

ANNUAL REPORT 2023

July 2022-
June 2023



BUILDING COMMUNITIES, SUSTAINING NEIGHBORHOODS



At ASIA, we strive to serve, support, and advocate for Asian Americans and Pacific Islanders (AAPIs), and immigrants and refugees, so they **prosper** and **flourish**.



FROM THE CEO

Dear Friends,

Our 2022-2023 Annual Report is a document from a different time, even though it recounts a span of time that ended just a year ago. Over that span, COVID became a background fact instead of an ongoing crisis. The country pulled itself out of a financial downturn brought on by the pandemic. ASIA's service populations began growing rapidly as refugee numbers rebounded from the deep cuts made under the previous administration.

Over those twelve months, ASIA was able to build capacity while also safeguarding our resources. We accessed special funding streams set up to combat covid or regrow the economy. Knowing those monies would not last forever, our finance team built up substantial reserves.

Since my interim period started after the end of the last fiscal year, my experience reading this report is similar to yours. I'm pleased to see how much was accomplished over that period. All phases of our operations – medical, legal, social

services, children and youth, outreach and advocacy – saw successes that year and many saw growth.

At the same time, I see in this report the beginnings of the challenges that face us today. Needs are growing while many funding sources are constricting. We need to build capacity not only in terms of numbers of clients and patients that we can serve, but also in terms of linguistic and cultural competency as more refugees come from new hotspots in central Asia, the Middle East, Africa and South America.

ASIA is in good shape to meet these challenges but as always needs the support of the institutions and individuals who make up the broader ASIA family. On the horizon we see new opportunities along with potential pitfalls. Recalling how we emerged from the pandemic and economic downturn reminds us that we've met challenges before and can continue to do so in the future.

Scott Piepho
Interim CEO

2023...

