



Annual Report
COVID Edition





WHAT WE CAN CONTROL

Elaine Tso, Chief Executive Officer

Hello Friends,

I hope that all of you are staying safe and healthy. In ASIA's last Annual Report, we were looking forward to what 2020 would bring. None of us could have ever predicted the pandemic and the extent of its effect. Someone once told me that in times of uncertainty we must focus most on what we can control. For me, that was how I treated others. I quickly learned that kind and encouraging words were my most powerful tools to address the challenges and frustrations that so many faced during this difficult time. A smile, coupled with plenty of patience, and a smattering of uplifting words went a long way as we pivoted and adjusted to a new normal. During the pandemic, I also learned to take stock in the things I was most grateful for and share my appreciation with all those that I am so fortunate to have in my life. From friends and family to our Board of Directors and community partners, each gave from their hearts to rally support for me, the work of the organization, and the community we serve.

I am especially grateful for ASIA's team members who continued to deliver essential services to the community despite all of the challenges presented during the pandemic. Our doors never closed, even as the staff navigated personal obstacles with child care, home schooling, and virtual technology. As we saw a greater demand for services, our staff eagerly developed new programs and resources to meet the ever-growing needs of our community. From the very beginning, the ASIA staff was on hand helping those experiencing food insecurity, lack of reliable internet access, and issues with unemployment benefits and business loans. Our reach continued throughout the pandemic as our health clinics provided thousands of people with COVID testing, vaccinations, and access to personal protective equipment.

Undeterred by the pandemic, ASIA staff worked tirelessly to ensure that EVERYONE was counted in the 2020 Census and that Asian Americans and Pacific Islanders (AAPIs) in Northeast Ohio were prepared and registered to vote. ASIA also responded to the mass shooting that took the lives of six Asian women in Atlanta, GA, by hosting healing circles for grieving and voicing concerns about the rising anti-Asian hostility throughout the country.

Yes, delivery of this Annual Report is a bit delayed; however, we've been focusing on what we could control. I invite you to take a closer look at all that has kept us busy during the trials and turmoil of these unprecedented times. The following pages capture the true spirit of our staff, community partners, and supporters. We couldn't control COVID . . . but we could control how to help others through it!

Best Regards

Elaine Tso





WHEN LEARNING BECOMES VIRTUAL

children, youth & family services

Students in our Community Adult Mentoring program keep a social distance while receiving academic and peer support.

As ASIA's longest-running department, our Children, Youth and Family (CYF) Services department provides a multitude of resources for both parents and school-aged children. Language-specific support groups, enrichment activities, and academic programs offer families opportunities for socializing, peer experiences, and leadership development.

As local school districts shifted to meet health and safety precautions during the COVID pandemic, classrooms were closed, extracurricular activities were limited, and students were forced to adapt to virtual learning environments. To help compensate for these disruptive changes, the CYF team offered alternative small group activities and outings to provide emotional support as students

struggled to connect with teachers and friends. Academic assistance for our school-aged children continued as staff and volunteers from Case Western Reserve University, Baldwin Wallace and Northeast Ohio Medical University's Asian Pacific American Medical Student Association mastered online platforms to provide over **800** hours of one-on-one tutoring opportunities. Additionally, funding from the state's K-12 Prevention Education Initiative, enabled us to further reach students in Cuyahoga County and provide much needed academic support to English-learning-students at Cleveland's Lincoln-West School of Global Studies. Within the two-year period of time, CYF supported **351** students, enrolled **29** families in parenting programs, and fed hundreds as part of a joint food delivery venture with The Salvation



