2019

ANNUAL REPORT

Jia Jie Luo
University of Southern California
Next STEP alumnus
Dear Friends of AACA,

The combined outcomes of AACA’s Workforce Center programs in the areas of program completion, job placement, and average starting wages were respectively 88%, 86% and $17.25. In addition to Careers in Banking and Finance and Building Energy Efficient Maintenance programs, the Employment Center, Youth Services Center, Multi-Service Center, the First Step and Next STEP ESOL programs drove the strong performance herein reported. The Multi-Service Center continues to provide wraparound social services that are vital to the ability of our clients to retain and succeed in their jobs. We are extremely proud of the accomplishments of our program graduates and the life changing results of their hard work and dedication.

AACA began preparing to pilot its newest job training program, which will be launched in 2020. The Green Automotive Maintenance Skills (GAMS) occupational training program will provide extensive wraparound services, less than 6 months of classroom time, onsite internship, feeding directly into employer partners. The goal is to have GAMS primarily funded through contract training. GAMS will train diesel technicians for today’s fleets, and will ramp up to begin prepping those same technicians for the coming future wave of hybrid and electric vehicle (eV) fleets.

AACA received a $50,000 planning grant to conduct market research on Asian businesses in greater Boston. The impetus to do this was the 2015 Boston Federal Reserve Bank study of the racial wealth gap in Boston, which did not include Asians. According to the 2012-2016 American Community Survey Boston’s Asian poverty rate was 31.15 percent (17,657 out of 56,680) compared to an overall poverty rate of 20.54 percent. In 2020 AACA will conduct focus groups to understand the needs of early stage Asian businesses and contract BU School of Management to develop a curriculum informed by their understanding of how Asians think and learn. The goal is to launch an Asian business training program in 2020 with implementation grants.

2019 was a strong year for AACA. None of the aforementioned accomplishments would have been possible without the support of our individual and institutional funders, employer partners, and stakeholders, whose continued support is crucial, as well as the hard work of AACA’s dedicated staff.

Many thanks,

Julia Kim, President, AACA Board
Jia Jie Luo (Asch)

Jia Jie studied hotel management in China and worked for a few years before his family moved to the United States in 2014. He entered AACA’s Next STEP program in May, 2014 with a goal of enrolling in college in September, 2014. In addition to completing assignments in class, he studied a lot on his own at the library and entered BHCC in Sept. 2014. AACA provided post-placement support after he entered Bunker Hill Community College, and he transferred to University of Southern California (USC) in Los Angeles to study electrical engineering with a $50,000 scholarship each year. Even after he moved to California, he stayed in touch with AACA and visited the office when he was back in town during semester breaks. He graduated from USC in May, 2018 and began working as a Solution Engineer at Maxtra in the Bay Area.
Our First STEP program is at the forefront of English-language instruction in Massachusetts. The first two levels are taught in English and Mandarin, providing first-time English-language learners with a foundation that prepares them for the next three levels, which are taught completely in English.

Our experienced, diverse, and knowledgeable teachers provide instruction which includes:
• Student-focused lessons
• Scientific theories and approaches to second language acquisition
• MA professional ESOL state standards

Hong Tai, a First STEP student originally from China, said

“I’ve been studying for a year at AACA. I started from zero and learned the basics. My English has improved a lot. I can understand more of the English I read and hear. I can do a lot of the things I want to do.”

Next STEP

AACA’s Next Steps Transitional English Program (Next STEP) teaches students the language skills necessary to enter college or job training, preparing them for a career that leads to financial sustainability.

Next STEP is funded by the Massachusetts Department of Elementary and Secondary Education.

In past years, Next STEP sent the most graduates to college among all 82 states funded community based adult education programs.

3 Cycles/year
84 Clients/cycle
81.4% Who Persist In College
The Careers in Banking and Finance (CBF) program provides training for careers in retail banking. Students master the skills required for a variety of entry-level positions in the retail banking industry and learn how to advance their careers once they secure a position.

This program addresses a need in Greater Boston by providing an opportunity for low-income individuals in the retail and food service industries to leverage their customer service and cash handling skills and to apply them towards developing a lasting career in banking. The program also addresses the hiring needs of banks in the Boston area, which have seen tremendous growth.

Completion Rate: 96%
Placement Rate: 82%

The Building Energy Efficient Maintenance Skills (BEEMS) program provides training for building maintenance and hotel engineering jobs. The program includes seventeen weeks of classroom instruction and hands-on training, in addition to an unpaid internship for five weeks. After graduation, students secure jobs as maintenance technicians and hotel engineers. Through our ongoing retention support, our graduates stay on the job and continue to grow in their careers.

Ricardo completed BEEMS and was hired at The Langham Hotel as a Utility Assistant at $19.76 per hour. The hotel paid for boiler classes to help him work towards his license. Once he obtains his license he could be making $28 per hour.

