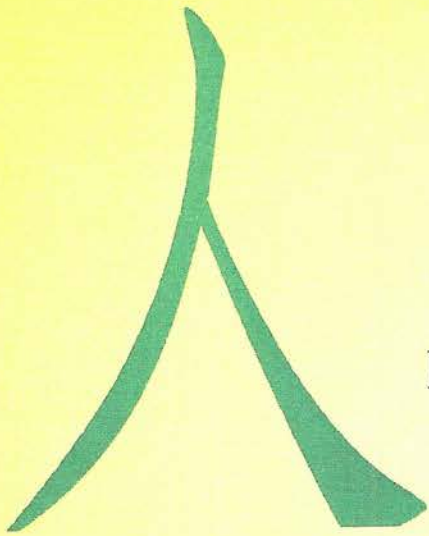




CPACS

Center for Pan Asian  
Community Services, Inc.

*People Need People*  
Capital Campaign for Community Building



The Chinese character Ren, meaning human or people, has an unbalanced symmetry – a left-falling stroke and a right-falling stroke standing in place by one supporting another.

The two strokes depend on each other, just as all human beings depend on one another for support.



*“We listen to what service is needed and then build a program around that need. We know we have done it right when we see the smiles on our clients’ faces.”*

- Chaiwon Kim, CEO/President





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## Campaign Committee

*Your Name Here ~ Co-Chairman*

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Jenny Harrison

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Baoky Vu

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*for over*  
**30**  
*years*

we've seen the *need*

we've heard the *pleas*

we've *served* our neighbors

...Here's how we envision sustaining

*hope* for generations to come...

*Join Us on Our Journey!*

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# First, A Little History...

## Our Story

Founded on the belief that “people need people,” the Center for Pan Asian Community Services, Inc. (CPACS) is the first, largest and oldest organization in the Southeast to focus on issues and concerns of Asian Americans, especially women, children and families with low incomes.

Every year, families emigrate from Asian and Pacific Island countries to the United States as immigrants and refugees, as they have for hundreds of years. They come to America dreaming of opportunities for freedom and prosperity, bringing with them the desire to contribute to their new land and the willingness to work hard to achieve their dreams.

Since 1980, CPACS has provided a home base and essential programs that support Asian Americans in their new chosen country. By providing a variety of services for numerous facets of life, CPACS helps many on their personal journeys and brings people together to create stronger communities.

Thirty years ago, CPACS began as a volunteer-run organization providing health and human services to the area’s Korean Americans, yet it quickly found that services were also needed by other Asians from many different cultural and linguistic backgrounds, many with limited English proficiency. Today, a diverse staff of more than 100 full- and part-time employees speaks 15 languages. The staff, led by CEO Chaiwon Kim, provides a broad array of programs that serve men, women, seniors, children and youth in metro Atlanta and beyond. The number of individuals served each month (unduplicated) has grown from 791 in 1999 to 1,620 in mid-2010, almost 20,000 individuals served each year.

Although CPACS has a unique capacity to serve primarily Asians from a multitude of countries, other groups, including African Americans, Hispanics and Caucasians are also being served today.



## Challenges Faced

As Asian and Pacific Islanders arrive in their new U.S. home, they immediately experience differences in culture, food and landscape. Many struggle because they cannot communicate in English, and they often grow to rely on translations by their children and grandchildren, who learn English at school. Some find it hard to get a job because of language, or because their training and experience are not recognized or comparable to jobs in the U.S. Many find it difficult to access health and mental health services because they do not have insurance or cannot communicate well with doctors.

Young people struggle with how to grow up in two distinctly different cultures, yet take pride in both traditions. Seniors may be isolated because they lack transportation and are financially insecure. Asian Americans also face the common misconception that they are always smart, healthy and financially savvy, and therefore do not need assistance.

1980

All-volunteer Korean Community Service Center opens in the basement of Korean Community Presbyterian Church of Atlanta.

