

THE RIGHT ENTRANCE



ASIAN HEALTH AND SERVICE CENTER
2019 ANNUAL REPORT



MESSAGE

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From **Dr. Erik Szeto,**
Chairman of the Board

I don't know how many times my patients have asked me, "Why do I have cancer? Why am I depressed?"
 It happens to our neighbors, to our friends, to our families, and even to ourselves.
 Sickness has no color; it has no religion.
 Sickness does not discriminate.
 The only fairness to this unfairness is that we are given a choice, a choice to respond.

The House of Love and Kindness is built on this ideal. Our choice to respond.
 In this House, we will do whatever it takes, to give healing and hope. We will respond with courage and dignity.

Tonight, we stand together because we have built this house.
 One brick, one heart at a time.

Dr. Szeto Annual Conference 2018

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LOCATIONS:

Portland Office
 9035 SE Foster Rd.
 Portland, OR 97266
 Phone: 503-872-8822

Yu Miao Chinese Immersion Preschool
 5239 SE Woodstock Blvd.
 Portland, OR 97206
 Phone: 503-775-3767

Beaverton Plaza Office
 3800 SW Cedar Hills Blvd.
 Suite 196
 Beaverton, OR 97005
 503-372-9198

**House of Love & Kindness:****Our Mission is:**

To be the bridge between Asian and American cultures and build a harmonious community.

Many citizens from the Asian community suffer from inadequate access to medical service, resulting in poor health and social isolation. AHSC strives to reduce health inequity and improve health care quality for all Asians through four strategic foundations:

Engaging....."Let's do this."

Empowering..... "Let us point you the way to do it on your own."

Enabling "This gives you the ability to do it on your own."

Encouraging"You are doing it. Way to go!"

Our Vision

To reduce health inequity and improve health care quality for all Asians.

Asian Health & Service Center's Integrated & Holistic Services:

Asian Health and Service Center (AHSC) is a non-profit, 501(c)(3) organization that has served the Portland metro region since 1983.

To realize our vision, AHSC offers an Integrated & Holistic Services Model with the following components:

- 1) Community Engagement
- 2) Health Integration
- 3) Health Care Services

ENGAGING

"Let's do this."

AHSC offers weekly social, cultural and ethnic meals in a culturally specific sensitive setting by reaching out to Asian immigrants, reacquainting them with the arts and culture of their homeland, providing opportunities for socializing, and fostering a sense of community.

Ensuring everyone feels like it's a home away from home.

241
Cultural
Events



348
Recreational
Activities



Ethnic meals supported by Multnomah County, Aging, Disability and Veterans Services Division.

Ethnic Meals
29,102
Meals

served between
July 2018 - June 2019



126,273
Meals
served since 2009



59
Volunteers

volunteers are currently
serving actively 4 days
a week

EMPOWERING

"Let us point you the way to do it on your own."



JUL 2018 TO JUN 2019
COMMUNITY SERVICE
SNAPSHOT



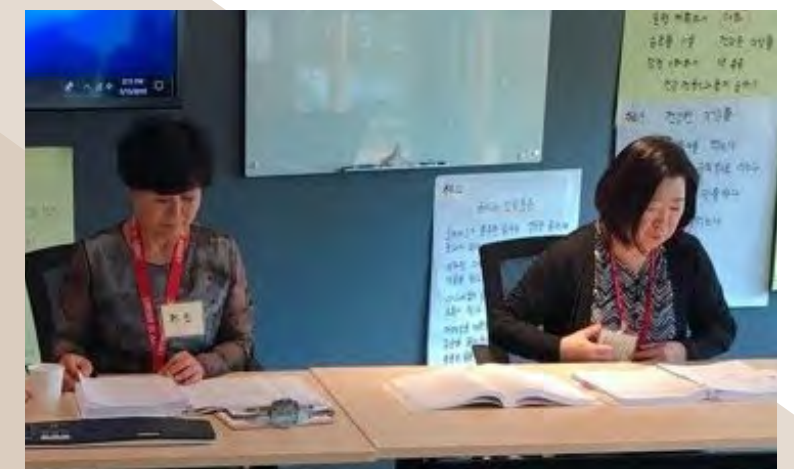
83,174
SERVICE ENCOUNTERS

AHSC provides a series of public health education projects and activities, health educational workshops and psychosocial support programs which include: Health and Wellness Groups, Diabetic Prevention Program, Living Well with Chronic Disease Training classes, Powerful Tool for Caregiving training classes, Women's Health and more.

Clients are empowered with knowledge about resources, prevention, early intervention and how to manage chronic illness.



