2015 ANNUAL REPORT
KOREAN COMMUNITY SERVICES OF METROPOLITAN NEW YORK
JULY 1, 2014 TO JUNE 30, 2015

Founded in 1973 and incorporated in July 1974 as the first community-based social service agency targeting the Korean population, The Korean Community Services of Metropolitan New York, Inc. (KCS) is a voluntary, nonprofit 501(c)(3) community service agency with the objective to develop and deliver a broad range of community service programs to meet the various needs of the community. In order to achieve these objectives, KCS provides various professional community service programs in the areas of Aging, Community, Workforce Development, and Public Health.

KCS serves over 1,300 individuals daily with the help of 9 Board members, 25 full-time staff, 28 part-time staff, and about 100 volunteers who are all working to make our community better in locations around the greater New York area. There are six site locations in the New York City area including four in Queens, an office in Manhattan and a satellite office in Brooklyn.
## AGING

### SENIOR CENTERS
KCS' Korean American Senior Centers, located in Corona and Flushing provide comprehensive care for Asian American senior citizens.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>FLUSHING SENIOR CENTER</th>
<th>CORONA SENIOR CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast &amp; Lunch</td>
<td>85,917 meals served</td>
<td>37,540 meals served</td>
</tr>
<tr>
<td>Education/Recreation</td>
<td>An aggregate number of 9,403 seniors participated in educational or recreational activities</td>
<td>An aggregate number of 2,625 seniors participated in educational or recreational activities</td>
</tr>
<tr>
<td>Case Assistance</td>
<td>703 seniors received case assistance</td>
<td>1,377 seniors received case assistance</td>
</tr>
<tr>
<td>Health Management and Promotion</td>
<td>1,247 seniors received blood pressure check-ups</td>
<td>2,736 seniors participated in healthy activities</td>
</tr>
<tr>
<td>Information/Referral</td>
<td>485 seniors received information or referrals</td>
<td>2,035 seniors received information or referrals</td>
</tr>
<tr>
<td>Transportation for Disabled Seniors</td>
<td>An aggregate number of 3,451 seniors received transportation</td>
<td></td>
</tr>
</tbody>
</table>
## PROGRAM

<table>
<thead>
<tr>
<th>Friendly Visits</th>
<th>FLUSHING SENIOR CENTER</th>
<th>CORONA SENIOR CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and volunteers at the Flushing Senior Center make friendly visits or telephone calls to homebound seniors. This reduces isolation, provides comfort, and promotes their safety and</td>
<td><strong>956</strong> friendly visits or telephone calls were made</td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td>Home Bound Meals</td>
<td>The Corona Senior Center is home to the only ethnic Home Bound Meal Delivery Program in Queens. Balanced meals are cooked, packed, and delivered to homebound seniors daily.</td>
<td><strong>36,183</strong> meals were delivered to home bound seniors in Queens Community Districts 1 to 8.</td>
</tr>
</tbody>
</table>

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## ADULT DAY CARE CENTER

KCS Adult Day Care Center operates from Monday through Friday between 9am to 2pm. Breakfast, lunch, and snacks are complimentary and door-to-door transportation service is provided upon request. Our compassionate and dedicated staff members are highly skilled. They are well-trained in caring for seniors with cognitive and/or physical impairments. Both existing and new staff receive ongoing and mandatory annual training sessions in specific to the needs of seniors in an adult day care setting.

In 2015, KCS Adult Day Care Center provided services to an aggregate number of **more than 5,200** physically and mentally disabled seniors.
COMMUNITY

ADULT LITERACY/ESOL

Language barriers are a major issue in the immigrant community. More than one million New Yorkers are Limited English Proficient (LEP), which represents 28% of the foreign-born population of New York State. KCS seeks to alleviate this barrier and empower our community by offering adult literacy and computer literacy classes. In 2015, KCS offered 7 ESOL classes and 2 Computer Literacy Classes, serving approximately 200 students throughout the year.

AUTISM AND DEVELOPMENTAL DISABILITIES

In 2014, KCS launched the KCS Kids Line which is a hotline service for Korean-American parents and families affected by autism and other developmental disabilities. Many parents and families of children with special needs experience the lack of services and resources that are culturally sensitive and language appropriate. In order to help with these difficulties, KCS Kids Line provides general information about autism and developmental disabilities, referrals to appropriate services, and parent-to-parent peer counseling.

IMMIGRATION

Nearly one million New Yorkers are eligible for citizenship yet, not all one million have the basic resources to apply. For many, the language barrier and the process itself build a gap between those who are eligible and those who have the resources to apply to be citizens of the United States of America. In order to address this issue, KCS assists community members through the naturalization process by providing education, information, mock interviews, step-by-step explanation of the process and timeline, and determine eligibility.

YOUTH

KCS’ Youth Programs offer leadership development, educational and recreational activities, and a safe-space for our community’s youth. Our youth programs include:

- KCS’ After-School and Summer School programs provide students with a safe learning environment. Students receive help with homework and projects.

