QARI’s mission is to foster and improve the social, cultural, economic and civic lives of Asian Americans and their families to benefit Quincy and its neighboring communities. Through collaborations and partnerships, we provide culturally competent services including adult education programs, youth development, and cultural events as well as information and referrals to public and other community organizations.

MISSION STATEMENT

HISTORY

With a long-established reputation for being one of the leading service providers in Quincy, many new immigrants and Asian Americans see our organization as a lifeline support and the first stop upon arrival to the U.S. - making Quincy a place they can all call home.

In 1998, prompted by the United Way of Massachusetts Bay, and with the support of the City, a group of Quincy’s Asian residents and non-profit service providers, formed the Quincy Asian Collaborative. QARI answered the call by responding to an urgent need for culturally and linguistically relevant services for the Asian population.

Since then, we have developed a broad array of services: we provide multilingual information and referrals, adult education, youth programming and organize acclaimed, city-wide cultural events.

Our strategic partnerships have helped us form deep local ties and a strong network of community partners position us to address these needs. In the past 17 years, Quincy’s Asian population has grown to close to 30% of its residents, and we have grown with them.

A QUINCY WE CAN ALL CALL HOME.
Quincy Asian Resources, Inc. (QARI) is proud to continue building on our core mission - providing client-centered services and programs to create a lifelong impact for the people we serve. At the same time, QARI looks toward the future by expanding to numerous service locations on the South Shore and providing enhanced adult education, youth programs, family and community services, and workforce development programs.

By incorporating innovation, consistency and growth, QARI can better serve the Asian population, especially one that varies so greatly in demographics and encompasses all generations. Our recent successful partnership with MBTA in workforce development has given the opportunity to expand QARI’s service model to increase our strategic partnerships with not-for-profit organizations, healthcare systems, educational institutions, manufacturers, and more to maximize their impact and services to Asian demographics. With these partnerships, QARI can provide integrated options for clients to access our services and programs.

It is part of the organization’s vision and mission to help individuals find a job and develop a meaningful career in order to increase competency, self-sufficiency, and success. Access to opportunity is what drives QARI, and we believe education and workforce training are fundamental elements of the solutions for many social and private sectors issues.

We are excited for the new changes and confident in our future. We cannot do all this amazing work without the support from the City of Quincy, volunteers, partners, staff, Board of Directors, clients, and sponsors. We look forward to furthering our shared vision and to more exciting growth opportunities as we continue to expand our impact and significance.

Paul Shaw
Board President

Philip Chong
Chief Executive Officer
QARI launched our Workforce Enterprise initiative in January 2018. Workforce Enterprise partners with organizations and companies that want to expand their impact and services in the growing Asian community. With these strategic partnerships, QARI provides workforce and service solutions in higher education, healthcare, municipality, and service sectors, and also creates meaningful career opportunities to the Asian and immigrant community.

QARI’s first partnership was with the MBTA in January 2018. The MBTA expressed concerns that they lacked the linguistic and culturally competent customer services team to serve the high Asian population that would be impacted by the disruption of the Wollaston T-station. QARI was asked to provide a local bilingual customer services team to help solve many potential and unforeseen issues caused by the station closing and answered the call with delivering a team of 20 qualified bilingual customer service representatives.

QARI also partners with Eastern Nazarene College (ENC) by providing an education team to expand their presence and outreach to the ever growing Asian and international student population in Quincy and the greater South Shore areas. To this end, QARI is working hand-in-hand with ENC to develop a new marketing and student recruitment plan.

Building upon these collaborations, QARI’s Workforce Enterprise looks forward to expanding partnerships with organizations and companies in the healthcare, manufacturing, education, and technology sectors.

PROGRAM PARTNERS
ADULT EDUCATION

PROGRAMS

English as a Second Language (ESOL)
Family Literacy
Workplace Education Program
Citizenship Education Program
Survival English for Elders
Chinese Painting Class
Parenting Class
Adult Education provides students with the literacy, language, and life skills needed to build self-sufficiency. For the vast majority of our students, it is English that is the key to success. Our contextualized language classes meet students where they are—in needs, fluency level, and location.