6,213

People visited
HAPI Fresh
Farmer's market



34,192

community members
were served meals
through programming

1,477

Interpretation jobs
completed



296

refugees from 11
different countries
completed refugee
health screenings

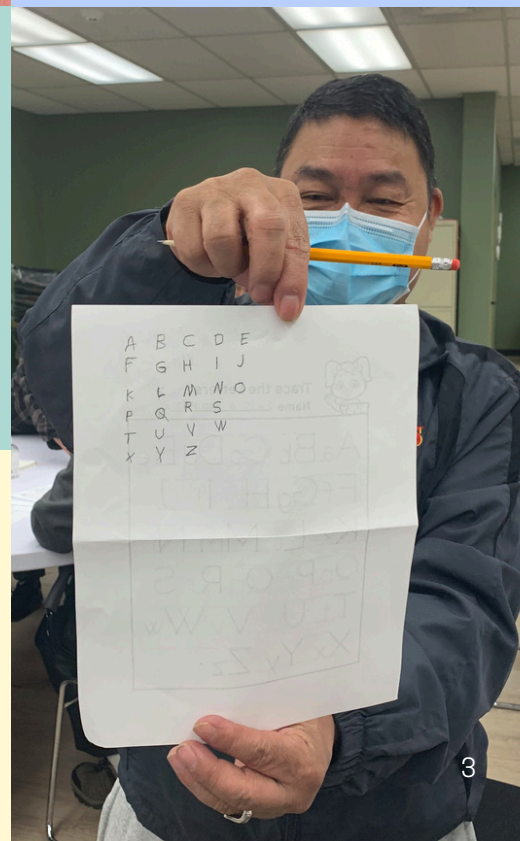


1,510

Seniors served in
Aging & Adult
Programs

211

youths participated
in student programs

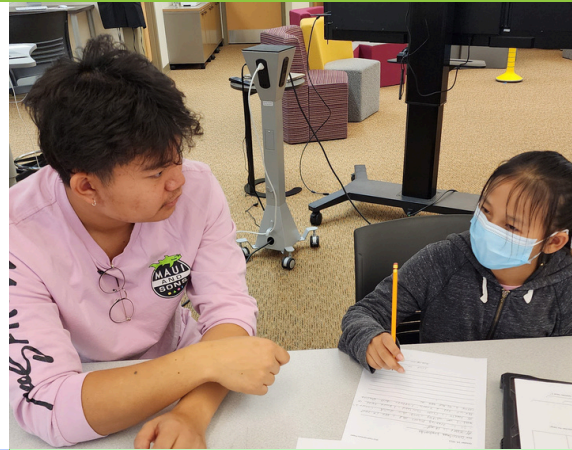


AT A GLANCE



725

Community members
registered to vote



1,410

patients received flu
vaccines at our health
clinics

163

Survivors of domestic
violence, sexual assault,
and human trafficking were
served by Ahimsa

ASIA's tax filing
services filed

1,193

taxes for clients

Our staff attorneys took in

172

Legal cases in family,
victim, and immigration law



AGING & ADULT

Serving seniors through case work, outreach, health and nutrition education, and helping seniors apply for eligible benefits

AHIMSA

Supporting survivors of domestic violence, sexual assault, and human trafficking through culturally humble case work

CHILDREN, YOUTH, AND FAMILY

Educating and empowering students and their families through after school programs, summer camp, and student leadership development.

COMMUNICATIONS & CIVIC ENGAGEMENT

Connecting with the community through outreach, advocacy, and relationship-building

PROGRAMS AND SERVICES

INTERNATIONAL COMMUNITY HEALTH CENTER

ASIA's Federally Qualified Health Center that provides primary care, vaccinations, behavioral health, and more in multiple languages

INTERPRETATION AND TRANSLATION

Provides language interpretation and translation services in over 30 languages

LEGAL

Legal services provided in cases of immigration, family, and victims of crime

SUSTAINABILITY

Empowers community members to reach economic self-sufficiency through emergency food assistance, workforce training, benefits enrollment, and more



OUR
IMPACT



INDEPENDENCE & INSPIRATION

The vision for ASIA's wraparound services is to guide community members into full self-sufficiency and independence. This goal is especially important to our Ahimsa department, whose clients often come from abusive or controlling situations. Independence is more than something to take pride in—it is also safety and well-being.

Ditya* got married soon after coming to the United States. Her child has special needs that required her to stay home with them, so she did not have opportunities to immerse herself in American culture or community. She was completely reliant on her controlling husband. When she came to Ahimsa's team for help, she received assistance for family law, rent, case management, language interpretation, transportation, emotional support, and more to give herself and her child a better life.

Realizing how important it was to be self-sufficient, she started working, went to school, and learned how to navigate the city on her own. She continues to participate in Ahimsa's support groups to make friends with other survivors and embrace her newfound independence.

"I was inspired by you," she told her bilingual advocate.

*Name changed to protect the client's privacy



BOOSTING CONFIDENCE WITH BOOKS

Daniel, a third grader in ASIA's Community Adult Mentorship program, would much rather play Uno than do his homework. He complained about having to read and was reluctant to choose books to read when they were offered to him. What he did enjoy was some healthy competition.

Cecily, ASIA's youth educator, appealed to Daniel's competitive streak to help him improve his reading abilities. She challenged him to read a book for thirty minutes and answer trivia questions about the story he read, such as the names of characters and their motivations. Correct answers won him high fives while incorrect answers came with playful banter and a rereading requirement. The challenge soon became a game as his initial disengagement gave way to excitement whenever he answered correctly, while some of his friends would gather around him and cheer him on.

