



PART III

Improving Vocational Rehabilitation Access and Outcomes





Chapter 9

Building Community Partnerships and Collaborations



Introduction

The Asian American population is a fast-growing segment of the American community; as such, its visibility is important. Asset-based community development, an approach that utilizes existing organizations, stakeholders, and members as the primary building blocks for positive change, is an approach that can help unite, strengthen, and sustain Asian American communities. Organizations such as the Division of Rehabilitation Services (DRS) must start to work with local community-based organizations (CBOs) and mutual aid associations as well as individuals to bridge the cultural disconnect between DRS, pan-Asian American communities, and Asian Americans with disabilities (AAWDs).

As the primary resource that helps AAWD job-seekers find well-paying, sustainable employment, DRS is extremely important to this population. Collaborations among key Asian American stakeholders, including AAWDs, will help increase VR access and employment for AAWDs in the Chicago area (please see Appendix G).

Current service and awareness gaps between Asian American communities and DRS are caused by lack of awareness, cultural and linguistic barriers, and other factors. Building new partnerships could close such gaps. DRS is making great attempts to do this, as evidenced by its collaboration with ADOPT and other Chicago-area agencies and organizations. For example, DRS has recently used the Chicago-area media to air a commercial that promotes DRS services by featuring success stories of people with disabilities.



ADOPT works directly with the diverse needs and styles of ethnic communities to develop partnerships.

Unfortunately, many of Chicago's qualified Asian American job-seekers with disabilities need services and support but are not receiving them. DRS must raise awareness in Asian communities about its services and programs and how it can help community members with disabilities to become contributing citizens. "The hardest thing about pan-Asian solidarity is the 'pan' part. It forces us all to step outside of our comfort zones, whether they be constructed by ethnicity, class, home city, or identity" (Naomi Iwasaki, as cited in Espiritu, 2008, p. 1).



Businesses in Chinatown Square in Chicago.

Identifying and Engaging with Key Partners and Stakeholders

In order to successfully engage Asian communities and especially AAWDs in community-based participatory research, key partners and stakeholders must be identified in order to improve visibility, quality of life, and employment rates for this underserved population. Ideally, this identification would be an initial outreach step. An adopt focus group (2010) discovered that inviting people to a forum on mental health, mental illness and suicide was an important form of outreach:

“What seemed to work was that we... connected with different Asian community organizations that the communities were connected with, like Chinese Mutual Aid Association and Cambodian Association of Illinois or Korean American Community Services.”

Figure 9.1. ADOPT's Broad-Based Partnerships



To fully serve community needs, DRS must collaborate with community-based partners and stakeholders in ways that allow it to effectively intervene and address VR disparity issues. According to the Agency for Healthcare Research and Quality (AHRQ):

“Community-based participatory research is a collaborative research approach that is designed to ensure and establish structures for participation by communities affected by the issue being studied, representatives of organizations, and researchers in all aspects of the research process to improve health and well-being through taking action, including social change” (AHRQ, 2009).

In the process of conducting such research or attempting to improve the community by other means, AAWDs and their families and communities must be involved in determining what they need to increase access to VR and improve employment outcomes. This process also includes working with DRS, CBOs, faith-based organizations (FBOs), other governmental and local agencies, and educational systems. This approach emphasizes the idea of bringing community members in as partners rather than subjects to be studied (AHRQ, 2009). Working with all of the involved parties involved the formation of more-comprehensive recommendations and solutions. Working with multiple organizations, agencies, and individuals can also help identify AAWDs who are not connected with DRS but could benefit from such services and supports. This approach is called participatory action research (PAR).

PAR encourages self-help and promotes independence and self-reliance. The strategy can also be essential to identifying the needs of immigrant populations and promoting action and problem solving (Balcazar, Garcia-Irate, & Suarez-Balcazar, 2009).

Cultural and institutional barriers make it more difficult for AAWDs to receive DRS services, but including them and local agencies in the process can remove such barriers. Language barriers (please see Chapter 13, Language/Linguistic Capacities) arise from a variety factors; to combat them, local agencies, AAWDs, and DRS must all work together to facilitate the use of translators and interpreters. When all parties are identified as stakeholders, and are and involved throughout the process, the promising practices can be identified and the best outcomes can be reached. Cultural competence trainings can be of benefit to DRS, agencies, and AAWDs.



Building relationships with Asian communities builds trust, which in turn opens up opportunities to increase disability awareness.

Why Build Relationships?