- Youth Community Action Project (YCAP) connects high school youth with service learning opportunities and leadership and professional development by placing youth at nonprofit organizations and local elected officials’ offices throughout New York City during the summer. Co-hosted by The Korea Times, YCAP has been able to provide Asian American youth the opportunity to serve their local community and to learn the importance of service since 2001. In 2015, 27 student volunteers accomplished 4,059 of volunteer hours.
WORKFORCE DEVELOPMENT

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

SCSEP serves low-income, unemployed, and limited-English proficient seniors in the Asian and Pacific Islander community by finding them full or part-time unsubsidized employment, which allows participants to acquire work experience and hands-on job training at nonprofits, community-based organizations and government agencies. Participants receive government-funded trainings such as secretarial and clerical trainings and receive minimum wage. It also provides them with needs-based social services such as food stamps (SNAP), application assistance for senior apartments, Supplemental Security Income and legal consultation. In 2015, there was a total of 2,070 trainees that were funded by NAPCA.

<table>
<thead>
<tr>
<th>QUEENS SITE</th>
<th>% of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Community Service</td>
<td>96.5%</td>
</tr>
<tr>
<td>Entered Employment</td>
<td>74.7%</td>
</tr>
<tr>
<td>Employment Retention</td>
<td>100.0%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$12,602</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BROOKLYN SITE</th>
<th>% of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Community Service</td>
<td>97.4%</td>
</tr>
<tr>
<td>Entered Employment</td>
<td>87.0%</td>
</tr>
<tr>
<td>Employment Retention</td>
<td>78.4%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$12,453</td>
</tr>
</tbody>
</table>
PUBLIC HEALTH

PUBLIC HEALTH & RESEARCH
Since 1994, KCS’ Public Health and Research Center (PHRC) has offered a wide range of much-needed health care services to reduce health disparities among Korean immigrants in the New York metropolitan area. PHRC provides culturally and linguistically competent public health programs as well as community-based outreach, education, and trainings to maximize positive health outcomes in the community. During 2015, PHRC reached approximately 10,000 clients by operating health programs including REACH FAR, Hepatitis B, Women’s Health, Healthy Eating, Social Service, and Advocacy.

REACH FAR PROJECT
In collaboration with NYU Center for the Study of Asian American Health, CDC, and DOH, KCS launched the REACH FAR project (Racial and Ethnic Approaches to Community Health For Asian Americans), which aims to address health-risk factors and promote healthy living in the community. REACH FAR engages local community-based organizations, churches, ethnic markets, and health providers that serve the Korean and broader Asian community, to fight against high blood pressure and cardiovascular disease in NY and NJ. Since 2014, REACH FAR provides educational workshops, links to farmers’ markets, and encourages faith-based organizations to provide healthy meal options. REACH FAR has a blood pressure monitoring and tracking program called KEEP ON TRACK and as well as a Million Hearts Campaign, which aims to prevent 1 million heart attacks and strokes by 2017.

DIVISION OF HEPATITIS B
PHRC has partnered with New York City Department of Health as a member of the NYC Hep B Free Coalition to fight against the chronic hepatitis B disease among Korean immigrants. During FY 2015, PHRC had 21 screening events and screened 490 individuals to identify patients with chronic hep B. Through the screenings and referrals from the community, PHRC identified 45 clients with chronic hep B. KCS’ Patient Navigators connected patients to Korean-speaking gastroenterologists and hepatologists so that they may receive medical assessment at no cost. Of the 45 clients, 71% had no health plans. KCS also revived the vaccination program through the NYC Immunization Office, providing free vaccinations to 55 clients.

HEALTHY EATING PROJECT
Recognizing our community’s needs for chronic disease prevention/intervention, PHRC launched ‘Eat Healthy in Faith’ to promote the adoption of New York City Healthy Food Standards during meetings and events at churches, in partnership with Make the Road NY. The project promotes healthier food options by developing culturally competent educational materials and hosting nutritional workshops and cooking demonstrations at 25 churches.

DIVISION OF ADVOCACY
Recently, PHRC has broadened our engagement with coalitions/partnerships to advocate for Korean community. In addition to our longstanding partners like NY Immigration Coalition, Project CHARGE, NYC Hepatitis B Coalition, we started to be an active partner of the American Diabetes Association’s Asian Initiative and Partnership for Healthier Queens. Through these collaboratives, PHRC is able to promote healthier lifestyle among the Korean community.
DIVISION OF EQUAL HEALTH ACCESS

In partnership with Community Service Society and as part of NY Metropolitan Area’s Community Navigator Network, KCS has been enrolling members of the Korean community in all five boroughs on New York State of Health, NY’s insurance marketplace. With bilingual trained State Certified Navigators, the Division of Equal Health Access at PHRC conducts workshops in Korean and English to educate the community on healthcare as well as health insurance. Navigators also assist low-income households in attaining Medicaid eligibility or healthcare networks, such as HHC, to get them the healthcare they need. Since the implementation of the Affordable Care Act back in October of 2013, PHRC has served more than 2,750 members of the community to either apply or enroll in health insurance. PHRC also provides education workshops and does outreach via local ethnic media.