Soon, he grew to look forward to his daily reading challenge. He would come into the program, loudly declaring "Your questions are too easy! Ms. Cecily, I'm gonna dominate today!" He chose his own books to read and answered difficult comprehensive reading questions. Through this reading exercise, **he gained confidence in reading and in himself.**

LEGAL SERVICES

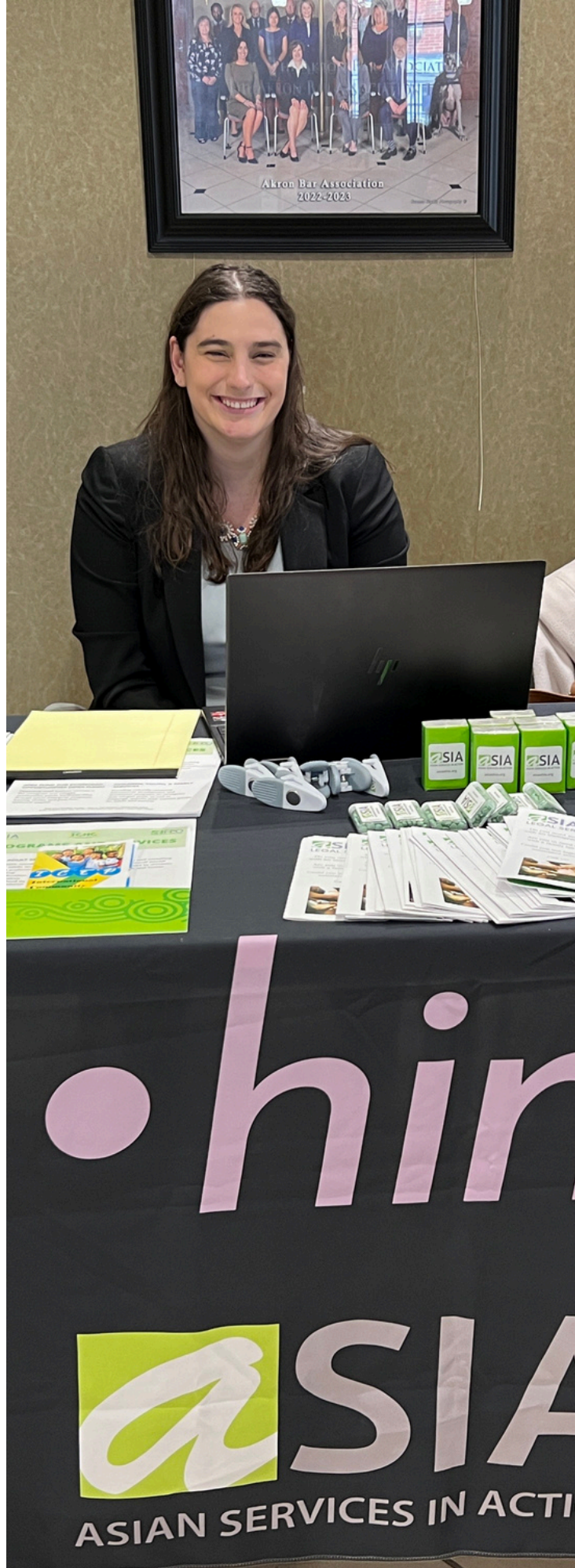
Behind every immigration case is someone hoping for a new home and future for their family.

In 2022-2023, ASIA's Legal Services team helped...

...a Ka'Ren family of five receive their refugee green card in less than two years!

...a Ghanaian asylum seeker receive her work permit so that she can support herself and her child!

...a client with disabilities pass their citizenship test!



SUPPORTING OUR SENIORS



Maishori Kami initially resettled in New York with her son's family, but she was isolated. She could not apply for any benefits because of language barriers, and she was lonely. She had one daughter living in Akron, OH, who came to ASIA's Sustainability Services for guidance on how to move her mother to live with her.

Ms. Kami decided to move to Akron with the help of ASIA to apply for food stamps, Medicaid, and senior vouchers. We also helped her update her information with the Social Security Administration office, obtain a new state ID, find a primary physician, and receive emergency food, all in her native language. She now lives with her daughter and **is happy to call Akron her home.**

When **San Man Rai** first became a client of ASIA in 2013, he struggled with multiple health problems and could not apply for public benefits on his own. Over the next decade, ASIA's Aging & Adult Services team helped him open a bank account, find rental housing, apply for benefits (SNAP, Medicaid, SSI, home health care aide), health education, vaccines, apply for citizenship, and register to vote. Our interpretation services and bilingual staff assisted him so that he could understand and communicate with the aid he received.