There are many reasons for building relationships with public, private, and nonprofit CBOs. If developed thoughtfully, these relationships create trust, help everyone involved understand the unique cultural needs of AAWDs, and promote the development of culturally relevant services and policies.

Everyone who attempts to build relationships with members of the Asian American community must “realize that helpful outsiders have come before and left... without bringing about desired change or increasing community competence or problem-solving ability” (Pilisuk, McAllister, Rothman & Larin, 2005, p. 99). Although building relationships is important, people who are trying to help must be careful not to overstep. Keeping in mind that success is not guaranteed, stakeholders must work together to create sustainable plans.

How Do Relationships Help?

The work that CBOs do with the broader community as they serve Asians with and without disabilities in the Chicago area is critical to any outreach efforts. CBOs are particularly important for Asians because they have the same cultural values and speak the same languages as the populations they serve. They also serve as safe havens for such populations in Chicago. If DRS engaged in more-active outreach to these entities, more Asians would enter its system.

Building relationships helps by creating legitimacy. It allows for understanding and working with cultural differences instead of against them. Legitimacy is built by working with communities, publicizing changes that have already begun, and asking what AAWDs need and incorporating their needs into proposals for change. Next, is making effective recommendations, sharing the outcomes, and creating plans for sustainability. Community-based programming (Labonte, 2005) was originated by health care professionals but is transferable to VR and the employment of AAWDs (please see appendices G and H).

Community-based programming was first defined as “the process in which health professionals and/or health agencies define the health problem, develop strategies to remedy the problem, involve local community members and groups to assist in solving the problem, and work to transfer major responsibility for an ongoing program to local community members and groups... This is a method for forming and maintaining authentic partnerships, which therefore creates legitimate relationships” (Labonte, 2005, pp. 90-91).

Cultural differences are an area of major concern for Asian communities and, more specifically, the community of AAWDs, because there are so many cultures within all of these communities. In order to be most effective, building bridges across these communities must be based on “the gradual nurturance of relationships within localities that brings about a sense of belonging” (Pilisuk et al., 2005, p. 97).

Building Relationships

Hung (2008) says that relationships can be built at various levels and offers four possibilities (p. 183):

1. Religious organizations. These are primarily faith-based (e.g., churches, temples, mosques).
2. Cultural organizations. These promote and preserve an ethnic group's cultural identity, including home-country language schools and traditional arts, dance, and music groups.
3. Service organizations. These agencies provide primarily social services, such as English classes and health care, with the overall objective of helping immigrants participate more productively in the economy.
4. Public interest organizations. These are advocacy groups, professional organizations, civic organizations, private foundations, and various public interest funds. Their central purpose is to enhance the voice of their constituencies through organizing, financing, holding forums, sponsoring activities, and other appropriate means.

Hung (2008) explains that the two most important concerns for Asian immigrants are economic survival and maintaining cultural identity; therefore these concerns must be addressed by those who work with AAWDs. Often there are gaps in understanding among Asian communities, DRS, and other stakeholders about cultural differences and how to work with them. Building relationships makes it easier for AAWDs, Asian communities, DRS, and other partners to work together to learn about cultural needs and practices so that the best services can be provided and the best outcomes can be achieved.

Who Should Be Involved and Why?

“Particularly in times of diminished fiscal resources and support, we need coalitions that can create a powerful unifying structure for organizations that share a goal or concern” (Hung, 2008, p. 289).

To build the most effective collaborations that can benefit AAWDs, many partners must be involved, including:

- AAWDs and their families
- CBOs and FBOs
- Asian business owners and chambers of commerce
- City officials and politicians
- Disability groups and organizations
- School systems and colleges/universities
- Asian ethnic media
- DRS/DHS

Wandersman, Goodman, and Butterfoss (2005) say that “a coalition’s membership is its primary resource... each member brings a different set of resources and skills to the coalition” (pp. 289, 297). All of the above entities should be involved in collaborations and partnerships.



“Any thoughts about barriers? . . . My feeling is that most of the people don’t trust government agencies. . . . Yeah, lack of trust” (ADOPT focus group, 2010).

Working with Families

As Asian Americans come together to coordinate, plan, and participate in the activities of these organizations, they become tied together in a cohesive interpersonal network (Espiritu, 2008).

AAWDs and their families must be involved because they are the key players in their own lives and employment opportunities. Moreover, no one knows the wants and needs of customers and their closest family members better than they do. Despite the service gaps that some AAWDs and their families continue to experience, if multiple entities work together, show their ability to create change and their genuine desire to help, and communicate effectively about their plans, and if customers are involved in their own plans, progress and change will occur.

