

JULY 1, 2023-JUNE 30, 2024



ANNUAL REPORT

Asian Services in Action, Inc.

ONWARD AND UPWARD



LETTER FROM THE CEO

Dear esteemed stakeholders, friends, and supporters:

On behalf of our dedicated Board of Directors, it is my distinct honor and privilege to present to you our Annual Report covering fiscal year 2024. Having been appointed as the CEO in late 2024, I must pass the credit to my predecessor for the many successes and achievements during this period.

As you may be aware, we provide a comprehensive portfolio of services including medical services, social services, and legal services to immigrants, refugees, asylees, victims of human trafficking, domestic violence, hate crimes, and sexual assaults. Our patients and clients are generally of international origin and include but are not limited to Asian Americans and Pacific Islanders.

Our organization consists of eight programs led by passionate program managers and hardworking groups of staff and volunteers. We serve a wide range of ages from toddlers to those advanced in age. Our goal is to give a helping hand to newcomers so that they can chase the American dream like millions of others who came before them.

We owe a debt of gratitude to our stakeholders, donors, funders, volunteers, and staff. Without their steadfast support and dedication, we would not be able to achieve even half the success.

As we cast an eye to the future, we will embrace the best of yesterday and meld it with the best of today to create the best of tomorrow!

Kindness and wellness,



Harry N. Kamdar,
Chief Executive Officer



ASIA operates two Federally Qualified Health Centers that provide culturally relevant primary care, vaccinations, behavioral health, and more in multiple languages.

AGING & ADULT

We help seniors find support and fellowship to live fuller lives through case work, outreach, health and nutrition education, and helping them apply for eligible benefits.

a • him • sa

We support survivors of domestic violence, sexual assault, and human trafficking through culturally humble case work.

CHILDREN, YOUTH & FAMILY

About 300 children are involved in our programs that offer K-12 acculturation, academic support, enrichment, and opportunities for positive peer experiences and leadership building.

COMMUNICATIONS & CIVIC ENGAGEMENT

We connect and strengthen the community through outreach, advocacy, and relationship-building.

INTERPRETATION & TRANSLATION

We provide language interpretation and translation services in over 30 languages.

LEGAL

Our team offers multilingual legal services in areas of immigration, family, and victims of crime.

SUSTAINABILITY

Our staff empowers community members to reach economic self-sufficiency through emergency food assistance, workforce training, benefits enrollment, and more.



NUMBERS WE'RE

299

students participated in our after-school and summer programming across three school districts.

...with 178 of the students joining ASIA for the first time.

76

survivors of human trafficking, sexual assault, domestic violence, and stalking received support for the first time.

...50% of them were limited English proficient.

1,724

interpretation jobs were completed for schools, courts, medical appointments, social work, counseling, and more!

...in 40 different languages.

5,720

community members visited HAPI Fresh Farmer's Market over the summer in 2023.

731

seniors were served through Aging and Adult Services programs.

25,907

community members received meals through ASIA's programming.

PROUD OF

2,323

individuals received food assistance from our weekly emergency food pantry.

398

newly arrived clients were assisted in job training and placement.

934

individuals received housing assistance services including budget counseling, rental education, pre-purchase home buyer workshops, among others.

278

legal cases taken across family, victims of crime, and immigration law.

...and 62 clients applied for citizenship.

4,588

individuals received help enrolling in public assistance programs like SNAP/EBT, senior home assistance, WIC, and more!

..across more than 20 state and federal benefits programs.

495

Refugee Health Screenings conducted in ASIA's International Community Health Center in Akron.

...for refugees from countries including Afghanistan, Democratic Republic of Congo, Bangladesh, Nicaragua, Iraq, among others.