10,787
SERVICE HOURS WAS
PROVIDED TO COMMUNITY
MEMBERS



COMMUNITY ENGAGEMENT
WEEKLY WORKSHOP

CONDUCTED

823 WORKSHOPS
(24,596 ATTENDANCE)

234

WORKSHOPS -
PUBLIC OUTREACH /
HEALTH EDUCATIONAL

348

WORKSHOPS -
RECREATIONAL

241

WORKSHOPS -
FOCAL POINT
ACTIVITIES

Workshops and support groups; covering DPP, Powerful for Family Caregivers, Chronic Disease Self-management, PEARL (Persistent Encourage Active and Rewarding Live) Counseling for homebound seniors, Behavioral Health, Chronic disease prevention and more...

6%
COUNSELING

6%
INTERPRETATION

15%
INFORMATION

73%
CASE MANAGEMENT

HEALTH FAIR

Annual Activities

1700+ EXHIBITION PARTICIPANTS

AUG 17

360+ REGISTERED PARTICIPANTS



57% CHINESE

23% VIETNAMESE

14% KOREAN

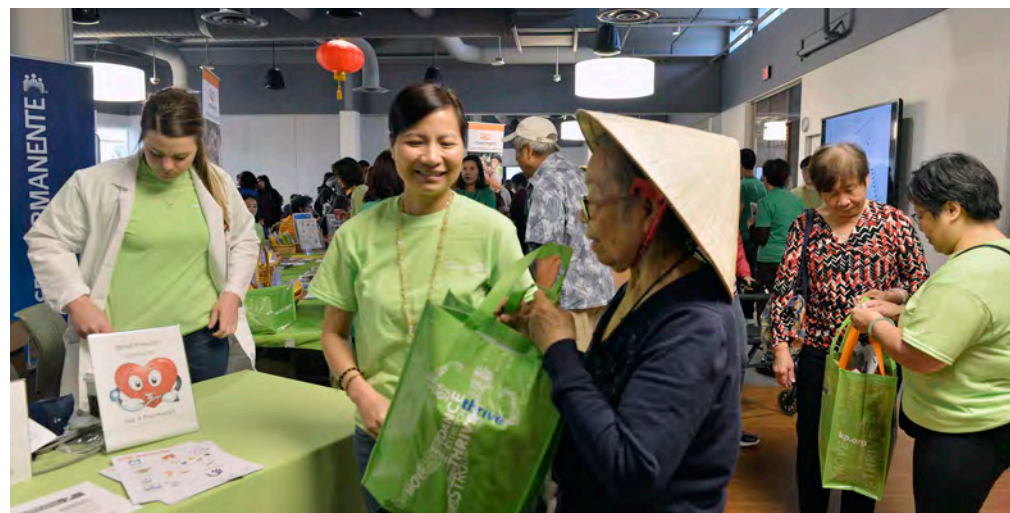
6% OTHER

2,220+ HEALTH SCREENINGS/ SERVICES

Screenings and services includes: Blood Glucose, Blood Pressure, Cholesterol, Body Mass Index (BMI), Diabetes Foot Screening, Dental Screening, Dental Hygiene, Vision Screening, Immunization (Tdap Vaccine), Lead Testing, Women Health Screening, Basic Physical Check, Osteopathic Manipulative Treatment, Medication Consultation, Mental Health Information and Naturopathic Consultation.



18TH ANNUAL HEALTH FAIR



170+ MEDICAL PROVIDER VOLUNTEERS

103 BILINGUAL VOLUNTEERS

618 TOTAL SERVICE HOURS WITH ECONOMIC IMPACTS OF \$15,714.74

Health Fair Partners:

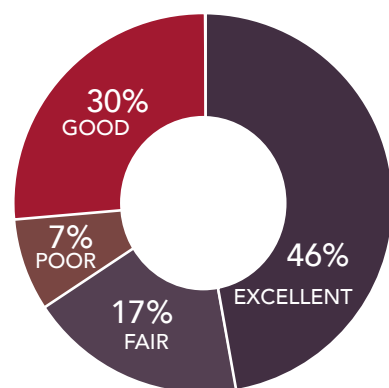
Sponsors: CareOregon, Health Share of Oregon, Kaiser Permanente, REACH CDC.

Providers/Booths: Atlas Dental PDX, CareOregon, Kaiser Permanente, OHSU School of Nursing, Providence Cancer Institute, Rosewood Family Health at Lents, Western University of Health Sciences COMP-NW, National University of Natural Medicine, Comfort Care Dental, Multnomah County Health Dept., Oregon LIONS Sight & Hearing Foundation, CIGNA, Multnomah County Library, Aging and Disability Resource Connection of Oregon, Portland Bureau of Transportation, American Red Cross, Providence Medicare, United Health Care, and Care Partners, Linguava, Passport To Languages.

With Care Oregon and Kaiser Permanente teams onsite to meet their members in person by answering insurance benefits questions, scheduling doctor visits, and helping navigate the health care system.

Survey results from participants:

“Was Health Insurance information helpful?”