FINDING A VOICE

community & civic engagement

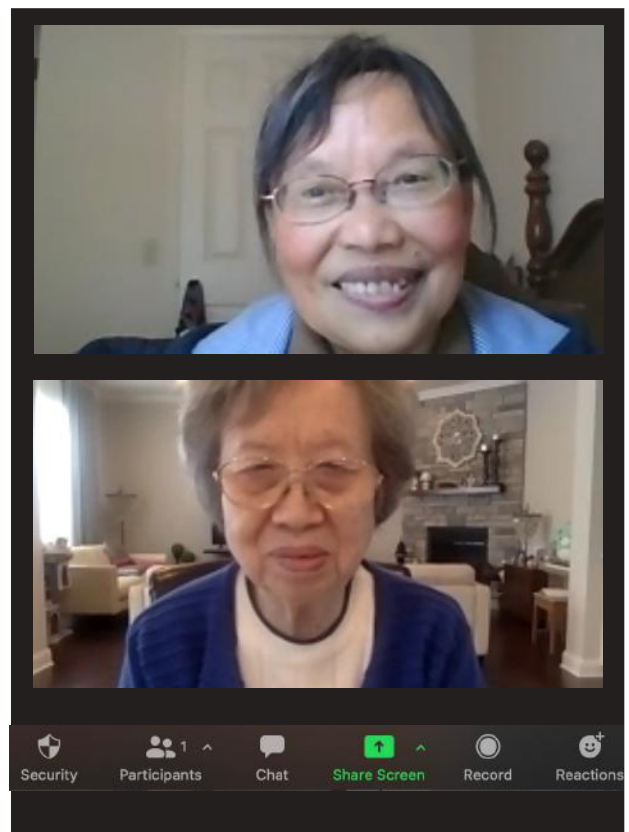


Joining forces with OCA Greater Cleveland in July 2020 to promote 2020 Census participation.



Hundreds of Northeast Ohioans of all backgrounds participating in the #StopAAPIHate rally held on March 28, 2021.

With the chaos and confusion created by the pandemic, ASIA's Community & Civic Engagement team was even more diligent ensuring the voices of our constituents were heard by local and national legislators. Heroic measures were taken so that members of the Asian American/Pacific Islander community were counted in the 2020 Census while equal efforts focused on voter education and registration for the 2020 Election. Our connection with the community never faltered during this time, and in fact, increased as we continuously provided critical information by trusted voices and in preferred languages.



Chinese Lucky Seniors learning to stay connected virtually while remaining safe and healthy during the pandemic.



MIND, BODY & SOUL

international community health center

With locations in Akron and Cleveland, both of ASIA's International Community Health Centers (ICHC) are Federally Qualified Health Centers that offer comprehensive, culturally and linguistically appropriate primary care services.

Beginning in early 2020, like most health care providers across the globe, ICHC kept a close watch on local and national COVID case reports. As numbers elevated to pandemic status, our team of health care professionals assembled a COVID Strategy Committee to establish safety guidelines for staff and patients in accordance with CDC guidelines. Partnering with the local and state health departments, ICHC was able to procure personal protective equipment as availability through our usual supply chain became disrupted.

During the time period when COVID testing was not yet available to either of our sites, we partnered with the local health departments to receive guidance on how to offer assistance to patients presenting signs of the virus.

Technology took on a new role at the clinics. As the pandemic progressed and medical concerns were on the rise, health care providers quickly learned to use electronic information and telecommunications platforms to diagnose and treat the medical needs of patients.

Amid learning to work remotely with limited resources, and the anxiety created by the pandemic, ICHC was also charged with the task of hiring a new Chief Medical Officer and two healthcare providers. Despite these challenges, ASIA's ICHC:

- served a combined total of **2458** unduplicated patients.
- conducted a drive-thru COVID testing clinic at the Akron location.
- held a pop-up COVID vaccine clinic in partnership with Cleveland Department of Public Health.
- implemented Rapid COVID Antigen testing at the Akron and Cleveland centers.
- developed a system for distributing **200** COVID vaccines per week at the Akron site during the peak of the pandemic.
- included COVID vaccinations as part of scheduled patient appointments.



BRIDGING BARRIERS

interpreting & translation services

Finding a job, safe housing, healthcare, and social connections are all difficult tasks by anyone's standards. Imagine the added stress and frustration when these challenges are coupled with the difficulty to speak, read or understand the language of employers, educators, healthcare providers, and most others around you. ASIA has been bridging communication between English and non-English speakers for 25 years. . . even in the most difficult times.

Despite the recent two-year COVID pandemic, ASIA continued to provide interpretation and translation services to **250** immigrants from across the globe. By embracing virtual technology and a streamlined workflow, **25** professionally trained interpreters and an expanded team of **110** others were able to safely and remotely support those in need with little or no interruption. While many took advantage of services provided virtually or over the phone, it was no surprise that the majority of our clients chose face-to-face sessions.