REVENUE

Contributions and Grants		
Government grants	\$	3,829,458
Fundraising Events	\$	6,884
Federated campaigns	\$	161,353
Other contributions from donors and foundations	\$	1,355,980
Total Contributions and Grants		\$ 5,353,675
Program Services revenue		
Patient service revenue	\$	1,332,596
Interpreting/Translation services	\$	325,179
Social services	\$	114,680
Other revenue	\$	76,082
Total Program Service Revenue		\$ 1,848,537
Miscellaneous revenue		\$ 3,969
Total Revenue		\$ 7,206,181

EXPENSES

Personnel expenses		\$ 4,937,639
General and Operational expenses		
Contracted Services	\$	1,038,770
Advertising and promotion	\$	69,300
Office expenses	\$	318,924
Conferences and trainings	\$	28,086
Travel	\$	68,057
Occupancy	\$	79,223
Interest	\$	34,196
Depreciation and amorization	\$	146,159
Insurance	\$	46,910
Healthcare supplies	\$	525,853
Auto and transportation	\$	78,514
Maintenance repair	\$	20,432
Other expenses	\$	21,512
Total general and operational expenses		\$ 2,475,936
Grants and similar amounts paid		\$ 178,535
Total Expenses		\$ 7,592,110
SURPLUS/(DEFICIT)		\$ (385,929)

FINANCIAL SUMMARY

The FY24 revenue decreased by approximately 5% compared to FY23. This is attributed mainly to a decrease in the amount of grant funds received. The FY24 expenses increased by approximately 4% compared to FY23. This is attributed mainly to an increase in personnel expenses. In FY24, there was a deficit of \$385,929 compared to a surplus of \$311,024 in FY23. Cost containment and enhancing revenues are key focus areas moving forward as COVID-era grants end.



**Thank you,
Volunteers
and Interns!**

*4,897.5 volunteer hours
181 unique volunteers*



Children, Youth and Family

Abishak Sanyasi

Abishak started volunteering with ASIA's International Community Empowerment Project program as a junior in high school; he is a Nepali refugee who attended the I Promise School and is currently enrolled in classes at Akron Early College and the University of Akron.

In June, he and several other CYF interns and staff regularly visited Jin Huo Community, a day center for aging immigrant and refugee adults. While interviewing the center's participants about their life stories, Abishak served as a Nepali interpreter. As he heard about the atrocities experienced in Bhutan and the refugee camps in Nepal, he became interested in his own family's story. Abishak decided to interview both of his parents and heard stories about them that had never been told. In wanting to give back to his community, he began volunteering at our summer camp with the elementary and middle school students. This school year, he is interning at one of the ICEP programs in Cuyahoga Falls.



Ahimsa

Ace Cook

Ace Cook is a sociology student at Kent State University. They interned with ASIA's Ahimsa department from June of 2024 to the beginning of the fall semester.

“I found this internship through Kent State's internship coordinator for criminology and sociology (because I'm a sociology student) and she directed me to a couple different agencies but ASIA sounded like a good fit for me because I really enjoy learning about other cultures.

There's actually a little label on my desk that says I'm the office all-purpose tool which is true. I'm willing to just do about anything, whether it's carrying chairs or doing grant reports. I volunteered at HAPI Fresh as a traffic person...which is with our Sustainability department. I actually got to go on a human trafficking raid which was pretty exciting and it felt like good work. I go around, help Kelly cut papers, sometimes do crafts, sometimes do research. I think it's about going into [volunteering] with a good attitude



because you're here to learn and you're here to help other people. I've always been interested in the research part of sociology but honestly, me working at ASIA has really proven that I can handle this kind of work because we're dealing with domestic violence victims, sexual assault victims, and human trafficking victims. Before, I thought I couldn't do that or it would be too much, but now that I have the tools to be able to know how the systems work and how I can actually help people, I'm a lot more confident in my ability to do that.”

Behavioral Health

Daphne Choy

Daphne Choy is currently studying for her Master's at the Ohio State University. She has interned with ASIA's Behavioral Health department for the past three summers.