SEP 7 18TH ANNUAL VISION SCREENING

7

75 TOTAL NUMBER SCREENED

54

PRESSCRIPTION FOR GLASSES

42

OF PROVIDERS (OHSU CASEY EYE & PACIFIC)

23

AHSC VOLUNTEERS

22

AHSC STAFFS

26

NON-URGENT REFERRAL

1

URGENT REFERRAL



\$39,289.98 SCREENING COST VALUE

8.5HRS EVENT LENGTH

2-2.5HRS SCREENING TIME PER PERSON

Partners: OHSU Casey Eye Institute and Pacific University

Thank you Notes:

Outstanding + Excellent- Friendly Happy Service. Thank you very very very much. Uncle Moe

These services are really important to me because it had been 2 years since the last time I went to the eye doctor. I was worry about my eyes because I don't have health insurance. With this help, I can concentrate on my work. Thank you for your services. Thank you very much.

Thank you! These services are really important to me because they allow me to get my eyes checked without insurance.

ENABLING

"This gives you the ability to do it on your own."

AHSC provides assistance to clients gaining access to health care resources, communality and housing resources that address social determinants of health through linguistically appropriate case management and enrollment assistance services.

Older People Will Need Much Better Transit

As people age, access to medical care and services becomes increasingly important. Older patients are more likely to miss appointments, leading to social isolation, causing negative effects on physical and mental health.

Seniors with limited mobility, poor vision or hearing, poor memory and NOT speaking English are even worse, causing social isolation.



New Culturally-Specific Transportation Program in SE Portland / Mid-Multnomah County in Partnership with Ride Connection since Feb 2019.

496

SERVICE HOURS
PER WEEK

each senior can enjoy engaging services and ethnic meals during their 4-hour stay

56

SENIORS
ENROLLED

81

YRS OLD
AVERAGE
AGE

4

DAYS
A WEEK

248

RIDES (ROUND TRIP)
PER WEEK

TRANSPORTATION

services
for seniors



Our Transportation Services in 2018-19

ADVS Transportation & TriMet Fare Relief report from July 2018 to June 2019

	No. of unduplicated clients	Total no. of tickets pass out	Total no. of monthly tickets pass out
ADVS-transportation	213	10205	133
TriMet Fare Relief	325	14525	110








Because of unconditional love from three families, Yu Miao Chinese Immersion Preschool was established in 1999.

The three families not only adopted their daughters from China, out of their love and kindness, they asked the Center to organize a playgroup for their daughters and hope that will help their daughters be proud of being bicultural and bilingual when they grow up.

Yu Miao ‘育苗’in Chinese means “carefully planting and nurturing young sprouts.” Give them good nutrition, and they will grow into great plants. Children are like young sprouts, too. Nurturing them early will help them become great people.

With the encouragement and inspiration of love from more families, Yu Miao expanded and was certified by the State as a Chinese Immersion Preschool and a Day Care Center with afterschool programs for K-3 rd Grade students since 2007. The preschool is located in Our Lady of Sorrows Parish Catholic School on 5239 SE Woodstock Blvd. The school has spacious classrooms, a huge gymnasium, private courtyard, outdoor playground and most importantly, a team of teachers serving with compassion and love. For further information and enrollment please visit our website at www.ahscpdx.org/yumiao.html or send email inquiries to Principal Terry Yang at tyang@ahscpdx.org or call (503)775-3767.

					
	P1	P2	BOYS	GIRLS	AFTER
2014-15	16	14	12	18	10
2015-16	14	9	13	10	13
2016-17	17	14	20	11	16
2017-18	20	18	22	16	18
2018-19	23	22	24	21	13



A long standing partnership between REACH Community Development and AHSC leading to the grand opening of 72Foster on Apr 27, 2019, providing 101 new permanently affordable apartment homes to SE Portland.

REACH CEO Daniel Valliere reported in June 2019, 46 percent of occupants identify as Asian, as compared to just 8 percent in Portland overall. AHSC has been providing outreach and leasing assistance. AHSC will offer educational, professional, and life-skills programming and support to tenants living in 72Foster.

“Home is where your heart belongs”. Many new immigrants can build up assets to acquire their permanent home. Isolated seniors can move into this project, and enjoy culturally appropriate services provided by AHSC and develop new friendships with new neighbors, in their new Home.



CANCER PROGRAM

Asian Cancer Resource and Support Services Center (ACRSS)

What has AHSC done on Cancer awareness and assistance?

AHSC has been providing the tri-county Asian communities with breast cancer related services since 2004. In the past, breast cancer services have been funded by Komen (2004-2011), Avon (2007-2012), and ACS (2008-2010) among others. Since 2013, AHSC is a contractor with ScreenWise, the State breast cancer and cervical screening program.

What has AHSC learned from the years of services?