1985

Hired our first full-time social worker to provide social services

1990

Youth programs begin with funding from the Atlanta Prevention Center for a substance abuse prevention project and later expand to include Jobs for Pay, a summer youth employment program, among other youth services

*They come dreaming of opportunities for freedom and prosperity, bringing with them the desire to contribute and the willingness to work hard to achieve their dreams.*

## Programs Grow with Population

CPACS uses a fluid safety net concept in which programs are developed or discontinued based on the needs of individuals in the community. Services are provided at low to no cost based on a sliding fee scale, and each CPACS program is offered in multiple languages.

In the decade from 1990 to 2000, the Asian American population of metropolitan Atlanta grew exponentially. While metro Atlanta's total population grew by 45%, the Asian American population grew 199%, and 355% just in Gwinnett County. As of the 2000 Census, Atlanta was ranked the 3rd city nationally in Asian American growth, Georgia ranked 2nd among states, and Gwinnett was first among all counties.

This population growth has continued over the past decade, along with increasing diversity in specific ethnicities, and is expected to continue growing at the same rate. CPACS provides services to a community of over 49 different ethnic groups that speak over 100 languages and dialects. More than 90% of CPACS's clients are Asian American, and the primary communities served are Korean, Vietnamese and Chinese, as well as smaller communities of Burmese, Laotian, Bhutanese and Thai. In addition, CPACS serves about 9% from other groups, such as African and Middle Eastern refugees, Hispanic/Latino clients, African Americans and Caucasians. People come to CPACS from many countries with different languages, cultures, immigration history, English language proficiency, years living in the U.S., education and socio-economic levels.

## Facilities Stretch Beyond Capacity

As CPACS developed new programs and expanded community outreach to address the varied needs of the rapidly growing and diversifying Asian American population in metro Atlanta, its

facilities were stretched well beyond capacity. At CPACS' 8,000 sq. ft. building in Doraville, the need for more space became critical:



HIV COUNSELING AND OTHER CONFIDENTIAL HEALTH AND LEGAL DISCUSSIONS WERE HELD WITHOUT ADEQUATE PRIVACY;

SENIOR EXERCISE CLASSES WERE OFTEN HELD IN THE PARKING LOT AND HALLWAYS;

SPACE CONSTRAINTS FORCED MANY PROGRAMS TO LIMIT PARTICIPATION FAR SHORT OF DEMAND;

STAFF CONSTANTLY STRUGGLED TO FIND ADEQUATE SPACE FOR ESL CLASSES, COMMUNITY MEETINGS, OUTREACH PROGRAMS AND EVENTS, AND MANY HAD TO BE HELD OFF SITE.

1991

Received our first grant of \$5,000 from the Atlanta Community Foundation

1995

Expanded programs and numbers served in all programs increase to almost 600 individuals a month

