

2021 ANNUAL REPORT



IMMIGRANTS HELPING IMMIGRANTS



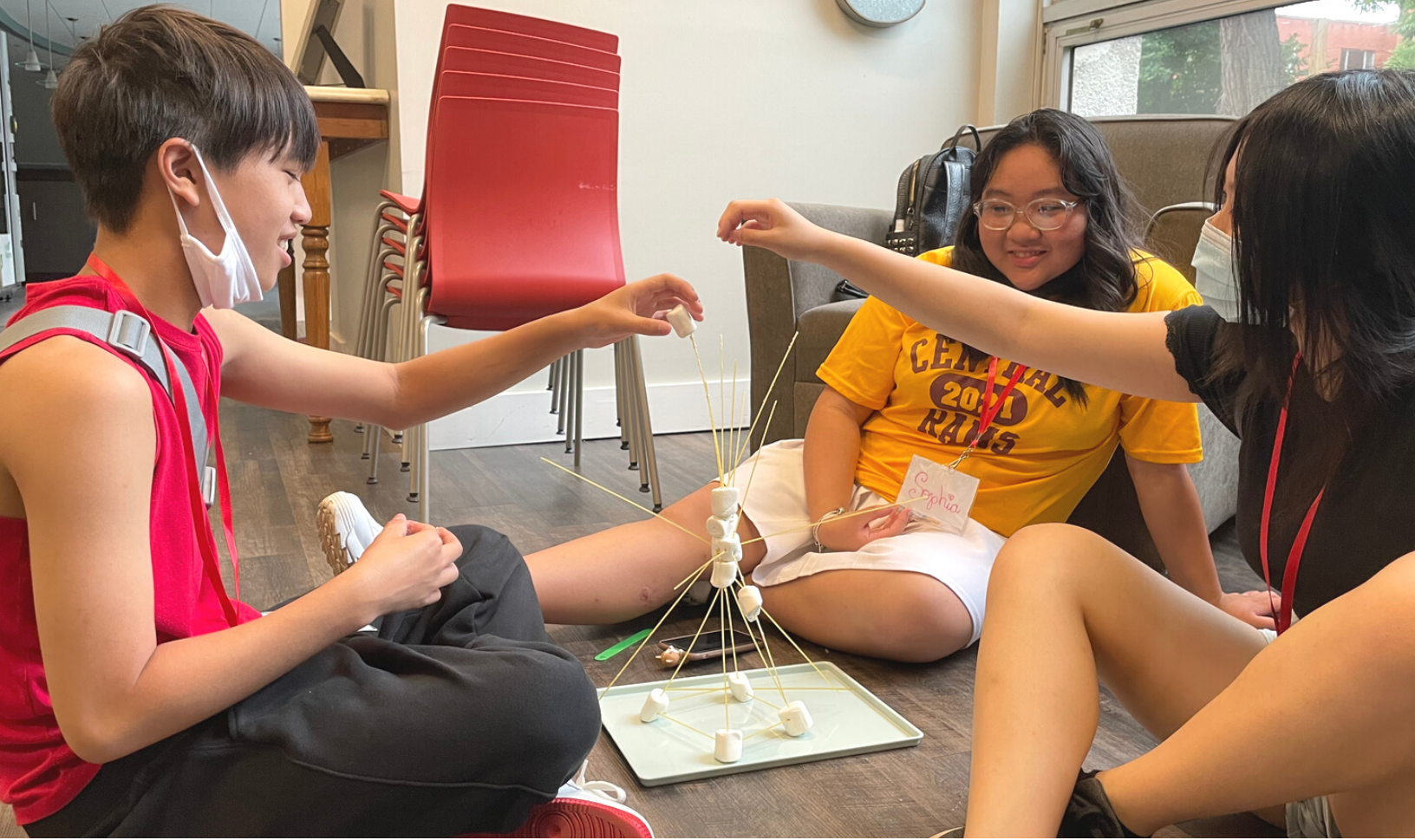


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OUR MISSION

QARI's mission is to foster and improve the social, cultural, economic, and civic lives of immigrants and their families in order to benefit Quincy and its neighboring communities. Through collaborations and partnerships, we provide culturally competent services in healthcare, workforce development, adult education, youth development, and cultural events, as well as assistance with public institutions or other community organizations.

A Trusted Immigrant and Community Partner

On November 20th, 2021, we celebrated [20 years](#) since QARI was founded in Quincy, Massachusetts.

[Three recessions](#), [two decades](#), and [one pandemic later](#), countless Asian and immigrant residents of all ages and backgrounds have come to rely on QARI for community, advocacy, and individual empowerment. As we continue to innovate and broaden our support, QARI has expanded from Quincy to further locations in Massachusetts, New York City, and beyond.

Turning the uncertainty of the last years into opportunities for the personal and professional growth of our clients has brought out the best in our teams, our partners, and the communities we serve. We look back with gratitude on the challenges of the last year that honed our responsiveness and creativity as service providers and reminded us of the power of compassion.

In this brief overview of our history, we take the opportunity to celebrate the passion that sets QARI apart and honor the extraordinary work and stories of our clients, partners, staff, and Board of Directors.



LETTER FROM THE BOARD

Dear Friends,

When the pandemic first unfolded last year, QARI knew that barriers such as language, immigration status, and socioeconomic standing would make this a particularly challenging time for immigrants and communities of color. As the world came to a standstill, we raced against the clock to innovate our programs and ensure that QARI could continue to protect and uplift these vulnerable populations.



The food insecurity faced by many individuals, both for the first time and chronically, became QARI's priority. As designated anchor Pan-Asian provider for the City of New York's GetFood Program, our delivery of nearly 2 million meals to isolated elders across all five boroughs simultaneously helped sustain local Asian restaurants, connect bilingual individuals to job opportunities, and provide additional social services directly to high-need individuals.

