

ANNUAL REPORT FY2010





AACI is the largest nonprofit dedicated to providing culturally and linguistically appropriate services to Asians in Santa Clara County.

Our Mission: Focusing on the diverse Asian community in Santa Clara County since 1973, AACI's mission is to improve the health, mental health, and well being of individuals and their families by providing an array of human services. AACI empowers the Asian community by working collaboratively for equality and social justice.



Dear Friends,

This year, AACI has seen many new beginnings. We began offering some exciting new resources for our clients. Problem gambling has been a big issue in our community, disproportionately affecting Asian families. Unfortunately, until now, there were few resources for people to go for help. This past year, we addressed this service gap with the launch of the Center for Addiction, Recovery, and Empowerment (CARE), a new program to provide education, outreach, treatment and support services for individuals and family members affected by gambling addictions. We also launched the Center for Healthy Independence (CHI), created to empower our mental health clients and foster healthier living through interest groups that are peer-



Michele Lew
President and CEO
Kay Winer
Board Chair

“We will reach out to serve a broader demographic of Asian groups in order to address the community’s unmet needs.”

facilitated. To better educate our community about domestic violence, we launched a new website that offers information in traditional and simplified Chinese,

Vietnamese, and English—the first resource of its kind here in Santa Clara County. Your support enabled us to increase much needed resources during difficult economic times.

Our bright outlook extends beyond the here and now, as our work at AACI is not done. Our goals for the future are clearly outlined—AACI will provide high quality, efficient care for all of our clients. And we will reach out to serve a broader demographic of Asian groups in order to address the community’s unmet needs. As we work toward these goals, we will also take strides to secure AACI’s financial and organizational future. We look forward to remaining strong so that we can continue to provide a place for community members to turn when they need help.

Thank you for your continued support!

Michele Lew, *President and CEO*
Kay Winer, *Board Chair*



The AACI Advocacy Program highlighted the experiences of immigrants with its Silicon Valley Asian American Voices project, promotion of census participation, and advocacy for cultural sensitivity among law enforcement.

AACI addresses issues of equality and social justice while promoting civic engagement and local leadership among the Asian American community in Santa Clara County. Activities include coalition building, strengthening relationships with policymakers, and advocating for community needs.

The Silicon Valley Asian American Voices project used multimedia tools to tell the stories of Asian American immigrants, engaged the community on cross-cultural issues, and inspired action in support of immigrant communities. Project tools include the "Asian American Voices" film, the www.AsianAmericanVoices.org website, social media, policy briefs, and community dialogues.

AACI played a key leadership role in Census 2010 by canvassing neighborhoods to promote the importance of participation, conducting ethnic media outreach, and serving as a Census Questionnaire Assistance Center in order to bring adequate federal funds and resources to the local community. Within AACI's targeted neighborhoods, participation rates increased an astounding 10%.

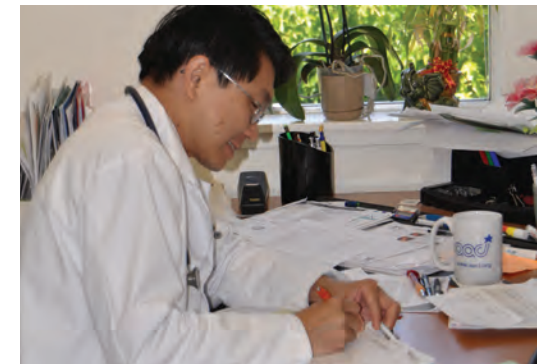
AACI advocated for law enforcement to have more cultural sensitivity and mental health training in San Jose in response to police incidents within the Asian community. AACI hosted community meetings, provided training, and worked with city leaders to improve safety and communication.

AACI Health Center celebrated its 10th anniversary with over 65,000 visits since opening its doors.

Imagine how hard it can be to seek out medical care in a language you do not understand. The clients at AACI Health Center do not have to worry about that. Individuals, many of whom do not speak English, have come to rely upon AACI Health Center's multilingual team for comprehensive medical treatment. Our Health Center provides primary and preventative health care services regardless of the patient's ability to pay. The services provided include checkups, chronic disease management, screenings, immunization, health education, and counseling.

AACI Health Center received 12,888 visits this year; 3,333 of those clients were unduplicated.