“As a Behavioral Health Intern at Asian Services in Action Inc.'s International Community Health Center for the past three summers (2021-2024), my experiences here were critical in my decision to pursue a master's degree and become a licensed professional clinical counselor. Namely, my passion to serve immigrants and refugees was a result of the multiculturalism of my colleagues as well as the Akron community whom I worked for every day.

As many of my duties included creating flyers for our services and events, I learned about linguistic considerations for Limited English Proficient populations. This led me to recognize my privilege as a native English speaker and ask community members about their needs and understanding. This past summer I facilitated our Alcohol Awareness Course for Nepali-speaking Bhutanese adults in collaboration with the Stow Municipal Court. Through this course, I learned the amount of work and consideration necessary to create a program like this, as well as the impact of shared language in encouraging community members to share their experiences.



The experienced individuals and community leaders on my team were integral to my commitment to counsel those with linguistic and cultural barriers to healthcare access. My ability to consult so many different perspectives, from social workers to cultural brokers to doctors, led me to prioritize being part of an interdisciplinary team in my future career setting. ASIA Inc.'s emphasis on cultural understanding and working with the community is upheld by its caring staff and the work they do.

Children, Youth and Family

Alvena Eh

Alvena Eh is a high school student who volunteered with Community Adult Mentorship's summer camp in the summer of 2024.

“

My whole family went to ASIA camp, so I went to ASIA camp [Community Empowerment Project], so I have been here since it was at Emerson [Elementary School] up until now. I remember a lot from Emerson when we would go outside where the field is, and we would do these group activities and have fun with each other. I remember the volleyball tournaments, the acting class, and a dancing class.



I have two older sisters who are now workers here. They were campers way back when they were young, and now my brothers are here as campers.

Now that I'm growing up I want to see how everything works behind the scenes because being a camper is a lot different than being a volunteer. I get to work with kids and see how they are and how to work with them in general.

It's been really interesting, it's chaotic but I've found a way to bond with a lot of kids, to understand how they're feeling and what to do when something goes wrong. So it taught me ways to help out kids.

I definitely would come back for future years because I want to see how this camp grows, and how it changes from when I first started.

”

Communications and Civic Engagement

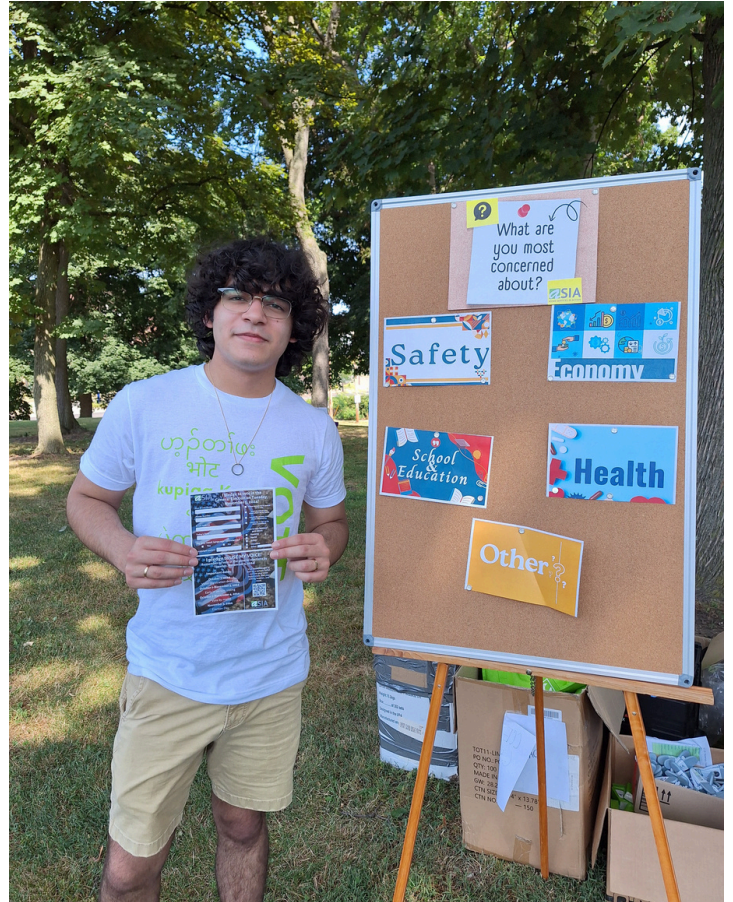
Nathan Kalhan

Nathan Kalhan is a senior at Hawken School. He was an intern for Communications and Civic Engagement during the summer of 2024 and continued to volunteer during the school year.