**PROGRAM SUCCESSES**

QARI provided 17,965 hours of English instruction to 364 clients.
42 students completed the Citizenship Education Program.

**Client Profile: Shirley Lai**
Family Literacy & Citizenship Class Student

Shirley came to the U.S. ten years ago to join her husband who was already living here. She did not start to learn English until three years ago when she enrolled in the Family Literacy Program. “At first, I couldn’t use English to express myself,” Shirley said. “I was afraid to talk using English but after the teachers patiently taught me, I have more confidence to talk to my kids and to use English at my workplace.”

After learning English, she started working at a new restaurant in a better position as cashier where she uses English to talk to customers. She said, “QARI helped me improve my confidence to become who I am today.”

**Staff Spotlight: Dr. Susan Bleakney**
Family Literacy Parent Advisor & Workplace Education Coordinator

Dr. Susan Bleakney has been with QARI for almost two years. She is known for a leadership style that encourages participation and innovation while setting clear direction and goals. Her expertise in providing contextualized ESOL instruction and commitment to identifying clear objectives and benchmarks have been evidenced in the program’s successful outcomes. Dr. Bleakney said, “The parents want to be involved at school, and they want to do what is best for their children, but language can be a barrier. I am happy that we can give them the tools that they need to do just that.”
FAMILY & COMMUNITY SERVICES

PROGRAMS

Community Translation
Walk-in Client Services
Workshops and Trainings
Asian Elder Services and Programs
Greening the Gateway Cities Tree Planting Project
Civic Engagement
MBTA YouthPass
Quincy Public Schools Central Registration Support
Our multilingual outreach services are a staple of our programming. They are designed to support immigrant families with culturally and linguistically competent services, connecting them with the information and resources that they need until they achieve self-sufficiency.

**SERVICE LOCATIONS**

- 1509 Hancock Street, Quincy Center
- 275 Hancock Street, North Quincy
- Amelio Della Chiesa Early Childhood Center
- Atherton Hough Elementary School
- Beechwood Knoll Elementary School
- Boston Higashi School
- Charles A. Bernazzani Elementary School
- Clifford Marshall Elementary School
- Compass
- Dana-Farber/Brigham and Women’s Cancer Center at South Shore Hospital
- Germantown Neighborhood Center
- Lincoln-Hancock Community School
- Memorial Middle School
- Merrymount Elementary School
- North Quincy High School
- Norwell Public Schools
- O’Brian Tower
- Parker Elementary School
- Quincy Housing Authority
- Quincy High School
- Quincy Farmer’s Market
- Quincy YMCA
- Snug Harbor
- Thomas Crane Library
- Tobin Tower
Brian Chan has been volunteering with QARI since its founding. He first decided to volunteer with QARI because he saw the need in the community, and this need resonated with him as someone who immigrated here in 1970.

Brian takes two days off every month from his job as a supervisor for the Department of Children and Families to volunteer at QARI, providing hands-on services to clients and for 6 years, served on QARI’s board. He sees himself continuing to volunteer at QARI as it expands its services. When speaking of the clients, Brian said “we are really helping them. When a client is leaving here, they know they have a problem solved.”

**Volunteer Spotlight: Brian Chan**  
Former QARI Board Member and Volunteer

PROGRAM SUCCESSES

- 646 unduplicated clients were provided with 4,255 units of services at the Community Service Desk.
- 116 clients used QARI’s Central Registration services.
- 249 clients obtained translation services.
When May first immigrated to the U.S., she was faced with many challenges to deal with on her own. To assist with navigating these challenges, South Cove Community Health Center referred her to QARI. QARI not only assisted with the health insurance translation but helped May apply for priority public housing and provided assistance with medical care needed by May’s husband.

“Whenever I have a problem I do not know how to solve, I think of QARI, because QARI has always been here to help me.”