AACI launched a new diabetes registry in 2009 allowing physicians to more closely monitor trends and patterns in patients' health status and make appropriate recommendations about their care and treatment.



Ninety-nine percent of AACI Senior Wellness Program participants report that they are more physically active because of their participation in the program.

Since 1976, AACI has provided services for local, low-income Asian seniors who are often isolated due to linguistic, cultural, and social barriers. AACI provides an array of services designed to foster physical fitness, independence, and social interaction. Some of these services include classes (English as a second language (ESL) classes, health education, and dance), recreational activities such as ping pong and tai chi, case management, referral, counseling, and transportation.

The program provided 6,630 hot, nutritious lunches to seniors.

The Senior Wellness Program began offering ballroom and line dancing classes to increase physical activity opportunities.

The program served 300 seniors through case management, ESL classes, and physical and recreational activities.



This past year, South Bay First Thursdays heightened awareness around nine different issues that impact the Asian Pacific Islander Community.

South Bay First Thursdays (SBFT) is a monthly dinner series that brings together early to mid year professionals from the non-profit, corporate, and government sectors interested in Asian Pacific Islander (API) community issues and service opportunities. Its mission is to foster a sense of community and understanding through educational events, focusing on Asian Americans and Pacific Islanders. SBFT has become a pipeline for future civic leaders, with SBFT volunteers becoming commissioners, nonprofit advocates, and legislative staff. This year, SBFT has raised community awareness on such critical topics as hepatitis B, diabetes, problem gambling, new immigrant barriers, domestic violence, LGBT issues, impact of gangs in our communities, community police relations, and environmental hazards in the nail salon industry.



The Condom Kitchenette, a project of AACI HIV Education and Prevention Program, trained opinion leaders to encourage safer sex within their social networks through risk reduction conversations.

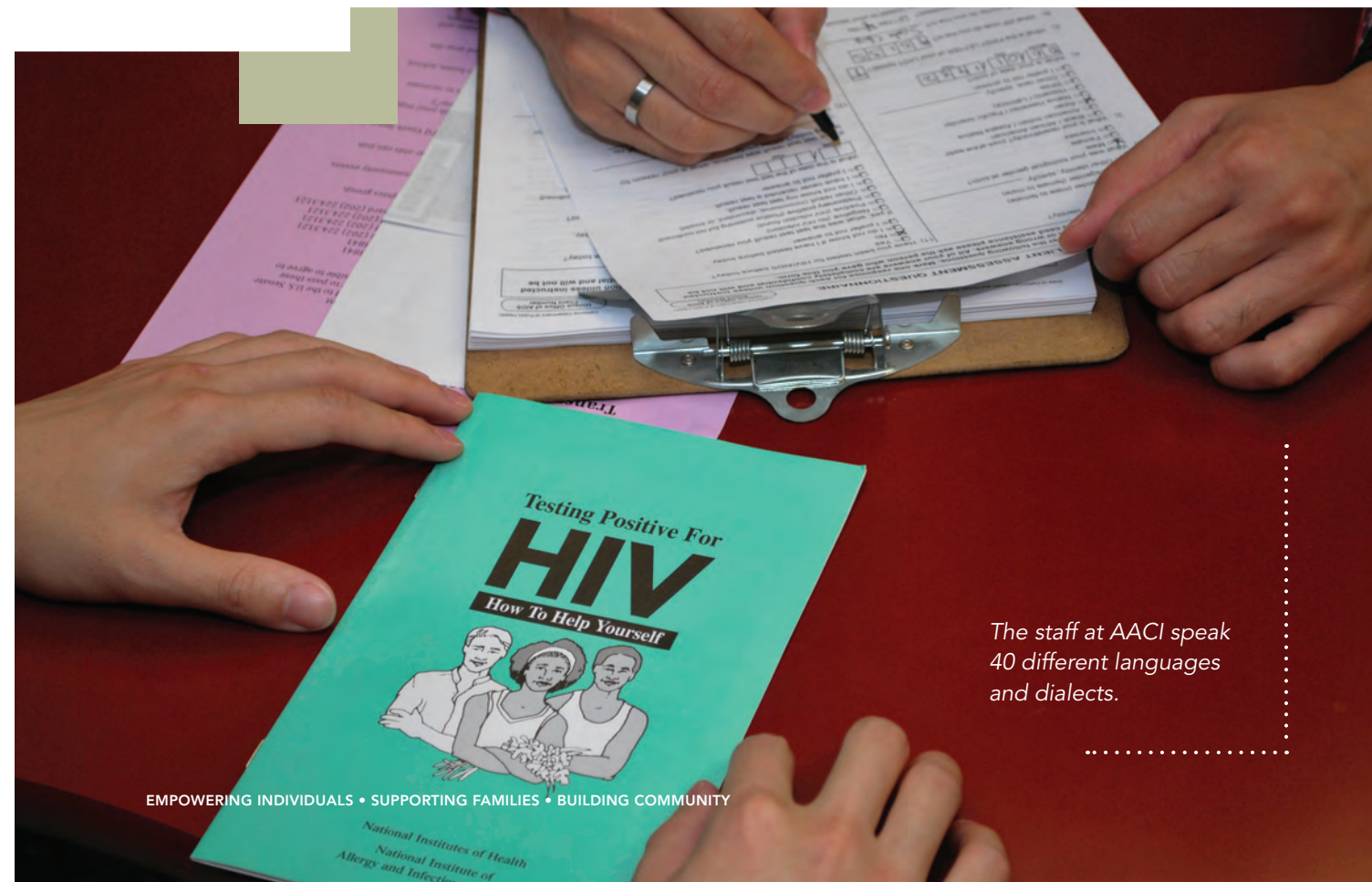
HIV is still an issue within the Asian community despite the lack of attention it receives from the media. The purpose of AACI HIV Education and Prevention Program is to reduce the incidence of HIV infection and offer culturally appropriate resources and referral services to those who have been diagnosed with the disease. The program accomplishes its mission by providing community outreach and advocacy, education sessions, individual and online counseling, support and discussion groups, and more importantly free testing (using the OraQuick advance rapid test) and referral services.