By completing coursework in the fall of 2020, participants of our Breaking program come one step closer to becoming certified medical interpreters

languages

- Bengali
- Burmese
- Cambodian
- Cantonese
- Croatian
- Dari
- Farsi
- French
- German
- Gujarati
- Haitian Creole
- Hindi
- Hmong
- Hungarian
- Indonesian
- Japanese
- Karen
- Kibembe
- Ki'Che
- Korean
- Mandarin Chinese
- Mon
- Nepali
- Pashto
- Persian
- Portuguese
- Punjabi
- Romanian
- Russian
- Spanish
- Serbian
- Swahili
- Tamil
- Turkish
- Ukrainian
- Urdu
- Vietnamese



Boundaries in Health

MORE THAN CITIZENSHIP

legal services

The Legal Services department historically has focused on the immigration needs for our clients throughout Northeast Ohio. In January of 2021, after recognizing a shift in the requested legal needs, the Legal Services department expanded and reorganized their support areas to encompass:

Immigration Services adjustment of status, replacing a green card, applying for citizenship, consular processing, humanitarian parole, asylum, U-visa, T-visa, Violence Against Women Act applications

Family Legal Services divorce

Victim Legal Services Marsy's law representation, protection orders, immigration assistance (U-visa, T-visa, VAWA, asylum), divorce, child custody



In addition to operational challenges posed by the COVID pandemic, the Legal Services department stepped up to respond to the humanitarian crisis occurring in Afghanistan. Coordinating a team of volunteer attorneys, law students and other professionals, ASIA provided critical assistance to community members as they applied to bring their displaced loved ones safely to the United States. The crisis created an influx of clients in late summer 2021 at both our Cleveland and Akron offices. To meet the new and growing need for support, the Legal Services department doubled in staff size, while creating and implementing new office procedures to ensure exceptional service delivery in all areas. Since the expansion, we have seen more than a **150%** increase in cases.

Ahimsa promotes self expression and self care through the creation of art.



Ahimsa, the only provider of its kind in the area, offers culturally-specific services to immigrant and refugee survivors of domestic violence, sexual assault, and human trafficking. In addition to providing holistic programming to our clients, Ahimsa has also been identified as a technical assistance resource to other service agencies planning to deliver culturally-specific, trauma-informed programs to survivors. We are most proud to note that Ahimsa was recognized on the national level as a recipient of the Purple Medallion Award presented by DomesticShelter.org and was named as a Program/Shelter of the Year.

PEACE, GROWTH & HEALING

ahimsa

Despite the various challenges COVID presented to service providers across Northeast Ohio, the Ahimsa department thrived. Because of the increase in victimization related to the pandemic, we experienced a drastic increase in client referrals. Our team worked corroboratively to develop a strategic plan outlining how to accept new cases and deliver the most trauma-informed services in COVID-safe environments. This past year tested our ability to handle some of the most difficult cases with far less resources than we were accustomed to. However, Ahimsa persevered for the betterment of the department, but most importantly, for the sake of our clients.



Making home deliveries. Over 10 tons of fresh produce and non-perishable 200 families throughout Akron and Cleveland in July of 2021.





home goods were distributed to

A PATH TO SELF-SUFFICIENCY

sustainability services

Through ASIA's Sustainability Services, refugees and immigrants are connected to the resources they need to become self-sufficient and contributing members of their communities. A team of bilingual caseworkers offer culturally appropriate assistance with financial planning, access to benefits, and vocational training.

In 2020 the COVID pandemic created unprecedented challenges for millions across the nation. No one was left unaffected by the "stay at home" order that closed businesses, kept children home from school, and isolated us all from friends and family. Despite personal hardships and reductions in federal funding, ASIA's Sustainability Services team worked remotely to tirelessly support the ever growing needs of our Limited English Proficient (LEP) clients during this very difficult time. Additional assistance with unemployment insurance, emergency housing placement, and food distribution increased the workloads of our caseworkers, yet they prevailed with a sense of hope and determination to best serve those most in need.