-May Liu
YOUTH PROGRAMS

U&I Mentoring
Youth ServiceCorps
Bubble Tea Time
College Workshops
Women’s Leadership Workshops
TransitionUp
The U&I Mentoring program and Youth ServiceCorps (a team of nearly 300 volunteers) enable positive youth development through a peer leadership model. Young people build socio-emotional and 21st-century skills to become active agents of social change in their communities and beyond.

PROGRAM SUCCESSES

318 youth provided 12,632 volunteer hours, averaging 40 hours per youth.
25 matches completed the U&I Mentoring program.
Staff provided over 3,500 program hours for youth leadership.

Volunteer Spotlight: Ying Ge Wang
Massachusetts Promise Fellow & Youth Program Alum

Ying Ge has been involved with QARI’s youth programs for eight years, having served as a Youth ServiceCorps board members, a mentee and ultimately a Massachusetts Promise Fellow, serving as U&I Mentoring Coordinator. “I grew more confident and sociable, and I got to develop professionally,” she said. “It’s a community I can always go back to. QARI is like my second home. Before, I knew that I wanted to serve the underserved community, but I didn’t know how much joy or happiness I would gain from serving the community. Sometimes you just need to be open-minded, see what life brings you.”
Youth Profile: Christine Le
Youth ServiceCorps

Christine, currently a senior at Quincy High School, has been involved with QARI since her freshman year. “As a freshman, I was really shy and awkward,” she said. She became a youth representative her sophomore year, and joined the Youth Board her junior year.

Christine said that one of her most important memories of QARI involved a drive down to Camp Burgess with Peter Tam, Director of Programs. Camp Burgess was a three day youth leadership retreat, but Christine could not attend for the entire duration because of family issues. Peter offered to drive her both ways, for 1 ½ days. “We were just talking about life. He told me, ‘Be in the moment. Where you are now is what matters.’ That really stuck with me.”

“QARI helped me find a strong support system. It helped me find my own voice, respecting myself and my ideas.”
—Christine Le

ServiceCorps volunteers painting banners at Comcast Cares Day

CONGRATULATIONS TO OUR 2018 SCHOLARSHIP RECIPIENTS

Jessica Tam, Braintree High School
Bryant University

Kelly Chen, Braintree High School
Bentley University

Irving Li, North Quincy High School
Boston University

Nina Luu, Woodward School for Girls
Northeastern University

Brian Zou, North Quincy High School
Macalester College

Gigi Wong, North Quincy High School
Cornell University

Ngan My Truong, Woodward School for Girls
Suffolk University
**30th Annual Lunar New Year Festival**

QARI celebrated the 30th Annual Lunar New Year Festival with approximately 10,000 attendees on Sunday, February 11th. This year marked three decades of cultural performances, arts & crafts, gaming, virtual reality, children’s activities, and an array of food.

**11th Annual Community Banquet**

600 guests attended the 11th Annual Community Banquet on Friday, May 11th at China Pearl Restaurant in Quincy. The Community Banquet’s theme was “Investing in Our Community” – an evening to celebrate collaboration and community spirit. Recognized for their outstanding service to community, QARI honored John Lydon with the Visionary Award, Tim Wismar with the Founders’ Award and the South Shore YMCA with the Community Partner Award.

**31st Annual August Moon Festival**

A record breaking crowd of nearly 20,000 gathered in Quincy Center to celebrate the 31st Annual Quincy August Moon Festival on Sunday, August 19th. With all day entertainment on 2 stages, food trucks and vendors galore and a non-stop fun Kids Zone, the festival was voted Best of Boston - Best Street Festival by Boston Magazine, and is also The City of Quincy’s Signature Event for the month of August.

**Save the Date - 2019 Events**

- Lunar New Year Festival, Sunday 2/10
- Community Banquet, Friday 5/17
- August Moon Festival, Sunday 8/18
Our foundation supporters help make possible the programs and services QARI offers to the community. We would like to show our appreciation for the new foundation support we received this year.