Community-Based and Faith-Based Organizations

“These nonprofits together play a balancing act between facilitating political and economic integration while maintaining separate Asian American identities” (Hung, p. 204).

Community-based organizations (CBOs) and faith-based organizations (FBOs) serve Asians with disabilities in the Chicago area. The fact that CBOs and FBOs often share cultural values with their customers makes them extremely important. Such pan-Asian organizations “provide a setting for persons of diverse Asian backgrounds to establish social ties and to discuss their common problems and experiences” (Espiritu, 1992, p. 129). Some CBOs and FBOs often have already built trusting relationships with Asians with disabilities that governmental organizations (including DRS) may not share. Moreover, these organizations can work with customers and DRS alike to overcome language and cultural barriers; they can also serve as cultural brokers or liaisons between the disability service system and clients (please see Appendix H).

“Because of the nature of religious and cultural activities—especially in the use of native languages and the meaning of identity—it is likely that a religious or cultural organization serves a specific Asian ethnic group” (Hung, 2008, p. 184).



Asian communities are often efficiently packed with services and people.

Nonprofit ethnic CBOs are playing an increasingly important role in major U.S. metropolitan areas such as Chicago, especially for pan-Asian groups. Such organizations are the key source of information, connection, and support for many immigrants. In Chicago, immigrants and minorities rely on informal grassroots networks within their communities, as well as on more formal organizations and channels. First, however, they must become aware of such resources.

Many Chicago-based Asian American families reside in or frequent densely populated ethnic enclaves precisely because of the availability of formal and informal supports in these culturally and linguistically relevant areas. For recent immigrants and refugees who are not well acculturated, the pan-Asian community can be a key source of disability knowledge and can also influence attitudes and behaviors. Conversely, the pan-Asian American community can be a source of stigma and shame that impedes equal access and opportunities for AAWDs. Such attitudes should be altered and outreach initiatives such as ADOPT put in place.

What Is a Community-Based Organization?

A CBO is a locally controlled and managed, minority-owned agency that fosters self-reliance and self-sufficiency in the overall advancement of social justice and opportunities for the people it serves. This toolkit focuses on Asian-oriented CBOs that often have representation from their clientele, either as directors or as members of committees and advisory boards.

CBOs reflect the values of the pan-Asian and related immigrant/refugee community groups in which they reside. Many Asian-oriented agencies focus on a specific geographic area where they work to provide services and support to clients within a particular neighborhood or enclave. Most CBOs operate as nonprofit organizations. In addition to the list of CBOs in this toolkit, which is not exhaustive, www.guidestar.org lists many agencies in the city of Chicago and statewide.



CBOs may offer services to specific ethnic subpopulations. This memorial is dedicated to Chinese American veterans.

Community-Based Organization Expertise

- An Asian American CBO has expert knowledge on community needs, community credibility, and resources; the culture of the clients they serve; funding streams; and unique advocacy opportunities.
- Each CBO has a mission statement to serve a defined group of individuals with a set of programs and/or services. In general, CBOs offer a variety of social services that range from narrow to broad.
- Most Asian CBO staff members have no idea what DRS is and what services it provides. Similarly, most DRS staff are unaware of the wide range of services and expertise provided by CBOs.
- Ideas for outreach initiatives often originate from CBO staff, providers from a disability service systems, and researcher/faculty members. To be successful, however, any outreach initiative must have buy-in from all involved individuals and groups.
- Researchers must recognize the need for their expertise and be urged to engage with representatives from Asian communities and DRS to address the needs of AAWDs. DRS must recognize that CBOs offer expertise and credibility that can be beneficial to its clients.

How to Partner with a Community-Based Organization

- Identify an area of interest (e.g., VR and employment for AAWDs).
- Identify an outreach worker from DRS to connect with a local Asian CBO.
- Meet with the CBO executive director and/or board to introduce DRS services and programs.
- Show interest in and spend time getting to know the staff, clients, and culture of the CBO (this cannot be done in only one visit).
- Determine the CBO's attitudes about disability issues and VR access.
- Allow the CBO to get to know DRS and its services and programs for its clients who have disabilities.
- Work together so that CBOs can make referrals, receive referrals, and thereby help to increase the number of AAWDs in their service pool.