Nearly ten years later, **he was proud to vote in Ohio's 2022 midterm elections and use his voice for his community.**





LANGUAGE ACCESS & DEMOCRACY

2023 kicked off with the Akron mayoral race as seven people announced their candidacy. The next mayor would determine Akron's future for all communities, including Akron's naturalized citizens. However, how does someone know who to vote for out of seven different candidates, especially if English is not your primary language?

ASIA's Community & Civic Engagement team was determined to connect candidates to community members. They organized two mayoral candidate forums, one in January and one in March, for community members to enjoy a free lunch, meet the candidates, and ask them questions about their plans for Akron. We arranged language interpreters to attend the event and interpret in Nepali, Ka'Ren, and other languages so that Limited English Proficient attendees could participate. The forums drew in approximately **200 attendees** of diverse backgrounds who asked questions to the candidates about police reform, housing equity, economic development, and more.

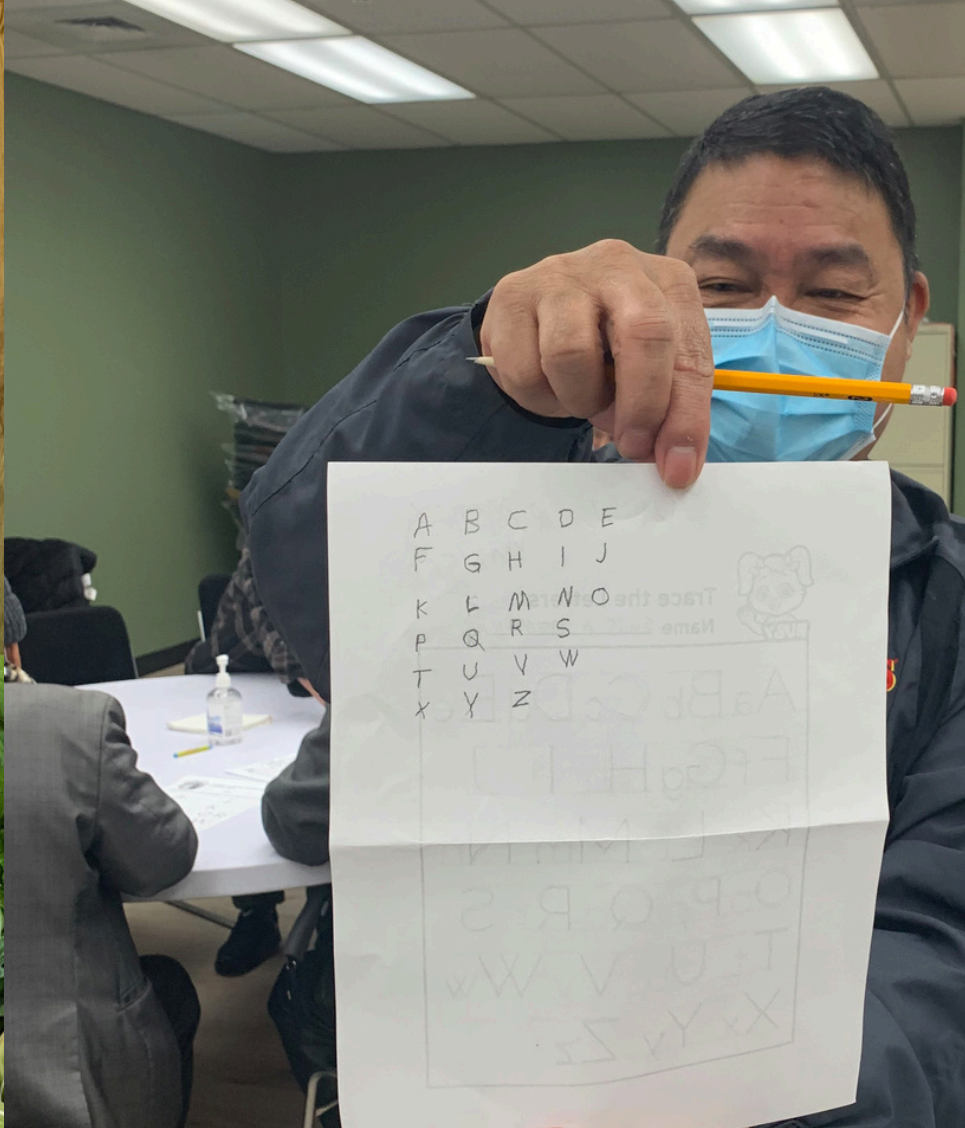


A FAMILY'S RECOVERY

Chan was twenty-seven when she arrived in the US after the military coup in Myanmar. She was so stressed about her parents' health problems and her future that she had little time and energy to take care of her own health.

Chan's mother had advanced heart failure that required open-heart surgery and heart valve replacement. The coup started soon after her surgery, so her family had to flee before full recovery. Chan's father endured torture and imprisonment, as well as malnutrition in the refugee camps. Her parents struggled with medical emergencies, infections, and chronic pain when they first arrived at ASIA's International Community Health Center (ICHC). The ICHC team rushed her mother to the ED to undergo treatment, subsequently following up with her closely to monitor her condition and address her concerns regarding her treatment and pacemaker. They also made arrangements for her father to receive physical therapy, orthopedic surgery, and neurological help.

Six months later, Chan's mother is in a stable condition and enjoys caring for her grandchildren, while her father's chronic pain has improved so that he can live more freely. Chan was finally able to get **peace of mind to focus on her health and career**. Now she works for ASIA's Apex Fund for Economic Opportunity and studies to become a nurse.



CELEBRATIONS AND APPRECIATIONS



CONGRATULATIONS, AHIMSA!