Breast cancer incidence and late-stage diagnosis is on the rise for Asian women in Oregon (2015 Komen Community Needs Report). Although Asians in Oregon had overall lower incidence/death/late-stage rates than other racial/ethnic groups, Asians had the highest increase in incidence rates—9.1% as well as an increase in the late-stage rates—6.9%. All other groups except for Black/African Americans showed decreased rates.

Research shows that survival after breast cancer is poorer among foreign-born than US-born Asians (Gomez et al, Disparities in Breast Cancer Survival Among Asian Women by Ethnicity and Immigrant Status, American Journal of Public Health, 2010). In 2016 AHSC was a Tier 2 OHSU Knight Cancer Institute grantee to do a needs assessment and develop our patient navigator program (for all cancers).

Collected data from

41

cancer patients
and survivors

36

cancer caregivers

11

providers through in depth
interviews and focus groups

Identified challenges and gaps:

- Cultural barriers preventing patients and families accessing quality health care.
- Information and materials needed to help patients and families navigate through the entire process of cancer treatment
- Inability to receive adequate mental health/emotional support for both patients and caregivers
- Strengthen motivation to participate in Asian language support group
- Need for providers to be mindful of internal family dynamics as it pertains to treatment decision making



What can ACRSS offer?

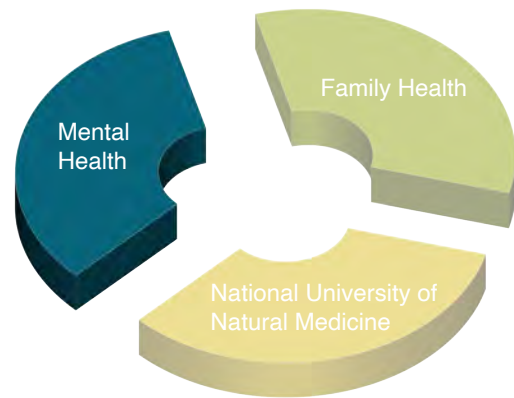
In Feb 2019, OHSU Knight Cancer Institute awarded AHSC funding for a Tier 3 grant to implement and evaluate an Asian focused patient navigator program. In August 2019, the Collins Foundation awarded AHSC a three-year grant to **Launch Oregon's first Asian Cancer Resource and Support Center (ACRSS)**

What are the expected outcomes?

ACRSS at AHSC aims to address the full cancer continuum: prevention, screening, treatment, and survivorship support. The goal is to increase the culturally and linguistically appropriate cancer resources, educational materials, and support available to the Asian communities with the assistance of trained Staff & Volunteer Cancer Patient Navigators.

What are the needs to support ACRSS?

This is a new program and will take time and effort to build. We need all your support so Asian patients and families won't fight cancer alone. You can contribute as a volunteer navigator, a workshop speaker, an advisor, a financial donor, a champion, a supporter for resources, or just a friend to refer a patient/family to ACRSS. Thank you!



Keep Oregon Well "2018 Mental Health Heroes Awards by the Trillium Family Services. (Gemma Kim, Christine Lau, Holden Leung & Dr. Paul Leung)

Mental Health Service data:

331

Total MH clients served

6329

more than 6329 service units was provided

Total provided service hours

4892

Culturally Specific

Mental Health Interventions:

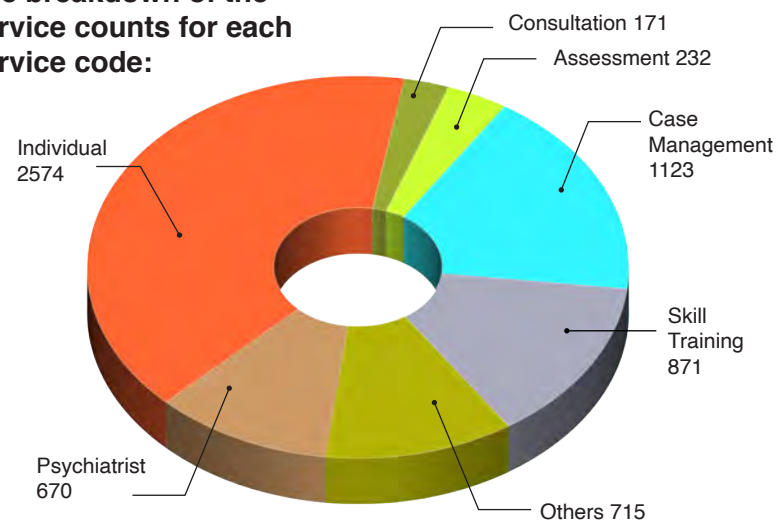
While the community continues to diversify, culturally specific mental health practitioners play a larger role in the healthcare system.

Language continues to be a significant barrier to access to healthcare. AHSC's bilingual and bicultural mental health staff effectively bridge this gap by providing counseling without the need of a medical interpreter.