“As I searched for a community partner in my summer volunteering project, I wanted to find somewhere that I could contribute to low-income and immigrant communities, learn about American politics, and bridge gaps between election processes and voters. As a first-generation immigrant, I have an appreciation for American communities looking to welcome immigrant and low-income ones with open arms. After completing AP US History and gaining an extensive understanding of this nation’s history, my curiosity was piqued by America’s political connection to immigrant and low-income communities. Completing this ISL project [Integrating Service Learning] with ASIA satisfied this interest.

I worked with Ms. Anna Chen as a community and civic engagement intern. In this position, I primarily got eligible voters registered and helped prospective voters understand the election process. I did this by walking them through registration forms, having them sign voting pledges, and using a corkboard to talk through

13 their political concerns.



I hope to study political science and economics in college, gaining a necessary understanding of government and business. Then, I hope to pursue a law degree and continue to advocate for a fair legal, economic, and election system. The people I met and the stories I heard over the summer, as raw and valuable as they were, encouraged my passion for public service. For many immigrant and low-income communities, the beauty of American politics isn’t clear. Through my work at ASIA, I was able to support them by clearing their confusion about elections and reminding them that their voices matter.”

Eagle Scout Volunteer

Jenny Liu

Jenny Liu is a high school senior at Hudson High School and an Eagle Scout of troop 7327, the first all-girls Boy Scout of America troop in Hudson, OH. She signed up as one of the earliest participants to the troop at twelve years old to learn leadership skills, building and crafting, camping, and more.

She was given the opportunity to complete a final Eagle Scout project in which she would organize a project, raise funds, and recruit volunteers to build something for the community. She reached out to ASIA's Volunteers and Special Projects manager Kelly Le to propose completing her Eagle Scout project with ASIA. Together, they brainstormed the idea of building two park benches and a trash receptacle at ASIA's Akron property so that clients could sit while waiting for the bus and keep the parking lot clean.

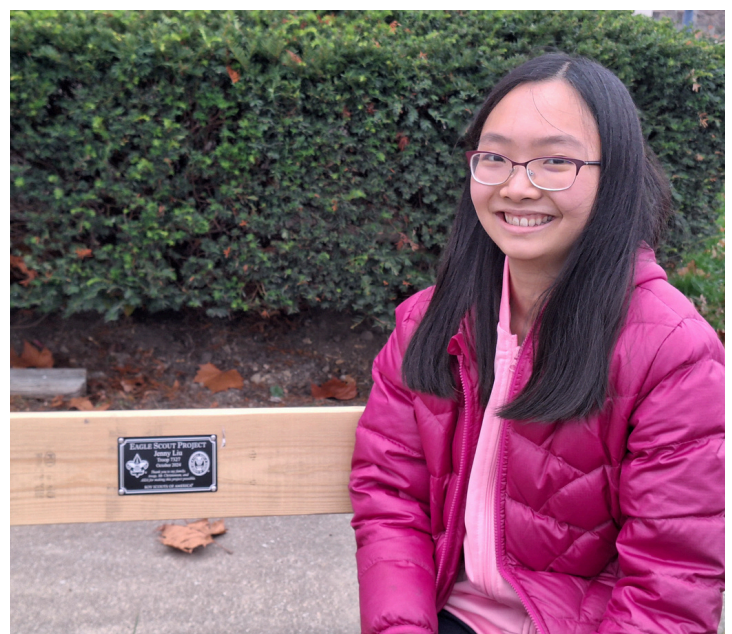
Jenny raised \$500 across Lowe's, Home Depot, and Ace Hardware to cover the nearly





\$900 project. She designed the benches, prepared the building material, and planned the schedule. On October 12, she and a team of thirteen other individuals began construction of the benches and trash receptacle.