The Boston Foundation Open Door Grant funds the expansion of our Family and Community Services to Germantown. “Organizations that receive Open Door Grants from the Boston Foundation are well-led, high-potential organizations and, in our estimation, Quincy Asian Resources is such an organization.” – Paul S. Grogan, The Boston Foundation, President and CEO

The Eastern Bank Charitable Foundation’s Targeted Grant will support empowerment of Asian females in the Youth ServiceCorps. “With each Targeted Grant, we aim to enhance the lives of our neighbors and contribute to real progress around the advancement of women in our local communities.” – Bob Rivers, chairman and CEO of Eastern Bank

The Wish You Well Foundation helps expand the Family Literacy Program into a second location.

The Tufts Health Plan Momentum Fund makes possible a new health-initiative for elders to become more active by participating in QARI-led field trips.

Saffron Circle Grant will contribute to our civic engagement efforts to not only increase the turnout of Asian American voters but also to educate voters on issues that matter most to their communities.

The South Shore Workforce Development Board awarded us support for for TransitionUp, a new youth program that will focus on career and college readiness through classroom instruction and internships.

TOWN OF RANDOLPH

QARI will be expanding youth programs and community outreach services to the Town of Randolph. Collaborating with the Randolph Intergenerational Community Center (RICC), we will be piloting a mentoring program for youth. Additionally, QARI will have representatives at RICC to offer family and community services to the diverse population in Randolph.

LOOKING AHEAD

NORTH QUINCY SITE

In November 2018, QARI expanded to a new location at 275 Hancock Street in North Quincy. QARI will be providing outreach services, youth programs, adult education, and workshops. This expansion increases accessibility and services to the population QARI serves. North Quincy is an area with a high Asian population. The new location is directly across the street from North Quincy High School where 57% of its student population is Asian.
FINANCIALS

FISCAL YEAR 2018
Operating Budget: $1,080,691
85% Efficiency Ratio
(Resources channeled to programs and fundraising)

REVENUE
- Gifts, grants, contributions 62.4%
- Government contracts 16.9%
- Donated goods and services 9.3%
- Program fees and revenues 5.7%
- Workforce Enterprise contracts 2.4%
- Fundraising events 2.2%
- Membership and other income 1.1%

EXPENSE
- Program 74%
- Administration 14%
- Fundraising 12%
- Workforce Enterprise 2.4%
- Civic Participation 2.0%
- Family & Community Services 9.4%
- Youth & Mentoring 13.7%
- Adult Education 22.5%

SPONSORS

Alpha Omega Hobby
Arbella Insurance Foundation
Archipelago Strategies Group
Asian American Service Association
Balance Patch
Bank of Canton
Bauer House
Beth Israel Deaconess Hospital - Milton
Boston Duck Tours
The Boston Foundation
Boston Medical Center HealthNet Plan
Brookdale Quincy Bay, Independent & Assisted Living
C & C Company
C-Mart
C&C Company
Carney Hospital
Chan Insurance Agency
China Southern Airlines
Citizen’s Bank
City of Quincy
Claro Advisors, LLC.
Coastal Heritage Bank
Comcast
Derby Academy
East West Bank
Eastern Bank
Eastern Nazarene College
Epoch Times
Equitable Bank
Expressway Toyota
FoxRock Properties
Foxwoods Resort Casino
Gallop Global
Good Shepherd Community Care
Grand Holidays
Harvard Pilgrim Healthcare
Hope Restored
JP Fuji Group
Kam Man Food
LBC Boston
Lee & Associates, P.C.
Liberty Bay Credit Union
Lydon Chapel for Funerals
Macy’s South Shore Plaza
Madge Meyer
Massachusetts Health Connector
MBTA
McDonald’s
Miniluxe
Mohegan Sun
MountainOne Bank
Museum of Science
National Association of Government Employees
National Grid
NFP Corporate Services (NY), LLC
NVNA and Hospice
Quincy College
Quirk Auto Dealers
Rainbow Adult Day Health Center
Rockland Trust
Senior Whole Health
Soleil Physical Therapy & Wellness Inc.
South Cove Community Health Center
South Cove Manor at Quincy Point
South Shore Bank
South Shore Health System
South Shore Mental Health
South Shore YMCA
State Representative Tackey Chan
State Street Corporation
Stop & Shop Supermarket
Sunshine Travel
Tai Tung Pharmacy
Tai Tung Realty, Inc.
Town Brook House
Tufts Health Plan
Tufts Medical Center
United Healthcare Community Plan of MA
William Raveis Real Estate
Wollaston Child Care Center
Woodward School
WORK Inc.
INDIVIDUAL & CORPORATE DONORS