Our culturally competent and linguistically matched clinical services are provided by qualified mental health professionals from diverse cultures. Our clinicians offer a broad range of experiences and insights into the cultural perspectives on health, medical care, and mental health diagnosis and treatment. The services are offered in Cantonese, English, Korean, Mandarin, and Vietnamese.

Our Clinicians are especially aware of the challenges Asian communities face when accessing mental health services, be it due to cultural misconceptions or language barriers. Therefore, our Clinicians are all equipped to provide our community partners with cross-cultural consultations and training to assist them in working with specific Asian communities.

The breakdown of the service counts for each service code:



Rosewood Family Health at Lents - a local clinic under Yakima Valley Farm Workers Clinic

"Yakima Valley Farm Workers Clinic has locations throughout Washington and Oregon, impacting the lives of thousands of adults and children each year. We embrace new technologies and systems that engage and empower patients to actively participate in their own care and are well placed to meet the evolving needs of our communities.

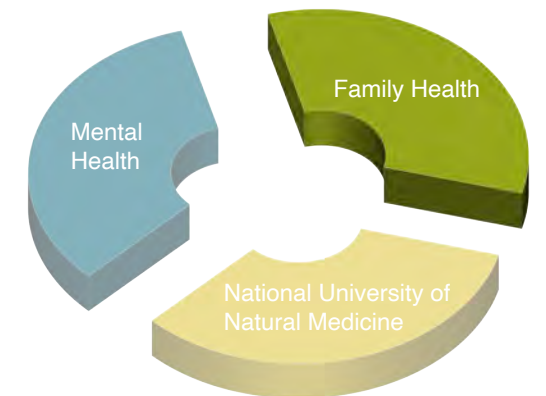
Our Mission statement is our daily guide:

"Together we are dedicated to lead, with the courage to care, the determination to promote personal growth, and the compassion to champion the cause of those who have no voice".

"Rosewood Family Health at Lents is located inside the Asian Health and Service Center – the House of Love and Kindness"

With six exam rooms and a minor procedure room, Rosewood Family Health at Lents is designed to meet the medical needs of your entire family. With family practice, pre-natal care, pediatrics, adult medicine, and women's health, our health care providers offer comprehensive primary care. Behavioral health, nutrition services, and adolescent services are integrated into the care your family will receive."

AHSC and Rosewood at Lents is piloting care coordination services for our mutual patients since 2019.



Data at a glance:.

AHSC received a Total of

231

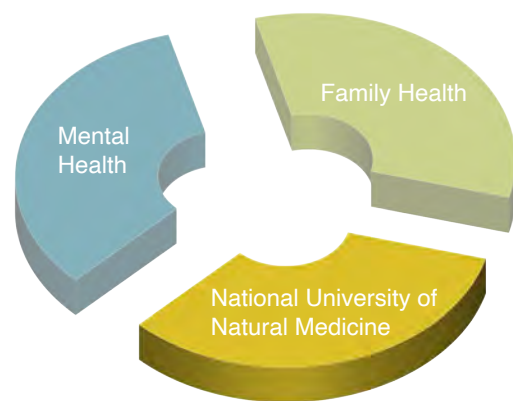
referrals

Staff provided

311

services (157 hours)

Services including: providing information, scheduling and coordination related to Rosewood Clinic and address social determinants of health issues. AHSC also provides Behavioral services to patients referred from Rosewood



The Natural Medicine

A Partnership with National University of Natural Medicine (NUMN), providing Naturopathic Medicine and Classical Chinese Medicine on-site for easy access to integrated health care since 2003.

The goal of classical Chinese medicine is to bring the body back into dynamic wholeness with the natural environment by using minimally invasive techniques. Classical Chinese medicine is used worldwide for everything ranging from the common cold, to pain, to severe and recalcitrant disease. NUMN offers Chinese medical care that promotes health and treats illness.



Naturopathic physicians are licensed by the State of Oregon and recognized as primary care providers. NUMN's physicians diagnose and treat illness, and help patients maintain health and wellness through the skilled

use of traditional naturopathic medical therapies combined with modern medical practices. At AHSC, the clinic is staffed and supervised by a highly qualified naturopathic doctor who offers wise and compassionate care as she helps her patients achieve their health and wellness goals.

Accomplishments for the Naturopathic Medicine clinic and Classical Chinese Medicine clinic (CCM) at AHSC from Sep 2018 to June 2019

Visit Information

Visit Type	Number of Visits	Number of Patients Served
Acupuncture/ CCM	653	111
Naturopathic	79	44
Total	732	155



AHSC received the award of Commercial Real Estate Transformer 2018, by Portland Business Journal

TRANSFORMER AWARD: In November, 2018, AHSC was awarded a Commercial Real Estate Transformer Award by the Portland Business Journal—Portland's primary business news source. Among many commercial developments in Portland's bursting development boom, AHSC was recognized for bringing needed human services and transforming Lent Town Center through our House of Love and Kindness.