The program distributed 11,250 condoms to prevent the spread of HIV. Twenty-two community health educators were trained as advocates for HIV prevention.

Through combined interventions, AACI reached over 900 unduplicated clients this year. Thirty-two percent of the clients tested had never been tested for the HIV antibody. Eighty percent of the first time testers had engaged in high-risk activities.



One in three Asian and Pacific Islanders are living with HIV and don't know it. Twenty-six percent of AACI HIV testing clients have reported themselves as first time-testers.



The staff at AACI speak 40 different languages and dialects.

Over 83% of youth stated that they increased their participation in positive activities as a result of AACI Youth Development Services.

Youth programs equip young people that participate with critical life skills. RYSE Afterschool Program (Resilient Youth Striving for Excellence) and Project PLUS Program (Peer Leadership Uniting Students) provide services for high risk youth in east San Jose who may be impacted by substance abuse and gang activity. Using the 41 Youth Developmental Assets Model, the programs prevent high risk behavior and increase opportunities for success in school and life.

In total, 257 youth were served.

Eight youth leaders were trained to help design multicultural curriculum taught through art, workshops, field trips, and guest speakers within the afterschool program.



Over the last five years, AACI has increased the number of clients served by 38%.

AACI Behavioral Health Department launched CARE (Center for Addiction, Recovery, and Empowerment), providing resources for individuals and family members affected by problem gambling.

Struggling with an addiction would pose challenges for anyone, but for those who also face such obstacles as language and cultural barriers, it can be especially tough. AACI provides outpatient substance abuse prevention and treatment services for youth and adults struggling with addiction and recovery, co-occurring disorders, unemployment, academic and legal matters, bullying, and a host of life challenges. Our continuum of clinical services is provided by qualified, credentialed, and licensed bilingual and bicultural staff committed to the recovery, support, and welfare of not only the individual but the family as a whole. We combine the best of evidence based and informed strategies with cultural competence to meet our clients where they are and motivate them to continue their recovery efforts.



AACI Drinking & Driving Program served 741 clients this year. It is the only program providing these services in Mandarin and Korean and one of two offering Vietnamese language services.

AACI Adolescent Substance Abuse Program served 115 youth this year, the most youths served by a provider of minor consent services within Santa Clara County's Department of Alcohol and Drug Services.