On the strength of our initiatives in 2020, QARI has attracted further collaborations. We now count Amazon among our growing Workforce partnerships which support immigrant employees by providing in-house social services and employment opportunities. Our food partners include the MET Council Holocaust Survivor Food Program and City Harvest. Our partners in health & wellbeing include South Cove Community Health Center, South Shore Health, Charles B. Wang Community Health Center, Tufts Health Plan, and Walker Therapeutic & Educational Programs. And since November 2020, we have expanded our partnerships with the Commonwealth of Massachusetts, municipal agencies in Quincy, Randolph, and New York City, and federal programs, such as the U.S. Citizenship and Immigrant Services to support pathways to citizenship for our immigrant clients.

The period between June 2020 and July 2021 covered by this Annual Report taught us a lot about QARI's strengths. We realized the value of our responsiveness and creativity as changemakers in a world of change. We experienced the dynamism of our multidisciplinary teams who were able to support the QARI community across age groups and integrated services.

At all times, we were guided by our commitment to be part of a movement that serves with compassion and creates opportunities for our clients. Our often intuitive and always flexible approach keeps our ear to the ground on emerging trends and growing needs. We are mindful of the mounting mental health pandemic that converged with Covid-19 and has intensified in its wake. Our plan to develop this service component has been consolidated by the appointment of three new board members with expertise in wellbeing, education, and healthcare, as well as our longstanding community partnerships.

We move into FY 2022 as a highly productive and increasingly sustainable non-profit organization, operating from a position of creative social entrepreneurship and pairing personalized contact and community focus with strategic partnerships, technology, and innovation. Our growth over two decades has given us the strong roots to harmonize the identities of QARI as a local, community-based organization in Quincy, and as a regional organization ready to meet new challenges and opportunities. As always, we are deeply grateful for your partnership, and have included some examples of how your support was used to shape QARI's initiatives in FY 2021.

Sincerely,



Paul Shaw, Board Chair



Philip Chong, President & CEO



CELEBRATING 20 YEARS OF SERVICE

In 1998, local community leaders joined forces to form the Quincy Asian Collaborative (QAC) with the support of the city of Quincy and seed funding from the United Way of Massachusetts Bay who were seeking to invest in new service agencies for communities of color.

The QAC held more than thirty community meetings in conjunction with South Shore human service agencies and city and state partners, engaging with focus groups and key stakeholders to better understand the needs of their Asian and non-Asian constituents. The process revealed an alarming shortage of culturally and linguistically relevant social services to support Quincy's growing Asian and immigrant community, notably the largest concentration in the state.

On November 20, 2001, Quincy Asian Resources, Inc. (QARI) was established as a non-profit to address these gaps and create connections to existing local initiatives. Established just months after 9/11, QARI's approach was highly influenced by the urgent need for responsiveness and resourcefulness following the tragedy.

Today, QARI remains dedicated to supporting immigrants' empowerment and success through innovation, creativity, and cultural competency. Our broad range of services include multilingual information and referrals, healthcare navigation, enrichment activities for elders, adult English education, youth programming, workforce development, and cultural events. QARI's annual August Moon and Lunar New Year festivals serve to celebrate and share Asian cultures with local communities and are the largest events of their kind in New England, attracting audiences of over 20,000 people.

Since 2017, with a new team under the leadership of Philip Chong, QARI has experienced significant organizational growth and began to consistently operate at a surplus.



The Workforce Enterprise program launched in 2018 to provide employment pathways with on-site integrated social services. This foundation led to the establishment of a team in New York City and new community and corporate partnerships across Massachusetts to support sustainable employment pathways for immigrants in the healthcare, manufacturing, higher education, and transportation sectors.



QARI was in a strong position to mobilize creatively and effectively during the pandemic to support the pressing needs of immigrant communities. Brooks Brothers workers and other unemployed immigrants were assisted in seeking new opportunities when factories shut down, and QARI Manufacturing was established as an innovative, home-based PPE manufacturing solution that provided employment and equipment to the US Navy and frontline workers at a time when there was a nationwide shortage of these resources.

In addition to PPE manufacturing, QARI worked to ensure no one went hungry during those challenging times. In September of 2020, we were chosen by the City of New York as the anchor Pan-Asian meal provider of the GetFood Program. QARI provided nearly two million meals to vulnerable elders and families across all five boroughs in New York City as well as stable employment for more than 160 immigrants. We also assisted the Met Council, the largest Jewish anti-poverty organization headquartered in NYC, with deliveries to Holocaust survivors out of their food network. In Massachusetts, we partnered with small farmers and local grocery stores to supply food boxes to immigrant elders who were isolated or unable to afford fresh food.



Beginning in January 2021, the development of a new partnership with Amazon in Providence, RI led to the creation of Wutabon, Inc., a subsidiary of QARI with a specific focus on workforce development for immigrants. Since the launch of the Amazon program in 2021, we have been approached by other partners in healthcare, logistics, and manufacturing with an interest in expanding the Workforce Development model to create long-term growth pathways and wrap-around support for immigrant workers.



QARI is currently in the process of establishing a fully licensed mental health outpatient program in Massachusetts, scheduled for the Spring of 2022. Additionally, we will be launching programs focused on clean transportation and food distribution in Massachusetts, Rhode Island, and New York City. These focus areas — sustainability, culturally appropriate mental and behavioral health services, clean energy, and food security — will be priorities for the organization and have significant potential for growth and partnership in the coming years.

In all our initiatives, we have always sought collaborations to connect people across a broad range of services — our clients, community leaders, corporate partners, government, and other non-profits, such as public school systems, public housing authorities, food pantries, and health centers. These partnerships have helped us form an expansive network of deep, local ties that position us to best address the evolving needs of Asian and immigrant populations.