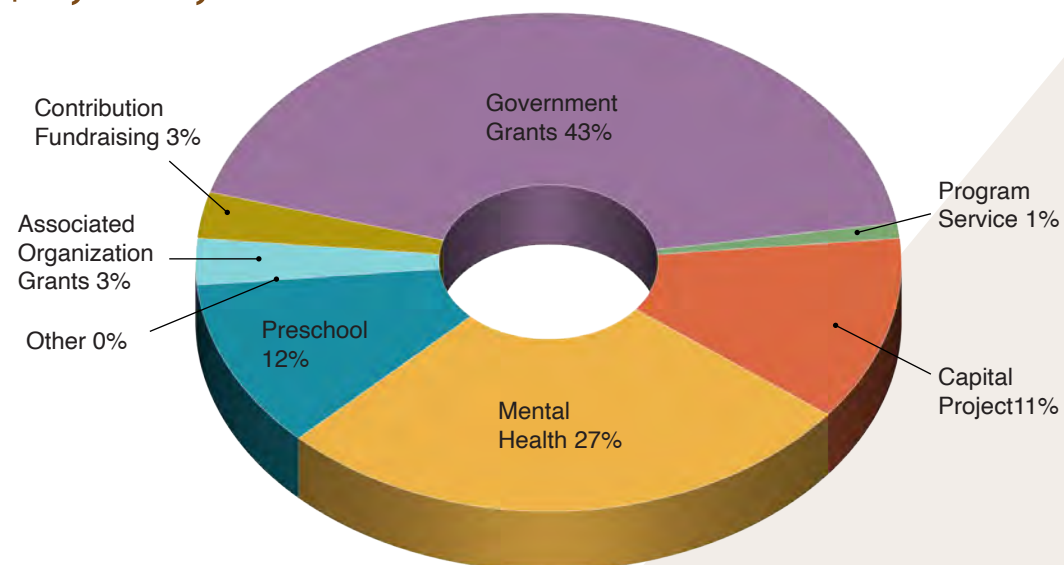


Not only does the House of Love and Kindness bring integrated and holistic services, our building also serves as a bridge between the Asian communities and the health care system. A good example is the state wide Open Enrollment Kickoff event. On November 1, 2018, Oregon Governor Kate Brown, along with Senators Ron Wyden and Jeff Merkley, kicked off the open enrollment period of the Oregon Health Insurance Marketplace at the Asian Health & Service Center.

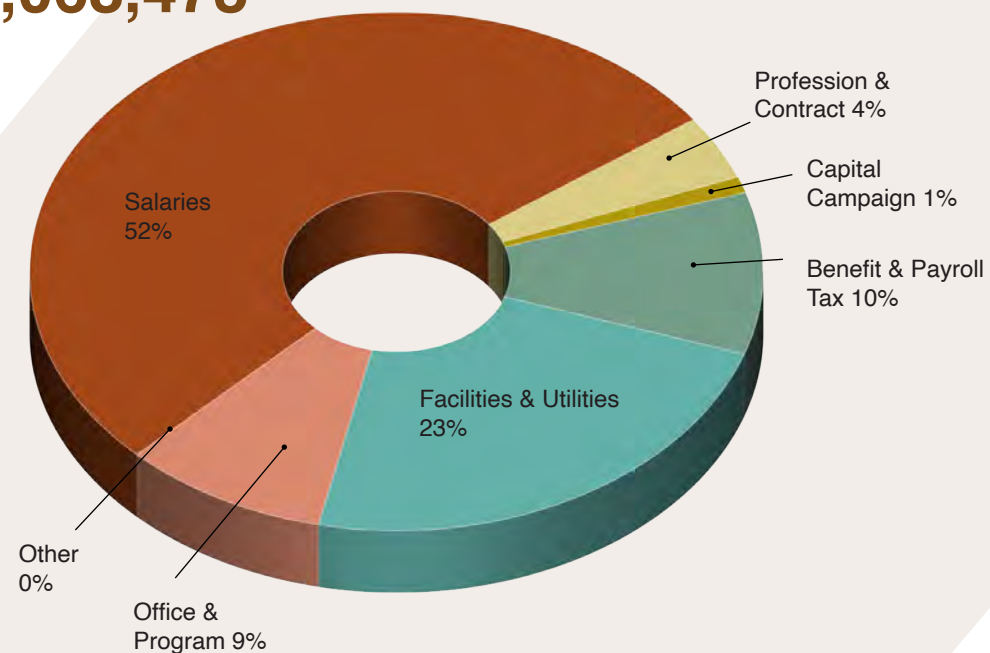


Asian Health & Service Center was awarded the DJC TopProjects 2019 Finalists under Health Care.