Two of AACI CaWORKs clients were honored by the Santa Clara County Board of Supervisors for successfully completing the program and becoming gainfully employed.

In May 2010, the National Council of Community Behavioral Healthcare featured AACI as one of their member agencies providing behavioral health services to Asian populations.

AACI Mental Health Program launched CHI, the Center for Healthy Independence, a project which empowers clients toward recovery through culturally and linguistically responsive group activities designed and facilitated by the clients themselves.

Learning how to leave the house and start interacting with the outside world can seem impossible for some. At AACI, through programs like CHI, we help individuals make real progress toward this dream by helping them become comfortable with every day social interactions such as preparing and sharing a meal, going shopping, and other social activities. Our goal is wellness and recovery through culturally and linguistically responsive services. Our team of mental health professionals provides outpatient services for individuals. Services include psychiatric and medication evaluation and management, psychotherapy, case management, school-based and home-based services, advocacy, and support. We decrease clients' psychiatric symptoms, enhance clients' day-to-day functioning, link clients with appropriate social services and community resources, and assist family members or related persons in their understanding of mental illness and in their interactions with their loved ones.

AACI Mental Health Program served 717 clients served last year: 358 adult clients, 285 under the age of 18, and 70 over the age of 65.

AACI Mental Health Program staff are active participants in the on-going adolescent suicide prevention efforts at the Palo Alto Unified School District.

AACI was selected to present before the Substance Abuse Mental Health Services Administration (SAMHSA) on our mental health and substance abuse programs focused on the Asian population.



Asian Women's Home launched www.sjawh.org, a website featuring domestic violence information in English, Traditional and Simplified Chinese, and Vietnamese. It is the first of its kind in Santa Clara County.

Victims of domestic often don't know where to turn for help. AACI provides free and confidential services to help women, children, and men cope with and heal from the effects of domestic abuse. Services include a 24-hour crisis hotline, 12-bed emergency shelter, case management, legal support, links to social services agencies, and other critical services.

AACI provided comprehensive assistance to 167 abused women, children, and men.

The hotline fielded 1,699 crisis and information calls.

A new, school-quality play structure was installed in our shelter's backyard to make the space more welcoming for the children we serve.

In one year, AACI reached over two million people through events and media coverage in order to raise awareness about how to recognize domestic violence.



AACI Center for Survivors of Torture helped 153 individuals from more than 13 countries in the last fiscal year.

Torture survivors often must flee their homes on a moment's notice because their lives, or the lives of their loved ones, are in immediate jeopardy. For these survivors, the process of rebuilding their lives often begins with getting basic needs met such as food and clothing. The Center for Survivors of Torture (CST) offers services to refugees and asylum seekers who have experienced political, psychological, and/or physical torture. In addition to having to adjust to life in the U.S., these individuals have to cope with such debilitating symptoms such as fear, isolation, depression, Post-Traumatic Stress Disorder, and inability to trust due to betrayal experienced in their countries of origin. CST offers psychological evaluation and treatment, medical care, legal assistance, housing, education, and employment assistance in order to re-establish trust and help in the transition to a new country and culture.

One hundred percent of AACI Center for Survivors of Torture clients had their food and clothing needs met with the help of the program.