MAKING AN IMPACT

Workforce Development	424 individuals served
Assistance with Unemployment Insurance	902 new applications
Family and Senior Benefit Access	5,150 new applications
Non-Emergency Housing Assistance	1,235 applications
Emergency Housing Assistance	125 applications
HAPI Fresh Farmers Market	4,655 attended
Emergency Food Pantry	1,277 individuals assisted
PPE Distribution	12,770 pieces of PPE
Senior Hot Meals	7,330 meals served

Building assets and increasing financial independence during a one-one-one coaching session in August of 2020.

THANK YOU

As the world experienced unprecedented challenges and disruption, kindness and generosity from our partners and organizations enabled ASIA to continue our mission to empower and advocate for Asian American and Pacific Islander linguistically appropriate information, health, and social services to the communities of Northeast Ohio.

FUNDERS

ADAMHSB

The Abington Foundation

The Akron Community Foundation

Akron General Medical Center

Anti-Racism Response Network

Ariel International Center

Area Agency on Aging 10b Inc.

The Asian Pacific Islander American Health Forum

The Asian and Pacific Islander American Vote, Inc -APIAVote

The Asian and Pacific Island Wellness Center

The Asian American Justice Center

The Asian Pacific Partners for Empowerment, Advocacy, and Leadership - APPEAL

The Alcohol, Drug Addiction, and Mental Health Services Board of Summit County

The Alcohol, Drug Addiction, and Mental Health Services Board of Cuyahoga County

American Association of Physicians of Indian Origin at NEOMED

Association of Asian Pacific Community Health Organization

The CareSource Foundation

Cargill Incorporated

Charles Lee Family Memorial

Catholic Charities Health Human Services

Catholic Diocese of Cleveland Centers for Medicaid and Medicare Services (CMS)

Cleveland Asian Festival

City of Cleveland Department of Community Development

Cleveland Catholic Charities-MRS

The Cleveland Foundation Department of Justice-Office on Violence Against Women

Direction Home Akron Canton Area Agency on Aging and Disabilities DHS

Donation Line, LLC

The Elisabeth Severance Prentiss Foundation

Enterprise Community Partners, Inc. Eva L. and Joseph M. Bruening Foundation

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The Gund Foundation

Global Cleveland

Hep B United

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Huntington National Bank

The Huron Foundation

Dr. James K.C. Juan Family Fund Gilead Sciences

GAR Foundation

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Healthy Lakewood Foundation

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Knight Foundation

Laura R. & Lucian Q. Moffitt Foundation

Lyoyd L. & Louise K. Smith Memorial Foundation

MetroHealth System

The McGregor Fund

Mt. Sinai Health Care Foundation

The National Coalition of Asian Pacific American Community Development

National Council on Aging (NCOA)

NEOMED Foundation

NEO Philanthropy (Public Interest Project)

OCHIN

OCJS VAWA-CS

Office of Criminal Justice Services

Office of Violence Against Women

Ohio Access to Justice Foundation

Ohio Attorney General (VOCA)

Ohio Criminal Justice Services

Ohio Community Development

Corporation (Ohio CDC)

Ohio Dept. of Health - SASP

Ohio Department of Job and Family Services (ODJFS)

Ohio Department of Mental Health and Addiction Services (OhioMHAS)

Ohio State Bar Foundation (OSBF)

Ohio Supreme Court

Ohio Valley Wrestling

Prevention & Promotion-REACH

Project Learn - Summit County

Recovery Resources

Relmaging Cleveland

Shah Capital Management, Inc.

Sisters of Charity Foundation

State of Ohio-Job & Family Services (Refugee Screening)

St. Clair Superior Community

Development Corporation

St. Luke's Foundation of Cleveland, Ohio

Summit County

United Way of Summit County

United Way of Greater Cleveland

USCIS

U.S. Department of Agriculture

U.S. Department of Justice

U.S. Department of Treasury

U.S. Health and Human Services/Health Resources and Services Administration

U.S. Health and Human Services/Office of Refugee Resettlement (ORR)

Verizon Foundation

Wallace H. Coulter Foundation

Western Reserve Area Agency on Aging

PARTNERS

Access to Care

Akron Public Schools

Akron Canton Regional Food Bank

Akron Cooperative Farms

Akron Municipal Court

Akron Summit Community Action

Akron Summit County Public Library

ALTA

American Immigration Lawyers

Association

Art Therapy Studios

Asian American Advancing Justice | AAJC

Asian American Community Services

Asian American Council of Dayton

Asian-American Community Service Council

Asian Community Alliance - ACA

Asian Evergreen Senior Housing

Asian Festival Corporation



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Ohio. We are forever grateful.