AA Bus
Alliant Human Resources
Antony Sheehan
Arista Development LLC
Asian Community Development Corporation
Assisted Living at Fenno House
Babson College (Asian Business Club)
Bill Mattieson
Bob McEnrath
Boston Asian American Film Festival
Boston Swan Boats
Brad Croall
Butler Benefit Brokers Inc.
C&C Company
Caregiver Homes
Carney Hospital
Century Bank
Chang Shing Tofu
Charles River & Kayak
Chinese Cultural Connection
Chris and Nancy O’Dellison
Chris O’Connor
Chun Wong
Citizen’s Bank
Clemens Leung
Compassionate Care ALS
Corry Associates LLC
Dairy Queen
Dave Anderson
David DiVecchia
David Halle
David Mok
David Yee
Dr. David Halle
Dr. Evelyn Gruss Lipper
Dr. Gene Green
Dr. Wan Wu
Enhance Asian Community on Health
Eric Tiberi
Eugene Welch
Foxwoods Resort Casino
Gene Lee
Glenn Tattrie
Golden Lion Club
Harry & Fay Lee
Interfaith Social Services
Jags Auto Service
Jennifer Croes
Jessica Guo
Jessica Prou
JP Fuji Group
June Oh & Matthew Dunn
Kathleen Lau Realty
Keohane Funeral Home
Korean-American Citizens League of NE
Lily Lee
Linda La Garde
Madge Meyer
Maria Droste Counseling
Mary K.Y. Lee
Massachusetts Beverage Association
MDC Management Company
Michael Morrissey
Michelle Lydon
Mike Mullin
Milton Chiropractic
MountainOne Bank
Museum of Fine Arts
Museum of Science
National Association of Government Employees
New England Aquarium
Paul Shaw
Philip Chong
Pho Pasteur
Robert Wilson
Roberta Black
Roche Bros.
RuSen Chen
Senior Whole Health
Seth Mantie
Siyu Peng
Soleil Physical Therapy & Wellness
South Shore Chamber of Commerce
South Shore Elder Services
South Shore Mental Health
South Shore YMCA
State Representative Tackey Chan
State Street
Stephen Costello
Sue Kim
Sunshine Travel
Three Twins Productions
Vincent Yee
Westin Boston Waterfront
Wollaston Lutheran Church
WORK Inc.
Year Up
Yin McDonald's
Zoo New England

PROGRAM FUNDERS

A.C. Ratshesky Foundation
Asian Healthcare Foundation of MA
The Boston Foundation
The Clowes Fund
Comcast Foundation
Deborah Munroe Noonan Memorial Fund
Eastern Bank Charitable Foundation
Eastern Nazarene College
First Literacy Lab
FoxRock Properties
Harold Brooks Foundation
MBTA
Massachusetts Cultural Council
Massachusetts Department of Conservation & Recreation
Massachusetts Department of Elementary & Secondary Education
Quincy Communication Action Programs
Quincy Public Schools
Rockland Trust Foundation
Saffron Circle
South Shore Elder Services
South Shore Mental Health
South Shore Workforce Development Board
State Street Foundation
Town of Randolph
Tufts Health Plan
Wallace H. Coulter Foundation
Wish You Well Foundation
Serving the Community since 2001.
Join us in support of QARI.
Visit qarima.org/give.

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