ADOPT encourages DRS to take a mutually beneficial approach called community-based participatory research (CBPR) with the pan-Asian community. CBPR suggests a number of goals in working with CBOs:

- Recognize the diversity of Asian American communities.
- Build on strengths, assets, and resources within Chicago-based Asian communities.
- Facilitate collaborative and equitable partnerships in all phases of outreach and research.
- Foster co-learning and capacity-building among all partners via advisory boards and task forces.
- Focus on local facilitators of and barriers to VR and workforce integration issues for AAWDs, as well as ways to tackle these issues.
- Focus on capacity-building efforts that can help to improve VR service access and employment opportunities via trusted, ongoing partnerships.

Disability Groups and Organizations

CBOs and FBOs have many consumers who do not have disabilities, but the primary goal of disability groups and organizations is betterment for such people. Groups such as Access Living and the Mayor’s Office for People with Disabilities actively promote disability rights and inclusion at all levels, including social, economic, and political, but are weak in addressing cultural and immigrant issues. It is imperative to involve these entities in any partnership that involves AAWDs because they often remain unconnected unless active outreach efforts are in place.

“In terms of strategies, we’ve established a type of competency committee that is charged with really looking at all our policies and procedures, how we interact with clients, how our clients go through our system, how they are served to make sure that there are checks in place and to insure that the language issues, cultural barriers, cultural traditions are respected and valued” (ADOPT focus group, 2010).

Teaming with Ethnic Media Agencies

Media are invaluable for providing information to the Asian American community about resources, programs, and other offerings regarding disability and disability advocacy. Mass media and ethnic media advocacy, defined as “the strategic use of mass media to advance a social or public policy initiative” (Pilisuk et al., 2005, p. 110), are valuable tools for connecting Asian Americans with disabilities to additional options. For example, a Filipino television show invited ADOPT to explain how its collaborations and partnerships are helping AAWDs. Please see Chapter 12 for further details. Please also see Appendix G for a chart of three ADOPT task forces and Appendix H for a list of ADOPT community and business partners.

Asian Business Owners and Chambers of Commerce

Asian business owners are extremely important to the collaboration and partnership process because they have the power to hire AAWDs. Becoming part of the process educates and empowers such business owners to understand the benefits of hiring qualified AAWDs. It is of utmost importance that the chambers of commerce be involved as well, because they represent the business community. With their help, businesses can be identified, educated, empowered, and eventually become advocates to other businesses. Chambers of commerce can also connect AAWDs to CBOs/FBOs, community agencies, and others to businesses that may be hiring.

City Officials and Politicians

Political officials can be a hard group to connect with because of their busy schedules and because community trust in them may be lacking, but involving them is extremely important. If they are invested in an issue, they will fight for change. Too often, change occurs for the disability community only because someone in power has a friend or family member with a disability. But building relationships with city officials and politicians (for example, by writing to them, calling them, and networking with them at forums and meetings) makes them more likely to take an interest in AAWDs and thus more likely to attempt to make high-level changes.

**Open communication is vital
to any successful
relationship.**



Achieving Outcomes

ADOPT's efforts to cultivate new relationships between DRS and the pan-Asian community has brought DRS officials together with many AAWDs and their supporters to find new ways to address the VR service and employment gaps. The strong, reciprocal relationship between CBOs and DRS that has been formed has helped to increase referrals to the system.

For example, DRS must determine whether a customer has language preferences. DRS can do this by asking about language preference before an initial meeting, but the CBO can also alert DRS of any preferences the customer has. If there are no connections between DRS and the CBOs, the employment rates of AAWDs will not rise and will likely decrease.