Another defining quality has been the consistency and quality of our leadership. MA State Representative Tackey Chan, former Quincy Asian American Association President, was a 28-year-old law student when he was elected as chair of QARI's first Board of Directors by Sheri Adlin, Rosemary Wahlberg, and Beth Ann Strollo. He still serves on our Advisory Board and is a testament to how QARI has grown organically, from a staff of one to a team of over 60.

As we continue to innovate and broaden our support, we never lose the connection to our own individual life experiences. Because at our core, we are immigrants supporting immigrants, and we are proud to be QARI.

QARI's INTEGRATED SERVICE MODEL

QARI creates opportunities for wellbeing. We understand the common goals sought by our clients and work with them to build their self-sufficiency. But such opportunities can be seized only once our basic needs are met. Many new immigrants face their challenges alone and with little social support. We aim to foster the most synergistic outcomes by offering wrap-around services that support our clients and their development.



As non-profit social entrepreneurs, we have learned to think outside the box. We constantly ask ourselves, "How can we better serve more people?" Part of the answer lies in taking the time to truly listen to our clients and community partners. Their feedback allows us to improve and expand our programs, keeping them relevant and tailored to their needs. Their resilience and generosity keep us grounded and inspire our vision of optimism, hope, and possibility.

IN FY 2021:

Food Security

- 1.5M meals delivered during pandemic

Education

- 15 different courses a week, from ESOL to Survival English
- 883 total enrollments in 2021

Citizenship

- 75 Citizenship students enrolled in class in FY21

Employment

- 150+ clients assisted with small business support, new training, employment pathways, workforce support

Cultural Events

- 5,000+ people involved in cultural and community youth and adult programs

Healthcare

- 1000+ clients assisted with healthcare access, vaccine appointments, nutrition, wellbeing, exercise, and mental health

Social Justice

- 4 rallies and anti-racism forums organized
- 15,000+ whistles distributed
- Immigrant clients from 28 unique countries, speaking 21 unique languages

HEALTH & WELLNESS

QARI's programs address the social determinants of health. Immigration and immigrant status have been shown to affect health through various mechanisms, including differential access to resources, safe work and housing, experiences of prejudice and violence, helplessness, isolation, fear, and stress. We value our partnerships at the state level and with hospitals and health care centers. They have been some of our greatest allies in improving access to services for our Asian clients and the immigrant community at large.



Massachusetts

- Between February and April 2021, our partnerships with CIC-Health and the Massachusetts Executive Office of Elder Affairs enabled us to increase Covid-19 vaccination access at Fenway Park. We coordinated information flow and appointments, organized transportation, and had QARI facilitators on-site to offer support across all services.
- In March 2021, QARI co-hosted a vaccination clinic with South Shore Health in Quincy, MA to alleviate barriers to vaccination for immigrant elders.
- QARI assisted hundreds of immigrant elders with applications to MassHealth, coordinated appointments, and provided health education to immigrant communities in collaboration with our healthcare partners on the South Shore.

New York City

- QARI worked with health care centers, regional vaccination hubs, and community partners to provide free transportation, online appointment booking, and on-site translation services to ensure Covid-19 vaccine access for homebound elders and their caretakers. Additionally, QARI assisted with vaccine hesitancy outreach programs.
- QARI worked with our GetFood restaurant and delivery partners in the spring of 2021 to facilitate access to vaccination appointments and information with our health partners across NYC.
- In October 2021, QARI coordinated a free flu shot clinic in collaboration with Charles B. Wang Community Health Center for over 50 workers at Commissary Central Kitchen.

The pandemic fueled many inequities. Thanks to our partnerships, we could play a key role in supporting the health of our clients and communities. We continue to offer preventive care, health education, and fitness activities that build our clients' resilience and wellbeing.

Client Spotlight: Lai Ying Lui

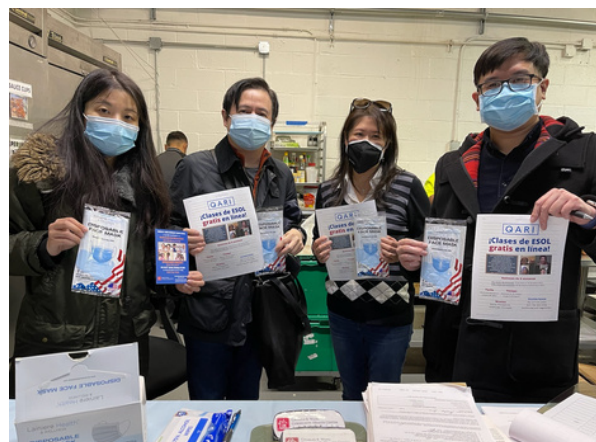
Lai Ying Lui works as a make-up artist in Boston. She has lived in Quincy for over 30 years after emigrating from Hong Kong. QARI has become a trusted resource which Lai Ying shares with many friends, referring them to ESOL classes or social services ranging from translation to assistance with SNAP benefits.



At the onset of the pandemic, Lai Ying felt that it was important to get vaccinated as soon as possible. She was worried that her housing authority would not arrange for vaccinations. That's when she heard about QARI's COVID-19 vaccination support services.

Her experience was seamless.

*"QARI was a life saver! I don't know any organization giving this type of assistance as quickly. Their vaccination program was truly exceptional. If not for QARI, I would have had to schedule the vaccination myself and travel to the appointment with my limited English proficiency. Their customer service was excellent, with translation support, transportation, and, as always, with so much personal care. **QARI made it possible for me to feel safe and see my friends as soon as I was vaccinated.**"*



FOOD SECURITY

In response to Covid-19, QARI developed initiatives to address growing food insecurity among immigrant communities in Massachusetts and New York City. We also partnered with local grocers and businesses to create jobs and put people back to work delivering produce boxes to immigrant families. We anticipate that food access will remain a challenge for many vulnerable communities, requiring an integrated response that addresses related social and economic health determinants in a culturally appropriate way. And so, we are seeking to shape a sustainable vision for the future that combines food security, innovation, and social support.

