For new immigrants, accessing and understanding even the most basic information is difficult, especially if the information is not available in the individual's native language. Because of this language barrier, immigrants are more vulnerable to immigration fraud simply because they don't know where to turn for reputable assistance.



KCS' Immigration Department takes a holistic approach of community outreach, education, and direct services to meet the growing demands of affordable and linguistically appropriate legal services. We have been working with organizations, agencies, and social media to inform the hard-to-reach Asian American immigrant communities of the available legal services and help them protect their rights during the heightened immigration enforcement period.

266

CLIENT CONSULTATIONS  
AND INTAKES

246

SUCCESSFULLY ASSISTED  
APPLICATIONS COMPLETED

169

NATURALIZATION  
APPLICATIONS

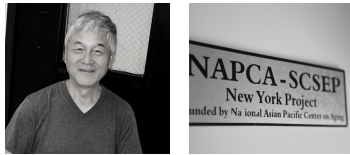
77

GREENCARD  
RENEWAL OR  
REPLACEMENT  
APPS



# WORKFORCE DEVELOPMENT

## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)



**200**

PARTICIPANTS

**Flushing**

**62%**

EMPLOYMENT RATE

**Brooklyn**

**70%**

EMPLOYMENT RATE

**98%**

RETENTION RATE

**89%**

RETENTION RATE

KCS's Senior Community Service Employment Program (SCSEP) is devoted to facilitating employment for low-income individuals aged 55 or older who have poor job prospects. The SCSEP advances unique part-time opportunities for eligible seniors through community service-related activities; it also works to foster individual economic self-sufficiency and assist older persons in need of transition to unsubsidized employment.

## COMPUTER CLASSES

KCS's computer classes provide a pathway for individuals to improve their computer skills and find employment. Many jobs today require usage of basic computer functions; for those familiar with such operations, the job market is greatly broadened. KCS's computer classes thus train students of all ages in breeding familiarity with important computer programs and functions to better their employment prospects. Such programs and classes include: Basic Computer Knowledge, Microsoft Word, Excel, Google Basic, Google Intermediate, and Google Apps. Classes run from Monday thru Friday, from 2pm to 5pm.

**183**

STUDENTS



**13**

STUDENTS ON  
AVERAGE PER  
CLASS



# WORKFORCE DEVELOPMENT



45

STUDENTS

7

ADVANCED TO  
FULL TIME  
EMPLOYMENT

25

ADVANCED TO  
PART TIME  
EMPLOYMENT

## *KOREAN-AMERICAN EMPLOYMENT PROGRAM (KAEP)*

KCS's Korean-American Employment Program (KAEP) addresses the critical employment needs of Korean immigrants and Korean-Americans. Koreans are among the most marginalized demographics in New York City and Bergen County; many of them are currently beset by language difficulties, a lack of marketable skills, and a general increase in unemployment. If given the opportunity to advance in these areas, KAEP believes that these individuals will be able to make substantial strides in procuring gainful employment and achieving financial stability and independence. KAEP's goal is to provide this crucial support. Through a combination of English classes concentrated on business-related language skills, employability support, and vocational training as well as internships, program members gained the skills they needed to navigate the complexities of the job market. Each student received individual counseling and attention specifically tailored for their needs, designed not just to aid them in the job search but to secure and maintain competitive employment.



# PUBLIC HEALTH

To reduce health disparities among the Korean population in the New York metropolitan area, PHRC offers an extensive range of health care services that resolves to maximize positive health outcomes in the community. To do this, PHRC offers culturally and linguistically relevant public health programs as well as community-based outreach, education, and screenings.

ACCESS TO  
HEALTHCARE

ADVOCACY

WOMEN'S  
HEALTH

CHRONIC  
DISEASES

# DIVISION OF ACCESS TO HEALTHCARE

*In FY19, KCS became an Access Health grantee for the first time.*

## Independent Consumer Advocacy Network (ICAN)

24	6	519
OUTREACH EVENTS	CASES	PEOPLE REACHED

### CLIENT'S STORY

“Last year, due to a Medicaid paperwork mistake, I started getting billed for a few hundred dollars a month to just to keep my medical services. Not knowing where to ask for help, I knocked on every door possible, only to be directed elsewhere. There were a lot of misinformation, and I didn’t know what to believe and who to ask for help. Luckily, I had heard about KCS’ ICAN program and decided to call for help. They helped me understand important notices and letters, know my rights as an MLTC recipient, and even assisted me with a fair hearing. I’m so relieved now; I just wish I had known about ICAN sooner! -- Mr. L”

## Access Health

**GOAL:** To reduce health disparities by educating them with correct information, their rights, and options.

36	1,012
OUTREACH EVENTS	PEOPLE REACHED



## Affordable Care Act (ACA): New York and New Jersey

**GOAL:** To provide culturally linguistically appropriate health insurance enrollment, navigation, and consultation services for everyone in NYC, New York and New Jersey navigator designated organization under NYS of health and Center for Medicaid and Medicare

<b>New York:</b> Service 5 days a week	
1,490	1,265
CONSUMERS SERVED	ENROLLMENTS

<b>New Jersey:</b> Service 1 day a week	
96	320
CONSUMERS SERVED	INQUIRIES

# DIVISION OF ADVOCACY

**MISSION:** PHRC has broadened our engagement with coalitions/partnerships to advocate for the Korean community. These collaborations help PHRC to continue to support and promote healthier lifestyles among the Korean community. PHRC is actively involved in many advocacy activities related to community health and immigrants' issues.