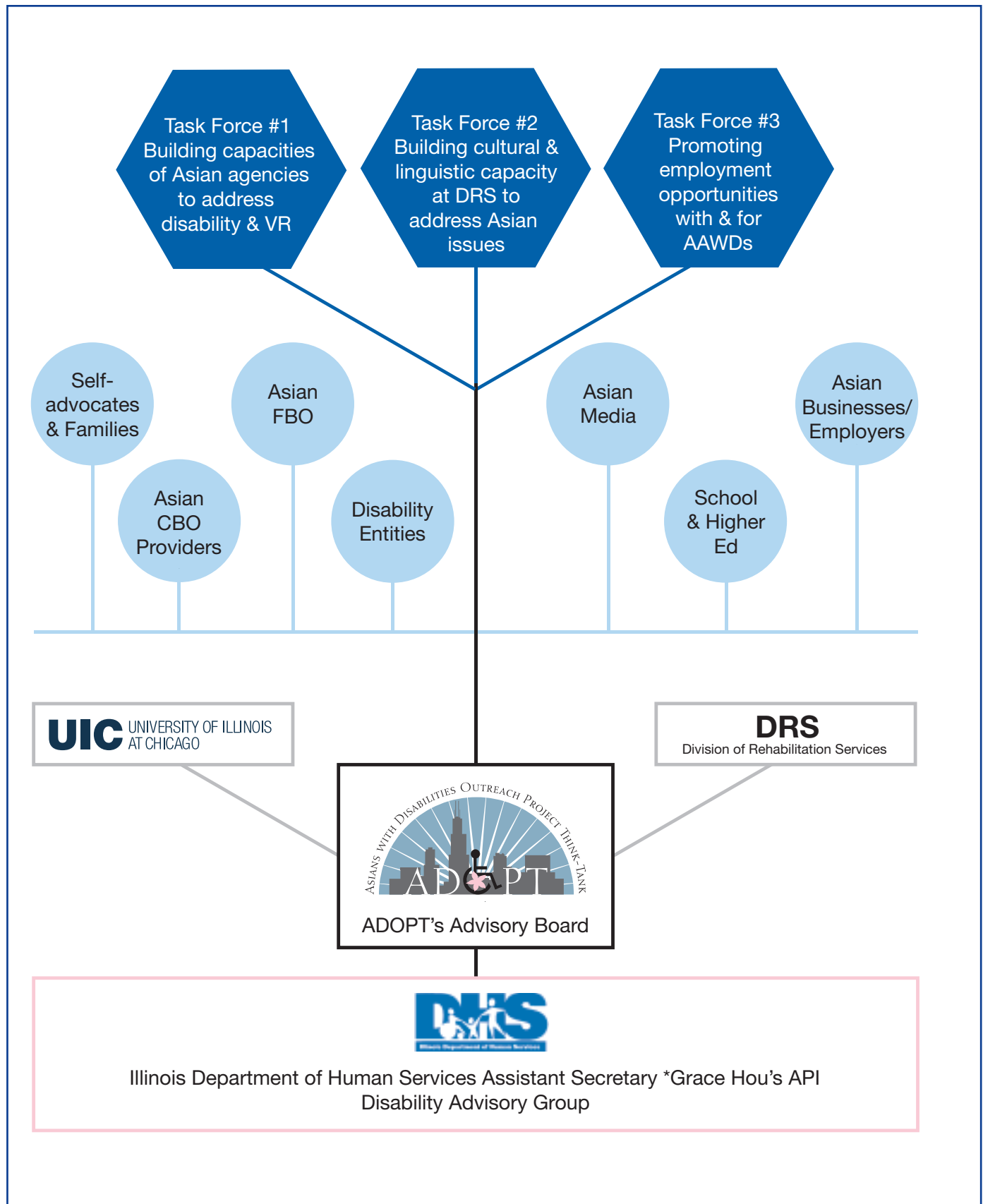
Active listening is the first step to avoiding this very adverse situation. According to Freire (1970, 1973) "active listening entails problem posing, or asking questions that cause a small group of people to reflect critically on their reality, their shared problems, the links between those problems, and their root causes" (cited in Pilisuk et al., 2005, p. 98). By listening actively, DRS and CBOs can be alerted to urgent issues, form a reciprocal relationship, and begin appropriately serving AAWDs.

"Community building is based on the gradual nurturance of relationships within localities that brings about a sense of belonging" (Pilisuk et al., 2005, p. 97).

Chapter 9 References

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Appendix G. - ADOPT's Advisory Structure



ADOPT's programmatic structure.

***Grace Hou served as the Assistant Secretary at the Illinois Department of Human Services (IDHS) from 2003 to 2012 and now is President of the Woods Fund of Chicago.**

Appendix H. - Resources: Chicago-Area Asian American CBO Organizations

Access Living

115 W. Chicago Ave.
Chicago, IL 60654

Website:

www.accessliving.org

Contact: Bhuttu Mathews

Tel: (312)-640-2100

Fax: (312)-640-2101

Email:

bmathews@accessliving.org

Services: Independent Living, Education, Support for Employment

Language(s): English, Spanish, American Sign Language (ASL)

Arab American Family Services

9044 S. Octavia Ave.
Bridgeview, IL 60455

Website:

www.arabamericanfamily-services.org

Contact: Iteadal Shalabi, Nareman Taha

Tel: (708)-599-2237

Fax: (708)-599-8299

Email:

info@arabamericanfamily-services.org

Services: Support to obtain public benefits; immigration; domestic violence; elderly services; and outreach for healthier families and communities