GetFood NYC

In September 2020, QARI was chosen out of 300 applicants by the City of New York to be the anchor Pan-Asian provider for the GetFood Program. We partnered with the Department of Sanitation to coordinate, prepare, and deliver around **2 million culturally sensitive meals weekly** to **over 200,000 homebound elders**, many of whom are Asian and/or immigrants, across all 5 boroughs. Through this program, QARI collaborated with **six immigrant-owned family restaurants** across NYC and with local tour companies to serve over **127 million meals total** during the pandemic. These partnerships saved small businesses and provided employment for **over 200 immigrant clients**. QARI's staff supported this contract with two full-time staff, five part-time staff, as well as management oversight.

QARI also delivered social support to elder clients in NYC as part of the GetFood program. These services included conducting vaccine outreach, alleviating social isolation, assisting with SNAP benefit applications, registering for Survival English class, and engaging in social justice initiatives in response to AAPI hate. Since the pandemic, we continue to expand this integrated service approach at local food pantries, mobile markets, and health centers.

GetFood NYC
COVID-19 Emergency Food Distribution



QARI served all **5 boroughs**
QARI created **200+ jobs for immigrants**
QARI supported **200,000+ homebound elders**
QARI partners prepared and delivered **1,900,000+ culturally sensitive meals.**

"I sincerely appreciate your organization. During the pandemic my wife and I enjoyed the benefit of meals delivered twice a week to our home. This kind of service is not very common. Even the delivery drivers were very polite and nice. We know that QARI cares about us very much. In my heart, I feel like I don't deserve it because I didn't earn it. I feel embarrassed because I am receiving more than I am giving. So right here, I want to thank QARI for how well they care for us."

— Bai Chang Liu, NYC GetFood client

Met Council

Our partnership with Met Council, the largest Jewish anti-poverty organization and headquartered in NYC, allowed QARI to support food access for Holocaust survivors during the pandemic out of their kosher and halal food network.



City Harvest

QARI has partnered with City Harvest, NYC's largest food rescue & distribution organization, to support language access and provide on-site social services at mobile food access points. These include two of their mobile market locations in Bed-Stuy and Queensbridge, areas with large Asian and immigrant populations.



MA Food Box Program

Our culturally sensitive produce box delivery program assisted several hundred homebound elders and vulnerable families in Quincy, Boston, Malden, and Randolph throughout 2020 and 2021. We collaborated with local grocers, small farms, and transportation companies to source and deliver the nutritious produce boxes.



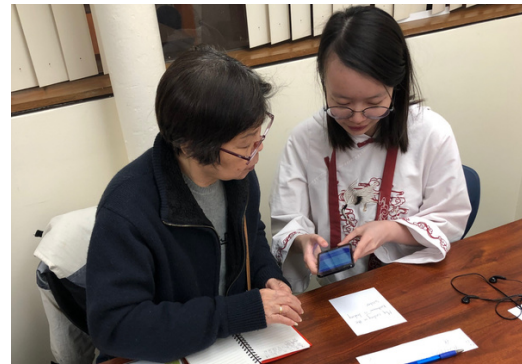
Interpretation & Translation Services

One of our longest running outreach partnerships, the QARI team offers on-site translation services to 150+ clients each week at the Germantown Food Pantry. With staff who speak Mandarin and Cantonese, QARI facilitates access to the food pantry and provides clients with other food access resources, including SNAP information.



SNAP Assistance

As a SNAP Outreach Partner with the Massachusetts Department of Transitional Assistance, QARI worked with clients to check their eligibility. Every year, we assist with several hundred applications to the federal food assistance program (formerly food stamps).



Small Business Support

In addition to supporting our manufacturing and restaurant partners, our team assisted small businesses owners and workers in NY and MA. We educated owners about the emergency relief grant and loan programs offered through the Small Business Administration (SBA), including the Payroll Protection Plan (PPP), the Economic Injury Disaster Loan (EIDL), and most recently, the Restaurant Revitalization Fund (RRF). In collaboration with the SBA, we hosted workshops in both Chinese and Spanish to inform small business owners about their options.



ADULT EDUCATION

A key to empowerment and self-sufficiency, education is one of QARI'S critical pathways. Each of us learns differently, and programs should not be one-size fits all. Ours are tailored to all ages and levels of fluency and have expanded to include in-person, hybrid, and online options with shorter classes and flexible entry points. English for Speakers of Other Languages (ESOL) and Citizenship form the core of adult education, as well as Family Literacy, Survival English, Financial Literacy, Civics, Healthcare, Cultural Norms, Mandarin classes, and Chinese painting.

"By providing immigrants with the ability to speak English, they begin to understand American culture, and at the same time have their culture recognized as something valuable and to be preserved."

— Jerry Burrell, retired QARI ESOL teacher



Citizenship

Citizenship is a significant milestone in the lives of immigrants. QARI supports students with both the preservation of their cultural roots and their enrichment in their new home. We provide about 5 entry points each year for immigrants to enroll. Our trained staff take an active role in familiarizing newcomers with the naturalization process, helping to submit applications, and leading 12-week citizenship courses that prepare students for their final interview and test. Students also learn about new job pathways, voter registration, federal and state student financial aid, and other opportunities available to US citizens.

In November 2020, we were awarded a \$250,000 grant by the US Citizen and Immigration Services (USCIS) to launch a free program that assisted permanent residents looking to become US citizens. The majority of students were from Massachusetts, and the program yielded improvements in students' literacy abilities. With the support of our partner Project Citizenship, a Boston-based agency offering free legal services for immigrants applying for citizenship, we look forward to opening up this opportunity for clients in NY and RI.