## *Longstanding Partners*

- NY Immigration Coalition
- Project CHARGE
- NYC Hepatitis B Coalition
- American Diabetes Association's Asian Initiative
- Partnership for Healthier Queens

## *New Partners*

- NYC Smoke Free
- Partnership with Queens Quits at NYC Health + Hospitals Queens
- Asian Smokers' Quitline
- Flavors Hook Kids Campaign



# DIVISION OF WOMEN'S HEALTH

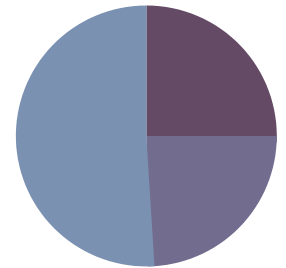
**ABOUT:** KCS' 'Women Empowered (WE)' Project partnered with the Cancer Services Program Queens (CSPQ) to provide:

1. Free Mammography
2. Patient Navigation services
3. Education to raise breast cancer awareness.

## PROJECT STRATEGIES:

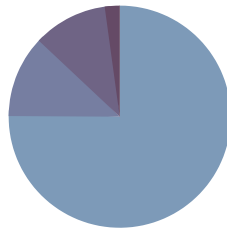
1. Establish a partnership with other Asian groups (MEKONG, JASSI, and Kalusugan Coalition) to serve low-income women.
2. Increase the number of mammogram events by expanding partnerships with medical providers. (Project Renewal, American-Italian Cancer Foundation, and Mount Sinai)
3. Expand our service areas to the Bronx and Staten Island by partnering with faith-based organizations.

- Education: 51%
- Navigation: 25%
- Screening: 24%



## SERVICES WE PROVIDE

- Koreans: 74%
- Japanese: 13%
- Filipinos: 11%
- Chinese: 2%



## % PEOPLE PER ETHNIC BACKGROUND AT SCREENINGS



# DIVISION OF WOMEN'S HEALTH

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**893**

PEOPLE SERVED

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**279**

SCREENINGS

**208**

KOREANS

**35**

JAPANESE

**30**

FILIPINOS

**6**

CHINESE

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**1**

CANCER CASE  
FOUND

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**584**

EDUCATION SERVICES

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**28**

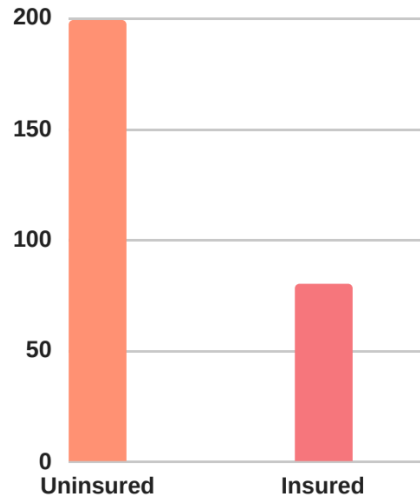
DIAGNOSTIC SERVICES

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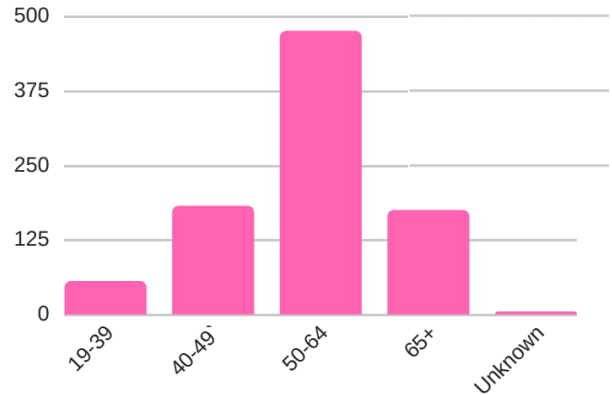
**285**

PATIENT NAVIGATION  
SERVICES

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## WHO WE SERVED



# DIVISION OF CHRONIC DISEASES: DIABETES

## *Diabetes Self-Management Program*

Partner:

Social Determinants of Health

Funding:

OneCity Health

### **HIGHLIGHT: WIN WEST WOMEN'S SHELTER**

We decided to offer our services to another women's shelter from a recommendation we received from our contact at New Providence Shelter. Win West was also located in Midtown Manhattan. We met up with some of the managerial staff at a site visit and introduced our program. We partnered with IPRO to deliver DSMP for 6 weeks from 2/20/19-3/27/19. One participant made so many good lifestyle changes that by the end of the 6 weeks, her doctor took her off Metformin.