Language(s): Arabic

Asian American Institute

4753 N. Broadway St,
Suite 904
Chicago, IL 60640

Website:

www.aaichicago.org

Contact: Satish Turakhia

Tel: (773)-271-0899

Fax: (773)-271-1982

Email:

satishturakhia@gmail.com

Services: Empowerment through advocacy, research utilization, education, and coalition building

Language(s):

53 languages

Asian American Small Business Association

5901 N. Cicero Ave,
Suite 205

Chicago, IL 60646

Website: None

Contact: John Lee

Tel: (773)-545-0600

Email:

aasba5000@msn.com

Services: Services for small businesses, particularly Asian American owned businesses

Language(s):

Not available

Asian Health Coalition of Illinois

4753 N. Broadway St,
Suite 614

Chicago, IL 60640

Website:

www.asianhealth.org

Contact: Edwin

Chandrasekar,
Celine Woznica

Tel: (312)-372-7070

Fax: (312)-372-7171

Email:

Edwin@asianhealth.org
celine@asianhealth.org

Services: Advocacy, technical assistance, education, and community-based research

Language(s):

Not available

Asian Human Services of Chicago

4753 N. Broadway St,
Suite 700
Chicago, IL 60640

Website:

www.ahschicago.org

Contact: Jing Zhang, Hae Sook Pak, Soung San

Tel: (773)-728-2235

Fax: (773)-728-4751

Email:

jzhang@ahschicago.org

pureocean23@hotmail.com

ssan@ahschicago.org

Services: Addresses health and social-service needs

Language(s): Khmer, Vietnamese, Korean, Mandarin, Cantonese, Bosnian, Thai, Hindi, Lao, and more

Asian Metropolitan Family Services

7541 N. Western Ave.
Chicago, IL 60645-1510

Website:

www.mafsinc.com

Contact: Santosh Kumar, Promila Mehta, Himali Pharucha

Tel: (773)-465-3105

Email:

santosh1250@hotmail.com

promilam@mafsinc.com
himalib@mafsinc.com

Services: Provides services to elderly populations from India, Pakistan, Bangladesh, Nepal, Sri Lanka and East European to keep them safe, healthy, and secure in their homes. Provides caregiver education

Language(s): Hindi, Urdu, Gujarati, Bosnian

Business Sector Consultant

Address: None

Website: None

Contact: Won Kang

Tel: (847)-982-0899

Email:

wonkang07@hotmail.com

Services:

Business assistance

Language(s):

Not available

Cambodian Association of Illinois

2831 W. Lawrence Avenue
Chicago, IL 60625

Website:

www.cambodian-association.org

Contact: Kaoru

Watanabe,

Seth Kompha

Tel: (773)-878-7090

Fax: (773)-878-5299

Email:

kaoru@cambodian-association.org

kompha_seth@hotmail.com

Services: Supports Cambodian refugees and immigrants in becoming self-sufficient. Services include family, community, senior, youth, employment, citizenship and more.

Language(s):

Cambodian/ Khmer

**Chicago Regional Office
Minority Business
Development Agency
(MBDA)**

55 East Monroe, Suite
2810

Chicago, IL 60603

Website: www.mbda.gov

Contact: George
Chunkau Mui

Tel: (312)-353-0189

Email: gmui@mbda.gov

Services: Promotes
growth and wealth cre-
ation of minority-owned
businesses

Language(s):

Not available

**Chinese American
Service League**

2141 S. Tan Ct.

Chicago, IL 60616

Website:

www.caslservice.org

Contact: Esther Wong,
Ivy Siu, Grace Chan,
Tabitha Mui

Tel: (312)-791-0418

Fax: (312)-791-0509

Email:

estherw@caslservice.org

ivy_siu@caslservice.org

[\[chan@caslservice.org\]\(mailto:chan@caslservice.org\)](mailto:grace-</p></div><div data-bbox=)

[\[mui@caslservice.org\]\(mailto:mui@caslservice.org\)](mailto:tabitha-</p></div><div data-bbox=)

Services: Offers health
and social service needs
to families, seniors, and
youth

Language(s): Chinese:

Cantonese and Mandarin

**Chinese Mutual Aid
Association**

1016 W. Argyle Street

Chicago, IL 60640

Website: [www.chinese-
mutualaid.org](http://www.chinese-mutualaid.org)

Contact: Benjamin
Rucker, Monica Barroso,
Huy Tran, B. Jane Young,
Jamie Taradash, Steve
Brunton, Romy Arrieta