Survival English

Survival English is one of QARI's signature programs, tailored to older adults who may not want to enroll in a traditional ESOL class but would like to learn English for everyday situations. Launched in 2010, the program focuses on developing students' essential conversational skills — such as navigating local transportation, supermarkets, or the bank — as well as other skills that boost confidence and quality of life. Classes often include discussing current news articles and community events. Either Mandarin or Cantonese instructors run weekly group classes in both NY and Massachusetts. The class has been offered virtually since 2020.

ESOL: A Case Study in QARI Responsiveness

The Challenge

The economic effects of the pandemic have made it both more difficult and more critical for our clients to devote time to acquiring new skills. As our long-standing education provider, English to Speakers of Other Languages (ESOL) assists QARI clients in their development of practical or academic English. Curricula range from basic to advanced levels and help students navigate different contexts, such as as parents, in the workplace, in communication with government agencies, or in applying to college. Demand for classes increased notably due to the pandemic. And as it is QARI's mission to ensure sustainable access to opportunities, we adapted our approach.

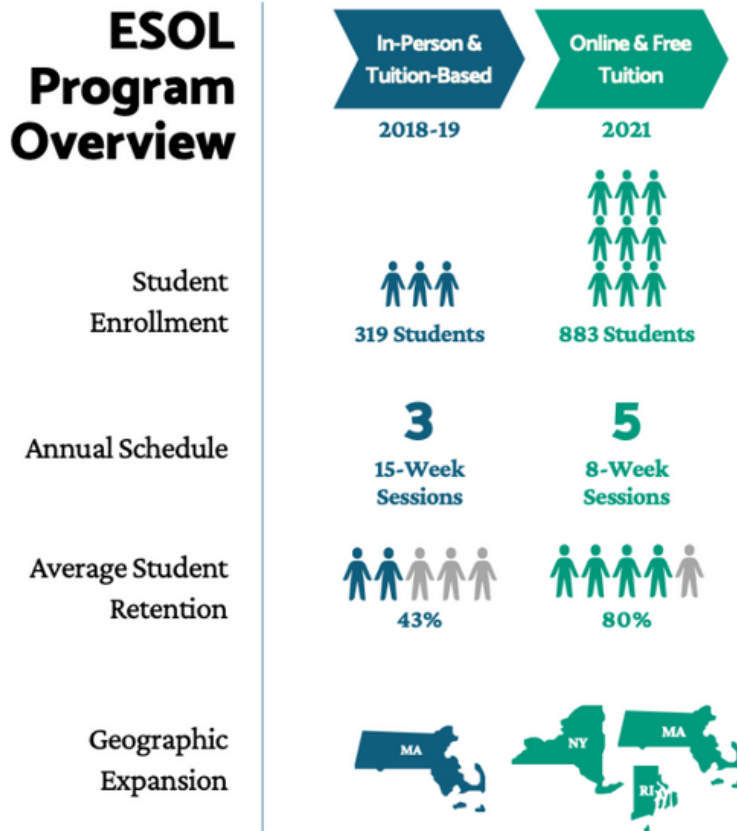
Our Actions

We improved accessibility by introducing free online classes and introduced flexibility by increasing the number of entry points, from 2 enrollments times per year to 5. As of January 2021, the duration of individual classes was shortened from 6-9 months to 8-week programs in order to become more manageable. We overhauled our physical textbooks in August 2021, moving to Burlington English as our new online curriculum with independent in-built learning activities, as well as an app facilitating class access and learning for individuals with limited computer access. Two new teachers were appointed to build infrastructure and capacity in NY, which region currently accounts for 30% of our total ESOL students. In Massachusetts our longstanding presence is supported by a team of five teachers. QARI will soon be launching a

competency-based ESOL program with badge-earning tools to further increase access to education for underprivileged immigrant and refugee adult students.

Results

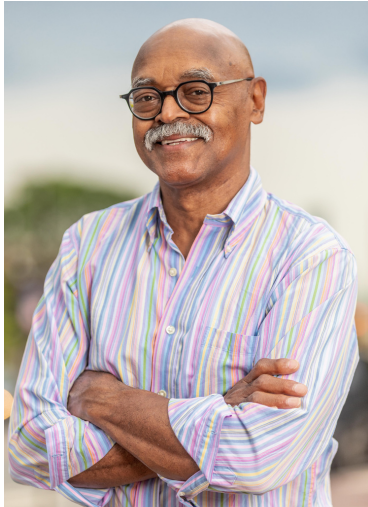
As a result of our revisions, student intake has tripled, with attendance increasing from about 300 students in 2018/19 to almost 900 since 2021. Our NY base is growing steadily, and online access has expanded our geographic reach nationally. Shortened lessons have made the program more achievable for students, as well as more cost-effective for QARI.



With nearly 1,000 immigrant students reached on the South Shore through traditional online classes, we estimate reaching up to 5,000 new immigrants in Gateway Cities across MA through new workforce partnerships and competency-based education.



Teacher Spotlight: Jerry Burrell



Prior to joining QARI in 2018 as an ESOL teacher, Jerry was a teacher and administrator for Boston Public Schools. He first heard about QARI through his friend Kim Lan Tran who taught QARI adult classes.