We’ve recently expanded to serve the Korean community in Bergen County, New Jersey. KCS’ Navigators are unique among Navigators Nationwide in that they have been trained in both the Federal and State marketplaces, which give them more in depth knowledge with which to help their community members. Partnering with Project Charge (Coalition for Health Access to Reach Greater Equity) and Asian & Pacific Islander American Health Forum (APIAHF), KCS PHRC’s Division of Equal Health Access ensures that the needs and concerns of our community are being recognized and addressed by local and federal government leaders.

DIVISION OF WOMEN’S HEALTH

Throughout 2015, PHRC conducted 282 digital mammograms as well as 284 Clinical breast exams for no cost to women who were eligible. As well as mammography and clinical breast exams, women were also provided with follow-up diagnostic screenings. 44 women were called back for follow-up appointments with 2 cases of breast cancer identified, diagnosed, and treated. In addition to breast cancer screenings, 62 women were referred for no cost pap-smears (cervical cancer screenings) through a partnership with Queens Cancer Services Program and New York Hospital Queens. Outreach and education was conducted in densely populated Korean communities as well as at health fairs, community centers, and churches. Ethnic media was utilized to reach Korean immigrant women who have never been or are rarely screened for breast cancer as well as those women who did not possess insurance, reaching over 1,000 women.
MENTAL HEALTH

OUR STORY

In 2011, KCS decided to take on a new challenge and start a mental health program that would shift the way the Korean American population view mental health and to break the stigma surrounding it. As an organization, KCS staff, board, volunteers watched as our community suffered after each community-wide tragedy. For each incident, not only was there a lack of culturally and linguistically competent mental health services available but people in the community were not actively seeking help. After 4 years, KCS is finally a certified, New York State Article 31 Mental Health Clinic and able to open our doors to serve the community. Our clinic accepts Medicaid, Medicare, private insurances, and provides a sliding scale fee based on income for those that do not have or are not eligible for insurance.

KCS is building the foundations for a healthier and happier community but being the first primarily Korean-serving nonprofit organization to receive an Article 31 license in the State of New York and provide outpatient mental health services. Our vision is for our clinic to become a safe space for our community. Our culturally competent therapeutic interventions will be implemeted with the goal to respect Korean culture and language. Furthermore, KCS Mental Health Clinic strives to be an educational resource about mental health issues that are prevalent among Korean Americans and the importance of seeking out services. We hope that this new program will unify the community as one voice to fight against the stigma on mental health issues.

OUR SERVICES

- Individual Therapy
- Couples Therapy
- Family Therapy
- Group Therapy
- Art Therapy
- Psychiatric Consultation
- Psychotropic Medication Management
KCS STAFF

PRESIDENT & EXECUTIVE DIRECTOR
Kwang S. Kim, President
Linda Lee, Executive Director

DIRECTORS

Kyung Hyun (Helen) Ahn, Director of Senior Centers
Chang Ok Choi, Director of After School and Summer School
Young Ju Ha, Director of Mental Health Clinic
Helen Jang, Director of Workforce Development
Myoungmi Kim, Director of Adult Day Care
Soonsik Sara Kim, Interim Director of Public Health and Research Center
Frances Lau, Director of Adult Literacy/ESOL

John Shin, Assistant Director for Corona Senior Center
Jong Ock Youu, Assistant Director of Flushing Senior Center

STAFF

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Annie Shin
Bora Lee
Cameron LeBlanc
Chun Shin Chung
Chung Kil Kim
Daniel Chung
Daniel Hong
Dowon Kang
Esther Kwon
Grace Kim
Gyu Min Kang
Hale Dincer
Heacho Kim
Hea Rang Chun
Hea Sook Chang
Heido Cho

Henry Shim
Hyosoon Yu
Hyun Lee
Jinwon Chung
Jong Man Ham
Joseph Yun
Junghye Park
Jung Hwa Ahn
Kae Hoon Chung
Kee Fong Liu
Kevin Cho
Koon Ja Lee
Lina Kim
Ok Hee Hwang
Ok Jung Bae
Raymond Lee
Ryan Myers

Seok Chol, MD
Seung Hee Han
Soon Do Cho
Soon Sun Chung
Soya Shin
Soyoung Yoon
Su Pok Pak
Sunjoo Lee
Sung Ku Kang
Tracey Denholm
Wenyan Zhao
Won Sup Oh
Yan Zhu Liu
Youngsook Grace Shin
Young Sook Song
Yunjuong Shin
Soon Oh, MD