Her final project was completed on October 18, and her craft has already benefited ASIA's clients. "Several times as I passed by the project site after finishing, I saw people using the benches we installed!" she said. "I felt really happy to know that my work had a positive impact on the community."



Donor Spotlight

The J.M. Smucker Company

The J.M. Smucker Company is a cherished friend of ASIA who has shown their support throughout the years with in-kind donations, financial gifts, and volunteering. We are grateful for their partnership and look forward to continue working with their employee resource groups to uplift the immigrant and refugee communities of Northeast Ohio.



“As an organization we are inspired by our Purpose, Feeding Connections That Help Us Thrive – Life Tastes Better Together. This simple idea conveys our commitment to grow our business and the positive impact we have on all those who count on it.

We are fortunate to have a workforce that shares in this passion, including the leaders of our employee resource groups who have made new and important connections to expand the positive role we can play in our communities.

Leadership from our CAPIA (Community of Asians, Pacific Islanders, and Allies) employee resource group were connected with ASIA to learn more about the organization and ways that the group could support. In addition to the group's alignment with ASIA's vision, the Northeast Ohio focus provided a strong opportunity to collaborate with a local partner.



CAPIA exists as a community for Asians, Pacific Islanders and Allies that works to promote the attraction, growth, success and retention of The J.M. Smucker Co.'s API ancestry employees across all job functions, levels and locations to serve as valued and appreciated contributors to the success of the Company. To connect others with similar cultural interests and raise cultural awareness, the group aims to be a resource for API history, diversity and representation while fostering equity and representation.

CAPIA aims to advance a diverse and inclusive work environment with a focus on:

- Supporting the professional development of API employees
- Fostering cultural identity and awareness by educating and promoting the diversity of API
- Achieving representation of API employees across all levels of the company

This was the second summer representatives from our CAPIA group volunteered at ASIA's HAPI Fresh Farmer's Market. The team had a great time and appreciated the opportunity to volunteer at a few of the organization's weekly farmer's markets by assisting vendors and directing traffic, among other support offered.

We loved seeing the vendors' harvests each week with their locally grown and culturally specific produce - in fact, some of our members even purchased produce to take home themselves. It was also rewarding to see how this has become a true community gathering with customers and vendors engaging warmly.

We hope to be back again next year!



-Michelle Chu, Senior Analyst, Investor Relations, CAPIA Chair

Community Member Spotlight

Zainab Khairi

Zainab first arrived to the United States from Afghanistan under a Special Immigrant Visa in 2022 with her family. Her journey took her from Kabul to Pakistan, to Qatar, to Chicago, and finally to Akron.

She joined ASIA's Women and Literacy classes when they first launched in 2023, so that she could improve her limited English. These English classes are geared towards Afghan women to equip them with the language skills and confidence to meet their needs in appointments, grocery shopping, and



other practical uses. She became one of the top performing students in her class soon afterwards. Her English grew exponentially, until she was able to write and share her life's story entirely in English in ASIA's October session of Global Cafe in 2023.



Her dream was for her English skills to improve so that she could one day work for ASIA and help her community. In the fall of 2024, she joined ASIA's Sustainability Services team as a program assistant where she supports Afghan community programming and has even taught an English class. "I'm very, very happy," she said.

Funders, Donors,

We are thankful for all of our funders, donors, and partners who make our work possible in fiscal year '24. We have made every effort to make this list accurate and complete. If there is an error or omission, please accept our sincerest apologies. Please email info@asiaohio.org to let us know.