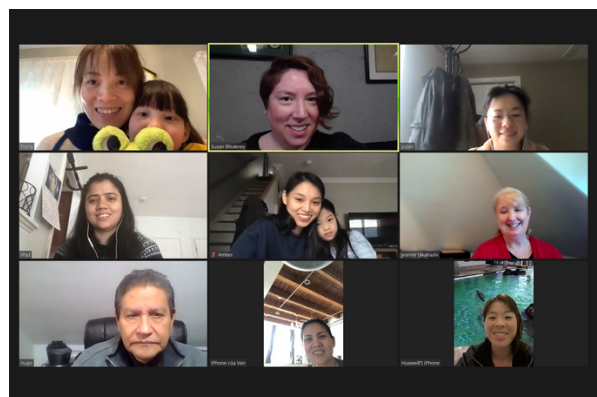
"I wanted to do something that would make use of my skills, although I had never taught adults in this setting. You always learn from each student, including something about yourself. Their hopes, dreams, and even their disappointments remind you how different we all are, and at the same time how similar."

When Jerry was interviewed about his observations as an QARI teacher, he emphasized the importance of investing in resources that empower immigrant communities and keep people connected with their home culture.

"We are a nation of immigrants who have always had a huge role to play in what defines the US and how it operates as a society. People sometimes forget that providing newcomers with the ability to speak English allows them to understand American culture and, at the same time, to have their culture recognized as valuable and worth preserving. We should invest in that, whether we show our support in money, time or interest, all of which are important."

Ultimately, Jerry hopes that his teachings encourage students to learn about themselves as they expand their worldview.

"QARI serves multiple ethnic groups, and there are all kinds of opportunities for learning and expanding your sense of what else is going on in the world."



YOUTH



"These youth want to change the world. We teach them to go for it and support them by helping them use their voices effectively, along with the value of working in a team."

— Tackey Chan, MA State Representative

Our mission is to enable every young member of an immigrant family to join the next generation of leaders. QARI's community-based Youth Programs help middle and high school students build positive socio-emotional and 21st-century skills to become active agents of social change in their communities and beyond. They offer a chance to socialize, network, make informed choices about future employment, develop leadership skills and very importantly, learn to give back.

Signature Programs



U&I Mentoring

Our one-on-one program matches high school mentors with recent immigrant students at Atlantic Middle School and Central Middle School. Together, they participate in various social and educational activities that foster meaningful relationships and a healthy biculturalism. The curriculum includes academics, team-building, self-confidence, socializing, and cultural awareness. Many former mentees become mentors.

Youth Service Corps

The Youth Service Corps leadership committee has a yearly recruitment of 20-25 youth volunteers who learn to take initiative. Working directly with QARI staff, these young leaders organize civic engagement, personal development, and program planning and oversee the larger body of around 300 student volunteers. Together, these youths plan and participate in local environmental clean-up projects, voter registration, community events, cultural celebrations, and social justice initiatives.

One example includes the [Breaking The Silence](#) initiative. In the wake of increasing incidents of AAPI hate during the pandemic, youths spoke in an online forum about their experiences and proposed solutions. Other initiatives revolve around developing social skills. [Bubble Tea Time](#) is a popular, peer-led conversation group ran in Mandarin and Cantonese for 10-20 youths. A professional bilingual counselor appointed by QARI supervises the group.



Mental Health & Community Engagement



Living Out Loud (LOL)

In the spring of 2021, QARI partnered with Walker Therapeutic & Educational Programs to bring in bilingual behavioral health professionals to support youth mental health services. This initiative took the form of a weekly group program for middle and high school students in Quincy Public Schools. Group activities focused on problem-solving, team-building games, and self-care, as well as offered educational workshops to help parents understand and destigmatize mental health services.



Mental & Behavioral Health Outpatient Program

We are working with Dr. Hang Ngo, QARI's Clinical Director, to integrate clinical services that bridge language and cultural barriers, including combating the stigma around mental health among Asian and immigrant communities.



Randolph Summer Nights Program

Through our partnership with the Massachusetts Department of Conservation & Recreation (DCR) and in collaboration with the town of Randolph and RICC, QARI has launched a summer program attended by hundreds of young participants. Daily activities include sports, arts, and recreational games — including basketball, table tennis, flag tennis, dance classes, paint nights, and board games.

Youth Volunteer Spotlight: Angel Kuang

"QARI taught me the importance of being inclusive. I made some of my best friends joining this organization and am in touch with them to this day. Knowing that the things I do have an impact motivates me to make things better for others. I also enjoy being in an environment in which I learn to work with others and build on ideas constructively rather than shoot them down."

Angel Kuang is currently a freshman at Brandeis University. She attended QARI events throughout her years at Braintree High School and applied to join the YSC leadership committee after volunteering for the 2018 August Moon Festival. Many of her friends were already involved with QARI, and she encouraged others to join. Angel's first volunteer event was Greening the Gateway Cities, and during sophomore year she was a peer mentor for the U&I Mentoring Program. As a junior, she joined QARI as a summer intern, helping to conduct YSC leadership committee interviews and select the new team. She also assisted with social media outreach to promote and coordinate the Living Out Loud (LOL) program.

WORKFORCE

Our mission has always been simple: we help immigrant and refugee communities by creating opportunities for them to succeed.

Since being founded in 2018, QARI's Workforce Development has sought to expand employment pathways for immigrants and refugees and to up-skill their abilities to enable new career opportunities. We are diversifying our partner profiles across New England in various industry sectors with high volumes of immigrant workforce. Through Wutabon Inc, QARI's signature Workforce Development program, QARI is now providing on-site employee assistance and in-house social services to organizations wishing to expand their impact on the immigrant workforce community.

WUTABON

New hire on-boarding & training

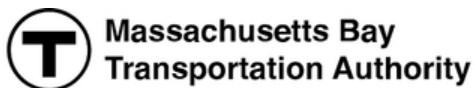
On-site ESOL and Citizenship programs

On-site social services

Assistance with:

- Health and wellness
- Insurance
- Transportation
- Employee and family support

Our partners are essential contributors to the innovation and efficiency of our Workforce Development programs. These partners are the MBTA, Brooks Brothers, South Shore Health, Tufts Health Plan, and most recently, Amazon Logistics.