Tel: (773)-784-2900

Fax: (773)-784-2984

Email:

[benjaminr@chinesemutu-
alaid.org](mailto:benjaminr@chinesemutu-
alaid.org)

[monicab@chinesemutu-
alaid.org](mailto:monicab@chinesemutu-
alaid.org)

[huyt@chinesemutualaid.or
g](mailto:huyt@chinesemutualaid.or
g)

[janey@chinesemutu-
alaid.org](mailto:janey@chinesemutu-
alaid.org)

[jamiet@chinesemutu-
alaid.org](mailto:jamiet@chinesemutu-
alaid.org)

[steveb@chinesemutu-
alaid.org](mailto:steveb@chinesemutu-
alaid.org)

[romya@chinesemutu-
alaid.org](mailto:romya@chinesemutu-
alaid.org)

Services: Offers health
and social service needs
to the community
including families,
seniors, and youth

Language(s): Chinese:
Cantonese and Mandarin;
Bosnian; Burmese; and
Vietnamese

**Coalition of African,
Arab, Asian, European,
and Latino Immigrants
of Illinois**

4300 N. Hermitage
Avenue

Chicago, IL 60613

Website:

www.caaaelii.org

Contact: Francisco
Ramos

Tel: (773)-248-1019

Fax: (773)-248-1179

Email: framos@caaaelii.org

Services:

Adult education,
leadership development,
and coalition building

Language(s): Many
languages available. See
website for all partner
agencies and language
capacities.

**Coalition of Limited
English Speaking
Elderly**

53 W. Jackson Blvd,
Suite 1301

Chicago, IL, 60604-3552

Website: www.clese.org

Contact: Marta Pereyra,
Linda Seyler

Tel: (312)-461-0812

Fax: (312)-461-1466

Email: marta@clese.org

linda@clese.org

Advocacy,

Services: Leadership and
education

Language(s): English
officially, bilingual
unofficially

**Community Counseling
Centers of Chicago
Quetzal Center**

2525 W. Peterson Avenue
Chicago, IL 60669

Website:

www.c4chicago.org

Contact: Jeffry Romano

Tel: (773)-765-0614

Fax: (773)-765-0650

Email:

jeffry.romano@c4chicago.org

Services: Mental health

Language(s):

Not available

**City of Chicago-
Commission on Human
Relations Council on
Asian Affairs**

740 N. Sedgwick Street,
Suite 300

Chicago, IL 60654

Website:

www.cityofchicago.org/city/en/depts/cchr/provdrs/asian_aff.html

Contact: Kripal (Chris)
Zala

Tel: (312)-744-4479

Fax: (312)-744-1081

Email: None

Services: Provides
information, advocacy,
referrals, and conflict
resolution assistance

Language(s):

Not available

El Valor

1850 W. 21st Street

Chicago, IL 60608

Website: www.elvalor.org

Contact: Gloria Curtin

Tel: (312)-666-4511

Email:

Gloria.curtin@elvalor.net

Services: Seeks to build
strong and inclusive com-
munities

Language(s): Spanish

**Heartland Alliance
Refugee Health
Programs**

1331 W. Albion Avenue

Chicago, IL 60626

Website: www.heartlandalliance.org

Contact: Judith

Weinstein, MA, MPH

Tel: (773)-751-4166

Fax: (773)-381-4073

Email:

jweinstein@heartlandalliance.org

Services: Human needs
and human rights

Language(s): Various
languages specifically for
health and medical care
purposes

**Immigrant Family
Resource Program**

55 E. Jackson Blvd, Suite
2075

Chicago, IL 60604

Website: www.icirr.org

Contact: Luvia Quiñones

Tel: (312)-332-7360 ext.
225

Fax: (312)-332-7044

Email: lquinones@icirr.org

Services: Promotes
rights of immigrants and
refugees

Language(s): Various
languages through
community contracts

Indo-American Center

6328 N. California Avenue
Chicago, Illinois 60659

Website:

www.indoamerican.org

Contact: Renuka

Sharma, Sunitha Doma,
Jay Luthra

Tel: (773)-973-4444

Fax: (773)-973-0157

Email:

jluthra@indoamerican.org

Services: Foster
adjustment and
integration while aiding in
retaining culture and
heritage

Language(s): Hindi

**Interfaith Refugee
Immigration Ministries**

4753 N. Broadway Street,
Suite 401
Chicago, IL 60640

Website: www.irim.org

Contact: Melineh

Kano, Yussuf Ali

Tel: (773)-989-5647

Fax: (773)-989-0484

Email:

mkano@irim.org

yali@irim.org

Services: Safety, dignity,
and self-reliance for
refugees

Language(s):