Placement Rate: 83%
Average starting Wage: $18 per hour
When I first went to AACA’s BEEMS program I never thought to myself that I was going to get accepted into the program because I had to do an interview. I was nervous, but I knew I just had to be myself during the interview and just let them know that I really need this opportunity to make something out of my life. I can truly say AACA and the program have been a really great experience and a wonderful helping hand. It changed my life for the best, and I am truly grateful and thankful that I was a part of the program. The staff workers were always wonderful and helpful, and they always motivated the students. With the help of AACA, I can say I am a proud African American woman that is a union plumber. Thank you guys for all your help.

Career Advancement for Professionals

Career Advancement for Professionals (formerly New Roots to Employment) serves racially and linguistically diverse low-income immigrant women and men (18-50+) who live in Greater Boston, who have bachelor’s degrees or higher, and some work experience from their home countries. They are unemployed or underemployed, with a goal of either obtaining a job in their chosen field or a related field, or obtaining a U.S. educational credential, which will help them compete in the job market.

Despite professional credentials from their home countries, applicants struggle with finding suitable employment in the U.S. They discover that the high level skills they gained in their home countries fail to translate to meaningful employment. As a result, they often have no choice but to take on low-skill work in convenience stores, fast food outlets, or ethnic restaurants to support themselves and their families.

Razvan was a neurosurgeon for 15 years in Iraq before arriving as a refugee just one week before the Trump administration issued a travel ban preventing citizens of his country from entering the United States. He made it to the New Roots program where he learned English, job interview skills, American style business writing, and the unwritten rules of American workplace communication. The teachers and Employment Specialist helped him explore the shortest path to re-credentialing. He recently passed a surgeon technician course and began working as a First Surgical Assistant.

Placement Rate
75%

20 countries + 17 industries
Including:
Business, Science, Healthcare, Law, Computer Science, Engineering, etc.
Employment Center

The Employment Center provides job readiness training and job placement services to over 300 clients a year, including walk-in clients, applicants to AACA’s educational programs in need of employment immediately, and constituents served by AACA’s Multi-Service Center. Employment Center services include one-on-one career counseling, resume and cover letter writing and critique, developing interview skills, job placement, and two-year post-placement support. It also provides intensive job search assistance and preparation with multi-cultural and multi-linguistic capabilities.

Employment Center clients are both U.S. born and immigrants from all over the world. Clients come from Malden, Quincy, Dorchester, Roxbury, Chelsea, Lowell, Everett, Worcester, and beyond.

AACA places its clients in health care, hospitality, and retail among other sectors depending on their skills and interests. Our goal is to find our clients good jobs, with family-sustaining pay, benefits, and career ladder potential.

AACA has forged partnerships with over 120 employers, many of whom have signed an MOA with AACA in partnership with our job training programs or submitted a letter of support for the Employment Center. These include Bank of America, Cathay Bank, State Street Corporation, Maloney Properties, Peabody Properties, the Marriott, Hallmark Health System, Keolis, The Home Depot, Neiman Marcus, and Securitas Security.

Youth Services Center

It’s estimated that in the United States, there are between three and seven million people from the ages of 16 to 24, who are neither in school nor working. They are referred to as “Opportunity Youth”. In Boston, approximately 12,000 people are in the Opportunity Youth demographic.

In 2016, AACA established the Youth Services Center (Hire Values) with funding from the Innovation and Opportunity Act. The Youth Services Center works with clients from Boston neighborhoods aged 16-24, offering them targeted career counseling and employment center services. The center received fundings from Liberty Mutual and Clipper Ship Foundation to serve Opportunity Youth in greater Boston.

Roger Moraldo came to the program in 2016. While he had done web development for seven years on his own, he needed career direction.

“I came in not knowing what I wanted to do,” Moraldo said. “We threw around different job opportunities. I found out what to do to prepare and I did what I wanted to do.”

Moraldo was born to immigrants from Trinidad. When he moved out of his parents’ home, he lived with an aunt until she threw him out. He was homeless and lived in a shelter, until he found employment.

“I was able to go from a BAD PLACE to a much BETTER one.”

AACA was selected to be a Workforce Investment Opportunity Act (WIOA) Youth Program Services Provider.
Workplace Education

AACA provides English for Speakers of Other Languages (ESOL) courses at employers’ work sites to educate their workforce. Through these educational opportunities, incumbent employees have the opportunity to excel in their current work assignments and acquire the skills necessary for further training in their fields of interest. These opportunities strengthen their earning potential, enabling them to move up the career ladder. Other classes that may be offered through the workplace education program include, but are not limited to, adult basic education (reading, writing, and math) and computer skills.