# Phase I Facility Expansion

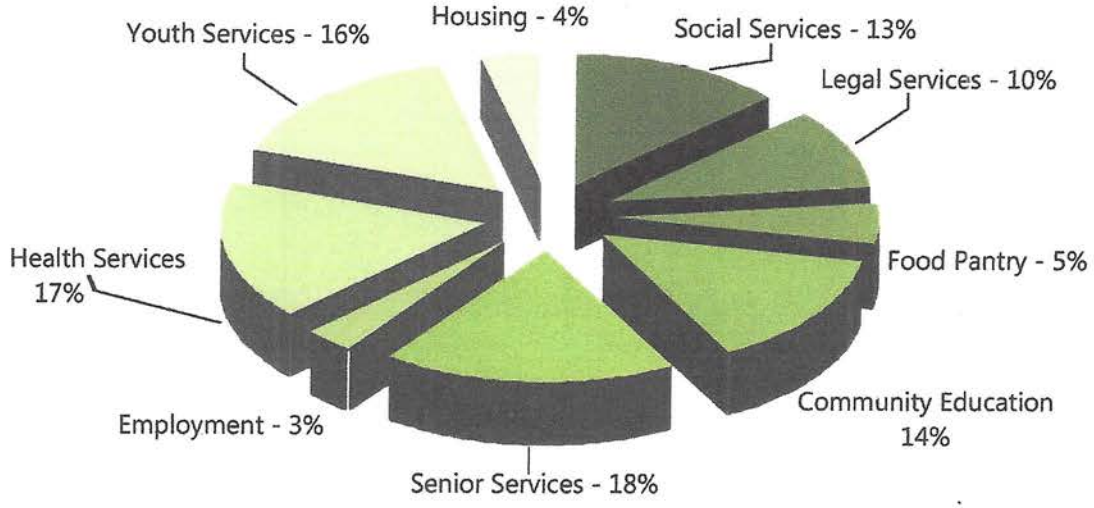


With the organization's 10-year lease from the city of Doraville coming to an end, CPACS developed a plan to address its facility needs with an emphasis on structures that would build community among Asian Americans and the larger community. CPACS launched *Phase I* of the plan in 2010.

With confidence from the award of a \$1.2 million Community Development Block Grant from DeKalb County, CPACS purchased a 15,000-square-foot building on Shallowford Road and the vacant lot beside it, renovated the building, and moved to the new site in August 2010, just as its lease expired. In addition to the county grant, CPACS funded *Phase I* with \$1 million that had been set aside in anticipation of facility needs. To complete the facility additions, CPACS is asking for the community to generously support its People Need People 人 capital campaign.

The *Phase I* building on Shallowford Road has partially eased the severe space constraints, but it still leaves many – particularly seniors, children, youth, and non-English speakers – without the assistance and support they require. *Phase I* is only part of the facility that is needed to maintain the fluid safety net for Asian Americans and others adjusting to life in a new home.

SERVICES PROVIDED (%)



1997

Renamed The Center for Pan Asian Community Services, Inc (CPACS) to reflect growing outreach to more diverse demographics

1999

Asian Breast Cancer kicks off with Mammogram Program to raise awareness in the Asian community

Number of individuals served reaches almost 800 per month





## Mike's Story

Eight-year-old Mike Chay, a Hispanic student, was on the list of students waiting for an open space in the CPACS Elementary Afterschool Program at the Shallowford Road location. His friend had been able to join the program and was receiving homework help that Mike wanted, too. For days, Mike came to CPACS after school and sat in the lobby doing his homework alone. When the children enrolled in the program went outside to play, he went outside and played. When the others went home, he went home.

After several days of watching his persistent desire to be the next child to join the program, the director squeezed him into a program that was already at capacity. Many students like Mike are still on waiting lists at all eight program sites.

*The Phase I facility has eased CPACS's capacity issues, but not resolved them.*

### CPACS CLIENT INTAKE BY PROGRAM

2004 & 2009

	2004	2009	% Change
Social Services	1,928	2,510	30%
*Food Pantry	2,568	965	-62%
Community Education	645	2,703	319%
Senior Services	2,556	3,475	36%
Employment	188	579	208%
Health Services	2,415	3,282	36%
Youth Services	985	3,089	213%
Housing	132	772	485%
<b>TOTAL INTAKE</b>	<b>11,417</b>	<b>19,308</b>	<b>69%</b>

*\* The sharp decrease in food donations that began with the economic downturn is beginning to turn around, increasing 12% from 2008 to 2009.*

2000

1st certified bilingual HIV program is introduced to provide counseling and testing for the Asian population

CPACS moves to Park Avenue site

2001

Food Pantry caters to the needs of seniors - serving almost 150 seniors a month

# People Need People 人

Like the Chinese character for people that depicts human beings leaning on one another for support (人), CPACS was founded on the belief that people need people and provides support and assistance for numerous immigrants and refugees, as well as many others in the broader community. From birth through advanced age, new Americans benefit from the help of others in their community. CPACS's *People Need People* 人 Campaign will enable the organization to reach out to more who are in need. It will provide the space needed to accommodate waiting lists, expand programs in greatest demand and develop new community resources.



