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

From Dr. Erik Szeto, Chairman of the Board

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Dr. Szeto Annual Conference 2018
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.

**Ethnic Meals**

29,102 Meals
served between July 2018 - June 2019

126,273 Meals
served since 2009

**Cultural Events**

241

**Recreational Activities**

348

**Volunteers**

59

volunteers are currently serving actively 4 days a week

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

**COMMUNITY ENGAGEMENT WEEKLY WORKSHOP**

Conducted:

- **823 WORKSHOPS**
  - **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…

**COMMUNITY SERVICE SNAPSHOT**

**JUL 2018 TO JUN 2019**

**83,174 SERVICE ENCOUNTERS**

- **6% COUNSELING**
- **6% INTERPRETATION**
- **15% INFORMATION**
- **73% CASE MANAGEMENT**

**SERVICE HOURS WAS PROVIDED TO COMMUNITY MEMBERS**

**10,787**

“Let us point you the way to do it on your own.”
18TH ANNUAL HEALTH FAIR

1700+ EXHIBITION PARTICIPANTS
360+ REGISTERED PARTICIPANTS
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.

Survey results from participants:
“Was Health Insurance information helpful?”
- 46% EXCELLENT
- 30% GOOD
- 17% FAIR
- 7% POOR

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

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.

57% CHINESE
23% VIETNAMESE
14% KOREAN
6% OTHER

18TH ANNUAL VISION SCREENING

SEP 7
75 TOTAL NUMBER SCREENED
54 PRESCRIPTION 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.
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.

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

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**Our Transportation Services in 2018-19**

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

<table>
<thead>
<tr>
<th>Service Type</th>
<th>No. of unduplicated clients</th>
<th>Total no. of tickets pass out</th>
<th>Total no. of monthly tickets pass out</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVS-transportation</td>
<td>213</td>
<td>10205</td>
<td>133</td>
</tr>
<tr>
<td>TriMet Fare Relief</td>
<td>325</td>
<td>14525</td>
<td>110</td>
</tr>
</tbody>
</table>

---

56 SENIORS ENROLLED

81 YRS OLD AVERAGE AGE

4 DAYS A WEEK

248 RIDES (ROUND TRIP) PER WEEK

496 SERVICE HOURS PER WEEK

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

"This gives you the ability to do it on your own."
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-3rd 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.

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.
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).

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

Collect data from:

41 cancer patients and survivors
36 cancer caregivers
11 providers through in depth interviews and focus groups

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!
ENCOURAGING  “You are doing it. Way to go!”

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.

Data at a glance:

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Total MH clients served</th>
<th>Total provided service units</th>
<th>Total provided service hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>331</td>
<td>6329</td>
<td>4892</td>
</tr>
</tbody>
</table>

The breakdown of the service counts for each service code:

- Individual: 2574
- Case Management: 1123
- Consultation: 171
- Assessment: 232
- Other: 715
- Psychiatrist: 670
- Skill Training: 871

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.

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

<table>
<thead>
<tr>
<th>Visit Type</th>
<th>Number of Visits</th>
<th>Number of Patients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acupuncture/ CCM</td>
<td>653</td>
<td>111</td>
</tr>
<tr>
<td>Naturopathic</td>
<td>79</td>
<td>44</td>
</tr>
<tr>
<td>Total</td>
<td>732</td>
<td>155</td>
</tr>
</tbody>
</table>

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.
Volunteer:
One time serving at the Health Fair: 103,
Vision screening: 23
Serving total of 196.5 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

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

Platinum Sponsor:
CareOregon

Gold Sponsors:
Western University

Silver Sponsors:
CASCADIA

Special Sponsors:
Adventist Health Portland

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
Oregon’s Osteopathic Medical School

Committed to producing, in a humanistic tradition, health care professionals and biomedical knowledge that will enhance and extend the quality of life in our communities.

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Rosewood Family
Health at Lents

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모두를 위한 의료
Medical care for all
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chăm sóc y tế cho mọi người
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Lessons taught in Mandarin Chinese, focusing on language, culture, music, art & games
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If you don’t think Real Possibilities when you think AARP, then you don’t know “aarp”.
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First Certified Chinese Preschool in Oregon

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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.

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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