FUNDERS

Akron Community Foundation
Akron Summit Community Action, INC.
Alcohol, Drug addiction & Mental Health
Services Board-Cuyahoga County
Alcohol, Drug addiction & Mental Health
Services Board-Summit County
Asian & Pacific Islander American Health
Forum
Asian Americans Advancing Justice
Southern California
Association of Asian Pacific Community
Health Organization
Bettye M Brubaker Living Trust
CDC Foundation
Cleveland Browns Football Company
CONXUSNEO
Department of Health and Human Services
Direction Home
GAR Foundation
Flagstar Foundation
Healthy Lakewood Foundation
Immigrant Legal Resource Center
The J.M. Smucker Company
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Office of Violence Against Women
OH-CDC Association
Ohio Access to Justice Foundation
Ohio Association of Community Health
Centers
Ohio Association of Health Plans, Inc.
Ohio Attorney General-Crime Victim
Services
Ohio Criminal Justice Services
Ohio Department of Health
Ohio Department of Job and Family Services
Ohio Domestic Violence Network
Ohio Housing Finance Agency
Ohio Justice Foundation

Ohio Supreme Court
The O'Neill Group
Prevention Action Alliance
Summit County Job and Family
Services
The Junaid Family Foundation
United Way of Greater Cleveland
United Way-Summit County
VANTAGE Aging
Wallace H. Coulter Foundation
Western Reserve Area Agency on
Aging
Westfield Insurance Foundation
William E. Coleman Foundation

DONORS

\$10,000 or more

Chun Fu Chen

\$5,000 - \$9,999

Ray and Sylvia Lee

\$1,000 - \$4,999

**Kyle Le
Cindy Zhang**

\$500 - \$999

**Chanda Ghalley
Amy Lee
Brant Lee
Susan Wong**

Up to \$499

**Yamini Adkins
Connor T Cantrell
Jason Chao
May Chen
Sarah Culver
Dwayne Groll
Beth Herz
Grace Ho
Nicoleetsa Holmes
Martha Hom
Susan Kunkle**

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Kelly Le
Yen Leong
Abdul Malid
Janice Miller
Rene Molenaar
Henry Morchak
Mimi Shinada
Maxine Tam
Wilson Wong**

and Partners

Partners

Access to Care

Akron Canton Regional Food Bank

Akron Children's Hospital

Akron Cooperative Farms

Akron General

Akron Fire Department

Akron Municipal Court

Akron Public Schools

Akron Summit Community Action

Akron Summit County Public Libraries

ALTA

American Immigration Lawyers Association

Amerst Exempted Village School District

Annunciation Greek Orthodox Church of Akron

Apex Fund for Economic Opportunities

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)

The Azalea Institute

Baldwin Wallace University

Better Business Bureau

Barberton Municipal Court

Canopy Child Advocacy Center

Care Source

Case Western Reserve University

Catholic Charities Corporation, Diocese of
Cleveland

Catholic Charities Migration & Refugee Services

Center for Reducing Health Disparities Case

MetroHealth

Chi-Irena Wong

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

Continuum of Care

ConxusNEO

Cosmic Bobbins

Council on American Islamic Relations

Countryside

CSBDD

Coalition

Curtis Chin

Cuyahoga County Board of Health

Cuyahoga County Domestic Relations Court

Cuyahoga County Senior Service Network (CCSSN)

Cuyahoga Falls School District

Cuyahoga Valley National Park

Direction Home

Domestic Violence Project, Inc.