In recent years, AACA has provided workplace education at companies such as:
• Tufts Medical Center in Boston for 8 years (currently in progress)
• Piantedosi Baking Company in Malden for 5 years (currently in progress)
• Trade Restaurant in Boston for 1 year
• South Cove Community Health Center in Quincy and Boston for 3 years
• China Pearl Restaurant in Boston for 2 years

Workforce Education is a beneficial program for people like Flores, who has a full-time job and wants to improve his English skills with limited time and money.

I used to take classes in other language schools but it became very difficult for me, because work was always so busy.
Flores - Tufts Medical Center employee

Multi-Service Center

AACA’s Multi-Service Center is staffed by trained and experienced counselors, who speak Cantonese, Mandarin and English. The objective of the Multi-Service Center is to help Asians, other immigrants, and economically disadvantaged residents achieve economic self-sufficiency.

AACA’s Multi-Service Center served over 2,500 clients in FY2019. Services included help with immigration & citizenship, tax services, food security, housing, case management, health insurance, counseling, college scholarship applications, interpretation and translation, and fuel assistance.

I enjoy coming to AACA to receive help no matter if it is filling out a housing application, translating SNAP letters, or other service. because the workers are always super nice and welcoming. They take their time to help me with care. They will always try to help me find answers either from other referrals or from other organizations.

J.L.Z
Mulan Society

The Mulan Society is a program aimed at strengthening immigrant women’s family stability as they face challenging life transitions. The program takes place on Mondays and Saturdays in a multicultural environment, that is safe and fosters their trust.

The Mulan Society sessions feature naturalization classes and basic computer classes, as well as support groups on topics identified as highly relevant to immigrant women and their families based on existing research. Topics include navigating the healthcare system, domestic violence prevention, career building, and supporting their families while facing language and cultural barriers.

Participating women can be referred to other AACA programs and services including job training, Employment Center and the Multi-Service Center. The Mulan Society is essential for immigrant women so that they can grow and find support.

2 Cycles/year
50 Clients/cycle

Smoking Cessation

463 Clients

AACA’s Smoking Cessation Program promotes and improves the health and well-being of the Asian-American community through various activities and services. With the generous help of Tufts Medical Center and through a multi-pronged approach supported by other organizations in Chinatown, we educate and assist both smokers and non-smokers alike.

AACA’s Smoking Cessation Program includes a number of different projects:

Community Outreach & Education - A team of staff and volunteers conduct outreach in the community with the goal of educating smokers and non-smokers alike about the dangers of smoking and how they or a friend, can receive support at AACA. The team also seeks out people, who are willing to complete surveys on smoking habits/ opinions for later analysis by Tufts Medical Center.

Professional Counseling - Professional one-on-one and group counseling are provided at AACA for smokers and family members of smokers. Counseling groups include:

+ Support Group for Wives and Mothers who have a family member - oftentimes a husband or child - who smokes.
+ Lunchtime Support Group for smokers.

*Note:
- 285 clients served from 7/01/18 to 12/31/18
- 178 clients served from 1/01/19 to 6/30/19
Cleanup Chinatown

The Cleanup Chinatown Committee began in 2014. Hosted by AACA, it is made up of concerned business owners, landlords, residents, and representatives from Boston Departments of Public Health, Public Works, Environmental Services, Inspectional Services and Code Enforcement, Main Streets and the Mayor’s Liaison.

Cleanup Chinatown activities included community surveys, cleanup days with universities, cigarette butts receptacles campaign, and quarterly meetings.

We are Chinese, and we want to be proud of who we are. We want to be proud of Chinatown. We want to bring our families, friends, business acquaintances and tourists to a clean and thriving Chinatown.

Amy Chen
Co-chair, Cleanup Chinatown Committee

Community Survey Results: 118 Respondents

- 60% of respondents felt the Chinatown was dirty.
- The largest group of respondents felt the City of Boston needed to take more responsibility to clean up Chinatown.
- The second largest group of respondents felt the people of Chinatown needed to take personal responsibility (i.e. reduce littering and improve trash disposal behavior).

Buds and Blossoms (B&B) has made strides in maximizing existing square footage. We are now licensed for 57 children on a daily bases. Our 6th class room will open late September.

We have accomplished up to level 2 in the Quality Rating and Improvement System (QRIS) with EEC. There are 4 levels.

We had a successful art show in April and raised $1,400. This was more than the amount from the year before.

Last summer, B&B was able to reach an agreement with Tufts University, and Tufts University is allowing the children to utilize their garden to grow flowers and vegetables. Jeanne and her team of educators took an afternoon to do yard clean up before the children went in to plant and water. Thank you to the Buds and Blossoms Team.