Not available

**Korean American
Community Services**

4300 N. California Avenue
Chicago, IL 60618

Website:

www.kacschgo.org

Contact: Inchul Choi, Mi
Young Seo

Tel: (773)-583-5501

Fax: (773)-583-7009

Email:

inchul@kacschicago.org

Services: Provides legal,
education, health, and
social services to
community members

Language(s): Korean

**Lao American
Community Services**

4750 N. Sheridan Road
Chicago, IL 60640-7511

Website:

www.lacschicago.org

Contact: Thavone

Nyatso,

Khamphoui Singvongsa

Tel: (312)-271-0004

Email:

tnyatso@gmail.com

ksingvongsa@att.net

Services: Foster
adjustment and integra-
tion while aiding in retain-
ing culture and heritage

Language(s): Laotian

**Mayor's Office for
People with Disabilities**

121 N. LaSalle Street
City Hall, Room 1104

Website:

www.cityofchicago.org/city/en/depts/mopd.html

Contact: Karen Tamley,
Joe Albritton, Lavonzell
Paige

Tel: (312)-744-4964

Fax: (312)-744-3314

Email:

karen.tamley@cityofchicago.com

jalbritton@cityofchicago.com

paige@cityofchicago.com

Services: Meet the needs
of people with disabilities,
concerned with
accessibility

Language(s):

Not available

**Midwest Asian
American Center**

2534 W. Devon Avenue
Chicago, IL 60659-1810

Website: None

Contact: Vandana Dalal

Tel: (773)-262-8650

Email: maacedu@aol.com

Services: Educational
services

Language(s):

Not available

**Midwest Asian Health
Association**

230 W. Cermak St, 2/F,
Rear (Mail Box #13)
Chicago, IL 60616

Website:

www.maha-us.org

Contact: Hong Liu

Tel: (312)-225-8659

Fax: (312)-225-6806

Email:

hongliu@maha-us.org

Services: Reduce health
disparities among Asian
Americans. Provides
culturally and linguistically
appropriate services.

Language(s):

Not available

Muslim Women Resource Center

6349 N. Western Ave,
Suite 205
Chicago, IL 60659

Website:

www.mwrcnfp.org/

Contact: Sima Quraishi,
Aaisha Mohammad

Tel: (773)-764-1686

Fax: (773)-764-6753

Email: None

Services: Provides skills to become self-sufficient and overcome cultural and linguistic barriers

Language(s): Urdu, Arabic, Pashto

Nepali American Center

6 E. Jerry Street
Mount Prospect, IL 60056

Website:

www.nepaliamericancenter.org

Contact: Bishnu Phuyal

Tel: (773)-469-0684

Fax: (773)-800-1622

Email:

bishnuphuyal@hotmail.com

feedback@nepaliamericancenter.org

Services: Provides for social, cultural, and civic needs

Language(s): Nepali, Nepalese

United African Organization

3424 S. State Street,
3rd Floor
Chicago, IL 60616

Website:

www.uniteafricans.org

Contact:

Nancy Asirifi-Otchere

Tel: (312)-949-9980

Fax: (312)-949-9981

Email:

Nancy.asirifi-otchere@uniteafricans.org

Services: Promotes social and economic justice, civic participation, and empowerment for African immigrants

Language(s): French, Fulani

University Instructor

Address: Not available

Website: None

Contact: Grace Tsao

Tel: (773)-710-5748

Email:

tingtsao@gmail.com

Services: Asian American culture

Language(s):

Not available

Vietnamese American Community of Illinois

880 Bittersweet Dr.
Northbrook, IL 60062

Website: None

Contact: Jackie HaDo Conley

Phone number: None

Email:

jadeconley@gmail.com

Provides services to the Vietnamese American Community

Language(s):

Not available

Vietnamese Association of Illinois

5252 N. Broadway Street,
2nd Floor

Chicago, IL 60640

Website:

<http://www.hnvi.org>

Contact: Lhakpa Tsering, Howard Vu

Tel: (773)-728-3700

Fax: (773)-728-0497

Email:

lhakpatsering@sbcglobal.net

hoangtienvu@gmail.org

Services: Provides services to the Vietnamese community such as life skills education, elderly programs, case management, and health education

Language(s): Chinese:

simplified, traditional;

French; Vietnamese