Downtown Akron Partnership
 Elizabeth's Bookshop and Writing Centre
 Equitas Health Akron
 Faith Lutheran Church
 Girl Scouts of Northeast Ohio
 Global Cleveland
 Global Ties Akron
 Guru Gobind Sikh Society of Greater Cleveland
 Harvest Home Shelter
 Himalayan Arts Language Cultural Academy
 Hope Center
 Hope and Healing Survivor Resource Center
 International Institute of Akron
 International Welcome Center
 Jewish Family Services Association
 The J.M. Smucker Company
 Jin Huo Community Incorporated
 Jobs for Ohio Graduates
 The Journey Center
 Kent State University
 Key Bank
 Lakewood City School District
 Lakewood Public Library
 Laundry Time Akron
 Laura's House
 Legal Aid Society of Cleveland
 LGBT Community Center of Greater Cleveland
 Mahoning Valley Human Trafficking Task Force
 MetroHealth System
 Midtown Cleveland
 Minority Business Center
 Mission Assets Fund – MAE
 Mitzvah Day Akron
 Monarca Language Services LLC
 MotivAsians
 My Community Healthcare
 National Caucus and Center on Black Aged
 Native American Community of Cleveland
 Neighborhood Network of Middlebury
 North Hill Community Development Corp
 Northeast Ohio Human Trafficking Task Force
 Northeast Ohio Medical University
 OCA Greater Cleveland
 Ohio Alliance to End Sexual Violence
 Ohio Asian American Health Coalition
 Ohio Association of Food Banks
 Ohio Attorney General's Human Trafficking
 Commission
 Ohio Crime Victim Justice Center
 Ohio Department of Health
 Ohio Department of Job and Family Services
 Ohio Domestic Violence Network
 Ohio Housing Finance Agency

Ohio Mental Health and Addiction Services
 Ohio Senior Health Insurance Information Program
 (OSHIIP)
 The Ohio State University - Summit Extension
 Ohio Supreme Court
 People's Bank
 Philippine American Society of Ohio
 PNC Bank
 Produce Perks Midwest
 Project Learn of Summit County
 RAHAB Ministries
 Recovery Resources
 Refugee Response
 Refugee Services Collaborative of Cleveland
 Rock Mill
 Rubber City Pickle Ball Club
 Safer Futures
 Salaam Cleveland
 The Salvation Army
 Sexual Assault Response Team -Summit and
 Cuyahoga Counties
 Signal Akron
 Spectrum News
 St. Bernard – St. Mary's Catholic Church
 St. Clair Place
 STEP FORWARD
 Summa Health System
 Summit County Collaborative Against Human
 Trafficking
 Summit County Developmental Disability Board
 Summit County Domestic Relations Court
 Summit County Public Health
 Summit Education Initiative
 Summit Food Coalition
 Summit Regional Human Trafficking Task Force
 Sus Abogados Latinos
 Temple Israel Akron Hebrew Congregation
 Third Federal Savings and Loan
 Tungez LLC
 Tiffany Breast Health
 United States Committee on Refugees and
 Immigrants (USCRI)
 U.S. Equal Employment Opportunity Commission
 (EEOC)
 US Together
 University of Akron
 University Settlement
 Vantage Aging
 Victims Assistance Program
 Western Reserve Academy
 Youth Outdoors



We can do more together. With your support, immigrants and refugees can build new lives and help to revitalize our region.

CONGRATULATIONS TO OUR 2024 SCHOLARSHIP WINNERS!

WANG JI THONG FAMILY SCHOLARSHIP

Ryan Chong

Wyatt Cole

Anish Limbu

AIMING HIGHER SCHOLARSHIP

Aziza Lwambo Lareine

Kaohtaw Raman

JUAN-COLEMAN SCHOLARSHIP

Jonathan Aluma

Rupesh Kami



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

Here are ways 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 through social media or our newsletter, *The Tea Room*.

MAKE A FINANCIAL GIFT to support our programs and services.



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Progressive Insurance

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DDS**

Lakireddy Dental

EMERITUS

Kun Chan Cho

2017

Janet Kemp, MD

2017

**Radhika Reddy,
MBA, MA-TAX**

2018

Kim Noeum

2019

Ming Chang

2019

Ellen Berts

2020

Boyung Pahls

2020

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2021

Amy Valentine

2023

Serena Lu

2023

Yen Leong Lin

2024

Wilson Wong

2025