We don't have enough words to express our gratitude for the warmth and love you gave McGraw and Shay while they grew up with you. Thank you for your endless patience and your big hearts everyday. We feel so fortunate that our kids had you in their lives. We will be sure to come back and say hello when baby #3 is born!

Anita, Charlie, McGraw, Shay

Average Enrollment 94.20%
Sampan

is the only bilingual Chinese-English newspaper on the East Coast. In print since 1972, SAMPAN is published biweekly, and is distributed free-of-charge throughout metro Boston; it is also sent as far away as Hawaii!

Today, SAMPAN continues to be the only comprehensive chronicle of local issues and events impacting Asian American communities and represents the only printed voice in both Chinese and English. Devoted to providing education and advocacy for Asian Americans in greater Boston, the newspaper covers topics that are usually overlooked by the mainstream press, such as key immigration legislation, civil rights, housing, education, day-care services and union activities. These issues are crucial to the well-being of Asian immigrants, refugees, low-income families as well as individuals who are not proficient in English.

Gala

The AACA Gala 2019 was held on June 30, 2019 aboard the Spirit of Boston, with over 360 attendees. Governor Charlie Baker and Mayor Marty J. Walsh were our Honorary Chairs.

Awards were presented to Santander Bank and The Bostonian Hotel as our Employer Partners of the Year.

AACA also recognized John Drew of ABCD with the Social Justice Award.

By being part of the gala, our guests directly supported AACA, helping limited English speaking and economically disadvantaged individuals to achieve lasting economic self-sufficiency.

6,000 Circulation

50+ sites Distribution

50,000 page views /month Website

360+ Attendees

36 Sponsors
OVERVIEW

Financial Report

Total budget
$3.28 million

No. of Staff
51 (FTE)

Clients Served
4,000+

FINANCIAL REPORT

AACA continued providing excellent outcomes for our students in FY19.

Completion Rate for Job Training Programs: 88%

Job Placement Rate for Job Training Graduates: 86%

Average Starting Wage at Placement: $17.25/hr

2-year Job Retention Rate for FY18: 73%

Number of Employer Partners: 140

Number of Adult Education Graduates Enrolled in College: 18

ACCOMPLISHMENTS (FY19)

REVENUE & EXPENSE (FY19)

INSTITUTIONAL DONORS FY19

Over $100,000

- Tufts Medical Center
- State Street Foundation

$50,000-$99,999

- English for New Bostonians, Inc.
- Mabel Louise Riley Foundation
- United Way

$10,000-$49,999

- OneWorld Boston, Inc - Cumming Foundation
- George & Alice Rich Charitable Foundation
- Susan F. Schiro Foundation
- Citizens Bank Foundation
- Bank of America
- Genesis Management Group, LLC
- Liberty Mutual Foundation, Inc.
- Fish Family Foundation
- Hartford Foundation
- Boston Foundation
- Santander Bank
- Eastern Bank Charitable Foundation
- Home Depot
- Eversource Energy
- Double Tree Hotel
- State Street Corporation
- A. C. Rathskesky Foundation

$3,000-$9,999

- ABCD-MSC & GATE
- Harvard Pilgrim Health Care Foundation
- Berkshire Bank Foundation, Inc
- People’s United Bank
- TD Bank, N.A.
- BNY Mellon charitable Giving Program
- Henry E. Niles Foundation
- Shinemound Enterprise
- The Paul & Edith Babson Foundation
- Webster Bank N.A.
- Wrapcity, LLC

INDIVIDUAL DONORS FY19

$10,000-$49,999

- Stanley Chen
- Francis E. Chin
- Bill Chin
- Trean Elizabeth Liu
- Tara O’Keefe
- Amy Guen
- Thomas Chin

$1,000-$4,999

- Paul Chan
- Mary Chin
- Madge Meyer
- Huiming Guo
- Anne-Marie Souliere
- Yoshie Ng

$100-$999

- Alexander Bove
- Helen Kwong
- Paul M. Yee
- Mack Knight
- Helen Yee

$1,000-$2,999

- Loring, Wolcott & Coolidge Trust LLC
- Gee How Oak Tin Association of N.E.
- Kwong Kow Chinese School
- Tufts University
- The Gerontological Society of America
- East West Bank
- Dedham Institution for Savings
- Daniel Dennis & Company LLP-C

$1,000-$4,999

- Haibin Zhong
- Barbara Rubel
- Harmony Allison
- Tuan Pham
- Thomas Chin
- Robert Chin
- David Wong
- Di Yip
- Sriman Kannan
- Jingying Li
- Joshua Leffler
- Pak Ying Yee
- Susan Chin
- Linda J. Ning
- Barbara V. Lee
- Lisa Chin

Thank you for supporting AACA
Educate, Empower, Employ,

AACA
87 Tyler St, 5th FL
Boston, MA 02111
aaca-boston.org