Brooks Brothers





Employment Opportunities

QARI created an online Job Hub to provide training and application assistance for clients interested in job opportunities in healthcare, clothing manufacturing, and food delivery. QARI staff helped more than 150 applicants get back to work after pandemic lockdowns as well as transition into different career pathways.

South Shore Health

We share staff with South Shore Health, a longstanding strategic workforce partner, to support high quality health care services for immigrants. QARI assists with interpreting during appointments, finding a doctor, getting health insurance, and beyond.

Medical Interpretation Training

QARI's 60-hour, fully subsidized workforce training program was run virtually over the course of six weeks. Successful candidates were eligible to apply for state certification and begin working in the field right away.

Staff Spotlight: Winner McDonald

Winner McDonald's day-to-day role as part of the permanent QARI team is to reach out whenever South Shore Health (SSH) patients need help.

"Whether it's to interpret and schedule appointments, assist with letter translations, fill out clients' forms, or answer coverage, benefits, and billing questions, we are here to help. It's an integrated approach."

Having a bilingual on-site navigator for patients with limited English proficiency has proven an asset to SSH and the community. Winner also ran a successful diabetes workshop for SSH, demonstrating the plentiful opportunities for QARI to become involved in health education.

"Most patient barriers to accessing health services are language barriers. Integrating bilingual staff at the SSH facility is the key."

GetFood NYC Employment

Early into the pandemic, QARI recognized the need to support vulnerable families and elders unable to access fresh, nutritious meals and connect them with emergency resources. After securing a \$2 million grant through the city of New York’s GetFood Program, QARI mobilized a catering and delivery network of 7 local restaurants and a tour company to provide daily meals to program participants across all five boroughs.

In total, we secured steady employment for 160 primarily Chinese immigrant workers. They assisted with distributing health and vaccination information and provided English translation services.



Amazon Workforce

Based on the success and credibility of our GetFood partnership, we were invited by Amazon to become a Delivery Service Partner (DSP) in Rhode Island, one of their key delivery facilities. As part of the approval process, QARI established an affiliate organization called Wutabon Inc. to become our Workforce Development signature program. The launch in September 2021 was highly successful, allowing us to promote the personal and professional growth of the Amazon Wutabon workforce.



Services include family support, online ESOL at beginner and intermediate levels, citizenship pathways, and health and wellness support. Our responsibilities also include hiring, training, developing, and retaining a team of up to 100 employees and operating a fleet of 20-30 vans. QARI’s network empowers both drivers and their families.

Coming soon: In FY 2022, QARI and Wutabon Inc. will be extending partnerships with Beth Israel Lahey Health to new industries. We will be helping to recruit an immigrant workforce to provide on-site food service aid, environmental services, and patient transportation.

COMMUNITY BUILDING

Different cultures. Different challenges. Shared aspirations.

QARI's community engagement is rooted in a commitment to diversity and multiculturalism. When the dignity and safety of Asian and immigrant populations were violated by targeted hate attacks during the pandemic, QARI offered its resources and support to the Asian community, leading several forums to show solidarity with survivors and witnesses. At the same time, our ongoing work continues to mitigate the effects of prejudice by empowering individuals, strengthening communities, and fostering awareness and cultural respect in the larger population.

QARI's Response to Anti-Asian Violence and Racism

Anti-Asian hate crimes were reported to have surged by 169% across 15 major US cities between 2020-2021 (Source: WEF), and QARI continues to tackle social issues around racism in all forms alongside partners throughout Massachusetts and New York City. Of nearly 3,800 recorded hate crimes targeting AAPI this past year, about 68% were verbal harassment, 21% were shunning, and 11% were physical assaults. Many of these acts were against the elderly (Source: Stop AAPI Hate).

Community Forums

We are grateful to Massachusetts Norfolk D.A. Michael Morrissey and his office for their collaboration with QARI. This relationship facilitates cross-cultural training and education between law enforcement and our constituents, giving voice to our communities' concerns and experiences. In March 2021, in the wake of the Atlanta shooting, the D.A. invited the police chiefs of eight precincts across Norfolk County to participate in a community listening session with constituents.

Breaking the Silence on Racism Youth Forum

During FY 2021, QARI held two forums, one in Quincy focused on Asian students and another in Randolph to include additional identities. Invited community leaders and elected officials included superintendents from public schools, state representatives, and city councilors.



Whistle against AAPI Hate

Working with two community members, Wellesley College alumnae Julianna Lee and Oanh Nguyen, QARI launched a project in May 2021, AAPI Heritage Month, to distribute over 15,000 whistles to Asian elders in Massachusetts, New York City, San Francisco, and Los Angeles. Whistles were also included in produce box deliveries and distributed at community events. An important safety tool, each whistle was accompanied by a note in Chinese, Vietnamese, Korean and English to share the message that their community was listening and protecting them. The project is ongoing, supported by community partners South Cove Community Health Center, Germantown Food Pantry, Charles B. Wang Community Health Center, City Harvest, Visiting Nurse Service NY, local churches, and other community-based organizations.



Aligned with our commitment to amplifying AAPI heritage, history, and culture, our social impact work does not have an age limit. QARI aims to integrate social justice across generations through education and outreach activities. Our programs provide a wide-range of opportunities to learn about social justice, such as enabling youths to lead and organize events or opening discussions during English classes to these important topics.

Breaking Down Language Barriers



Survival English

Through our work with elders, we identified that many had no English language skills and were socially isolated. We invited them to join QARI's Survival English program, designed specifically to boost their confidence by learning basic English skills. Weekly classes taught in Mandarin and Cantonese are run in both MA and NY.