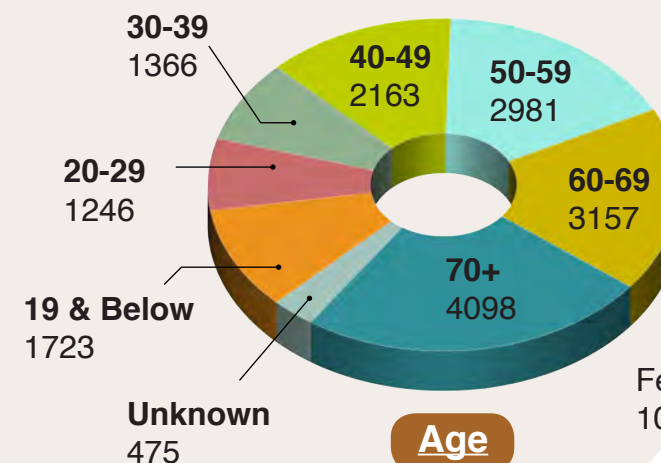
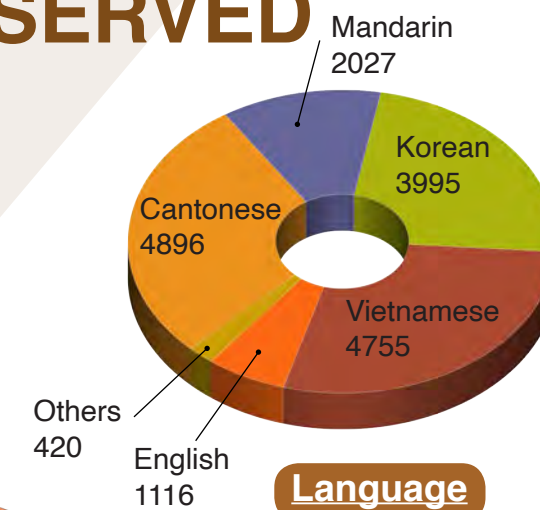
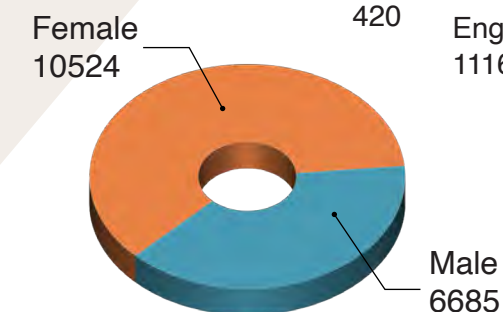
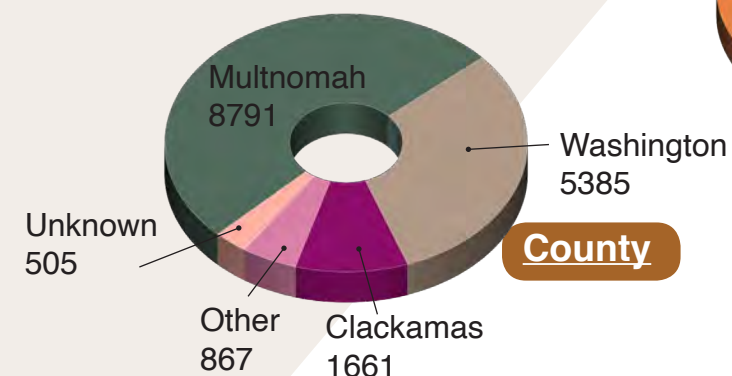
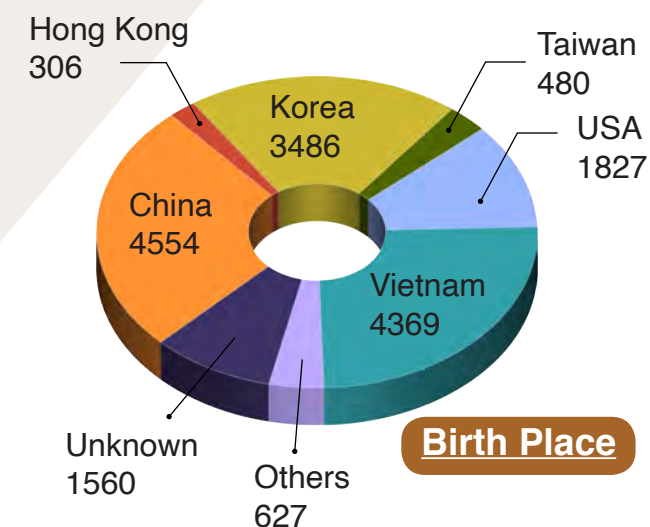
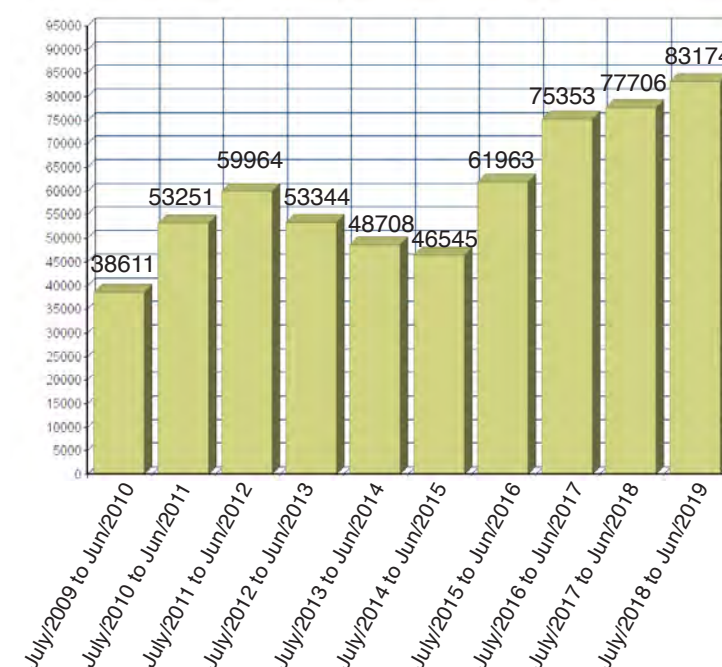
Total Revenue