We are so proud of ASIA's Ahimsa team, who was awarded the **Purple Ribbon Award** in August of 2022. Their work in supporting domestic violence survivors in the community won them recognition from DomesticShelters.org, Alliance for HOPE and experts in the field. Ahimsa was awarded in the category of Most Innovative Service for their culturally humble approach to ending domestic violence.

THE JIN HUO SENIOR COMMUNITY CENTER



May Chen and CF Chen, founders of ASIA, converted ASIA's former office on Carroll Street into a senior adult daycare center to provide seniors a comfortable, multi-purpose space for activities, community, and programs.

The community center includes a board game room, exercise room, quiet rooms, and a kitchenette to serve hot meals.

The Jin Huo Senior Community Center officially opened in September of 2022 in partnership with ASIA. The Aging & Adult senior programs now fully take place in the community center where they enjoy a third space designed for their needs, interests, and community.

WOMEN AND LITERACY CLASSES



The first Women and Literacy class for Afghan women took place in June 2023! These classes take place both online and in person to teach Afghan women everyday English that they can use to ask for directions, shop for groceries, and meet new people. Our instructors also taught them how to navigate the internet, such as opening an email account or using Zoom, so that they could take these classes in the convenience of their homes. Since then, the class has grown and a literacy class for Afghan men is in the works. We are so proud of our students!



HAPPY 10TH ANNIVERSARY!



DONOR SPOTLIGHT



Chun Fu “CF” Chen and May Chen generously contributed \$25,000 to ASIA’s upcoming project of building a dental wing in ASIA’s International Community Health Center in Akron. CF founded Quatech, Inc., a company specializing in data communication, established the digital electronics program during his tenure as a professor at University of Akron, and co-formed Savile Lane with his daughter specializing in affordable custom-made clothing. May Chen is a co-founder and executive director emeritus of ASIA, and now dedicates her time to Jin Huo Community Senior Center.

We are so grateful for CF and May’s continuous and passionate investment in ASIA’s work and growth. Their dedication to the Asian American, Pacific Islander, refugee, and new immigrant communities span over twenty-five years of generosity of finances, time, and effort. We look forward to serving our patients and improving their dental health through their gift.