**10**

WORKSHOPS  
CONDUCTED

**96**

PEOPLE SCREENED FOR  
SOCIAL DETERMINANT OF  
HEALTH

**115**

WORKSHOP  
PARTICIPANTS

Most common types of services that participants in workshops were referred to:

- Housing stability
- Financial empowerment
- Employment assistance
- Immigrant advocacy

## *National Diabetes Prevention Program*

**GOAL:** We aim at preventing development of diabetes or delaying onset of diabetes, educating how to modify their lifestyle-nutrition, physical activities, stress, and more, with the CDC-developed evidence-based program. Each workshop consists of core sessions of 16 weeks and maintenance sessions of 8 weeks.

Funding:

NYC Department  
of Health

**77%**

ATTENDANCE

**3**

PARTICIPANTS REDUCED  
3-5 % OF THEIR WEIGHT

**52**

PARTICIPANTS  
ENROLLED

## DIVISION OF CHRONIC DISEASES: HYPERTENSION

### *Hair Salon Hypertension Outreach Project (HSHOP)*

We aim at reducing risk of heart disease and stroke, promoting lasting heart-healthy lifestyles, and referring women from low-income, uninsured, or underinsured backgrounds to available health resources within or near the neighborhoods of Flushing, Elmhurst, and Corona. For this end, we partnered with 6 local hair shops where clients will access blood pressure monitors and keep track of their blood pressure.

82

PARTICIPANTS

29

PEOPLE WITH HIGH  
BLOOD PRESSURE



### *Linking Interventions for Total (LIFT) Population Health*

#### **WHEN**

On-going project  
until January  
2020

#### **WHERE**

Low-income  
areas in  
Brooklyn

#### **STRATEGIES**

Implementing NYC Keep ON track Program in the partner church: training church volunteers and hosting bi-monthly blood pressure measuring for their church members

#### **ACCOMPLISHMENTS**

Implementing menu change along with chefs training about sodium and hypertension



## The Clinic

KCS Mental Health Clinic is equipped to address and treat a wide range of social and emotional issues which include, but are not limited to depression, anxiety, trauma, domestic violence, and isolation. Our clinic treats and raises awareness of mental health in our community, as well as combats the stigma and fear of receiving mental health-related services.



## Services

- Psychosocial Assessments
- Psychiatric Evaluations
- Individual, Couples, Family, & Collateral psychotherapy
- Art Therapy
- Psychotropic Medication Management
- Crisis Intervention
- Complex Care Management
- Health Assessments

# IN FY19:

**ACCOMPLISHMENT:** KCS Mental Health Clinic restructured staff and processes which increased overall revenue and productivity. KCS Mental Health Clinic has had increased media publicity which has yielded increased funding from New York City and State. KCS Mental Health Clinic has increased advocacy for mental health funds and services by continued collaboration with community organizations and serving on the New York City Department of Health and Mental Hygiene Community Services Board.



9,275

SERVICES PROVIDED

818

CLIENTS SERVED

# STAFF

## EXECUTIVE STAFF

Linda Lee, *President/ CEO*

Myoungmi Kim, *Interim Deputy Director/ Director of Adult Day Care Center*

## DIRECTORS

Grace Eunhye Kim, *Assistant Director of Public Health & Research Center*

Helen Jang, *Director of Workforce Development*

Helen Kyung Hyun Ahn, *Director of Senior Centers*

Joanne Park, *Director of Mental Health Clinic*

John Shin, *Assistant Director of Corona Senior Center*

Junghee Park, *Assistant Director of Flushing Senior Center*

Sara Soonsik Kim, *Director of Public Health & Research Center*

Teresa Baik, *Director of Education*

# STAFF

Ala Roh

Alicia Chum

Ann Springer

Anna Choi

Annie Ahn

Chang Ok Choi

Chee Song Lau

Daniel Kim

Danielle Perry

Deborah Kim

Gyumin Kang

Han Soo Kim

Hee Seung Han

In Soon Yang

Jaime Cho

Jessica Lee

Jin Kwon

Jong Hyun Daniel Kim

Joseph Chae

Julia Hong

Julia Lee

Julia Park

Jung Rae Jang

Junsoo Ahn

Kang Suk Soh

Katherine Oh

Kathy Li

Keefong Liu

Kevin Cho

Koeun Kim

Kwang Huh

Kyunghee Chung

Lynn Choi

Michelle Kim

Michelle Yun

Minhee Lee

Minjae Chung

Monica You

Moonyoung Chu

Naiym Park

Nick Lee

Okhyun Ko

Paul Lee

Raymond Lee

Rebecca Lee

Ronald Lee

Sarah Koppalakonda

Sarah Park

Seungmin Kim

Soon Hyun Oh

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