\$3,454,178

Total Expenses

\$4,068,473

DEMOGRAPHIC INFORMATION (THRU END OF JUNE 2019)

THE 17209 MEMBERS SERVED**Age****Language****Gender****County****Birth Place****SERVICE ENCOUNTERS 2009-2019**



57

Staff

By Gender:

Male: 13 Female: 44

By Language:

Cantonese: 24

Mandarin: 16

Korean: 9

Vietnamese: 8

By Department:

Admin: 11 MH: 11

Community/Public Health: 28

Yu Miao: 7

Management Team:

Male: 3

Female: 11

Volunteer:One time serving at the Health Fair: **103**,Vision screening: **23**Serving total of **195.5** hours, total volunteer service economic impact:**\$20,687.3**Current & Active volunteers: **89**;Serving Ethnic meals: **59**;General Office **13**;Interpreters/ Translators: **17**Serving total of **6,521** hours, total volunteer service economic impact:**\$165,829.03****Intern students:**

Providing internship site for these schools

Portland State University: School of Social Work

Oregon Health & Science University: School of Nursing

National University of Natural Medicine

Western Seminary: Mental Health Counseling Program

George Fox: Mental Health Counseling Program

Lewis & Clark: Mental Health Counseling Program

Platinum Sponsor:**Gold Sponsors:****Silver Sponsors:**

Adventist Health Portland

**Special Sponsors:****Table Sponsors:**

1. REACH CDC
2. Rosewood Family Health at Lents
3. Multnomah County
4. Oregon Health Authority–
Oregon State Public Health Division
5. CCBA / Lee's Association
6. Prosper Portland
7. Lao Buddhist Center Northwest
8. C.A.C.A. Portland Lodge
9. Dr. Paul Leung
10. The Oregon Clinic
11. Columbia Bank
12. Prestige Care of Reedwood
13. Korean Community Leaders
14. Multnomah County Mental Health
and Addiction Services Division



Rosewood Family Health at Lents



Salud para todos
모두를 위한 의료
Medical care for all
人人享有医疗保健
chăm sóc y tế cho mọi người
人人享有醫療保健



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Nicole McKnight, ARNP

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- Before and After care available.
- Lessons taught in Mandarin Chinese, focusing on language, culture, music, art & games
- Promotes social interaction & bilingual ability for 3 to 5 years old

Learn Chinese through games, music, arts, and more!



Big classrooms
safe playground &
a large gym

First Certified
Chinese
Preschool
in Oregon

Asian Health & Service Center 華人服務中心



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Multnomah County
**Commissioner
Susheela Jayapal**
would like to thank
Asian Health and
Service Center for their dedicated
work to engage, empower, enable,
and encourage our Asian community.

**Multnomah
County**

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www.passporttolanguages.com



Providing **health care** with **love** and **kindness**

When our Asian community members step into the House of Love and Kindness, they know they'll receive more than support and services. They'll also be cared for by staff who deeply understand their strengths and needs, and journey with them through complex health systems.

Thank you, **Asian Health & Service Center**, for your partnership, and your holistic approach toward CareOregon Medicaid and Medicare members who come to you for the physical and mental health care, supportive classes and shared meals that nurture joy and wellness.

**Healthier people make stronger communities.
That's the CareOregon Effect.**

careoregon.org