Translation Services

Our multilingual team regularly provides an array of support services to the community through partners such as Quincy Public Schools, the Quincy Housing Authority (customer support and interpretation services at monthly commission meetings and senior events) and the SSYMCA (Germantown Neighborhood Center food pantry).



Multilingual Social Services Outreach

Designed to support immigrant families with culturally and linguistically competent services, we connect clients with the information and resources they need to achieve self-sufficiency.

Cultural Programming

QARI's outreach staff create recreational and social programming for the immigrant community. Among these are the cultural events hosted yearly in partnership with the city of Quincy which have become some of the largest festivals in New England. Attended by 15-20,000 guests of all ages and backgrounds, they present a unique opportunity for community engagement and an introduction to Asian culture. Both festivals were virtual in FY 2021 and are scheduled to expand into NY and RI in 2022.

August Moon Festival



Voted as the 'Best Street Festival' by Boston Magazine in 2018 and designated the City of Quincy's Signature Event for the month of August, the festival features traditional and modern performances, food trucks, carnival amusements, games, cultural booths, and a street market.

Lunar New Year Festival



Recognized in many Asian countries, the Lunar New Year holiday celebrates the beginning of the lunar calendar. QARI's festival embraces the spirit of family and community in a bright display of culture, food, and fun. It is filled with vendor booths, family activities, and live performances.

Community Banquet



The annual event is an evening to celebrate diversity, collaboration, and community spirit. It is an opportunity for area leaders, partners, and stakeholders from Quincy, the South Shore, and Greater Boston to engage and promote synergy within the Asian community.

Tai Chi Class

QARI provides free tai chi classes for Asian seniors. The activity strengthens muscles and increases flexibility through gentle aerobic exercise.

Chinese Painting and Calligraphy

QARI teaches Chinese painting classes to those interested in learning about Asian art.

Board Member Spotlight: David Zou

David Zou, a professor at Wentworth Institute of Technology and a longtime member of QARI's Board of Directors, reflects on the development of QARI's cultural events over the years.



"I've been involved with festivals for 20 years and have seen a lot of change and growth over the years. There was no budget [before] and board members volunteered to set things up themselves, everything was in-house."

The first festival attracted a few hundred people, the booths were \$20, and we only raised \$7000. Fast-forward to today, QARI's Lunar New Year Festival has become one of the city's most significant events. Some 10-20,000 people from across the state come to the city, and the event raises over \$100,000. The number of Non-Asian participants has grown from 10% to about 50% today. Hiring and budget have also increased significantly. More people than ever are interested in supporting cultural events, and partners are eager to sponsor what has become one of the largest cultural events in the South Shore area.

"These events bring people together, celebrating identity, cultural roots, and the community at large. People feel more welcome and more comfortable living together when they understand each other's cultures. The festivals are especially important for youth who participate and it's a great way to team-build."

"Not every city has August Moon and Lunar New Year festivals. A lot of Asian immigrants have moved to Quincy because of its rich Asian culture. We have all these AAPI people who now feel like they belong here. It's about finding something here that's familiar."

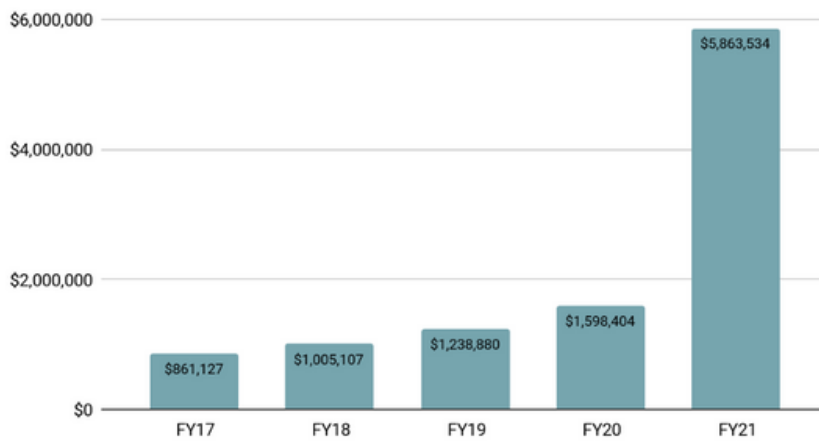


FINANCIAL RESULTS

Over the last five years, we have grown as social entrepreneurs in the often unstructured environment of social services. We have faced unpredictable challenges, but we have harnessed creativity in devising and implementing solutions. When we say that we empower immigrants through innovation, we first think, "How can we leverage what we have to meet the immediate needs of our clients and communities?" We are always in a race against time, and our success is often measured by how efficiently we deliver our services during critical time windows.

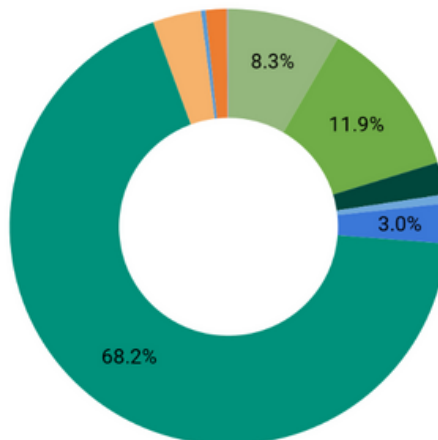
FY 2021 reflects the context and programming of our response to outsized needs during an urgent time. We envisage both stability and growth as we expand our partnerships and extend the reach of QARI services.

5-Year Revenue Growth



FY21 Revenue Streams

- Foundation Grants
- Workforce Development Grants
- SBA Payroll Protection Plan Loan
- Program Contracts
- Government Contracts
- Workforce Development Contracts
- Event Sponsorship
- Program Tuition
- Individual and Corporate Donations
- Interest Income



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Wan Wu, Ph.D.
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