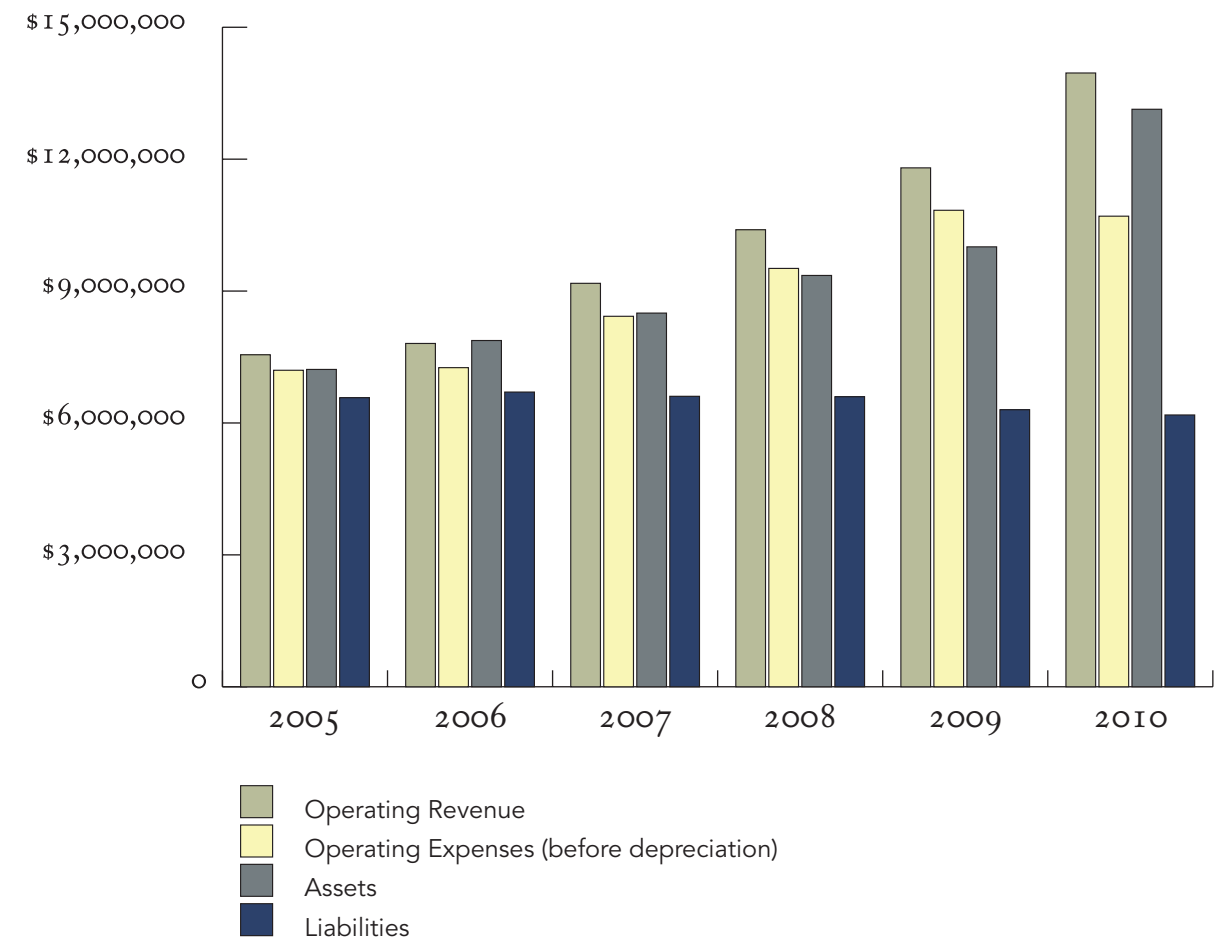
AACI CST continued its collaboration with Santa Clara County's Refugee Health Assessment Program (RHAP) providing mental health screenings to newly arrived refugees so survivors of torture could be identified and linked to services more quickly.

AACI CST hosted an event called "Suit-up for the Job" to provide professional clothing to clients who were seeking employment.

Outcome data for the six month period October 2009 to March 2010 revealed that 27% of the clients reporting had increased their amount of time and/or participation in educational activities, 50% had an increase in their income, and 35% had increased their participation in community, volunteer, or social activities.



Income Statement & Balance Sheet Overview



	2005	2006	2007	2008	2009	2010
Operating Revenue	\$7,551,379	\$7,808,412	\$9,176,332	10,394,837	11,802,538	\$13,960,133
Operating Expenses *	\$7,198,717	\$7,258,035	\$8,426,408	9,515,158	10,837,416	\$10,703,219
Assets	\$7,217,648	\$7,875,373	\$8,499,294	\$9,366,152	10,006,104	\$13,135,123
Liabilities	\$6,574,520	\$6,703,168	\$6,606,590	\$6,596,477	6,300,973	\$6,182,022

FUNDERS

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Asian Law Alliance
Asian Network Hospice
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United Nations Voluntary Fund for Victims of Torture
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United Way Silicon Valley
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The following individuals and organizations have pledged to donate a minimum of \$1,000 per year for five years. For more information about the Hope Society, please contact Michele Lew at 408.975.2730 x103.

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