With the exponential growth of the Asian American community, the demand for services is constantly escalating. Space in the Phase I building still does not allow CPACS to meet the significant demand in several key programs, add new programs, or develop resources that will improve the organization's effectiveness and build stronger community among Asian Americans and others in the region.

The renovated building is helping to serve current clients more efficiently and effectively. There are now some office and program spaces that provide privacy for counseling sessions and for discussing legal issues or health concerns, but there are not enough of those spaces. Staff members are not packed as tightly into small offices, but fourteen offices must still be shared.

Seniors do not have to exercise in the parking lot, but there is not enough room to serve the 220 seniors waiting to join the Senior Wellness Program. The new building design has a more open floor plan that makes other services more visible to clients, allowing CPACS to serve the community more effectively. But the building is already full with no room to spare for adding new programs or expanding current programs that are not meeting demand.

2002

To bring health awareness to the Asian community, CPACS hosts the Georgia Asian American Health Fair

2005

CPACS organizes the first Annual Together Empowering Asian Americans (TEA) Walk; the Georgia Asian Pacific Islander Community Coalition (GAAPICC) is founded with the vision of combining the assets and talents of the diverse Atlanta Asian American community

*CPACS' People Need People  
campaign will enable the  
organization to reach out to  
more who are in need.*



## *Mrs. Chae's Story*

Mrs. Chae, a Korean, was already in her 80s when she began coming to CPACS for senior services, including the Senior Wellness Program and in-home services. When she learned that CPACS offered citizenship preparation classes, Mrs. Chae, a long time Green Card holder with limited English proficiency, became determined to earn U.S. citizenship. She started attending class and with the help of her CPACS instructor, she was finally able to realize her dream. With family, friends and CPACS staff standing proudly by her side, she was sworn in as a citizen of the United States of America.

2006

CPACS Senior Wellness Program, serving Korean and Vietnamese seniors, is established to prevent isolation and promote well-being

2007

Rainbow Heights, an affordable housing complex for Asian seniors, is constructed

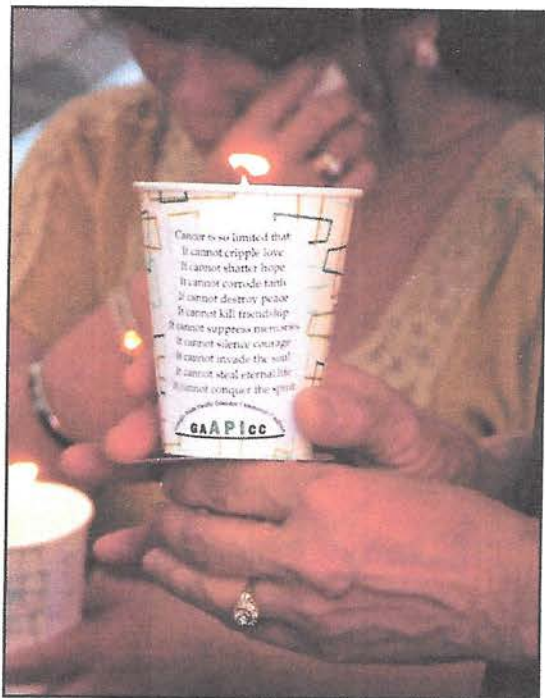
Korean and Chinese Cancer Support Group is formed

# Impact of New Building

The new building will provide significant space for services and activities that focus on seniors and children/youth. These programs have seen rising demand and long waiting lists, and they require larger rooms to accommodate group activities. The new building will also provide room to expand language classes and to become a centralized community space and an even better forum for community members to meet.

## LANGUAGE/CITIZENSHIP

Move English literacy classes to the new building and increase the number of classes from 9 to 18 per week. This move will allow CPACS to double the number served from 150 to 300 students.



## CHILDREN/YOUTH

Move the children/youth activities to the new building. The after-school tutorial and summer programs will grow from 105 to 250 children/youth served per day. By consolidating the after-school elementary program at the new, more convenient Shallowford Road location, the number of students has already tripled, and the Middle school Program has increased by 40% with no additional cost for space. Almost 60 children are wait-listed for youth programs. This demand for youth programs indicates that CPACS can serve many more with construction of a new building.