LOOKING BACK ...

CHALLENGES

We are preparing to develop strategies and collect information to address various challenges faced in our refugee communities, many of which trace back to behavioral health. One important challenge is strategizing how to de-stigmatize seeking behavioral health help.

...AND AHEAD

THE FUTURE

There will be rising numbers of refugees that will be settled through established resettlement agencies in the area. We are also anticipating a new resettlement agency being established in the area, which will settle refugees into more nearby neighborhoods.

As we prepare to serve the new wave of community members coming to Northeast Ohio, we face the challenge of capacity building. More staff members, services, and language capabilities need to be established before the resettlement begins to best serve new community members. We increasingly rely on individual donations to prepare this capacity so that we will be ready to go as soon as the residents arrive.

THANK YOU!

FUNDERS

Akron Community Foundation
Akron Summit Community Action Inc.
Asian Pacific Islander American Health Forum
Alcohol, Drug Addiction and Mental Health
Services Board of Cuyahoga County
Asian Americans Advancing Justice Southern
California
Association of Asian Pacific Community Health
Organizations (AAPCHO)
CDC Foundation
Cleveland Foundation
Cleveland Rape Crisis Center
Cleveland Votes
Cuyahoga County Department of Jobs & Family
Services
Cuyahoga County Immigration Legal Services
Cuyahoga EITC Coalition
Department of Justice – Office on Violence
Against Women
Direction Home Akron Canton Area Agency on
Aging & Disabilities (DHAD)
Direct Relief Health Equity Fund
Healthy Lakewood Foundation
GAR Foundation
George Gund Foundation
McGregor Fund
National Coalition of Asian Pacific American
Community Development
National Council on Aging (NCOA)
Northeast Ohio Medical University
Office for Criminal Justice Services
Ohio Access to Justice Foundation
Ohio Association of Community Health
Centers
Ohio Criminal Justice Services (OCJS)
Ohio Department of Health – Sexual Assault
Service Program
Ohio Department of Job and Family Services
(ODJFS)

Ohio Department of Mental Health and
Addiction Services (OhioMHAS)
Ohio Supreme Court
Summit County Alcohol, Drug, and Mental
Health Board
Summit County Department of Jobs & Family
Services
United Way of Summit & Medina Counties
United Way of Greater Cleveland
U.S. Health and Human Services/Health
Resources and Services Administration
(HRSA)
U.S. Health and Human Services/Office of
Refugee Resettlement (ORR)
Wallace H. Coulter Foundation
Western Reserve Area Agency on Aging

PARTNERS

Access to Care
Akron Canton Regional Food Bank
Akron Children's Hospital
Akron Cooperative Farms
Akron General
Akron Fire Department
Akron Public Schools
Akron Summit Community Action
Akron Summit County Public Libraries
ALTA
American Immigration Lawyers Association
Ariel International Center
Asian American Advancing Justice/AAJC
Asian American Community Services
Asian American Council of Dayton
Asian Community Alliance
Asian & Pacific Islander American Health
Forum (APIAHF)
Asian and Pacific Islander American Vote, Inc.
(APIAVote)
Asian American Justice Center
Asian Evergreen Senior Housing
Asian Festival Corporation

Asian Pacific American Medical Students
Association – APAMSA
Asian Pacific Institute on Gender Based
Violence
Asian Pacific Partners for Empowerment,
Advancement and Leadership (APPEAL)
Aspire
Association of Asian Indian Women in Ohio –
AAIWO
Association of Asian & Pacific Islander
Community Health Organizations (AAPCHO)
Better Business Bureau
Boy Scouts of America
Canopy Child Advocacy Center
Care Source
Case Western Reserve University
Catholic Charities Corporation, Diocese of
Cleveland
Catholic Charities Migration & Refugee
Services (MRS)
Center for Reducing Health Disparities Case
MetroHealth
Children and Books (CAB)
Chinese Association of Greater Toledo
City of Akron
City of Lakewood
Cleveland Chinese Women's Association
Cleveland Clinic Foundation
Cleveland Department of Public Health
Cleveland Food Bank
CHN Housing Partner
Cleveland Metroparks
Cleveland Metropolitan School District
Cleveland Rape Crisis Center
Cleveland Public Library
Cleveland State University
Coats for Kids
Collaborative to End Human Trafficking
Community Legal Aid
Community Support Services
ConxusNEO
Cosmic Bobbins
Council on American Islamic Relations