Asian Health Coalition of Illinois
Asian Pacific American Medical
Students Association – APAMSA
Asian Pacific Islander Women and
Family Safety Center
Asian Pacific Partners
for Empowerment, Advocacy, and
Leadership – APPEAL
Aspire
Association of Asian Indian
Women in Ohio – AAIWO
Battered Women’s Shelter of Summit
County
Better Business Bureau (BBB)
Boy Scouts of America
BRAVO
Building Hope in the City
Care Source
Case Western Reserve University
Catholic Charities Migration &
Refugees Services (MRS)
Center for Reducing Health Disparities
Case MetroHealth
Catholic Charities Corporation,
Diocese of Cleveland
Children and Books (CAB)
Chinese Association of Greater Toledo
The City of Akron
The City of Lakewood
Cleveland Chinese Women’s
Association
Cleveland Clinic Foundation
Cleveland Contemporary Chinese
Culture Association
The Cleveland Food Bank
Cleveland Housing Network (CHN)
Cleveland Metroparks
Cleveland Metropolitan School District
Cleveland Rape Crisis Center
The Cleveland Public Library
Cleveland State University
Coats for Kids
Community Legal Aid
Community Support Services
ConexusNEO
Cosmic Bobbins
Council on American Islamic Relations
Council for Economic Opportunities in
Greater Cleveland (CEOGC)
Crosspoint Missionary Alliance Church
CSBDD
Culture Foundation
Cuyahoga County Domestic Relations
Court
The Cuyahoga County Earned Income
Tax Credit Coalition
The Cuyahoga County Board of Health
Cuyahoga Falls School District
Domestic Violence Project, Inc.
Environmental Health Watch
Equitas Health
The Exchange House
Federal Reserve Bank
GAR Foundation
Girl Scouts of Northeast Ohio
Global Cleveland
Gracehaven
The Greater Cleveland Collaborative
to End Human Trafficking
Guru Gobind Sikh Society
of Greater Cleveland
H2O
Harvest Home Shelter
Health Resources and
Services Administration – HRSA
International Institute of Akron (IIA)
The Islamic Society of Akron and Kent
Jewish Family Services Association
The Journey Center
Kent State University/GURI
Key Bank
Korean American Association of
Greater Cleveland
Lakewood City School District
Lakewood Public Library
Laotian Association of Cleveland
Legal Aid Society of Cleveland
Linking Systems of Care for
Ohio’s Youth
Maggie’s Place
Magner-Kramer Law Clinic at
Case Western University
The MetroHealth System
Minority Business Center
MotivAsians
Mission Assets Fund – MAF
My Community Healthcare
The National Caucus and Center on
Black Aged
Native American Community of
Cleveland
NEOMED Foundation
Neighborhood Network of Middlebury
The Ohio Asian American
Health Coalition
Ohio Alliance to End Sexual Violence
Ohio Association of Food Banks
Ohio Attorney General - Human
Trafficking Initiative
Ohio Crime Victim Justice Center
Ohio Domestic Violence Network
Ohio Senior Health
Information Program (OHSHIP)
Organization of Chinese Americans of
Greater Cleveland
OSU Extension
Peace for Pets
Philippine American Society of Ohio
Rape Crisis Center of Summit and
Medina Counties
Recovery Resources
Refugee Response
Refugee Services Collaborative
of Cleveland
RAHAB Ministries
Royal Buffet and Grill
Safer Futures
Salaam Cleveland
The Salvation Army
St. Bernard – St. Mary’s
Catholic Church
St. Clair Place
St. Clair-Superior Development
Corporation
Sexual Assault Response Team
Sexual Assault Services Program
Summa Health System
Summit County Coalition Against
Human Trafficking
The Summit County Human Trafficking
Task Force
Summit County Public Health
Summit Metro Parks
Tiffany Breast Health
The University of Akron
The U.S. Committee for Refugees
and Immigrants
US Together
Vantage Aging
Victims Assistance Program
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