Add a computer room with 30 computers to be used for youth computer programs and employment classes. A computer room in the new building will make it possible to better serve the youth and better facilitate the employment program.

Add a daily child care program to serve about 30 young children (0-5 years old) in their native language.

Add a playground and Parent Resource Room.

2008

CPACS launches the Asian American Women's Leadership Development Grant

2009

Hanna's House, Georgia's first Asian-focused domestic violence shelter, opens

Dowa Clinic, a free clinic serving low-income, uninsured people opens in Norcross; almost 20,000 (87% low-income clients) served in all programs this year

*Moving senior and youth activities to the new building will also benefit the programs remaining in the current building by accommodating additional one-on-one client services, small group day classes, and appropriate placement of staff in offices.*

## SENIORS

§ Move the senior program activities into the new building. Senior activities will grow from almost 450 to 850 served per month.

§ Add new senior adult day program to serve an additional 20-25 seniors per day. The program will focus on Asian seniors with limited English proficiency. The wait list includes seniors from the Laotian, Filipino, and Burmese communities.



## GENERAL USE

§ Add a multipurpose room to accommodate 250 for community activities such as large meetings, community education and festivals. This room will make it possible for CPACS to bring together disparate groups and will allow CPACS to respond to increased demand from Asian American community groups and others for affordable meeting space.

§ Add a library for community use – especially for after-school students and senior adults.

§ Move the food pantry to the new building. The move will allow the food pantry to expand to serve more CPACS clients and the increasing number of walk-ins from the neighborhood surrounding the new location. Currently, food is stored in closets, hallways, and an external POD in the parking lot.

§ Add a commercial kitchen so food can be prepared internally for food safety classes, Healthy Life classes, Senior Wellness programs, and various other programs and events. Food prepared in this kitchen will serve 100 or more clients several times a week in the multipurpose room.

2010

Phase I of planned facility expansion accomplished with move to new Shallowford Rd location

6th Annual Together Empowering Asian Americans (TEA) Walk continues to support solidarity in the Asian community with over 1500 participants from across the U.S.