Our work is made possible by funders, partners, and volunteers who invest time, resources, and energy into our community. We are thankful for everyone who shared in our vision.

Countryside	Ohio Asian American Health Coalition	United States Committee on Refugees and Immigrants (USCRI)
Crosspoint Missionary Alliance Church	Ohio Association of Food Banks	U.S. Equal Employment Opportunity Commission (EEOC)
CSBDD	Ohio Attorney General's Human Trafficking Commission	Tungez LLC
Cuyahoga County Domestic Relations Court	Ohio Crime Victim Justice Center	Tiffany Breast Health
Cuyahoga County Earned Income Tax Credit Coalition	Ohio Department of Health	United States Committee on Refugees and Immigrants (USCRI)
Cuyahoga County Board of Health	Ohio Department of Job and Family Services	U.S. Equal Employment Opportunity Commission (EEOC)
Cuyahoga Falls School District	Ohio Domestic Violence Network	University of Akron
Direction Home	Ohio Senior Health Insurance Information Program (OSHIIP)	University Settlement
Domestic Violence Project, Inc.	Ohio Supreme Court	Vantage Aging
Downtown Akron Partnership	Organization of Chinese Americans of Greater Cleveland	Victims Assistance Program
Equitas Health Akron	Philippine American Society of Ohio	Youth Outdoors
Exchange House	Produce Perks Midwest	
Girl Scouts of Northeast Ohio	Project Learn of Summit County	
Global Cleveland	RAHAB Ministries	
Guru Gobind Sikh Society of Greater Cleveland	Recovery Resources	
Harvest Home Shelter	Refugee Response	
Himalayan Arts Language Cultural Academy	Refugee Services Collaborative of Cleveland	
Hope Center	Rock Mill	
Hope and Healing Survivor Resource Center	Safer Futures	
International Institute of Akron	Salaam Cleveland	
Jewish Family Services Association	Sexual Assault Response Team -Summit and Cuyahoga Counties	
Kent State University	St. Bernard – St. Mary's Catholic Church	
Key Bank	St. Clair Place	
Lakewood City School District	STEP FORWARD	
Lakewood Public Library	Summa Health System	
Laura's House	Summit County Collaborative Against Human Trafficking	
Legal Aid Society of Cleveland	Summit County Developmental Disability Board	
LGBT Community Center of Greater Cleveland	Summit County Domestic Relations Court	
Mahoning Valley Human Trafficking Task Force	Summit County Public Health	
MetroHealth System	Summit Education Initiative	
Minority Business Center	Summit Food Coalition	
Monarca Language Services LLC	Summit Metro Parks	
MotivAsians	Summit Regional Human Trafficking Task Force	
Mission Assets Fund – MAE	The Journey Center	
My Community Healthcare	The Salvation Army	
National Caucus and Center on Black Aged	Tungez LLC	
Native American Community of Cleveland	Tiffany Breast Health	
Neighborhood Network of Middlebury		
Northeast Ohio Human Trafficking Task Force		
Northeast Ohio Medical University		
Ohio Alliance to End Sexual Violence		



THANK YOU

We can do more together. With your support, immigrants and refugees can vitalize their communities for generations to come.

Here's how you can partner with us:

FOLLOW us on social media. We are @asiaohio on Facebook, Instagram, Twitter, and LinkedIn

VOLUNTEER in our programs and special events

SHARE our story with friends, family, and community partners

MAKE A GIFT to support our programs and services



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EMERITUS

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2021