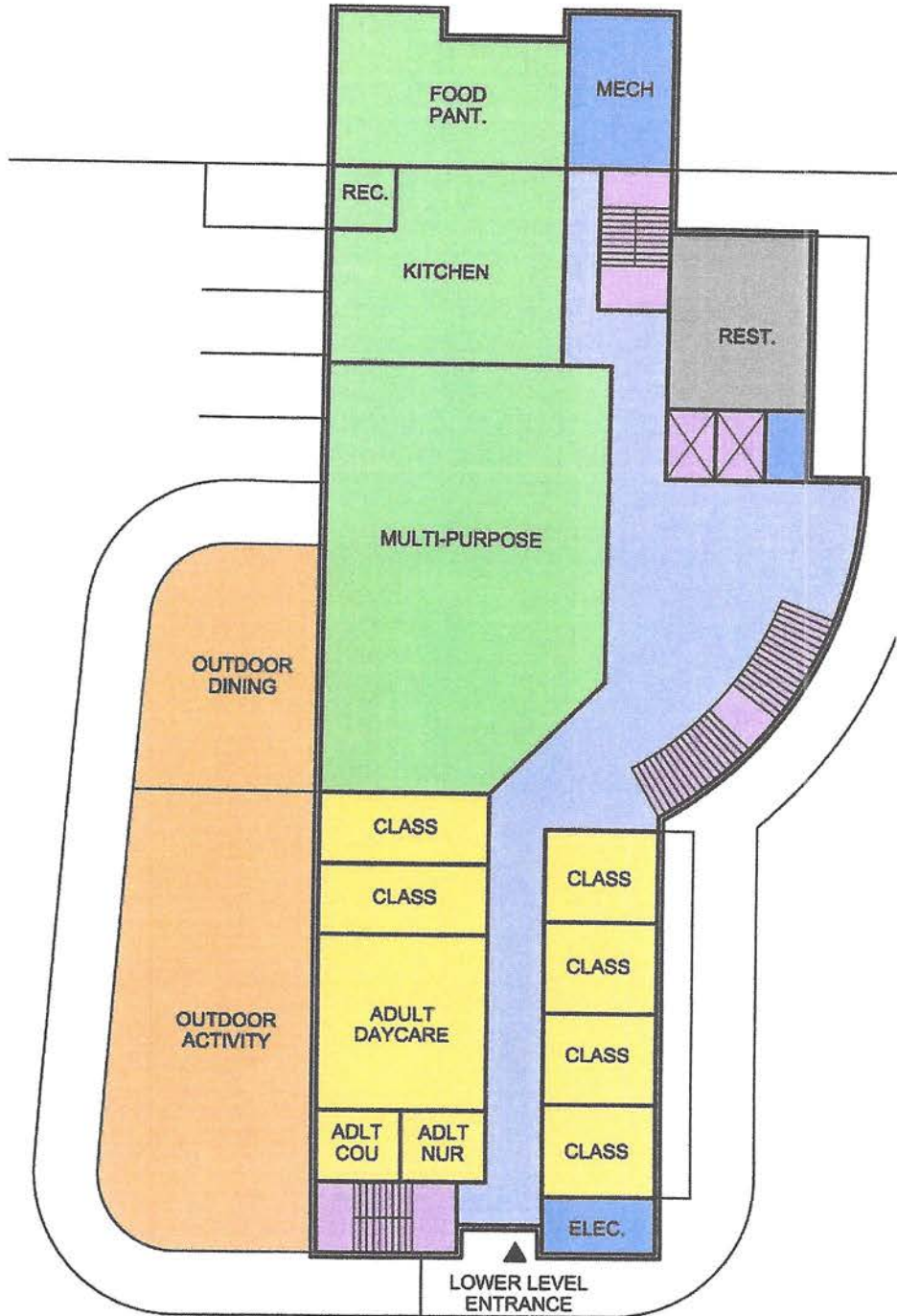
First Institute of Asian American Community Research is established to conduct quality research and disseminate findings

# Plans for Comm



MAIN FLOOR PLAN

# Community Building



LOWER LEVEL FLOOR PLAN

# Areas of Impact

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§ **COMMUNITY HEALTH** | Free primary care for low-income families at the Dowa Charitable Health Clinic in Gwinnett County; and for all income levels, a sliding scale walk-in clinic in the main office in DeKalb County that provides preventive health screenings and testing, immunizations, prevention education on substance abuse and HIV/AIDS, HIV testing and referrals.

§ **COUNSELING** | Individual and group substance addiction counseling, breast cancer support group, domestic violence prevention counseling and the recently opened Hanna's House shelter for victims of domestic violence.

§ **SOCIAL SERVICES** | Translation and interpretation, emergency assistance, employment assistance and public benefit assistance.

§ **SENIORS SERVICES** | Affordable senior housing at Rainbow Heights, public benefits assistance, senior wellness center, outreach and classes.

§ **CHILDREN, YOUTH & FAMILIES** | After-school and summer programs, youth empowerment activities and parenting education.

§ **HOUSING COUNSELING** | Information and counseling on home buying, mortgages, credit counseling, foreclosure prevention, re-housing and homeless prevention.

§ **LEGAL AND IMMIGRATION** | Immigration and family law services, bankruptcy assistance, debt settlement, DUI and other legal consultation.

§ **COMMUNITY EDUCATION** | Classes in English literacy, civics, citizenship and defensive driving; DUI school; and a food safety professional certification program.

§ **RESEARCH** | The Institute for Asian American Community Research conducts research on Pan Asian issues and policies (with a focus on health), program evaluation and community studies.

§ **ADVOCACY** | Civic engagement, civil rights advocacy, public policy and community organizing.